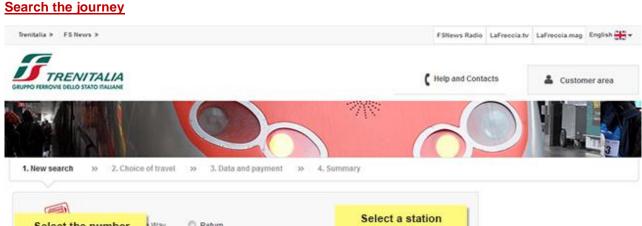
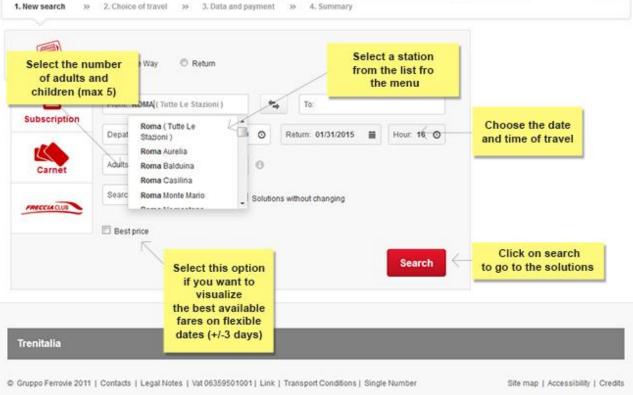
# How to buy the ticket online

- 1. Purchase
- 2. Purchase without registration
- 3. Payment options
- 4. Purchase summary e-mail
- 5. What to do if the transaction is not permitted or is refused
- 6. Online invoice request
- 7. Change ticket (compensation, reimbursement and change)
- 8. Purchase of subscriptions and carnets

## 1. Purchase

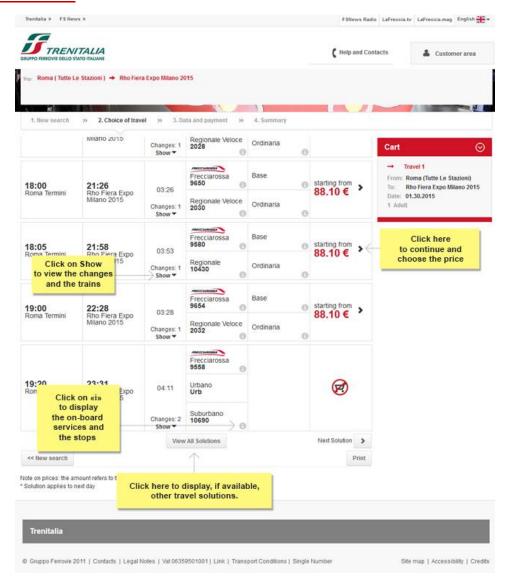




Search travel options by entering the requested piece of information in the dedicated form:

- Indicate whether you want a one-way or a round-trip ticket
- Select the station suggested in the dropdown menu and the number of passengers (max 5)
- Choose the date and time of travel
- Choose the option "**Best price**" to display the most affordable travel options, in a range of +/- 3 days with respect to the chosen date
- Click on **search** to start

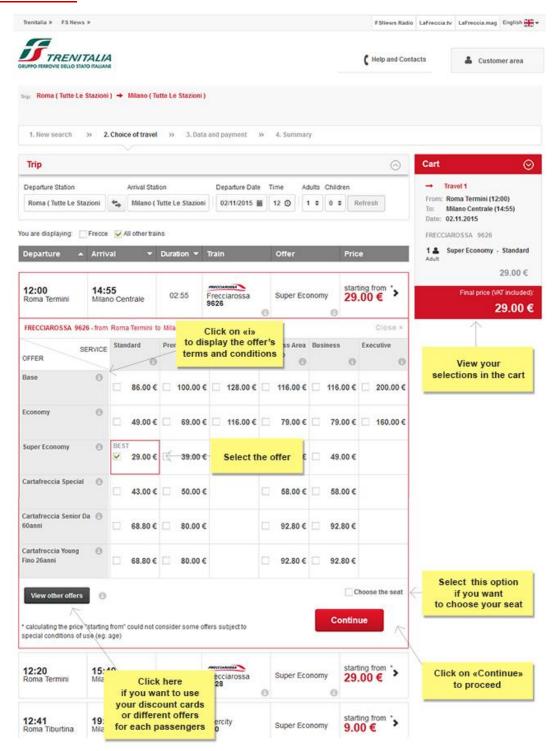
#### Choose the solution



On the page "Choice of travel ", you can display the travel solutions with the indication of duration, trains that compose the solution and the lowest available price for that solution:

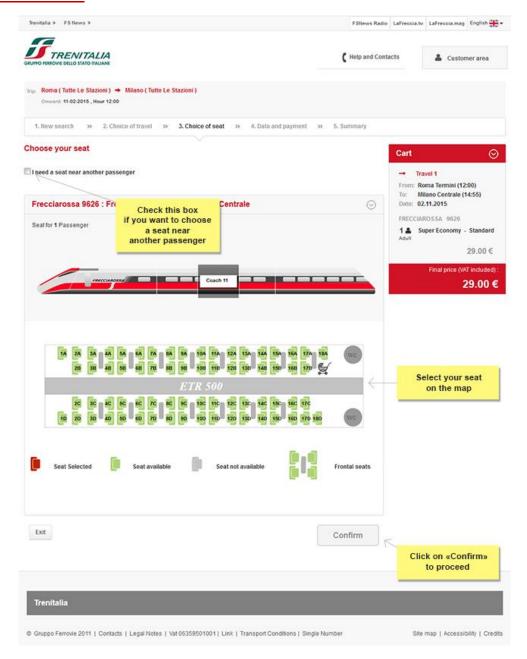
- To learn about the services on board and intermediate stops click on the "i" next to the Train number
- For solutions with change, you can display the times of departure and arrival from / to different stations by clicking on "**Show**" in the "**Duration**" column
- For other travel solutions than those shown, please click on "View all Solutions", placed in the bottom of the page
- To continue and choose the offer, click on the **price** of the solution that you want to buy

#### Choose the offer

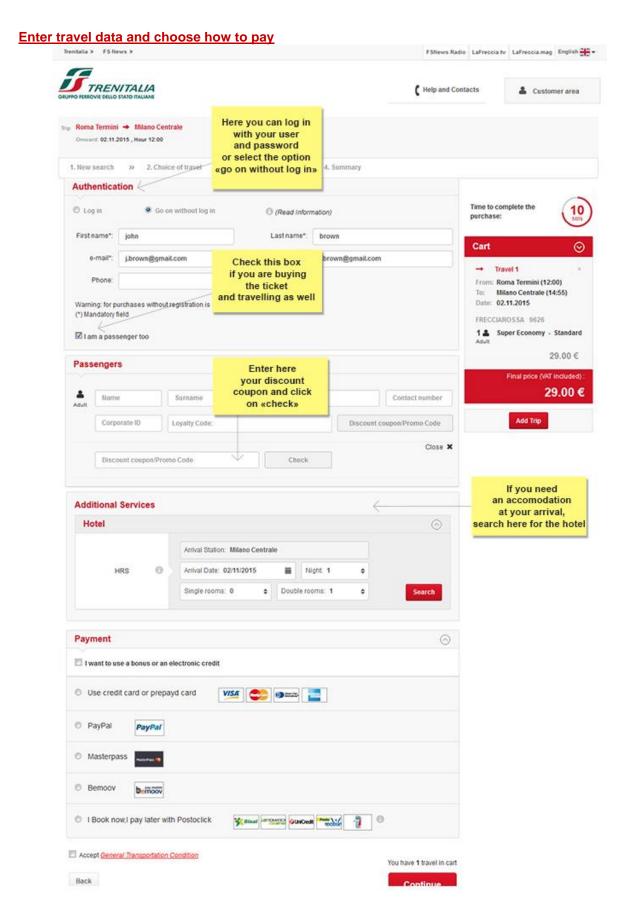


- · Once you have found the offer you want to buy, you can select it
- Use the "i" placed next to the offers and services to know their characteristics and conditions
- If you want to **choose your seat** select the appropriate option
- Go to the next step by clicking the "Continue" button.
- Alternatively, if you have discount cards or want to choose different offers for each traveller click on the option "View other offers", select from the dropdown menu the desired service and the offer for each traveller and go to the next step by clicking the "Continue"

#### **Choose the seat**



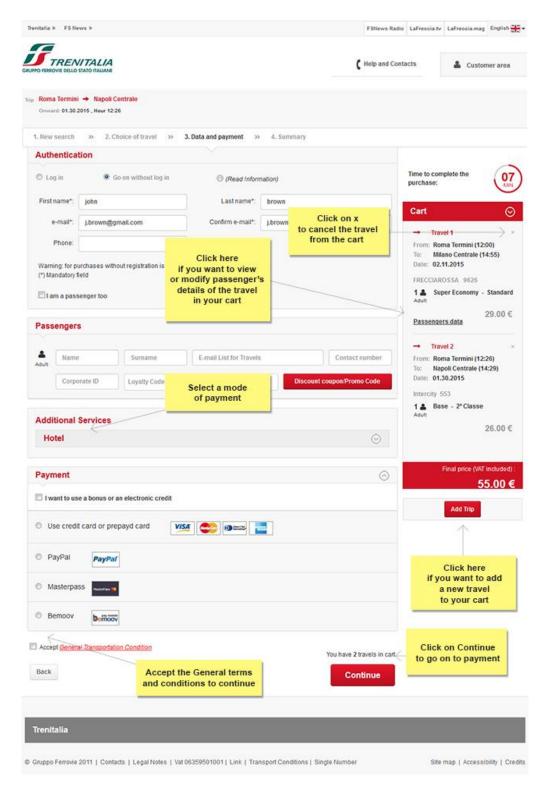
- If you have indicated you want to select the seat in the page of "Choose the seat", you can decide whether to travel next to another passenger, of which you will need to indicate carriage and place, or directly choose the seat on an **interactive map**
- For round-trip travels, you can choose your seat for both trips, only after having chosen the return trip
- Click on Confirm (for each train in the case of travel on connection train) to access the next step



On the page "Data and Payment" you can complete the last steps to carry out your purchase and pay:

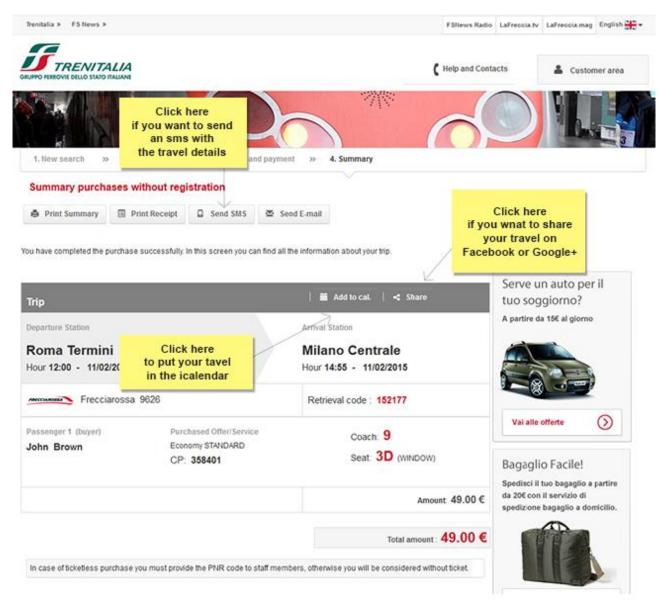
• Authentication: If you are already registered, enter user and password to login

- If you are not registered, select "Continue without log in" and enter the necessary data (name, last name and a valid email address) (for more info, please refer to the section Purchase without registration)
- Travellers data: if you purchase and also travel, you can place a flag on the appropriate option (I travel too) and automatically the system will enter the data relating to the first passenger
- Among passengers data you can also enter one or more Coupons, if compatible with the chosen travel solution: click on the button Discount Coupons / Promo Code, enter the 19-digits discount code exactly as received (capital letters included), and click on check to verify the validity
- If the code is valid, the discount will be applied on the amount due; you can check the application of the discount also on the **cart** on the right.
- If you need a **hotel** at your destination you can choose one among those offered by our partners in other services section. You can complete the booking after buying the ticket.
- If you are a registered customer and you need the invoice, select "I need an invoice" and fill out the required fields (for more information please refer to the invoicing section)



- After entering the data on your trip, you can choose whether to pay or add other journeys to your shopping cart by clicking "Add Trip"
- In the cart you can always check your choices. In case you have entered more journeys, you can
  review and change the information relating to the travels data previously entered by clicking on
  passengers' data. A section with a summary of the data entered will open giving you the possibility
  to upgrade them before proceeding to payment. If you want you, can delete one or more travel
  solutions that do not wish to purchase directly on the cart
- Proceed with the payment by selecting the modality you prefer (see <u>Payment</u> section) and accepting the **General Transportation Condition of Trenitalia Passengers**.

#### Summary and confirmation of purchase



- After having paid, you will receive a message confirming the success of the operation with the summary data of the purchased trip
- The summary data of the trip will be also sent via email to the email address associated with your
  account, in case of purchases with registration or to the one indicated at the time of purchase, in case of
  purchases without registration
- In the **Summary** page you can decide to send the purchase data to an additional email address or via SMS (just one **SMS** per purchase) and you can add your journey to the calendar

If, after payment, **error messages** of the system are displayed before proceeding with a new purchase, we invite you to check if you have received the email with the summary of your purchase or, if you are a registered customer, to access with your credentials your private area to verify the presence of the purchased journey in the list of your last trips.

# 2. Purchase without registration

You can choose to buy without registration by selecting, in the a

uthentication section, the option "I continue without logging in." You will be prompted to enter your name, last name, e-mail address and a telephone number. In this case the details of the trip (PNR code and CP) will be sent only via email to the address indicated at the time of purchase.

Proceed with the payment and write the **purchase retrieval code** displayed in the Summary page and that you can use to recover, if necessary, the confirmation email with the identification data of the ticket.

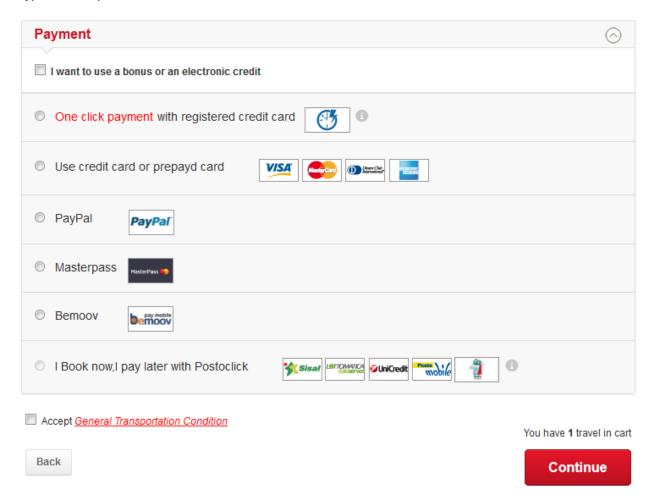
**To retrieve a purchase made without registration**: go to the "manage your ticket" page and choose the tab "retrieve your purchase" enter the name and the surname used for the purchase and the retrieval code received after payment.

To make a change / ask a refund of a purchased ticket without registration: go to the "manage your ticket" page and choose the tab "view and change the ticket" enter the email address used for the purchase and the PNR of the trip.

Warning - if you are not registered, you cannot buy electronic tickets for regional trains, you cannot ask for an invoice or use the delay compensation online request (in this case, you must go to the ticket office).

## 3. Payment options

You can pay in one of the following ways: Instant payment with credit cards, Credit card, Use of credit cards, Paypal, Masterpass, Postoclick, Electronic bonus/values



#### Instant payment with credit cards

This method allows you to speed up your purchases saving, safely, the data of the credit card you normally use to buy online. To activate the service select the "instant purchase by credit card" and enter the data of the card you want to save, and proceed with the payment. The card data will be automatically saved and associated with your account.

For your future purchases, always using the instant purchase by credit card method, you can complete the payment by entering only the CVV code of your card.

You can cancel the service whenever you want by clicking on "Disable the service" in the payment section. If you want to change the credit card data, first disable the service and then continue with the new registration. The service is dedicated to customers registered on the site and can be activated only for one credit/prepaid card belonging to one of the circuits accepted on this site (Visa, Mastercard, American Express, Diners)

#### Payment with credit cards

On this site you can use all the credit cards and prepaid cards belonging to Visa, Mastercard, American Express and Diners circuits.

Trenitalia uses the **secure payment system** developed by N & Ts Group, which allows you to shop online with the **guarantee of security and privacy**. Transactions are not conducted with instruments managed by Trenitalia but with **the servers using secure technology** of the group.

Any appearance of notices from the browser indicating you are being redirected to a non-secure server will therefore be exclusively a simple confirmation of the transaction by Trenitalia.

#### Payment via PayPal

To pay via PayPal you must registered in advance and open a PayPal account.

To carry out the payment, select the PayPal method and click on "confirm". You will be redirected to PayPal secure server where you will be prompted to enter the email address and password used for the registration to end the process.

After having paid, a message appears confirming the transaction on a page of the Trenitalia site.

#### **Masterpass**

This payment method is reserved for holders of a Masterpass electronic wallet.

To pay select this payment method and log in with your account, entering the credentials (e-mail address and password) and answering the security question defined at the time the wallet activation.

To pay, simply select one of the payment instruments loaded in the wallet and confirm.

If you do not have a Masterpass electronic wallet it's necessary to ask for the activation to your own bank.

#### Payment via electronic bonus or values

If you have some **bonuses** associated with your account, previously generated using the appropriate function in the customer area, you can proceed to the **payment of tickets** by choosing the function "**use bonus or electronic values**" and selecting the bonus to use (you can select more bonuses up to the amount due).

WARNING - The single bonus does not give you the right to have the change so if you use a bonus which amount exceeds the purchase, the remaining amount will not be refunded; if you use a bonus of a lower amount, you can pay the difference by credit card, prepaid card or paypal.

#### **Payment via Bemoov**

To pay by Bemoov you must have previously associated a credit card or debit card to your cell phone number. This association can be made directly online by subscribing to Wallet Bemoov service on the Bemoov site. (<a href="https://www.bemoov.it">https://www.bemoov.it</a>)

Once subscribed to the service, to make the payment select the mode Bemoov and enter the mobile phone number used for registration. You will be sent an OTP code via SMS. To complete the payment it will be sufficient to insert the OTP code received and the CVV of the credit card associated with the phone number. The activation of Bysmart service is free of charge, there is no need of any current account opening and it is possible to deactivate the profile whenever you want.

#### Postpay with Postoclick

With Postoclick you can book online \* your trip and pay later. Reservations can be made within 24 hours before departure (48h for bunks and sleeping cars) and payment must be made within 48 hours from

booking but always within the limit of 24 hours (or 48 h for bunks and sleeping cars) from the departure of the train itself. Once you choose to pay your journey with postoclick, check on the summary page the terms for payment and the details of the booked journey, including the PNR required to confirm the reservation. You can pay the postoclick on Trenitalia site, viewing the journey on your **reserved area** (or for purchases without registration, via pnr and email in the section "change the journey"), at one of **the ATMs of Unicredit Banca**, at **Ricevitorie SISAL or Lottomatica LIS PAGA** (paying at Unicredit, Sisal and Lottomatica LIS PAGA include an additional cost of 1.50 euro) at the **travel agencies in Italy**, **Self Service ticket machines or ticket offices**.

Payment and confirmation of postoclick regards all the journeys included in the reservation and identified by the same PNR, therefore, in case of a round-trip ticket, it is not allowed to confirm only one trip. The Postoclick service cannot be used to purchase travel solutions with regional trains.

WARNING - the postoclick summary email is not a ticket, it is necessary to pay to confirm a postoclick. If PostoClick cannot be confirmed, the booking of the journey cannot be recovered in any way. For purchases with postoclick, the function of invoice issuing is expected only in case of confirmation of booking on this site.

## 4. Purchase summary email

The summary email on journey data is automatically sent to you at the end of the purchase.

For ticketless tickets the email is not a travel document but a reminder and as such, it is not essential to travel. Once on board it is sufficient to provide the PNR to the crew.

For electronic tickets and regional subscriptions you can choose whether to print it (A4 format) and take it with you or, if requested by Trenitalia staff, to show it on the PC, tablet or smartphone, provided that the device is able to display the received annex properly, including the Quick Response code that includes all the data of your ticket.

In case you do not receive the confirmation email, you can **retrieve the details of your journey** by consulting the **journeys** present in your Private Area if you are a registered customer or if you've made a purchase without registration, by asking for a re-sending of the email in the page **manage your ticket/change the ticket** by entering the name, surname and retrieval code that you were given in the journey summary page (after payment).

# 5. What to do if the transaction is not permitted or refused

During an on-line purchase it's possible that, for security reasons, the purchase process, involving several actors including Banks and credit cards institutes, is not to be successful.

In these cases, before trying to purchase again, we invite you to check for the receipt of the purchase summary e-mail or, if you are a registered customer, access with your credentials to your private area to check the presence of the purchased journey among the latest travel list.

A transaction can be refused/not permitted mainly due to:

- Use of more than one credit card with the same name
- Malfunctioning of systems
- lack of authorization from the Bank

For further information or clarification on the outcome of a transaction refused or not permitted, you can send an e-mail to <a href="mailto:areaclienti@trenitalia.it">areaclienti@trenitalia.it</a> specifying:

- the displayed error code;
- the account (in case of purchase with login) or the email (in case of purchase without login) used;
- the date of the purchase or the attempt to purchase;
- a telephone number.

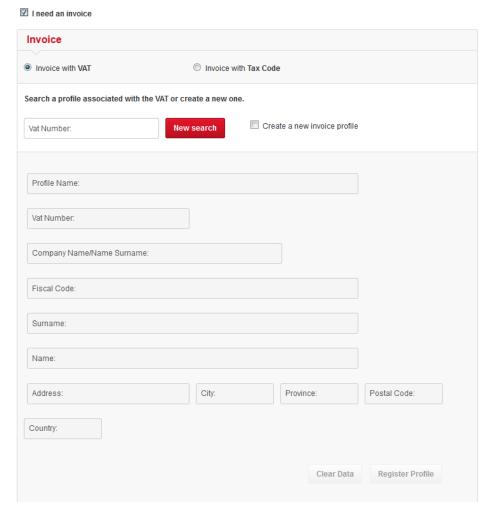
**WARNING** - In some cases it is possible that, despite the transaction is rejected, the sum committed to the purchase is temporarily "frozen" by the Institute that issued the credit card. This amount will again be made available according to the times and conditions specified in the contract with your credit card institute. Trenitalia cannot intervene on the timing and method of crediting, this activity is in charge of the institute that

issued the credit card. In these cases you should contact the bank that issued the credit card in order to know the time required to recover the amount.

## 6. Online invoice request

To request the invoice for your trip, before proceeding to the payment, select the option "I need an invoice" and choose the type of invoice (with tax code or VAT) in the "data and payment" page.

You can create a new invoicing profile checking the box "create new invoice profile" and entering the required data or you can use an existing profile. In the latter case, for profiles with the tax code you can select the profile to use from the list while, for the profiles with VAT, include VAT in the appropriate field and click on search.



- After creating a new invoicing profile, before proceeding with the purchase, remember to register
  your profile via the "Register Profile" button. A message will confirm you that the profile has been
  properly registered (remember that the invoice is issued only if the invoicing profile is registered).
- After making the payment, in the "Travel Data Summary "page your can display your invoice in PDF format and, if you want, you can print it. Alternatively you can view and print the issued invoice in the section "INVOICE" in your private area.

**WARNING** – It is possible to ask for the issuance of the online invoice only **at the time of purchase**. The invoice is not available for purchases made without registration, by phone or through the call centre (toll number). For purchases through postoclick the invoice is available only if the postoclick is confirmed, with a registered account, with payment on this site. In this case the invoice, if requested, will be available in the dedicated section of the private area.

# 7. Change ticket (compensation, refund other changes)

To change the purchased ticket, if the conditions allow it, you have to display the detail of the journey by going to your Private Area or, in the case of purchase without registration, using the "Change ticket" function.

Based on the characteristics of the purchased journey, the functions **Compensation request, Change booking (date / time of departure), Refund / Other changes** will be visible and can be activated with using the dedicated buttons.

You can check the changes you are making to your ticket entering the cart.

#### Compensation

In case of **delay of the train or air conditioning failure**, go to the detail of the trip in your private area and click on "**request for compensation**" (this function is active 3 days after the travel).

If you are eligible to receive the compensation you will display a **confirmation message** and you will be prompted to choose whether to opt for the refund of the price paid on the credit card used for the purchase or generate an electronic bonus, which can be used only for online purchases.

#### Booking change (date/time of departure)

To change only the date/time of departure, select the trip to edit in your Private Area or in the area dedicated to purchases without registration (function "solution details") and click on "Booking change (date / time of departure)."

Choose the new date / time of departure, click on confirm. You will be shown the travel solutions compatible with the change to choose from. Select the trip you want and click on confirm. You will receive a summary email of the change. The same changes are visible even in the private area.

To change the date / time of the economy offer use the function "change ticket".

In the case of travel solutions purchased with different offers (for example, in combination with regional trains), booking changes can be made via the function "Refund / Other changes" and only for those offers that allow it.

#### Refund

Select the journey you want to ask for a refund in your Private Area or in the area dedicated to purchases without registration (function "Manage My Trip") and click on "**Refund / Other changes**" and then, after having selected the ticket/s to be refunded on "**Refunds**".

The refund will be issued in accordance with the provisions of the General Conditions of transportation of passengers, and will be through the refund of the amount on the same tool used for the purchase. Tickets equal to or less than 10 euro are not refundable.

You can ask for a refund with this functionality before the train departure. You cannot claim a refund on tickets for regional trains.

#### Change ticket

You can make the change of the date/time of departure/arrival and service/offer of a purchased travel solution by selecting the tickets for which you want to make the change and clicking the "Change ticket". After having changes the ticket you will be shown a page with the summary of the changes. Depending on the changes you may be asked to pay a price integration (for example, when choosing a superior offer /level of service) or you may be refunded the difference, in which case you will be given the amount payable and the amount withheld, as provided by the normative in force. The amount credit, net of deductions, is made directly to the card used for purchase.

You will receive a summary email of the new journey as per the changes you made and, in case of refund, the amount reimbursed. The same changes are shown in the detail of the trip in the private area or in the section dedicated to purchases without registration. If you want to display the details of the original trip (before the changes) click on "To see the changes made on this trip, click here".

#### **Economy ticket change**

To change the date/time of departure of an Economy ticket on this website:

- displays the trip to edit in your private area (for purchases with registration) or in the section "change ticket" (for purchases without registration)
- select the option "Refund /Other changes"
- select the travellers for which you want to make the change and choose the "Change ticket" choose the new date and / or time of departure and click "continue"

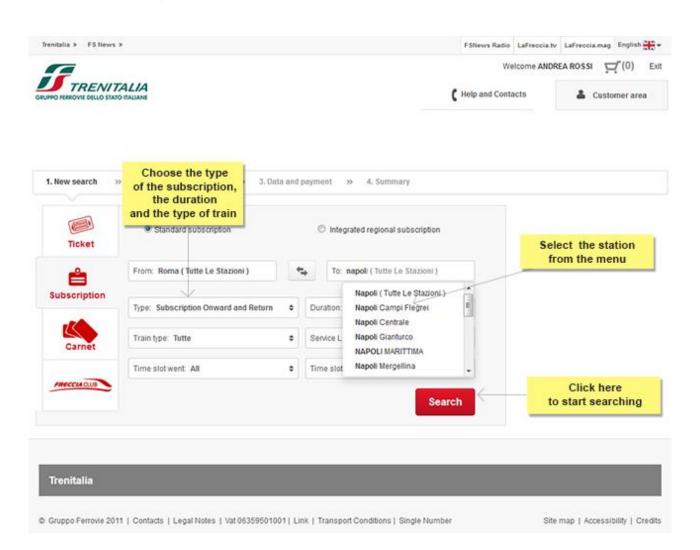
- choose the train on which to travel and click on "select", decide whether to choose the seat or not and click "continue"
- pay the ticket.

You will receive a summary email of the new journey. The new solution can be displayed also in the private area or in the section dedicated to purchases without registration. If you want to display the details of the original trip (before the changes) click on "To see the changes made on this trip, click here".

#### 8. Purchase of Subscription and carnet

#### 8.1 Subscription purchase

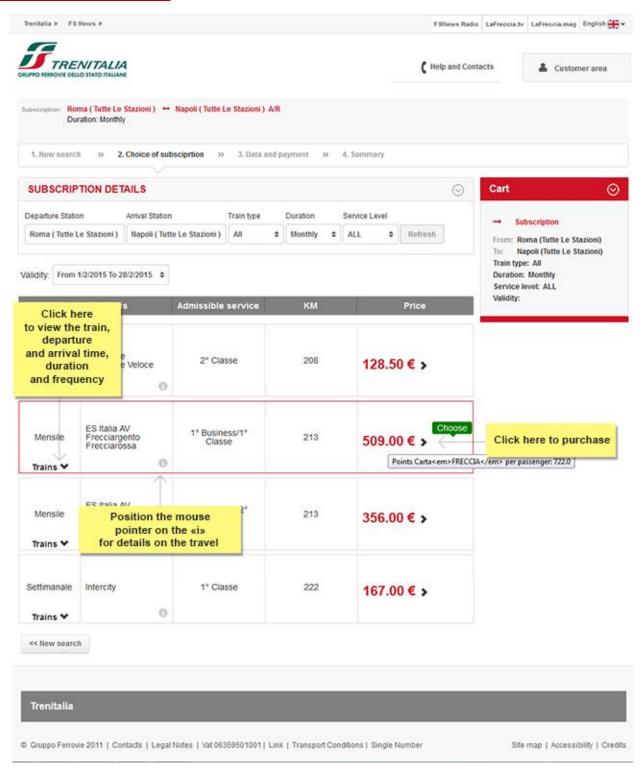
### **Search the subscription**



Search the subscription by entering the pieces of information requested in the form:

- Select the station among those suggested in the dropdown menu
- Choose the type of subscription, the duration and type of train
- Click on advanced search if you want to buy other types of subscriptions (e.g. regional subscriptions)
- · Click on Search to start the search

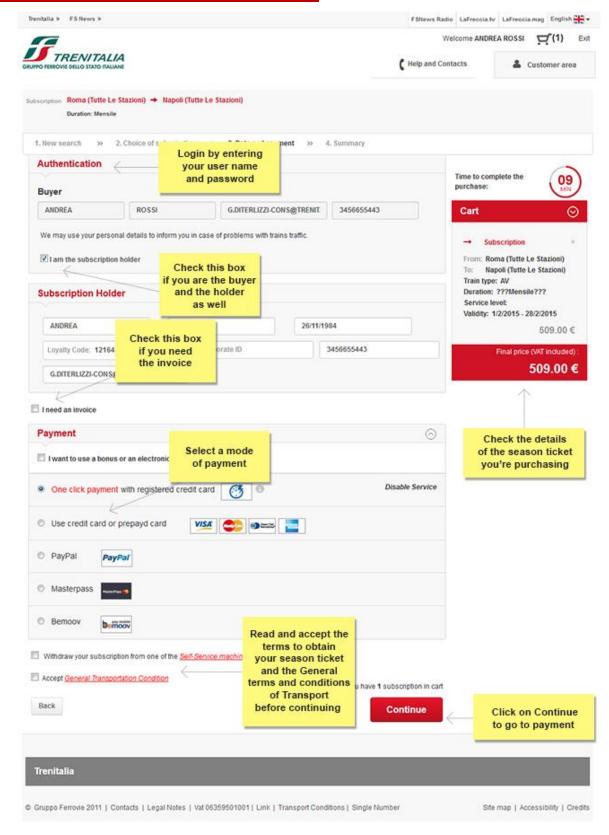
#### **Choose the subscription**



- In the page Choose the subscription you are shown the various available solutions for subscription, with indications on allowed trains, type of service, km and price
- Click on the arrow to the left of the allowed trains to view the list with times of departure and arrival, duration and frequency
- For details on the travel of the different solutions, position the mouse pointer on the "i" next to allowed trains

• To purchase, click on the price

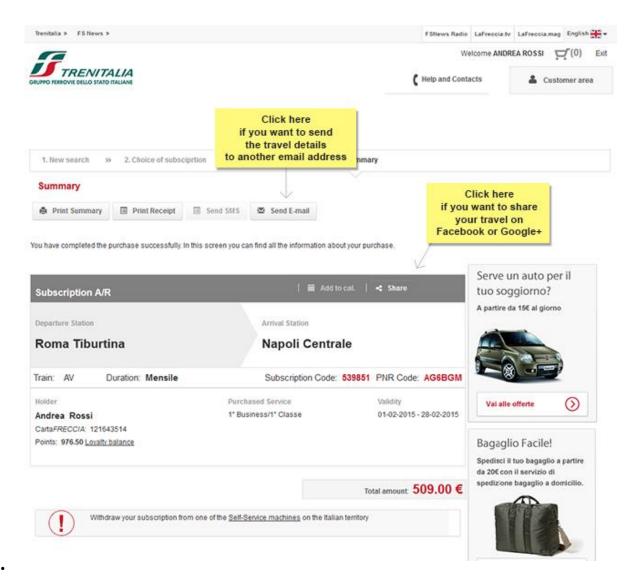
#### Enter your journey data and choose how to pay



In this page, enter the data required for the purchase and complete the payment:

- **Login** by entering your username and password (the purchase of a subscription can be made only by registered users)
- Specify whether the buyer is also holder of the subscription
- Enter the required data of the holder, (full name and date of birth) and optional info too (Cartafreccia code, telephone number and e-mail)
- Ask for the invoice if you need it by selecting the appropriate option
- Select one of the methods of payment (for more info please refer to the section Payment included in the guide of ticket purchases)
- Accept the terms of withdrawal and the General Conditions of Transportation and click Continue to proceed with the payment.

#### **Summary and confirmation of purchase**



- After having paid, you will receive a message confirming the success of the operation with the summary data of the purchased subscription.
- The summary data of the purchase will be also sent via email to the email address associated with your account
- In the same Summary page you can send the purchase data to an additional email address or share the purchase on your Facebook or Google+ account

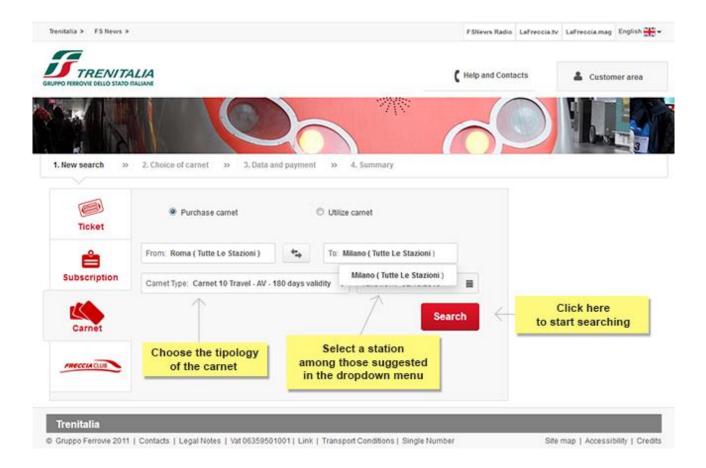
If, after payment, **error messages** of the system are displayed before proceeding with a new purchase, we invite you to check if you have received the email with the summary of your purchase and the presence of the subscription in your private area.

## 8.2 Travel carnet purchase and reservation

- I) PURCHASE
- II) CARNET RESERVATION

#### I) PURCHASE

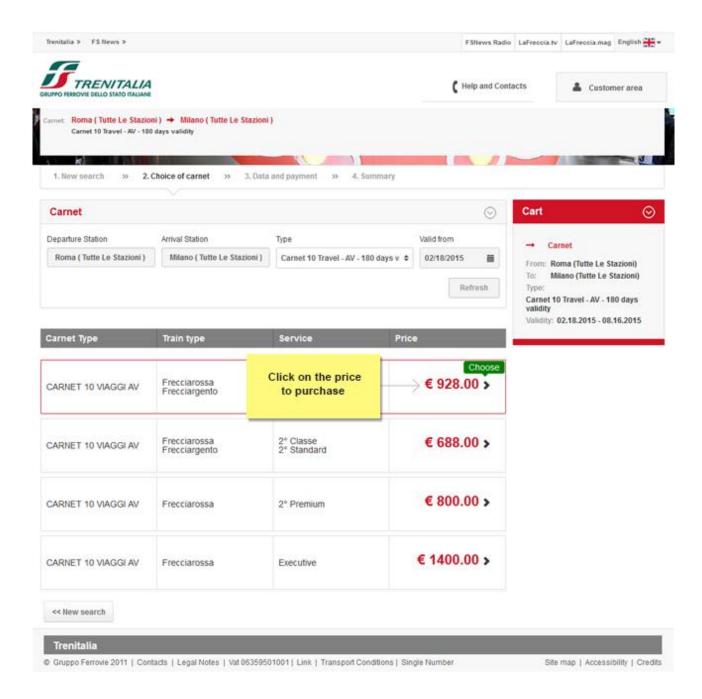
#### **Search the carnet**



**Search** the carnet to purchase by entering the required pieces of information in the form:

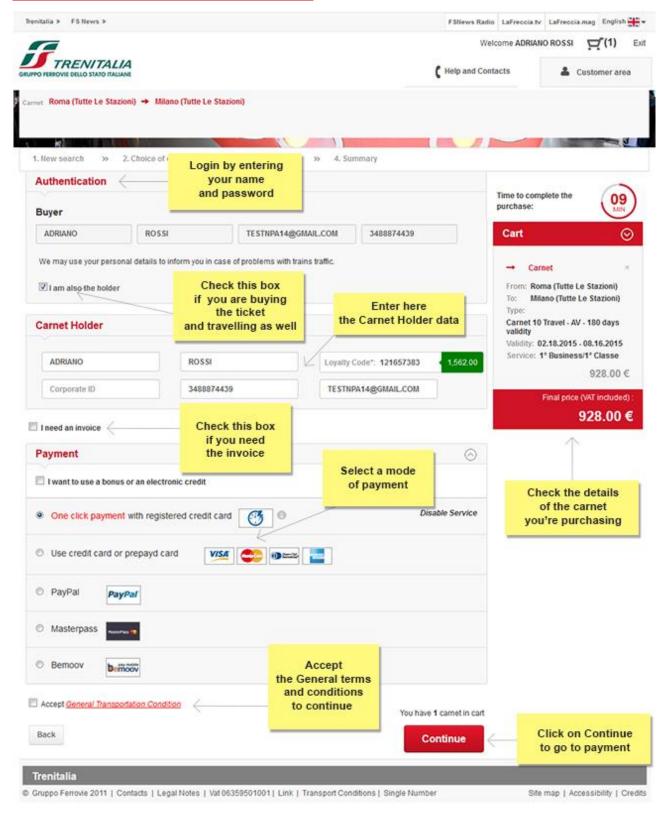
- Select the station among those suggested in the dropdown menu
- Choose the typology of the carnet
- · Click on Search to start searching

#### **Choose the carnet**



- In the **choose the carnet** page you display the various available solutions, with indication of the train, the level of service and price
- To purchase, click on the price

#### Enter your journey data and choose how to pay

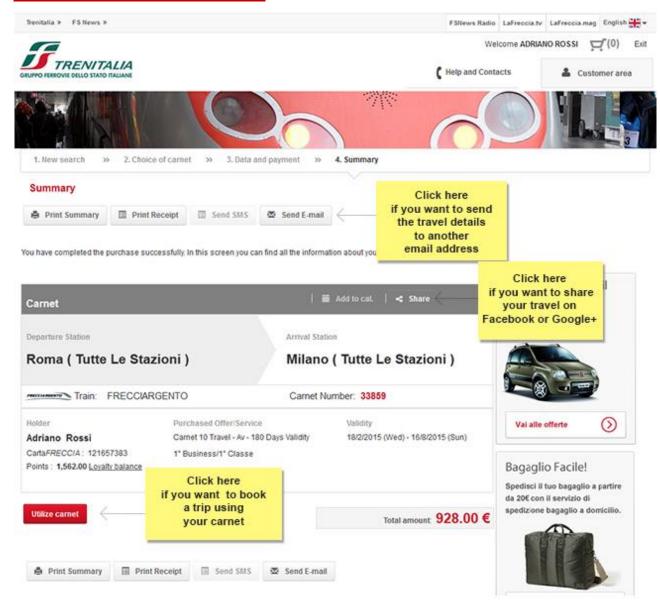


In this page, enter the data required for the purchase and complete the payment:

 Login by entering your username and password (the purchase of a subscription can be made only by registered users

- Specify whether the buyer is also holder of the carnet (in this case the data of the purchaser will be automatically proposed as data of the holder)
- Enter the required data of the holder, (full name and date of birth) and optional info too (Cartafreccia code, telephone number and e-mail)
- Select the option if you need the invoice
- Select one of the methods of payment (for more info please refer to the section Payment included in the guide of ticket purchases)
- Accept the General Conditions of Transportation and click Continue to proceed with the payment

#### Summary and confirmation of purchase

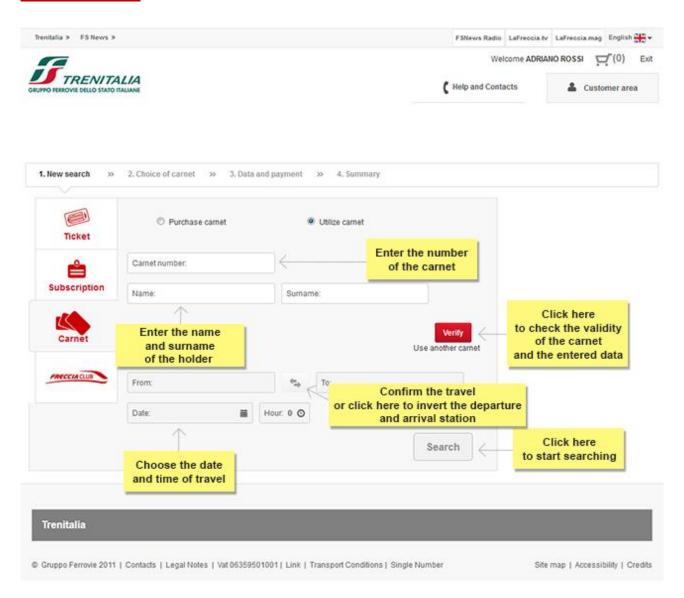


- After having paid, you will receive a message confirming the success of the operation with the summary data of the purchased carnet and the carnet number, necessary to book your journeys
- The summary data of the purchase will be also sent via email to the email address associated with your account
- In the same Summary page you can send the purchase data to an additional email address or share the purchase on your Facebook or Google+ account

If, after payment, **error messages** of the system are displayed before proceeding with a new purchase, we invite you to check if you have received the email with the summary of your purchase and the presence of the carnet in your private area.

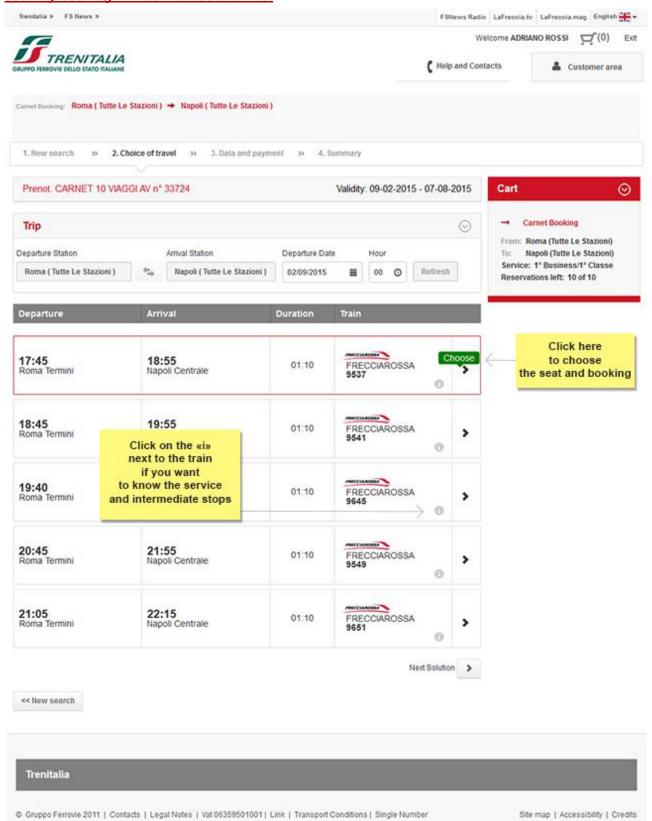
#### **II) CARNET RESERVATION**

#### Search the journey



- To use your carnet select in the search form (or in the carnet purchase form in the home page) the option "book with carnet", enter the number of the carnet, the name and surname of the holder (Cartafreccia holder) and click on **Check** to check the validity of the carnet and the entered data
- If the data are correct you can see the **number** of reservations still available for the number of entered carnet and the **trip** for which the carnet is valid
- · Confirm the travel (or invert the stations of departure and arrival) and enter the date / time of your interest
- · Click on Search to start searching

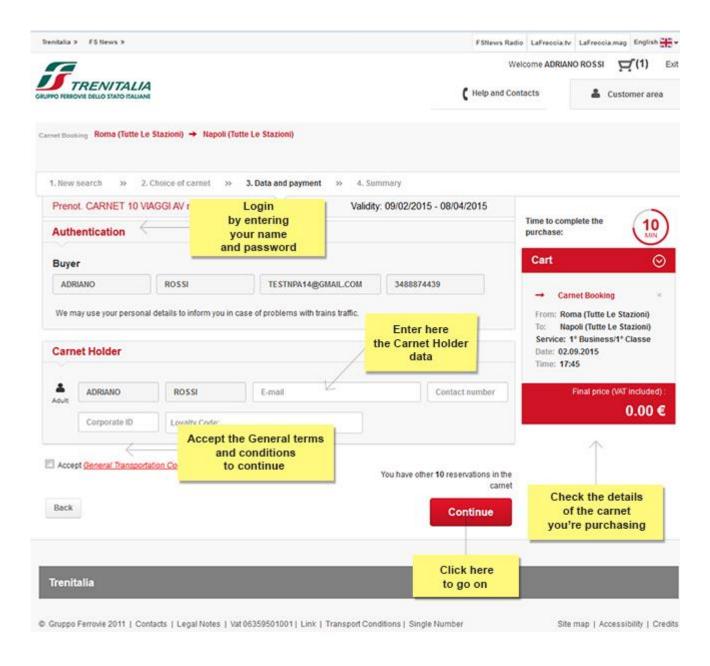
#### Journey booking with carnet: solution list



In the Choose the journey page you are shown the various travel solutions that can be booked

- •Click on the «i» next to the train if you want to know the services and the intermediate stops
- •Click on the arrow next tot eh train to choose the seat and the booking

#### Journey booking with carnet: data and payment



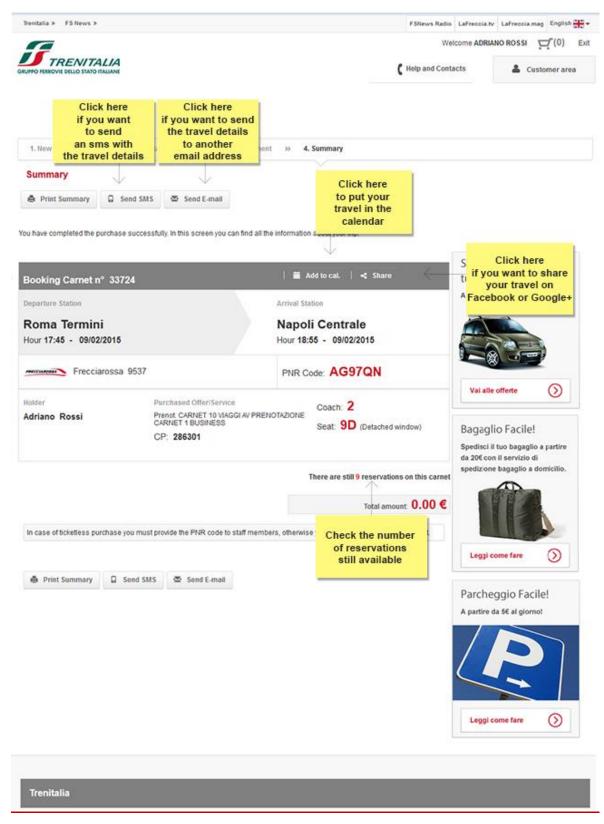
In the **Data and payment**, enter the last data necessary to end the reservation

- **Login by entering** user and password (the booking can be made only with a registered account even if different from the buyer and holder)
- Enter the (optional) data of the holder (cartafreccia, e-mail and telephone)
- Accept the General Conditions of Transportation and click Continue
- You will be shown a message indicating the number of remaining reservations. Accept to continue

Reservations can be used only by the holder of the Carnet.

You cannot book a place in the sitting rooms together with reservations with carnet.

#### **Summary**



- After having confirmed your reservation, you can display a page with the **summary** data of the booking with the indication of the remaining reservations available on the carnet
- The summary data of the trip are also sent via email to the email address associated with the account used to book
- In the same **Summary** page you can send the purchase data to an additional **email** address or via **SMS**, add the journey to the calendar or share the purchase on your Facebook or Google+ account