

How to buy ticket online

1. Purchase
2. Purchase without registration
3. Payment options
4. Purchase summary e-mail and
What to do if the transaction is not permitted or is refused

1. Purchase

Search the journey

The screenshot shows the Trenitalia website's search interface. At the top, there is a navigation bar with links: Group Companies, Work with us, Buy your ticket, **4 Manage your tickets** (highlighted with a yellow box and a red circle containing the number 4), Support, and Customer Area. A search icon and 'ENG' language selector are also present. Below this is the Trenitalia logo and the text 'GRUPPO FERROVIE DELLO STATO ITALIANE'. A secondary navigation bar includes: LE FRECCE, OFFERS, SERVICES, PURCHASE, and INFORMATION AND CONTACTS. The main banner features the text 'DIRECT CONNECTIONS TO/FROM ROME FIUMICINO "LEONARDO DA VINCI" AIRPORT' and the 'FRECCIAROSSA' logo. Below the banner is a search form with several elements: **1 Main Solutions** (dropdown menu, highlighted with a yellow box and a red circle containing the number 1), **2 Latest searches** (search bar, highlighted with a yellow box and a red circle containing the number 2), a 'Return' toggle switch, 'From' and 'To' input fields with a double-headed arrow between them, a date and time field showing '06 Sep 2023 | 12:00', a 'Return' button, and a passenger count field showing '1'. At the bottom left, there is a **3 Advanced Search** button (highlighted with a yellow box and a red circle containing the number 3). A large red 'SEARCH' button is located at the bottom right.

[Go to the Home Page](#)

1. You can also choose between **FRECCIE only, INTERCITY or REGIONAL**
2. Use the **Latest searches feature** to quickly purchase your ticket
3. If you want to refine your search with **other options** (e.g. Best price, Travel with your bike, etc.) or purchase Subscriptions, Carnet, Gift Cards or Regional Offers and Services, click on Advanced Search
4. To **modify or recover** your **ticket**, click on Manage your tickets

1. Purchase

Refine your search

The screenshot shows the Trenitalia search interface. At the top, there are navigation links for 'TRENITALIA HOME' and 'FS NEWS', and utility links for 'HELP', 'CUSTOMER AREA', and 'ENG'. A shopping cart icon shows a total price of '0,00 €'. Below the navigation, there are tabs for 'TICKET', 'SUBSCRIPTION', 'CARNET', 'OFFERS AND REGIONAL SERVICES', 'GIFT CARD', 'FRECCIA CLUB', and 'TRENITALIA PASS'. A 'SEARCH' button is highlighted in green. Below the tabs, there are toggle switches for 'QUICK PURCHASE', 'GROUPS (10-30 PASSENGERS)', and 'MULTIPLE JOURNEYS'. A 'Recent searches' dropdown is visible. The main search form has two input fields: 'Where do you want to leave from?' (callout 2) and 'Where do you want to go?' (callout 2), with a swap button between them. Below these is a section for 'Outward Journey' with a date field '03/08/2023' (callout 3) and a 'Time' field '18:00'. A '+ RETURN JOURNEY' button is also present (callout 1). The passenger selection section shows 'Adults' set to 1 (callout 2) and 'Children' set to 0. There is a 'Search by Main solutions' dropdown. Below this is an 'OTHER SEARCH OPTIONS' section (callout 4) with four toggle switches: 'Best Price (only national trains)', 'I want to search for an offer', 'I want to enter my CartaFRECCIA/X-GO code', and 'Travel with your bike'. At the bottom right, there is a 'WITHOUT CHANGES' toggle and a red 'SEARCH' button (callout 5). A link to 'Trenitalia's General Conditions of Carriage' is at the bottom.

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

1. Indicate whether you want a **one-way** or a **round-trip** ticket
2. Select the station suggested in the dropdown menu and the number of passengers (max 7)
3. Choose the **date and time** of travel
4. Choose among the other search options, i.e., "**Best price**" to display the most affordable travel options, or "**Travel with your bike**" in order to have more personalized offers
5. Click on **SEARCH** to start

1. Purchase

Choose the solution

TRENITALIA HOME FS NEWS

SEARCH JOURNEY SELECTION PERSONAL DETAILS AND PAYMENT

HELP CUSTOMER AREA ENG

Total price 105,00€

Napoli (Tutte Le Stazioni) -> Padova Edit

Filter by Main solutions

PRECCAROSSA 9426

14:10 Napoli Centrale 4h 54min 19:04 Padova

starting from 105,00€

SELECT SERVICE AND OFFER

BASE	105,00€	122,00€	Sold Out	145,00€ Few remaining	265,00€
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SEE OTHER OFFERS

BACK TO SEARCH

CHOOSE SEATS CONTINUE

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

1. To learn about the services on board and **intermediate stops** click on the "i" next to Details and for solutions with change, you can display the times of departure and arrival from / to different stations by clicking on on the "i" next to "Change/s"
2. Click on the "i" next to offers and service to know more about it
3. Click here to modify the **search parameters** (i.e., stations, date, hour or passengers) or **filter it** by Freccie, Intercity or Regional trains
4. Click here to **see other offers**
5. Click if you want to **choose seats** and then to **CONTINUE** to proceed

1. Purchase

Choose the seat

TRENTALIA HOME FS NEWS

HELP CUSTOMER AREA ENG

TRENTALIA GRUPPO FERROVIE DELLO STATO ITALIANE

SEARCH JOURNEY SELECTION SEAT SELECTION PERSONAL DETAILS AND PAYMENT

Total price 102,00 €

Coach 5 STANDARD

SEAT SELECTION

FRECCIAROSSA 1000 9560
Roma Termini - Milano Centrale
1 Adult • 03/08/2023 • 19:11 - 22:50

Passenger 1
BASE

5 2C

Key

GO BACK CONFIRM

1. If you have indicated that you want to choose the seat, you can change the carriage you want to travel in by scrolling with the mouse
2. Select the seat among those still available
3. Click on "**CONFIRM**" (for each train in the case of journeys on connecting trains) to access the next step. For round-trip travels, you can choose your seat for both journeys, only after having chosen the return trip
4. If in doubt, consult the **Key**

1. Purchase

Login and insert your passengers data

TRENITALIA HOME FS NEWS

SEARCH JOURNEY SELECTION SEAT SELECTION **PERSONAL DETAILS AND PAYMENT**

HELP CUSTOMER AREA ENG Total price 102,00€

1 LOGIN

1

3

1

2 + ENTER DISCOUNT COUPON

2

3 CONFIRM

Time left 09:39

+ ADD ANOTHER JOURNEY

GO BACK

Autenticazione

Accedi con il tuo account

john.red

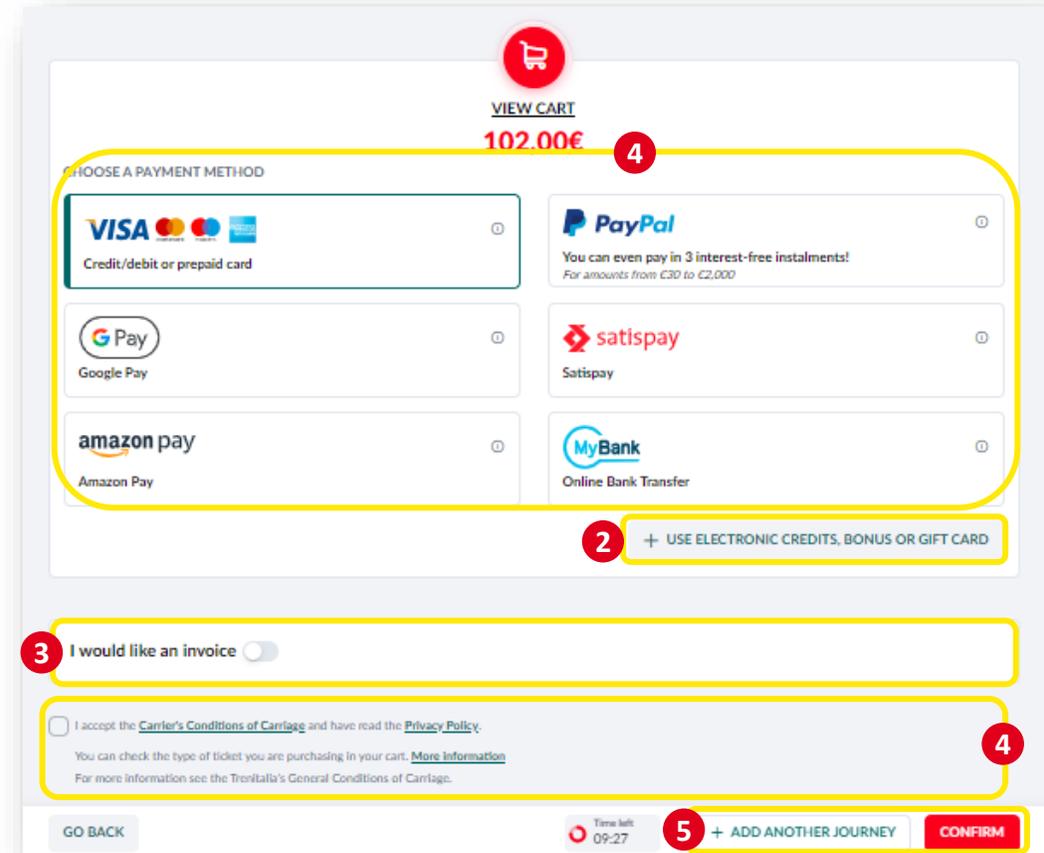
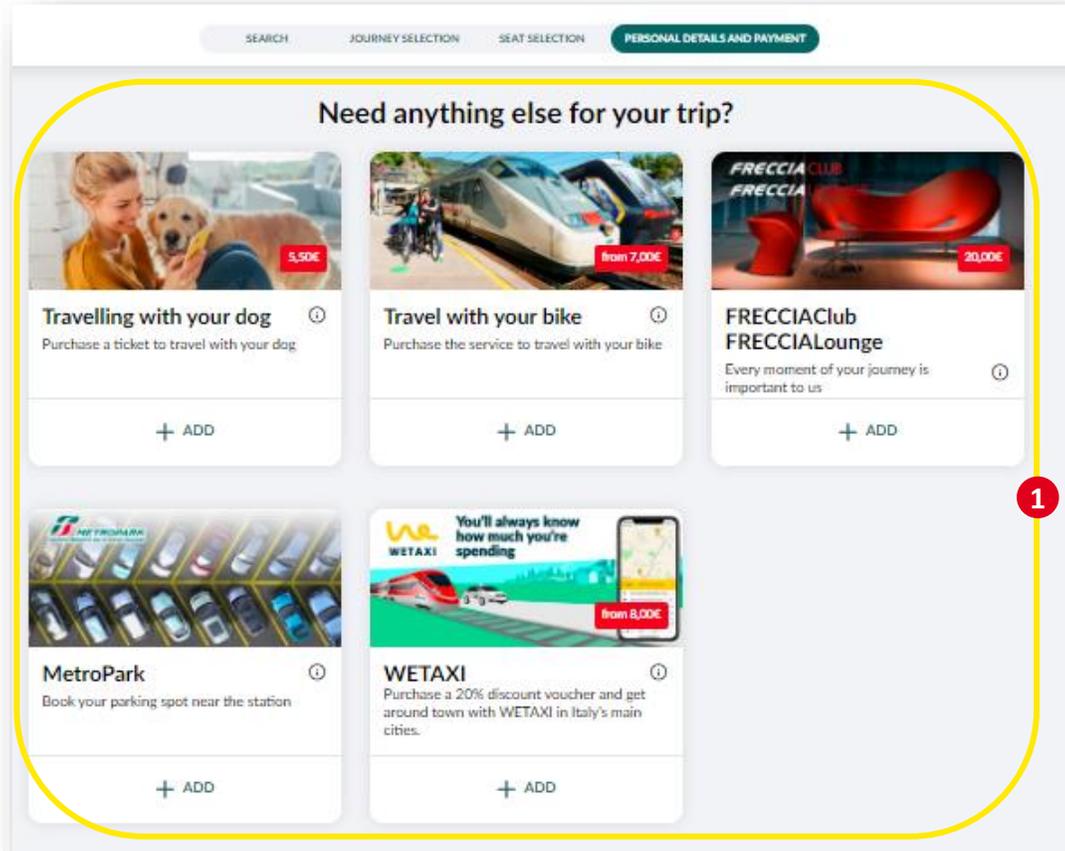
Hai dimenticato la username o la password?

ACCEDI

1. If you are already registered, click on the **LOGIN** button and enter your username (not e-mail) and password to log in, making sure you do not have two users associated with the same e-mail. Or fill in the data and continue without login.
2. Among the passenger data, you can also enter one or more **discount vouchers**, if compatible with the chosen travel solution: click on the + ENTER DISCOUNT COUPON button, enter the discount coupon code respecting capital letters, and click on check to verify its validity.
3. You can always check your choices in the **cart**: the correct application of the discount code, the assigned seats, you can add another trip by clicking on "ADD ANOTHER JOURNEY" or click on the trash can icon if you want to eliminate one or more travel solutions that you do not intend to buy.

1. Purchase

Enrich your trip with other services and pay



1. Choose if you want to enrich your trip with the **other services available** (i.g. voucher to request a Wetaxi, and so on)
2. To use a **bonus/credit** following a train delay or a Gift Card for purchases, click on the relevant button
3. If you are a registered customer and need an invoice, select "**I would like an invoice**" and fill in the required fields. If you are not logged in and have selected one of the ancillary services that require the issuance of the mandatory invoice (e.g., Frecciaclub/Freccialounge access and meeting area booking), log in and proceed with the invoice request
4. Proceed by selecting the **payment method you prefer** (see [Payment Options section](#)) accepting the [Carrier's Conditions of Carriage](#) and the [Privacy Policy](#).
5. **Add another journey** if you want or click on **CONFIRM** to pay

1. Purchase

View the summary

Purchase successful!

You can view the details of your purchase on this page and/or by accessing your Customer Area.

Total amount
95,00€

Summary

1 **Send e-mail** **Send SMS** Print 2 **SAVE IN MY FAVOURITES**

Roma Termini → Milano Centrale
3 Aug • 1 Adult **95,00€**

Outward journey 3 **ADD TO CALENDAR**

Travel **95,00€**

PRECCIA ROSA 9668
Roma Termini 03/08/2023 - 19:50 → Milano Centrale 03/08/2023 - 23:00
FROM AVJDMN

Passenger 1 Adult: FRANCESCO GIORGI
Code: 121740361 (+142,5 pt)
Loyalty Balance

Offer-Service: BASE - STANDARD
Coach: 7
Seat: 7D
CP: 064801

NEW SEARCH **GO TO MY JOURNEYS**

Now that you have completed your purchase, would you also be interested in these services?

Information on the additional services to add to my journey (Hotel, car, etc.)

Read our [Privacy Policy](#) **CONFIRM**

Take a look at our offers

Trenitalia and Wetaxi
Travel by train, request a Wetaxi and find out immediately how much it will cost
REQUEST YOUR TAXI HERE

AVIS Budget Maggiore
Rent your car from €19 per day
FIND OUT MORE

Send your luggage with "Bagaglio Facile" (Easy Luggage) for a comfortable and carefree journey! Discounts of up to 40% for Trenitalia customers
FIND OUT MORE

Booking.com
Book your stay with us
BOOK

4

1. Choose you can send the purchase data to an additional e-mail address or via text message (only one text message can be sent per purchase) by clicking on "**Send e-mail**" or "**Send SMS**"
2. Save the journey as a **favourite**, so you can quickly repurchase it next time (up to 5)
3. You can add your journey to the **calendar**
4. On this page you will also be offered some services related to your trip such as the possibility of receiving useful updates (e.g., punctuality update), a reminder of the same via e-mail and information on other complementary services to enrich your travel.

*If after payment you see system **error messages** before proceeding to make the purchase again, we invite you to check if you have received the summary e-mail or, if you are an authenticated customer, log in with your credentials to your Customer Area to check if the journey purchased is among the last trips.*

2. Purchase without registration

Proceed without login and view the summary

The screenshot shows the 'PERSONAL DETAILS AND PAYMENT' step of the Trenitalia booking process. A red circle '1' highlights the 'Buyer's contact details' section, which includes input fields for 'First name*', 'Last name*', 'Email*', 'Confirm Email*', and 'Phone'. A checkbox labeled 'The buyer corresponds to passenger 1' is checked. Below this is the 'Passengers' section with fields for 'Name*', 'Surname*', 'Date of birth dd/mm/yyyy', 'Contact number', 'Email', and 'CartaFRECCIA/X-GO'. A '+ ENTER DISCOUNT COUPON' button is at the bottom right. At the very bottom, there are 'GO BACK', 'Time left 09:39', '+ ADD ANOTHER JOURNEY', and 'CONFIRM' buttons.

The screenshot shows the 'Purchase successful!' confirmation page. A green checkmark icon is at the top. The total amount is '95,00€'. A red circle '2' highlights the top section. A red circle '3' highlights the 'Send e-mail' and 'Send SMS' buttons. The 'Summary' section shows the route 'Roma Termini → Milano Centrale' for '4 Aug + 1 Adult' at '95,00€'. Below this is the 'Outward journey' section with an 'ADD TO CALENDAR' button. The 'Travel' section shows the PNR '6350166' (highlighted by a red circle '4') and the CP '097101'. At the bottom right is a 'NEW SEARCH' button.

1. You can choose to purchase without authentication by simply entering the passenger data. You will be asked to enter your name, surname, e-mail and telephone contact (optional). In this case, the travel details (PNR and CP code) will be sent to you exclusively via e-mail to the address indicated at the time of purchase.
2. After making the payment, you will be provided with a message confirming the successful outcome of the operation with the summary data of the trip.
3. You can send the purchase data to an additional e-mail address or by text message (only one text message can be sent per purchase) by clicking on "**Send e-mail**" or "**Send SMS**".
4. Write down the **recovery code** that appears on the Summary page and in the e-mail, useful for retrieving the confirmation e-mail with the ticket identification data if necessary.

2. Purchase without registration

Recover a purchase

1. To recover a purchase made without registration: click on “**Manage your tickets**” on the Home Page
2. To change/refund a journey purchased without registration: access the “MANAGE YOUR TICKET” page, choose the “**I purchased without registration**” option, enter the name and surname used for the purchase and the **recovery code** provided after the payment.
3. Choose between the options “**I have the Email/PNR**” or “**I have the PNR/CP**” and enter the data requested in the respective forms.

Attention – For purchases made without registration, the invoice can be requested by midnight on the day of the purchase, by clicking on [Request invoice](#), while for purchases on the contactless EMV channel, by clicking [here](#).

3. Payment options (1/3)

Fast payment by credit card

Pay with just one click by saving your credit card details in secure mode.

To use this option for the first time, just select the "**quick payment with a registered credit card**" mode during the purchase, only if you are registered, enter the card details you wish to register and proceed with the payment.

At any time you can deactivate the service or change the credit card to be registered by simply clicking on "**cancel a quick payment method**".

Credit card

On this site you can use all credit and prepaid cards that support the Visa, Mastercard and American Express circuits.

Trenitalia uses the secure payment system of the N&Ts group, which allows you to make purchases online, guaranteeing security and privacy.

PayPal

To use Paypal, you must be registered and have opened a Paypal account. To make the payment, select the PayPal method and click on "confirm", you will be redirected to the PayPal secure server where to complete the purchase procedure you will need to enter the email address and password used for registration. After making the payment, a message confirming the transaction will appear on a page of the Trenitalia website.

Apple Pay

With Apple Pay you can make payments on the website (SAFARI browser) and on the Trenitalia app for iOS in secure mode and without having to enter your card details each time. Apple Pay works with payment cards belonging to the VISA, MASTERCARD and AMEX circuits issued by the main banking institutions.

To make the payment you must have previously added your card to Apple Pay via the Wallet app on your iOS device.

After selecting the Apple Pay payment method, authenticate and proceed. You will receive payment confirmation directly from Apple.

Google Pay

With Google Pay you can make payments on the website and on the Trenitalia app for Android in a secure way and without having to enter your card details each time. Google Pay works with payment cards belonging to the VISA and MASTERCARD circuits issued by the main banking institutions. American Express cards are not supported. To pay, make sure you're signed into your Google Pay account and have added an active, supported card to the Google Wallet on your device. If you are not already logged in, you will be redirected to a secure server, where you will need to enter the credentials used to register for Google Pay, which will securely manage your payment details.

3. Payment options (2/3)

Satispay

Payment with Satispay allows you to make payments quickly and easily by simply entering your telephone number.

To use it you must have a Satispay account and have associated your IBAN. After selecting the Satispay payment method, enter the telephone number associated with the Satispay account, activate the Satispay app, confirm the amount to be paid and return to the Trenitalia website/app to complete the purchase and view the details of your ticket.

Attention: the ticket is confirmed and issued exclusively on the Trenitalia Website/App. If the ticket is not issued, the amount temporarily charged to your Satispay purse will be automatically reversed within 30 minutes.

Amazon Pay

To use Amazon Pay, you must be registered and have opened an Amazon account. To make the payment, select the Amazon Pay method and click on "confirm". You will be redirected to the Amazon Pay secure server where, to conclude the purchase procedure, you will need to enter the credentials used for registration.

After making the payment, a message confirming the transaction will appear on a page of the Trenitalia website.

Payment by MyBank online transfer

Payment via MyBank allows you to make online payments easily and securely using your bank's online banking service.

Once you have chosen the MyBank payment option, enter the name of your bank, you will be automatically redirected to your online banking service where you can enter your usual online banking access codes. After verifying the payment details, authorize the transaction and you will receive payment confirmation directly from your bank.

On the transfer operation the bank could apply the commission foreseen by your contract.

3. Payment options (3/3)

Postoclick

Postoclick allows you to book your trip online and pay for it later. You can book up to 24 hours before the train departs (48 hours for couchettes, VL or Excelsior and Excelsior E4 cars) and pay within a maximum of 48 hours of booking. To use Postoclick, select the appropriate section in the "payment" section of the "PERSONAL DETAILS AND PAYMENT" page and click on CONFIRM button. On the next page (and in an email that will be sent to you) you will find information on the journey booked and the PNR code to be used for payment.

The Postoclick service cannot be used to purchase travel solutions on regional trains.

The postoclick summary email does not constitute a travel document, payment must be made to confirm a postoclick. For whatever reason the postoclick cannot be confirmed, the travel reservation cannot be recovered in any way. For purchases with postoclick, the invoice issue function is provided only if the booking is confirmed on this site.

You can pay and confirm your reservation via:

- your Customer Area, in the "MY JOURNEYS/Manage" section (for postoclicks made with a registered user) or "Manage your tickets>I purchased without registration" section (for postoclicks made without registration)
- the ATMs of the UniCredit Banca group
- Mooney sales points**
- PUNTOLIS tobacconists, newsstands or bars affiliated with LIS Pay S.p.A travel agencies in Italy, self-service or station ticket offices**

**Payment with Unicredit, PUNTOLIS and Mooney involves an additional cost of 1.50 euros.*

4. Purchase summary e-mail and what to do if the transaction is not permitted or refused

Purchase summary e-mail

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

For ticketless tickets the e-mail 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/Ticket Code to the crew. In case you do not receive the confirmation email, you can retrieve the details of your journey by consulting the journeys present in your Customer 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 tickets by entering the name, surname and retrieval code that you were given in the journey summary page (after payment).

What to do if the transaction is not permitted or refuse

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 Customer 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 areaclienti@trenitalia.it, 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.