

User guide to the SNCF e-ticket

The SNCF e-ticket is a ticket booked and paid for in a travel agency then withdrawn on a Self Service Ticket Machine (BLS).

How to buy it:

- ✓ The e-ticket is available for most journeys in France (any link with BLS in the departure train station and whose first segment requires a reservation), and on international journeys, for return trips, with ticket withdrawals in France only : Eurostar (London, Ashford), Thalys (Brussels, Amsterdam, Cologne...), Elipsos (Spain), Lyria (Switzerland), Artesia (Italy), Paris-Berlin.
- ✓ Book your ticket as you usually do : over the phone, via e-mail, via your SBT or via the travel agency website if it offers SNCF reservations.
- ✓ To withdraw your ticket, use on of the two following methods :
 - **withdraw the ticket with your card**, used as a means of identification : « Grand Voyageur » and « Gagnez à Voyager » fidelity cards or Credit/Debit cards (even if they are not used to pay for the ticket).



When you order your ticket, you have to provide your **card number** to your agency. During the withdrawal, you will have to type your 4 digit PIN (with the exception of AmEx).

(reminder: for the « Grand Voyageur » and « Gagnez à Voyager » cards, the PIN is your day and month of birth :DDMM).

Until the last moment, if you have forgotten it, you can call your travel agency to register another « identification » card in your file.

- enter your SNCF travel booking reference and your name on the BLS

Make sure to keep this reference with you.

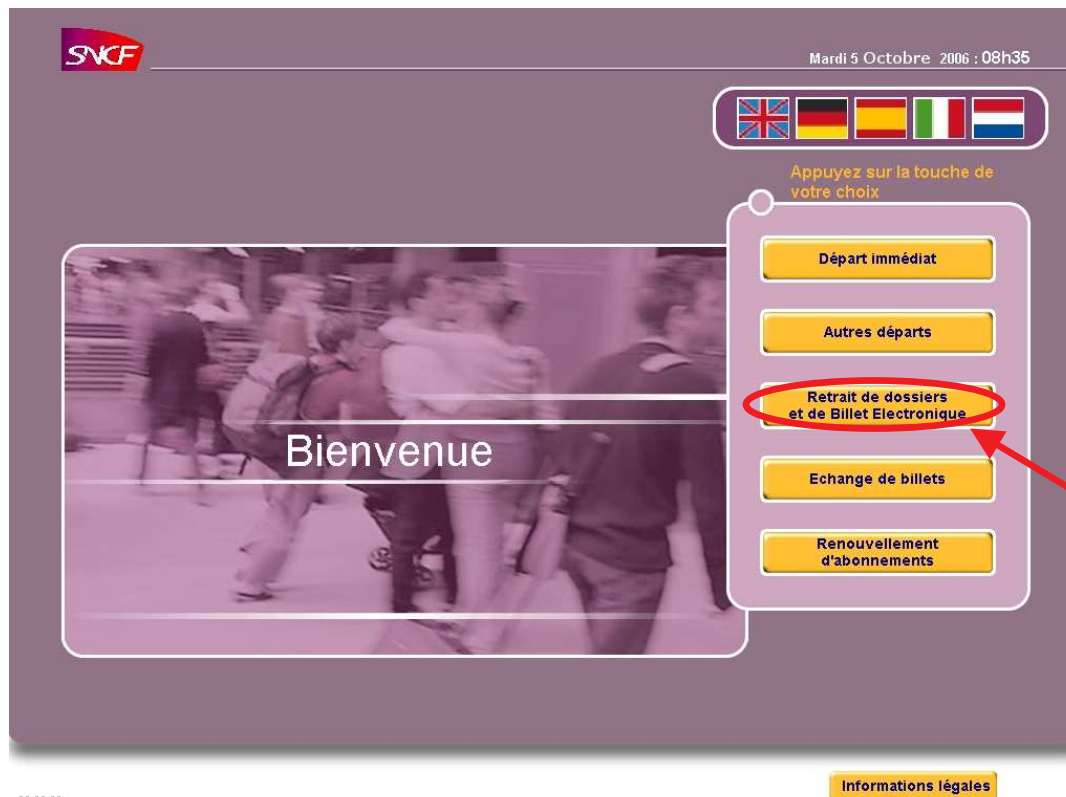
Our advice : when you order your ticket, confirm the spelling of your name with your travel agent.

- ✓ The **route will be sent in a confirmation e-mail (make sure to keep a printed copy with you)**. This document sums up the details of your journey but **isn't by any means a travel ticket**.



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- ✓ **How to withdraw it :**
- ✓ As soon as the reservation has been made, **you can withdraw your ticket on any SNCF BLS in less than a minute.** More than 1300 BLS are installed in many stations, malls, banks etc...
- ✓ If you withdraw your ticket at the last moment, allow for sufficient time before your train departure. For any withdrawal less than an hour before departure, the BLS will automatically date your ticket.



1-The BLS homepage

- Select the “**Retrait de dossiers et de Billet Electronique**” key (travel booking references and e-tickets withdrawal) corresponding to your choice.

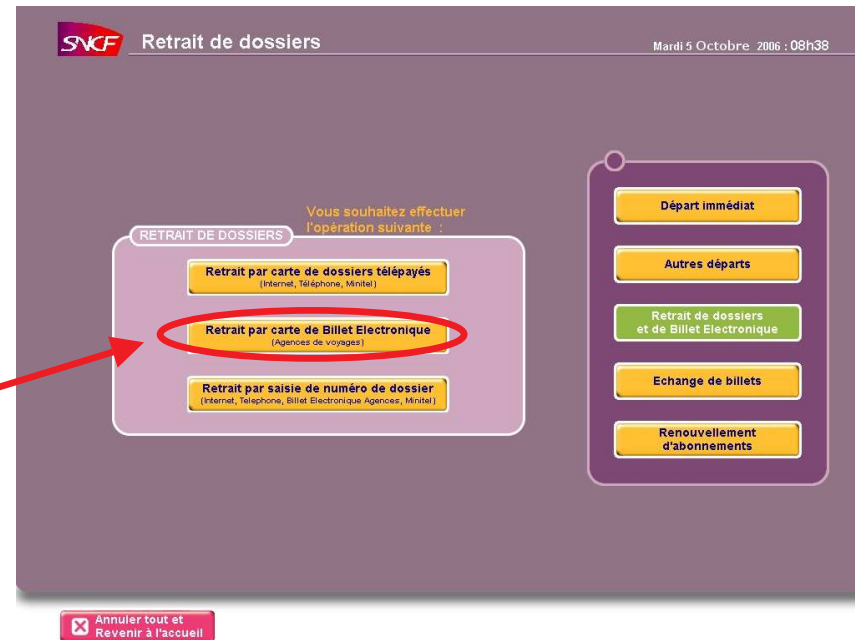


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2- Withdrawal with a card

1- Selection of the key corresponding to the withdrawal with a card

- Select the “Retrait par carte de Billet Electronique (Agences de voyages)” key (e-ticket withdrawal – travel agencies)



2- Insertion of the withdrawal card

- Insert the withdrawal card that was registered when the travel file was created:
 - « Grand Voyageur » or « Gagnez à Voyager » cards
 - or
 - Credit/Debit card



The **cards which are accepted** on the BLS are mentioned, and, for every type of card, **which side to insert** is now indicated. For the AmEx, the track must be on the underside on the right.

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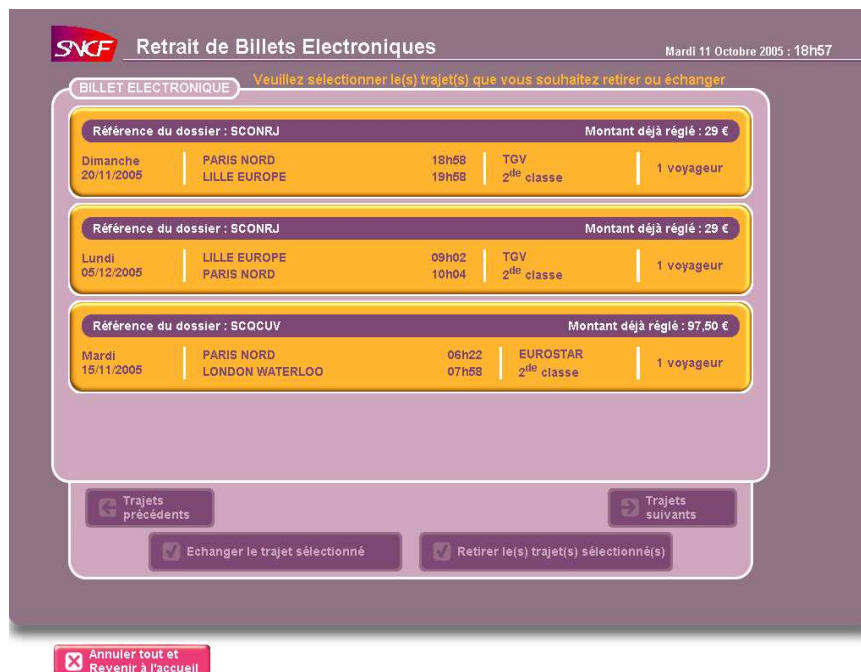
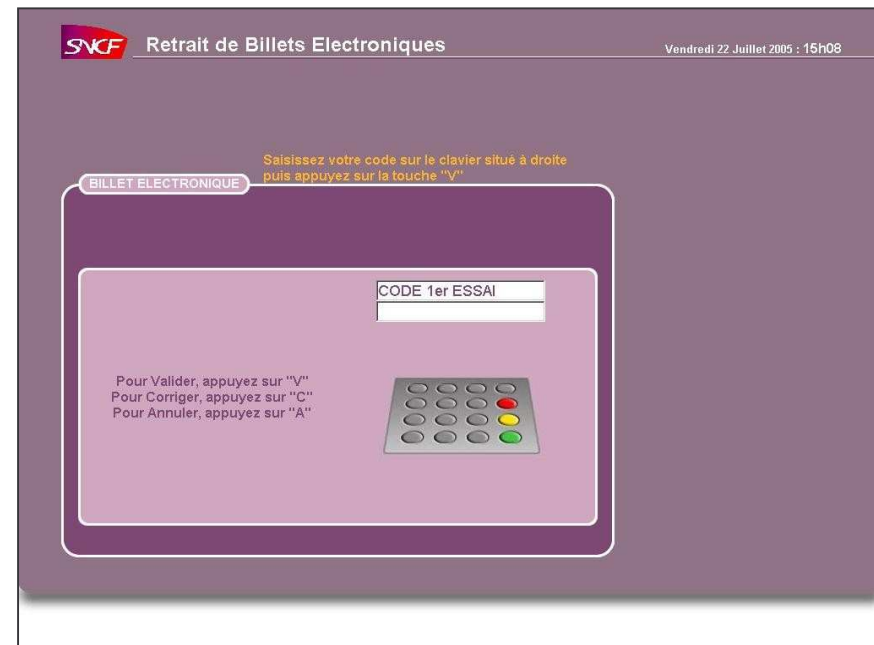
2- Withdrawal with a card

3- Typing the PIN (with the exception of the AmEx):

➤ Type your 4 digit PIN:

- **on the payment keyboard** for the Credit/Debit cards,
- **on the touch-screen**, for the « Grand Voyageur » or « Gagnez à Voyager » cards (**after withdrawing the card**).

With the AmEx : by a simple insertion of the card, without any PIN to type, you will have access to your booked files.



4 – Display of your awaiting e-tickets:

- After the withdrawal of your card, this screen will display all your awaiting e-ticket reservations.

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2- Withdrawal with a card

5 – Selection of the journey (s):

➤ Select the journey (s) (for instance the outward journey); **you can either exchange or withdraw it**: the « Echange » and « Retrait » keys are available.

SNCF Retrait de Billets Electroniques Mardi 11 Octobre 2005 : 18h59

BILLET ELECTRONIQUE Veuillez sélectionner le(s) trajet(s) que vous souhaitez retirer ou échanger

Référence du dossier : SCONRJ		Montant déjà réglé : 29 €		
Dimanche 20/11/2005	PARIS NORD LILLE EUROPE	18h58 19h58	TGV 2 ^{de} classe	1 voyageur

Référence du dossier : SCONRJ		Montant déjà réglé : 29 €		
Lundi 05/12/2005	LILLE EUROPE PARIS NORD	09h02 10h04	TGV 2 ^{de} classe	1 voyageur

Référence du dossier : SCQCUV		Montant déjà réglé : 97,50 €		
Mardi 15/11/2005	PARIS NORD LONDON WATERLOO	06h22 07h58	EUROSTAR 2 ^{de} classe	1 voyageur

Trajets précédents Trajets suivants

Echanger le trajet sélectionné Retirer le(s) trajet(s) sélectionné(s)

Annuler tout et Revenir à l'accueil

SNCF Vendredi 22 Juillet 2005 : 15h52

MISE A DISPOSITION DES TITRES

L'impression de vos titres de transport est maintenant terminée. Nous vous remercions de les retirer de la borne.

Pensez à composer le titre de transport correspondant au trajet effectué, lors de votre accès au train.

1 titre a été imprimé

6 – Printing the e-ticket (s):

➤ Simultaneous printing of the ticket (s).

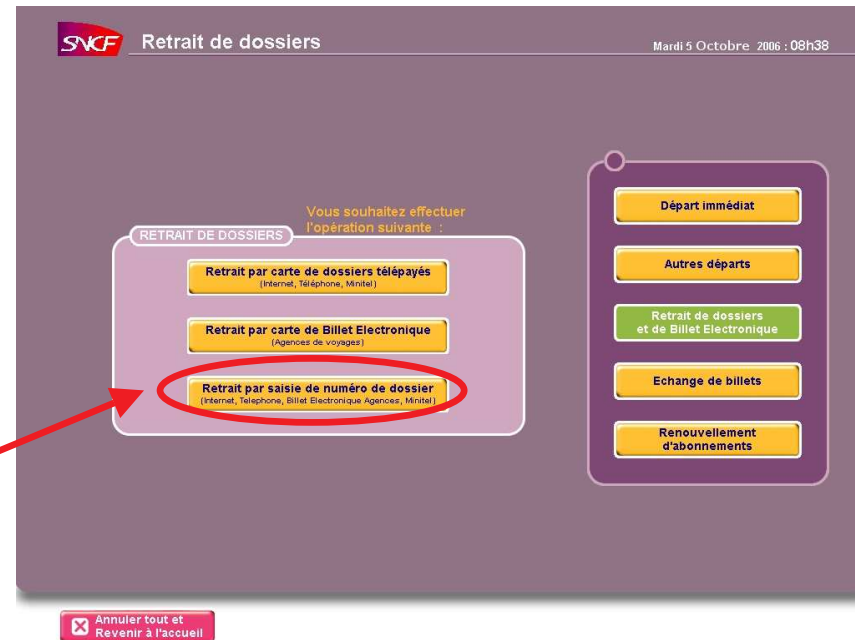
7 – Back to the homepage.

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3- Withdrawal with your SNCF travel booking reference + your name

1- Selection of the key corresponding to your choice

- Select the “**Retrait par saisie de numéro de dossier**” key (withdrawal with a booking reference)



2- Typing the booking reference

- Enter on the touch-screen **the SNCF booking reference (6 letters)**, which was provided by your agency.

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3- Withdrawal with your SNCF travel booking reference + your name

3- Typing your name

- Enter your name, as mentioned on your confirmation e-mail.

The **exact spelling** must be respected, including the blanks. However, **indents, apostrophes and accents** are not recognized by the BLS.



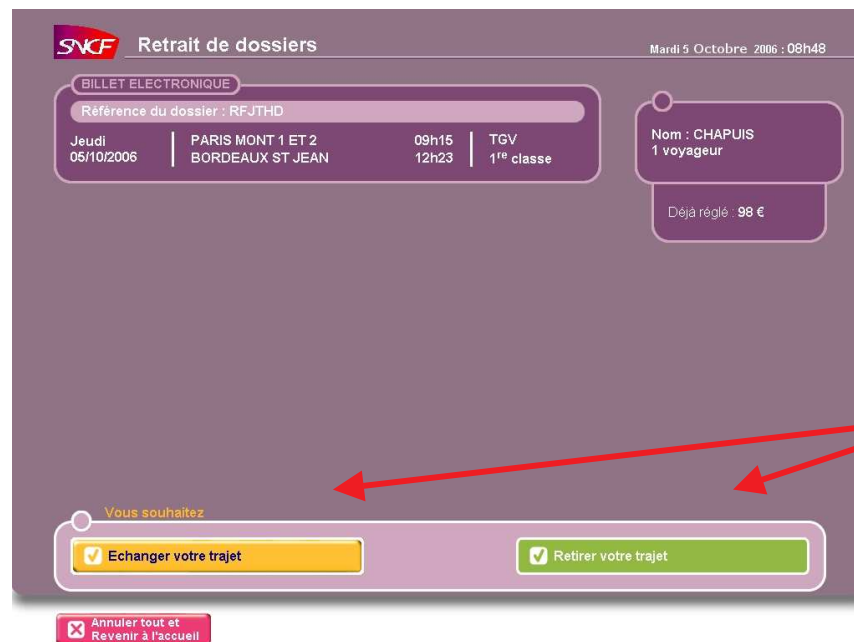
The screenshot shows the 'Retrait de dossiers' page on the SNCF website. At the top, there is a header with the SNCF logo and the text 'Retrait de dossiers' on the left, and the date and time 'Mardi 5 Octobre 2006 : 08h42' on the right. Below the header, there is a form for entering a name. The form has a label 'NOM' and a prompt 'Tapez votre nom puis appuyez sur "Valider"'. The name 'CHAPUIS' is entered in a text box. Below the text box is a virtual keyboard with letters A through Z. At the bottom of the form are three buttons: 'Corriger', 'Effacer tout', and 'Valider'. Below the form are two buttons: 'Annuler tout et Revenir à l'accueil' and 'Revenir à l'étape précédente'.

4 – Display of your awaiting e-ticket

- After the withdrawal of your card, this screen will display the **awaiting e-ticket corresponding to the file number** (one way or return ticket) .

5 – Withdrawal or exchange of the ticket and printing

- you can **either exchange or withdraw the ticket** : the « Echange » and « Retrait » keys are available.
- Simultaneous printing of the ticket (s).



The screenshot shows the 'Retrait de dossiers' page on the SNCF website. At the top, there is a header with the SNCF logo and the text 'Retrait de dossiers' on the left, and the date and time 'Mardi 5 Octobre 2006 : 08h48' on the right. Below the header, there is a section for the e-ticket. The section is titled 'BILLET ELECTRONIQUE' and contains the following information: 'Référence du dossier : RFJTHD', 'Jeudi 05/10/2006', 'PARIS MONT 1 ET 2 BORDEAUX ST JEAN', '09h15 12h23', 'TGV 1^{re} classe', 'Nom : CHAPUIS 1 voyageur', and 'Déjà réglé : 98 €'. At the bottom of the page, there is a section titled 'Vous souhaitez' with two buttons: 'Echanger votre trajet' and 'Retirer votre trajet'. Below the buttons are two buttons: 'Annuler tout et Revenir à l'accueil' and 'Revenir à l'étape précédente'. Two red arrows point from the 'Echanger votre trajet' and 'Retirer votre trajet' buttons to the text in the list above.

After-sales services for the SNCF e-ticket

Once printed, your e-ticket becomes a normal ticket.

An e-ticket is subjected to the general after-sales rules:

- free exchange and refund before departure, for domestic journeys,
- in other cases, the usual after-sales rules apply, and depend on the fare

Before withdrawal, the e-ticket can be exchanged **as many times as you want**, in your travel agency, or for the « Grand Voyageur » on the special phone line 0 892 891 892 (0,34 € TTC/mn).

On the BLS, you can exchange your ticket only once, since it is immediately printed after the exchange. Should there be an excess fare, you can pay for it with your credit/debit card; should it be lower, the BLS will deliver a voucher to be used in your travel agency.

After withdrawal and before departure, you can exchange your ticket **only once on a BLS**, or for the « Grand Voyageur » on the special phone line. However, it can still be exchanged as many times as you want **in your travel agency or at the ticket office**.

NB : if your e-ticket has already been exchanged on a BLS, you will not be able to exchange it anymore at the ticket office (in order to avoid frauds)

The particular case of an exchange within an hour of departure : choose the exchange on a BLS before withdrawal because, once withdrawn, your ticket will automatically be dated ; therefore the exchange will only be possible at the ticket office of your departure station.

Cancellation of your journey:

- ✓ before departure, contact your travel agency to get a free refund,
- ✓ after departure of your train, even if you have not withdrawn your ticket, contact your travel agency to get a refund if your fare allows it.

