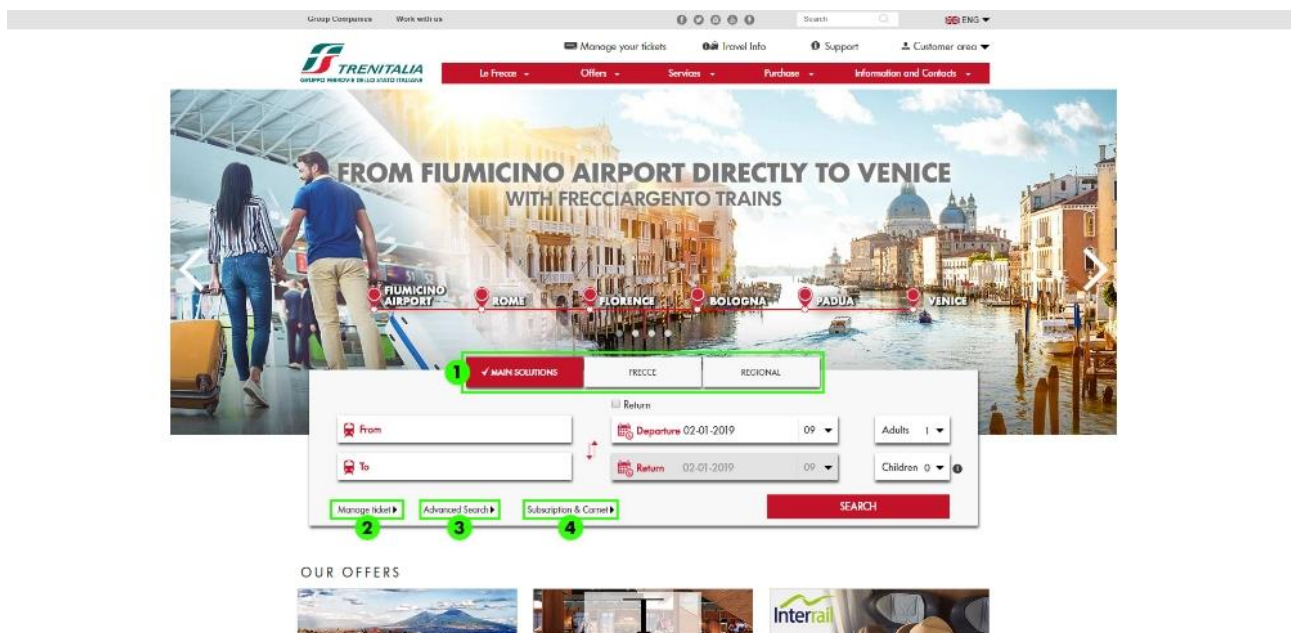


How to buy online

1. Online Ticket Purchase
2. Online Ticket Purchase without registration
3. Purchase Summary e-mail
4. What to do if the transaction is not allowed or is refused
5. Online Subscription Purchase
6. Online Carnet Purchase

1. Online Ticket Purchase

Search your journey



1. You can also select from only FRECCE or REGIONAL trains
2. To change or retrieve your ticket, click on Manage Ticket
3. If you want to refine your search with other options (e.g. best price) and display other stations, click on Advanced Search
4. If you want to purchase Subscriptions or Carnets, click on the appropriate arrow

Refine your search

The screenshot shows the Trenitalia website search interface. At the top, there is a navigation bar with 'Trenitalia > FS News >', 'FSNews Radio', 'LaFreccia.tv', 'LaFreccia.mag', and 'English' with a flag icon. Below this is the Trenitalia logo and 'GRUPPO FERROVIE DELLO STATO ITALIANE'. To the right are 'Help and Contacts' and 'Customer area' buttons. A progress bar shows '1. New search', '2. Choice of travel', '3. Data and payment', and '4. Summary'. A 'Help ?' button is in the top right. The main search form has a left sidebar with 'Ticket', 'Subscription', 'Carnot', 'Gift Card', and 'FRECCIA CLUB' options. The 'Other Services' option is highlighted with a green box and a '6'. The main form has '1' for 'One Way' (selected) and 'Return', and '2' for 'Multiple Trips'. The origin is 'Roma (Tutte Le Stazioni)' and the destination is 'Milano (Tutte Le Stazioni)'. '3' highlights the departure date '02-01-2019', hour '09', return date '02-01-2019', and hour '10'. '4' highlights the search type 'Main Solutions'. '5' highlights search options: 'Best price (only national trains)', 'Solutions without changing', 'I want to search an offer', and 'I want to insert my CartaFRECCIA code'. A red 'Search' button is highlighted with a '7'.

1. Indicate whether you want to make only a **one way** journey or a **Return** journey
2. You can search up to **5 journeys at the same time**
3. Select the stations, dates and number of passengers (maximum of 7 including adults and children) for your journey.
4. You can also select from only **Frecce or Regional** trains
5. Select "**Other search options**" if you want to refine your search and display offers by: **Best price, Solutions with no change**, type **offer** and/or through entering your **Cartafreccia code** (to have more customised offers).
6. Go to "**Other Services**", if you want to purchase the **Bike Surcharge** (only for regional trains)
7. Click on "**Search**" to start the search

Select your journey

Trenitalia » FS News » FSNews Radio LaFreccia.tv LaFreccia.mag English

Help and Contacts Customer area

1. New search » 2. Choice of travel » 3. Data and payment » 4. Summary Help ?

Trip

Departure Station: Roma Termini Arrival Station: Milano Centrale Departure Date: 02-01-2019 Hour: 09 Adults: 1 Children: 0 Refresh

You are displaying: Freccie Regional trains Main Solutions **92.00 €** show cart

| Departure | Arrival | Duration | Train | Price |
|-----------------------|--------------------------|----------|------------------------|---------------------|
| Roma Termini 10:00 | Milano Centrale 12:59 | 2h 59' | Frecciarossa 1000 9618 | from 92.00 € |

FRECCIAROSSA 1000 9618 - from Roma Termini to Milano Centrale Close x

| SERVICE | Standard | Premium | Business Salottino | Business Area Silenzio | Business | Executive |
|---------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| OFFER | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Base | 92.00 € | 109.00 € | Sold Out | 124.00 € | 124.00 € | 240.00 € |

[View other offers](#)

Base:
Unlimited booking change allowed before departure for free only in case of a Base ticket's price equal to or less than the one purchased. Partial refund allowed.

Choose the seat **Continue**

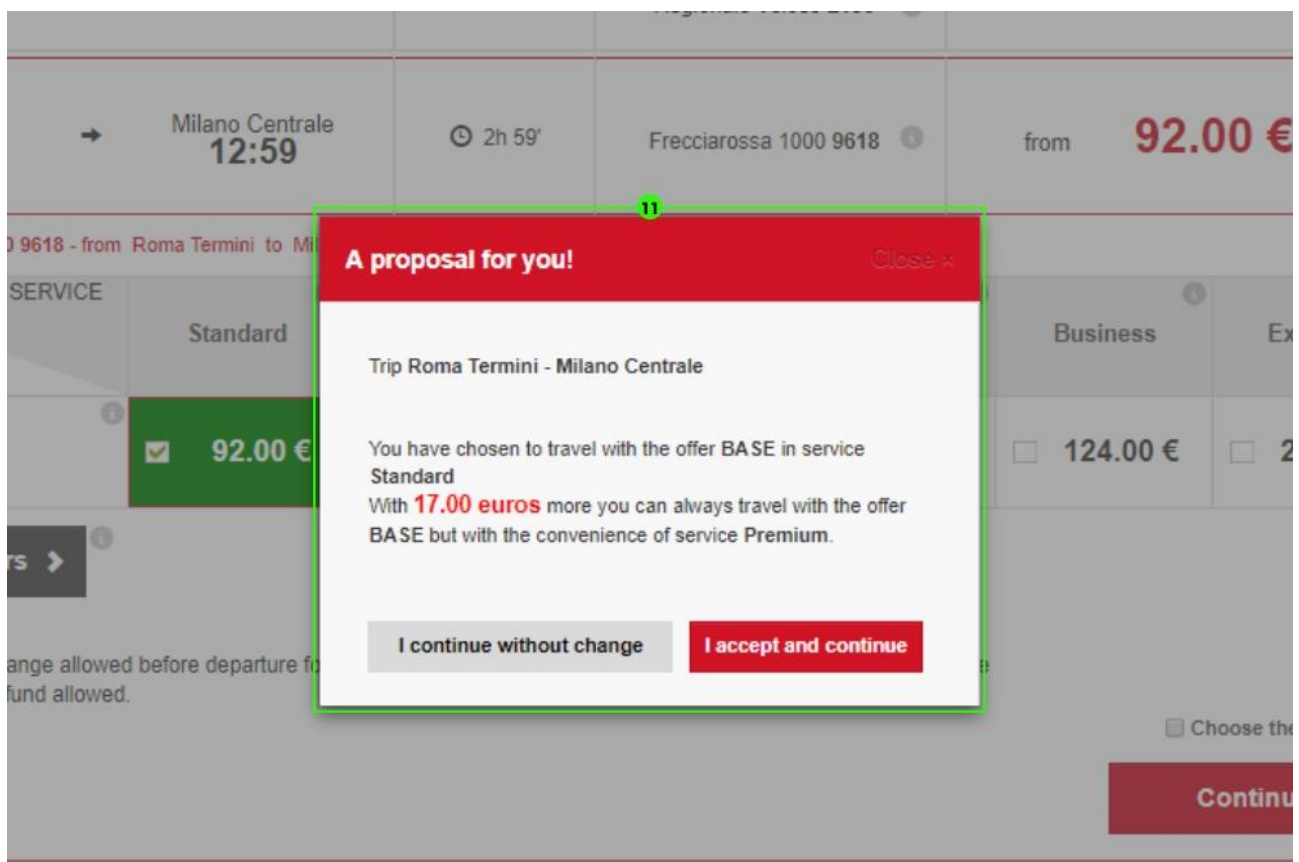
| | | | | |
|-----------------------|--------------------------|----------------------|----------------------------------------|---------------------|
| Roma Termini 10:20 | Milano Centrale 13:40 | 3h 20' | Frecciarossa 9520 | from 92.00 € |
| Roma Termini 10:30 | Milano Centrale 13:29 | 2h 59' | Frecciarossa 1000 9620 | from 92.00 € |
| Roma Termini 10:30 | Milano Centrale 18:45 | 8h 15' Changes: 1 | Intercity 588 Regionale Veloce 2284 | from 64.30 € |
| Roma Termini 11:00 | Milano Centrale 13:55 | 2h 55' | Frecciarossa 1000 9622 | from 92.00 € |

[New search](#) [Next Solution](#) [Print](#)

Note on prices: the amount refers to the total number of passengers
* Solution applies to next day

Trenitalia
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1. Change the search parameters (stations, date, time and passengers) here
2. Click on “i” next to the train number to know the services available and the **intermediate stops**
3. Click on “i” next to **offers and services** if you want to know more about characteristics and conditions
4. For **solutions with change**, display the departure/arrival times from/at the different stations
5. Once **the offer** has been identified, you can select and display it immediately in the **cart**
6. You can learn about the main conditions of the offer selected through the notice under the “**View other offers**” button
7. If you want **to select the seat**, select the appropriate option (for **round trip** journeys, you can select the seat for both directions, only after selecting the return journey)
8. If you possess a discount card or want to select different offers per passenger, click on the “**View other offers**” option
9. To verify the availability of other journey solutions besides those shown, click on the “**Next Solutions**” option, or on “**New search**” to perform another
10. Click on the “**Continue**” button to proceed



11. In some cases, an **alternative offer** will be proposed via pop-up window and you can choose whether to continue without changing or accept and continue

Select the seats

The screenshot shows the Trenitalia website interface for selecting seats on a Frecciarossa train. The page is titled "Frecciarossa 9618: From Roma Termini To Milano Centrale, 1 Passenger". The progress bar indicates the current step is "3. Choice of seat". The trip details are: From: Roma Termini (10:00), To: Milano Centrale (12:59), Date: 02.01.2019. The train is identified as FRECCIAROSSA 1000 9618, and the passenger is 1 Base - Premium Adult. The final price (VAT included) is 109.00 €. The seat selection process involves choosing a coach (currently set to 4) and then selecting a specific seat from the available options on the ETR1000 train. The seat map shows two rows of seats, with the top row labeled 1D-19D and 1C-19C, and the bottom row labeled 2B-20B and 2A-20A. A legend indicates that red seats are selected, green seats are available, grey seats are not available, and blue seats are frontal seats. The "Confirm" button is highlighted with a green box, indicating the next step in the process.

1. If you have indicated you want to select the seat, you can change the coach you will travel in
2. Select the seat from those still available
3. Click on "**Confirm**" (for each train in the case of journeys on connecting trains) to move on to the next step

Enter the travel data and select payment method

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

1. New search >> 2. Choice of travel >> 3. Choice of seat >> 4. Data and payment >> 5. Summary Help ?

Trip Roma Termini → Milano Centrale
Outward: 02.01.2019, hour 10:00

Remaining time: 08 min

109.00 € show cart

Authentication

Log in Go on without log in

USER PASSWORD

[Forgot your password?](#) [Sign up](#)

LOG IN

Passengers

Adult

| | | | |
|-----------------------------|-------------------------------------|-----------------------------------|--------------------------------------------------|
| NAME <input type="text"/> | SURNAME <input type="text"/> | LOYALTY CODE <input type="text"/> | BORN <input type="text" value="dd/mm/yyyy"/> |
| E-MAIL <input type="text"/> | CONTACT NUMBER <input type="text"/> | CORPORATE ID <input type="text"/> | Do you have a discount coupon? ▼ |

Empty fields

1. If you are already registered select “Log in”, enter username and password to log in

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome MARIO ROSSI (1) Exit

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

1. New search >> 2. Choice of travel >> 3. Choice of seat >> 4. Data and payment >> 5. Summary

Trip Roma Termini → Milano Centrale
Outward : 02.01.2019, hour 10:00

Remaining time: 06 min

76.30 € show cart

Authentication

Buyer

| | | | |
|------------|-----------|----------------------|--------------|
| FIRST NAME | LAST NAME | E-MAIL | PHONE |
| MARIO | ROSSI | MARIOROSSI@GMAIL.COM | XXX XXXXXXXX |

We may use your personal details to inform you in case of problems with trains traffic.

Passengers

| | | | | |
|-------|--------|----------------|--------------|------------|
| Adult | NAME | SURNAME | LOYALTY CODE | BORN |
| | E-MAIL | CONTACT NUMBER | CORPORATE ID | |
| | | | 172.40 | 01/01/1980 |

Empty fields

Outward DISCOUNT COUPON TEST30 **Check** Your Discount coupons ✕

Voucher code valid. The value will be subtracted from the ticket price. Tot. 30 %

- Passengers can also enter one or more discount vouchers among the details, if compatible with the journey solution selected: click on the “**Do you have a discount coupon?**” button, enter the discount voucher code, respect also upper cases, and click on verify to check the validity

Trenitalia » FS News » FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome MARIO ROSSI (1) Exit

TRENITALIA GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

1. New search 2. Choice of travel 3. Choice of seat 4. Data and payment 5. Summary Help

Trip: Roma Termini → Milano Centrale
Outward: 02.01.2019, hour 10:00

Authentication

Buyer

FIRST NAME: MARIO LAST NAME: ROSSI E-MAIL: MARIOROSSI@GMAIL.COM

We may use your personal details to inform you in case of problems with trains traffic.

Passengers

| NAME | SURNAME | LOYALTY CODE |
|--------|----------------|--------------|
| Adult | | 172.40 |
| E-MAIL | CONTACT NUMBER | CORPORATE ID |
| | | |

Empty fields

Outward DISCOUNT COUPON: TEST30 **Check** Your Discount coupons ✕

Voucher code valid. The value will be subtracted from the ticket price. Tot. 30 %

Remaining time: 05 min

Travel 1 ✕

From: Roma Termini (10:00)
To: Milano Centrale (12:59)

FRECCIAROSSA 1000 9618 [seats info](#)

1 Base - Premium Adult

Discount used

Final price (VAT included): **76.30 €**

Add Trip

3. You can always check your choices in the **cart**: correct application of the discount code, seats assigned in [seats info](#); change **passenger details** if you have added a journey, clicking on “**Add Trip**” or clicking on “x” if you want to delete one or more travel solutions that you no longer intend purchasing.

Trip: Roma Termini → Milano Centrale
 Outward: 02.01.2019, hour 10:00

Remaining time: 02

76.30 €
Authentication**Buyer**

FIRST NAME

MARIO

LAST NAME

ROSSI

E-MAIL

MARIOROSSI@GMAIL.COM

PHONE

We may use your personal details to inform you in case of problems with trains traffic.

Passengers

Adult

NAME

SURNAME

LOYALTY CODE

172.40

BORN

E-MAIL

CONTACT NUMBER

CORPORATE ID

Empty fields

Do you have a discount coupon?

Outward
DISCOUNT COUPON
TEST30**Check**Your Discount coupons 

Voucher code valid. The value will be subtracted from the ticket price.

Tot **30 %****Add other services to your travel**


4


| | | | |
|--|-------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------|
| | mytaxi A trip to your cheap taxi | Add your voucher to cart | Select |
| | FRECCIACLUB Allow yourself more comfort while travelling | Only 20.00 € | Select |
| | AREA MEETING All that you need for working while travelling | Only 30.00 € | Select |
| | CITY SIGHTSEEING ITALY Complete your trip, explore the most beautiful Italian cities with 20% discount | from 8.00 € | Select |
| | ZIG ZAG Scooter sharing Voucher at advantageous prices for your travel in the city with ZIG ZAG | a partire da 7.50 € | Select |
| | HOTEL Choose the hotel for your stay | Many offers for you | Select |







5 I need an invoice



4. Choose if you want to enrich your journey with **other services** available (voucher for taking a taxi through the MyTaxi App, one or more entries to the FrecciaClub, Meeting Area booking on board the train, etc.)
5. If you are a registered customer and need an invoice, select "**I need an invoice**" and fill in the required fields (for further information consult the section [Online Invoicing](#)). If you are not authenticated and have selected one of the accessory services that require a mandatory invoice (e.g. entry to Freccia Clubs and meeting area booking), authenticate yourself and proceed with the invoice request


Payment


6 I want to use a bonus/credit or Gift Card 


7 One click payment with registered card  Disable Service

Credit/debit card      

PayPal  Activate the Fast payment 

Amazon Pay  USE YOUR AMAZON ACCOUNT

Masterpass 

Transfer online 

Accept [General Transportation Condition](#) and I have read the [privacy disclosures](#)

You have 1 travel in cart

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6. To use a **bonus/credit** following a train delay or a **Gift Card** for the purchase, click on the appropriate check box
7. Proceed with payment by selecting the method you prefer (see [Payment Methods](#)) page and accepting the [Conditions of Carriage](#) of the carrier and the [privacy policy](#)

Display the summary

After making payment, you will receive a message confirming a successful outcome of the operation with summary details of the journey purchased.

In any case, the summary details of the journey will be sent to you at the electronic mail address associated with your user account in the case of a purchase with registration, or that indicated when purchasing in the case of purchases without registration.

Trenitalia GRUPPO FERROVIE DELLO STATO ITALIANE

Welcome MARIO ROSSI

1. New search 2. Choice of travel 3. Data and payment 4. Summary

Summary

Print Summary | Print Receipt 1 | Send SMS | Send E-mail | Save as favorite 2

You have completed the purchase successfully. In this screen you can find all the information about your purchase.

Trip | Add to cal. 3

Departure Station: **Roma Termini** Hour 11:00 - 14/01/2019

Arrival Station: **Milano Centrale** Hour 13:55 - 14/01/2019

FRECCIAROSSA 1000 9622 | PNR Code: **AZ93TN**

Passenger 1 (buyer): **Mario Rossi**
 CartaFRECCIA: 121740361 | Points: 96.30

Purchased Offer/Service: Super Economy STANDARD | CP: 421701

Coach: 7 | Seat: 14D (WINDOW)

Amount: 32.90 €

Total amount: **32.90 €**

In case of ticketless purchase you must provide the PNR code to staff members, otherwise you will be considered without ticket.

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

- Travel updates (punctuality and route changes). The information will be sent to: MARIOROSSI@GMAIL.COM. [See details and limitations](#)
- Reminder of my journey
- Information on complementary services for my journey (hotel, auto, etc.)
- Participation in surveys or questionnaires about the quality of services offered by Trenitalia

Read the [Privacy Policy](#)

Confirm

Print Summary | Print Receipt | Send SMS | Send E-mail | Save as favorite

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1. You can send details of the purchase to an additional e-mail address or via text message (only one **text message** per purchase)

2. Save the **journey as a favourite** to be able to repurchase it quickly the next time (up to 4)
3. You can add your journey to the **calendar**
4. On this page you will also be offered some services linked to your journey for which you can receive useful updates (e.g. timely updates), a reminder of the journey via e-mail and information on complementary services. Select the services that interest you and click on Confirm.

If, after payment, a system **error message** is displayed, before proceeding to make a new purchase, please check whether you have received any purchase summary e-mail or, if you are a registered customer, access your reserved area using your credentials to check the presence of the journey purchased among recent journeys.

2. Online Ticket Purchase without registration

Continue without logging in

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

1. New search » 2. Choice of travel » 3. Data and payment » 4. Summary Help ?

Trip: Roma Termini → Milano Centrale
Outward: 16.01.2019, hour 10:00

Remaining time: 08

32.90 € show cart

Authentication

Log in **Go on without log in**

FIRST NAME* LAST NAME* E-MAIL* CONFIRM E-MAIL*

Mario Rossi mariorossi@gmail.com mariorossi@gmail.com

PHONE (*) Mandatory field

Warning: for purchases without registration is not provided an invoice

1. You can choose to purchase without registration by selecting the “**Go on without log in**” option in the authentication section. You will be asked to enter name, surname, e-mail and a telephone contact number (optional). In this case, you will be sent the details of the journey (PNR and CP code) **exclusively** via e-mail to the address indicated when purchasing.

Display the summary

After making payment according to the methods to be found [here](#), you will receive a message confirming a successful outcome of the operation with summary details of the journey purchased.

The journey summary details will in any case be sent to you via e-mail at the electronic mail address indicated when purchasing.

Summary purchases without registration


[Print Summary](#) [Print Receipt](#) [Send SMS](#) [Send E-mail](#) **3**

You have completed the purchase successfully.

Please note: you've purchase without login. The details of your travel (PNR or ticket code for regional trains) have been sent to the e-mail address provided at time of purchase.

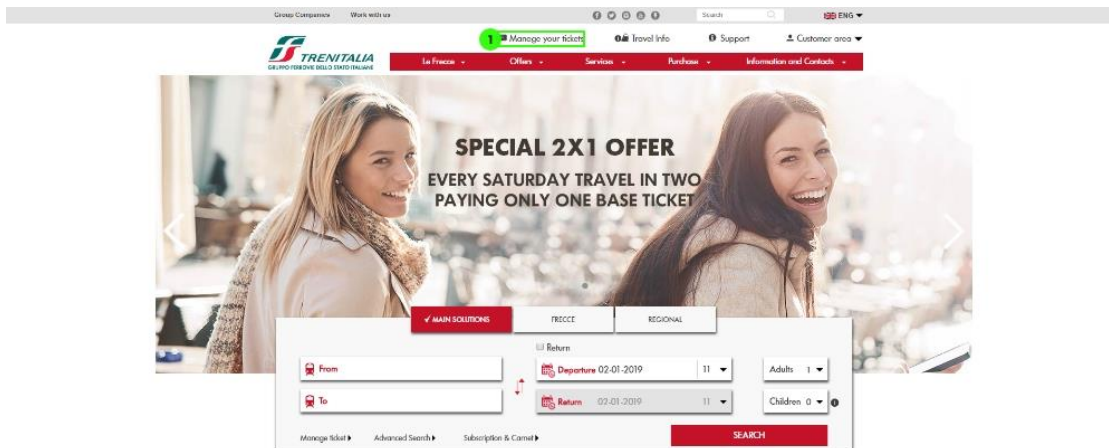
Remember, it is mandatory to communicate the **PNR** or, for Regional trains, to show the **PDF** to the staff member.

If you do not receive the email, you can retrieve the tickets using the recovery code in **Purchase/Manage your tickets** section.

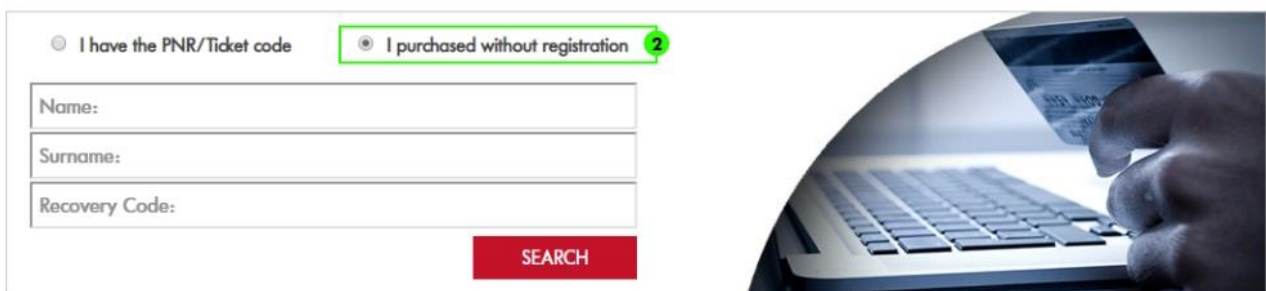
| Trip | | Add to cal. |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------|
| Departure Station: Roma Termini Hour 10:00 - 16/01/2019 | Arrival Station: Milano Centrale Hour 12:59 - 16/01/2019 | |
|  FRECCIAROSSA 1000 9618 | 2 Retrieval code : 1617983 | |
| Passenger 1 Mario Rossi | Purchased Offer/Service Super Economy STANDARD Ticket Code: 1000111347 | Coach: 5 Seat: 14D (WINDOW) |
| | | Amount: 32.90 € |
| Total amount : 32.90 € | | |

2. Note the **Retrieval code** which appears on the Summary page and in the e-mail, which is useful for retrieving again, if necessary, the confirmation e-mail with the ticket's identifying details.
3. You can also send the purchase details to an additional e-mail address or through text message (only one **text message** per purchase can be sent) clicking respectively on the "**Send E-mail**" or "**Send SMS**" key.

Manage your tickets



1. **To retrieve a purchase made without registration:** click on “Manage your tickets” on the Home Page



I have the PNR/Ticket code I purchased without registration **2**


Name: _____

Surname: _____

Recovery Code: _____

SEARCH

2. Select the "*I purchased without registration*" option, enter the name, surname used for the purchase and the Recovery Code provided after the payment.



I have the PNR/Ticket code I purchased without registration **1**

Email: _____

PNR/Ticket code: _____

SEARCH

1. **To change or obtain a refund for a journey purchased without registration:** choose from the "I have PNR/Ticket code" option and enter the required details on the respective form.

Caution – For purchases made **without registration**, the invoice can be requested **by midnight on the day of purchase**, by clicking on [Request invoice](#), while for purchases made on the EMV contactless channel, by clicking [here](#), or, in the event of technical problems during the request, by filling out the following [form](#).

3. Purchase summary e-mail

The journey data summary e-mail is sent to you automatically as soon as you have completed the purchase.

For ticketless tickets, the **e-mail does not constitute a travel document but a reminder and as such, is not essential for travelling**. Once on the train it is, in fact, enough to provide the PNR to the on-board staff.

If you have an electronic ticket or a regional subscription, you can choose whether to print it (A4 sheet) and take it with you or, at the request of Trenitalia staff, show it on the screen of an electronic device (PC, tablet or smartphone) provided it is able to show correctly the attachment received, including the Quick Response code which incorporates all the data of the attachment.

In the event that you do not receive the confirmation e-mail, you can still **retrieve the details of your journey** by consulting the **journeys** in your Reserved Area if you are a registered customer or, if you have made a purchase without registration, by requesting the re-sending of the e-mail from the [Search and change ticket](#) page, entering the name, surname and the retrieval code that was provided to you on the journey summary page (after payment).

4. What to do if the transaction is not allowed or is refused


During an online purchase it is possible that, for security reasons, the purchase process, which involves several players including banks and credit card operators, is unsuccessful.

In these cases, before proceeding to make the purchase again, we invite you to check if you have received the purchase summary e-mail or, if you are a registered customer, log in using your credentials to your reserved area to verify the presence of the journey purchased among your recent journeys.

A transaction may be refused/not allowed mainly due to:

- **malfunctioning** of systems;
- entering incorrect payment details (e.g. wrong card number or expiry date);

- lack of **authorisation** by the bank (e.g. insufficient funds, going over the credit limit, 3DS password, card expired, etc.)

For more information or clarifications on the outcome of a transaction that has been refused or not allowed, you can contact our operators through the new Online Chat, which is open every day from 08:00 to 20:00. To activate the chat, simply click on the icon  at the bottom of the page.

Or you can send an e-mail to areaclienti@trenitalia.it specifying:

- the error code displayed;
- the username (in the case of purchase with login) or e-mail address (in the case of purchase without login) used;
- the date on which the purchase or the attempt to purchase was made;
- a telephone number.

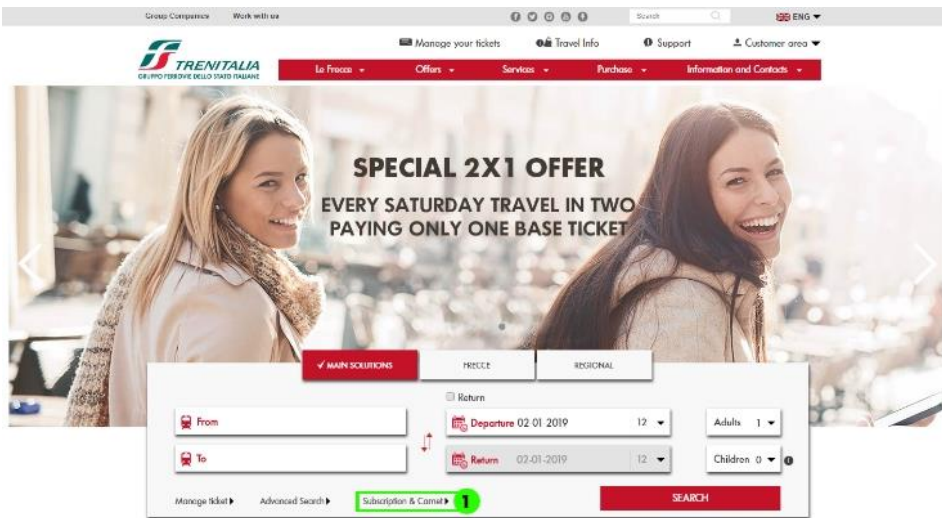
CAUTION

If you have received a text message from your bank, we inform you that a request has already been sent for immediate reverse transfer of the amount, with no actual charge on the card. For prepaid cards, ceiling recovery times depend on the card issuer, which should be contacted for more information.

If you have used a bonus, a discount coupon or a gift card, but the transaction was unsuccessful, you can use it again after 60 minutes.

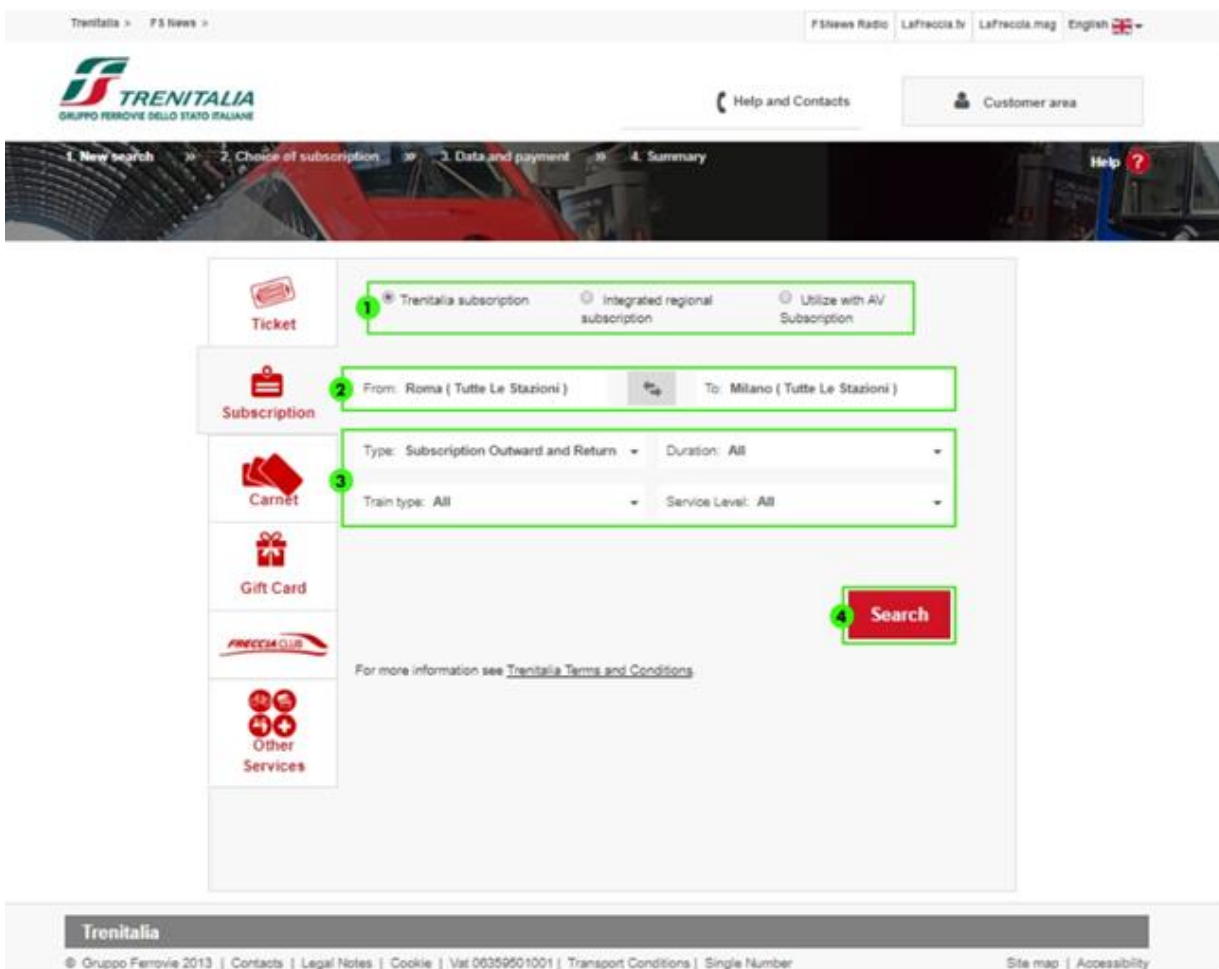
5. Online Subscription Purchase

Search your Subscription



1. Click on Subscription & Carnet

Refine your search



1. Select **subscription** to purchase (Trenitalia subscriptions for Freccie, IC and Regional trains or integrated regional subscriptions)
2. Select the station from those suggested in the dropdown menu
3. Select the **type of subscription, duration, type of train** and **service level**
4. Click on **Search** to start the search

Select your subscription

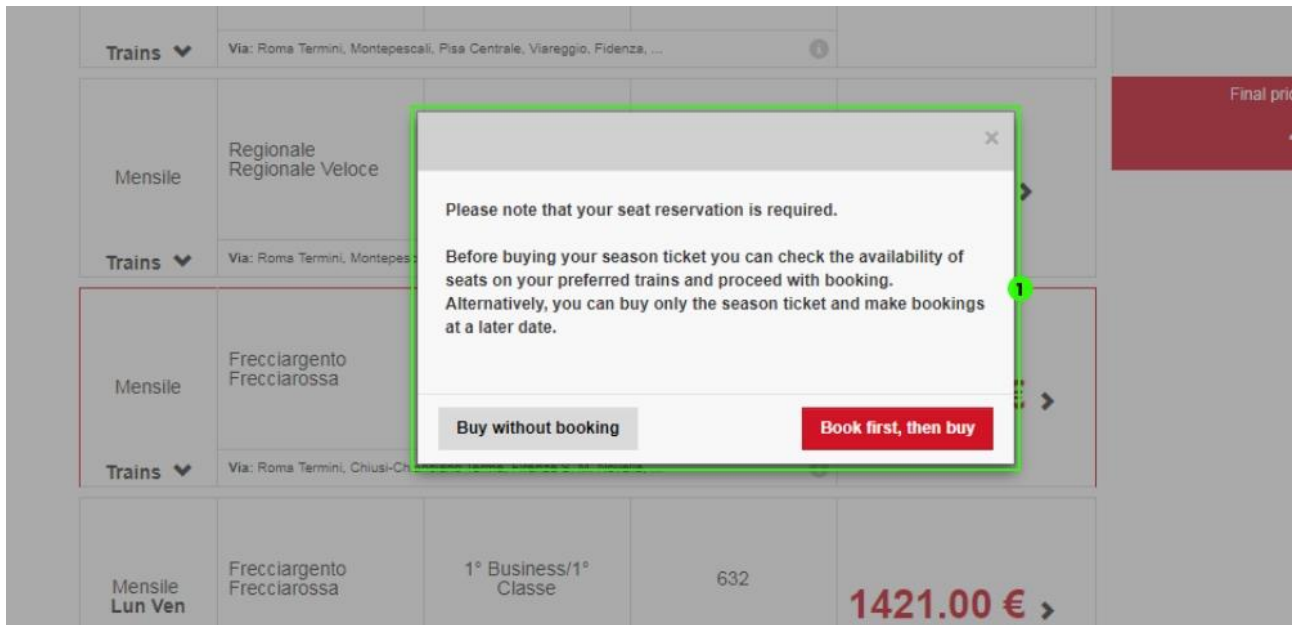
The screenshot shows the 'Choice of subscription' step in the Trenitalia booking process. The search criteria are Roma (Tutte Le Stazioni) to Milano (Tutte Le Stazioni) A/R, with a duration of All. The selected subscription is Mensile, 1st Business/1st Classe, for 632 KM, priced at 1518.00 €. A table below lists other available options:

| Admitted trains | Admissible service | KM | Price |
|-----------------------------------------------|-----------------------------------------------|-----|-----------|
| Mensile Frecciargento Frecciarossa | 1 ^o Business/1 ^o Classe | 632 | 1518.00 € |
| Mensile Lun Ven Frecciargento Frecciarossa | 1 ^o Business/1 ^o Classe | 632 | 1421.00 € |
| Annuale Regionale Regionale Veloce | 2 ^a Classe | 620 | 2375.70 € |
| Annuale Regionale Regionale Veloce | 2 ^a Classe | 620 | 2375.70 € |

The final price (VAT included) is 1518.00 €.

1. On the **selected subscription** page you will be shown the different subscription solutions available, with indications about trains allowed, type of service, kms and related price

2. Click on **“Trains”** to display the list with departure and arrival times, duration and frequency.
3. Pass the mouse over **“i”** for more details on the routes of the different solutions
4. Click on **price** to proceed with the purchase, which will be automatically updated in the cart



1. If you are purchasing an AV subscription, you can decide whether to **Buy without booking** or **Book first, then buy**.
If you choose the **“Book first, then buy”** option and you are already authenticated, you will be taken directly to the page displaying the train that interests you and the days on which it is expected to run in line with the subscription chosen and, after selecting the one you prefer, you will be able to book the round-trip dates on which to travel and express seat preferences in the event they are available.

For more details, see the [Utilize with AV Subscription](#) section below.

Enter the travel data and select payment method

Trenitalia > F&S News > F&S News Radio | LaFreccia.tv | LaFreccia.mag | English

Welcome MARIO ROSSI | (1) | Exit

Help and Contacts | Customer area

1. Search | 2. Choice of subscription | 3. Data and payment | 4. Summary

Subscription: Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)
Type: Monthly
Duration: Monthly

Remaining time: 08

1518.00 €

Authentication

Buyer

| | | | |
|------------|-----------|----------------------|-----------------|
| FIRST NAME | LAST NAME | E-MAIL | PHONE |
| MARIO | ROSSI | MARIOROSSI@GMAIL.COM | XXX XXX XXX XXX |

We may use your personal details to inform you in case of problems with trains traffic.

I am the subscription holder

Subscription Holder

| | | | |
|--------------|--------------|----------------------|----------------------|
| NAME | SURNAME | SCVP | |
| MARIO | ROSSI | 01/01/1980 | |
| LOYALTY CODE | CORPORATE ID | CONTACT NUMBER | E-MAIL |
| 121740361 | 2.190.00 | MARIOROSSI@GMAIL.COM | MARIOROSSI@GMAIL.COM |

(*) Mandatory field

I need an invoice

Invoice

Attention: from 1st January 2016 the invoices will no longer be sent by e-mail. You can get the invoices, after validation of the Italian Revenue Agency, from the invoice list, using the [Request Invoice](#) function, directly from the [Italian Revenue Agency website](#) or, alternatively, through your PEC address or your broker's system by entering the Recipient Code in the billing profile used. [More details](#)

Invoice with VAT Invoice with Tax Code

Search a profile associated with the VAT or create a new one.

VAT NUMBER: Create a new invoice profile

PROFILE NAME:

Details with VAT
VAT NUMBER: COMPANY NAME/NAME SURNAME:

Details with fiscal code
FISCAL CODE: SURNAME: NAME:

Address
ADDRESS:

COUNTRY: PROVINCE: CITY: POSTAL CODE:

AG AGRIGENTO

Invoice delivery method (optional).
Enter PEC or recipient code

RECIPIENT PEC: RECIPIENT CODE:

Payment

I want to use a bonus/credit or Gift Card

One click payment with registered card

Credit/debit card

PayPal Activate the **Fast payment**

Amazon Pay USE YOUR AMAZON ACCOUNT

Masterpass

Transfer online

Collect your season ticket before travelling from one of the [Self-Service machines](#) available only in Italy. Use the season ticket code to print the ticket.

Accept [General Transaction Condition](#) and I have read the [privacy statement](#)

You have 1 subscription in cart

Trenitalia

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1. Proceeding with the purchase without booking, **log in** entering username and password or proceed without login (for Regional, Intercity and FrecciaBianca trains)
2. Specify if the purchaser is also **holder** of the subscription; if yes, the name, surname and e-mail will be automatically filled in and you will have to enter the date of birth.

If the purchaser is not the subscription holder, enter the required details (name, surname and date of birth) and optional details (*CartaFRECCIA* code, telephone number and e-mail).

3. If authenticated, request the **invoice** if you need it, selecting the appropriate option
4. To use a **bonus/credit** following a train delay or a **Gift Card** for the purchase, click on the appropriate check box
5. Select a payment method (to learn more, consult the [Payment Method](#) section)
6. **Accept** the **pick-up methods** and [General transportation conditions](#) and click on **Continue** to proceed with payment.

Display Purchase summary and confirm

The screenshot shows the 'Summary' page of the Trenitalia website. At the top, there is a navigation bar with 'Trenitalia > FS News >' and links for 'FSNews Radio', 'LaFreccia.tv', 'LaFreccia.mag', and 'English'. A welcome message 'Welcome MARIO ROSSI' and a shopping cart icon with '(0)' are visible. Below the navigation is a progress bar with four steps: '1. New search', '2. Choice of subscription', '3. Data and payment', and '4. Summary'. The main content area is titled 'Summary' and includes a row of buttons: 'Print Summary', 'Print Receipt', 'Send SMS', and 'Send E-mail' (the last one is highlighted with a green box and a '1'). Below this, a message states: 'You have completed the purchase successfully. In this screen you can find all the information about your purchase.'

The main summary section is titled 'Subscription A/R' and includes an 'Add to cat.' button (highlighted with a green box and a '2'). The details are as follows:

| Departure Station: | | Arrival Station |
|-----------------------------------------------------------------------------|--------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Roma Termini | | Milano Centrale |
| Train: AV | Duration: Mensile | Subscription Code: 1000111750 (highlighted with a green box and a '3') |
| Holder Mario Rossi CartaFRECCIA: 121740361 Points: 2,150.00 | Purchased Service 1 ^a Business/1 ^a Classe | Validity 01-01-2019 - 31-01-2019 |

Below the table, there is a 'UBIeze' logo and a 'Total amount: 1518.00 €' box. A warning icon and text state: 'Collect your season ticket before travelling from one of the Self-Service machines available only in Italy. Use the season ticket code to print the ticket.'

At the bottom of the summary section, there is another row of buttons: 'Print Summary', 'Print Receipt', 'Send SMS', and 'Send E-mail'. To the right of the summary are three promotional banners: 'Do you need a car?', 'Easy Luggage', and 'Park your car near the station!', each with a 'More info' button and a right arrow.

After making payment, you will receive a message confirming a successful outcome of the operation with summary details of the subscription purchased. The purchase summary details will in any case be sent to you via **e-mail** at the electronic mail address linked to your account.

1. You can send details of the purchase to an **additional e-mail** address or via text message (only one **text message** per purchase can be sent)

2. You can add your journey to the **calendar**
3. if you have made your purchase before booking, take note of the **subscription code** for booking later or click on **Utilize** to proceed directly to booking the subscription (see Book your AV Subscription)

With AV Frecciarossa and Frecciargento subscriptions you can **make one outward and one return journey on the chosen route every day, within the month of validity. However, you must book your seat before each journey.**

*If, after payment, a system **error message** is displayed, before proceeding to make a new purchase, please check whether you have received any purchase summary e-mail or, if you are a registered customer, access your reserved area using your credentials to check the presence of the subscription purchased.*

Utilize with AV subscription

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome MARIO ROSSI (0) Exit

Help and Contacts Customer area

1. New search 2. Choice of subscription 3. Data and payment 4. Summary Help

Ticket

Subscription

Carnet

Gift Card

FRECCIA CLUB

Other Services

Trenitalia subscription Integrated regional subscription **Utilize with AV Subscription**

Subscription Code: 1000111750

Holder Name: MARIO Holder Surname: ROSSI Verify

Use another subscription

Choose the date of your trip . Once you choose the train you can also make multiple bookings.

From: Roma (Tutte Le Stazioni) To: Milano (Tutte Le Stazioni)

Date: 02-01-2019 Hour: 00

Book your trip, you still have 1 booking, for forward (or for return), for this date

Search

Trenitalia

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1. To use your subscription, select the "**Utilize with AV Subscription**" option in the search form, enter the subscription code, name and surname of the subscription holder and click on **Verify** to check the validity of the subscription and the details entered
2. Confirm the journey route (or invert the departure and arrival stations) and enter the **date/time** you intend to leave
3. Display the number of bookings available for the selected date and click on **Search** to start the search

Select your subscription for utilization

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English Exit

Welcome MARIO ROSSI (0) Customer area Help and Contacts

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

1. New search >> 2. Choice of travel >> 3. Data and payment >> 4. Summary Help ?

ABB. AV MENSILE 1ª CLASSE - Mensile n° 1000111750 Validity: 01-01-2019 - 31-01-2019

Trip

Departure Station: Roma (Tutte Le Stazioni) ↔ Arrival Station: Milano (Tutte Le Stazioni) ↔ Departure Date: 02-01-2019 📅 Hour: 00 🕒 Refresh

Choose the train, going on you can make reservations for more dates.

| Departure | Arrival | Duration | Train |
|-----------------------|---------------------------------|----------|------------------------------------------------------------------------|
| 18:05 Roma Termini | 21:42 Milano Porta Garibaldi | 03:37 | FRECCIAROSSA 1000 9350 ➤ 1 3 |
| 18:20 Roma Termini | 21:45 Milano Centrale | 03:25 | FRECCIAROSSA 9560 ➤ 1 |
| 18:30 Roma Termini | 21:29 Milano Centrale | 02:59 | FRECCIAROSSA 1000 9652 ➤ 1 |
| 19:00 Roma Termini | 22:02 Milano Centrale | 03:02 | FRECCIAROSSA 1000 9654 ➤ 1 |
| 19:20 Roma Termini | 22:45 Milano Centrale | 03:25 | FRECCIAROSSA 9564 ➤ 1 |

Next Solution ➤

<< New search

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1. Click on "i" if you want to know the services available and intermediate stops
2. Click on **calendar** to display in advance the dates of train runnings, in line with the subscription chosen
3. Click on **arrow** to proceed with the choice of seat and the booking

Book the dates

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome **MARIO ROSSI** [Exit](#)

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

[Help and Contacts](#) [Customer area](#)

1. New search >> 2. Choice of travel >> 3. Data and payment >> 4. Summary

ABB. AV MENSILE 1ª CLASSE - Mensile n° 1000111750 Validity: 01-01-2019 - 31-01-2019

Trip

Departure Station: Arrival Station: Departure Date: Hour: [Refresh](#)

Train 9350 Frecciarossa - Roma Termini (18:05) - Milano Porta Garibaldi (21:42)

Choose one or more dates for your travels:

All dates

| | | | | | | |
|---------------------------|-------------------------|-------------------------|-----------------------------------|----------------------------|---------------------------|-------------------------|
| | | | Tuesday 01 January | Wednesday 02 January | Thursday 03 January | Friday 04 January |
| Saturday 05 January | Sunday 06 January | Monday 07 January | Tuesday 08 January | Wednesday 09 January | Thursday 10 January | Friday 11 January |
| Saturday 12 January | Sunday 13 January | Monday 14 January | Tuesday 15 January | Wednesday 16 January | Thursday 17 January | Friday 18 January |
| Saturday 19 January | Sunday 20 January | Monday 21 January | Tuesday 22 January | Wednesday 23 January | Thursday 24 January | Friday 25 January |
| Saturday 26 January | Sunday 27 January | Monday 28 January | Tuesday 29 January | Wednesday 30 January | Thursday 31 January | |

Selected Unchecked Not available

I choose the 'area of silence' for all dates [Seat Preference](#)

[Back](#) [Continue](#)

Final price (VAT included):
0.00 €

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1. Click on check box to select all dates
2. Click on date to make a single choice of booking
3. Click on Seat Preference to select it; if the seat selected is not available, you will automatically be assigned another one; you can also choose the option "I choose the 'area of silence' for all dates".

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome MARIO ROSSI (0) Exit

Help and Contacts Customer area

1. New search >> 2. Choice of travel >> 3. Data and payment >> 4. Summary

ABB. AV MENSILE 1ª CLASSE - Mensile n° 1000111750 Validity: 01-01-2019 - 31-01-2019

Trip

Departure Station: Roma (Tutte Le Stazioni)

Train 9350 Frecciarossa - Roma Term

Choose one or more dates for your travel

All dates

Bookings made!

You can still make 15 bookings for your outward journey. Do you want to do this or proceed with booking the return journey?

1 Make bookings for the outward journey

2 Proceed with bookings for the return journey

Subscription Booking

From: Roma (Tutte Le Stazioni)

To: Milano (Tutte Le Stazioni)

Train type: AV

Duration: Monthly

Final price (VAT included) : 0.00 €

| 01 | | 02 | | 03 | | 04 | |
|-------------|-----------|-----------|------------|--------------|-------------|-----------|--|
| January | | January | | January | | January | |
| Saturday 05 | Sunday 06 | Monday 07 | Tuesday 08 | Wednesday 09 | Thursday 10 | Friday 11 | |
| January | January | January | January | January | January | January | |
| Saturday 12 | Sunday 13 | Monday 14 | Tuesday 15 | Wednesday 16 | Thursday 17 | Friday 18 | |
| January | January | January | January | January | January | January | |
| Saturday 19 | Sunday 20 | Monday 21 | Tuesday 22 | Wednesday 23 | Thursday 24 | Friday 25 | |
| January | January | January | January | January | January | January | |

1. After selecting the dates and made the relevant bookings, you can make other bookings with other trains if days for the outward journey have remained without booking (e.g. because the train did not run or was full)
2. After have made bookings for outward journeys, in the same way you can make bookings for return journeys; to purchase the subscription this way, you must have made at least one booking for the outward journey and one for the return journey

Completing your bookings

Trenitalia > FS News > F5News Radio LaFreccia.tv LaFreccia.mag English

Welcome MARIO ROSSI (1) Exit

Help and Contacts Customer area

1. New search 2. Choice of subscription 3. Data and payment 4. Summary

Subscription Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)

Duration: Monthly Remaining time: 08

Prenotazione Abb AV 1ª classe - Mensile n° 1000111750 0.00 € show cart

Authentication

| | | | | |
|------------|-----------|----------------------|------------------|---|
| Buyer | | | | |
| FIRST NAME | LAST NAME | E-MAIL | PHONE | |
| MARIO | ROSSI | MARIOROSSI@GMAIL.COM | XXX XXX XXX XXXX | 1 |

We may use your personal details to inform you in case of problems with trains traffic.

Subscription Holder

| | | | | |
|-------|----------------------|------------------|--------------|------------|
| Adult | NAME | SURNAME | LOYALTY CODE | BORN |
| | MARIO | ROSSI | 121740361 | 01/01/1980 |
| | E-MAIL | CONTACT NUMBER | CORPORATE ID | |
| | MARIOROSSI@GMAIL.COM | XXX XXX XXX XXXX | | |

(*) Mandatory field

Accept [General Transportation Condition](#) and I have read the [privacy disclosures](#) 2

Continue 3

Trenitalia

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1. If you have made the purchase without authentication, **log in** entering username and password (for AV trains the booking is only permitted using a registered user account, even if different from that of the purchaser or holder)
2. **Accept** the **General Transportation Condition**
3. Click on **Continue** to continue

Bookings can only be used by the subscription holder.

You cannot book the seat in salottini in support of bookings with subscription

Display the summary

Summary

Print Summary | Print Receipt | Send SMS | Send E-mail

Operation completed. You can find the details of your reservations in the summary email.

Subscription n° 1000111750 Add to cal.

Departure Station: **Roma Termini** Arrival Station: **Milano Centrale**
Hour 18:20 - 02/01/2019 Hour 21:45 - 02/01/2019

FRECCIAROSSA 9560 PNR Code: **AZ7BNN**

Passenger 1 (buyer): **Mario Rossi** Purchased Offer/Service: Prenotazione Abb AV 1° classe BUSINESS AREA SILENZIO Mensile Coach: 1
CartaFRECCIA: 121740361 Seat: 12D (Detached window)
Points: 0.00 CP: 032310

Amount: 0.00 €

Below the schedule with reservations made and the dates for which the request is successful.

| | | | | | | |
|--------------------|----------------------|---------------------|-------------------|---------------------|-------------------|-------------------|
| Tuesday 01 January | Wednesday 02 January | Thursday 03 January | Friday 04 January | Saturday 05 January | Sunday 06 January | Monday 07 January |
| Tuesday 08 January | Wednesday 09 January | Thursday 10 January | Friday 11 January | Saturday 12 January | Sunday 13 January | Monday 14 January |
| Tuesday 15 January | Wednesday 16 January | Thursday 17 January | Friday 18 January | Saturday 19 January | Sunday 20 January | Monday 21 January |
| Tuesday 22 January | Wednesday 23 January | Thursday 24 January | Friday 25 January | Saturday 26 January | Sunday 27 January | Monday 28 January |
| Tuesday 29 January | Wednesday 30 January | Thursday 31 January | | | | |

Reservation finalized | Reservation not finalized

New Reservation | Total amount: 0.00 €

In case of ticketless purchase you must provide the PNR code to staff members, otherwise you will be considered without ticket.

Print Summary | Print Receipt | Send SMS | Send E-mail

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The summary details of the journey are sent to you via **e-mail** at the electronic mail address linked with the user account used for the booking

1. You can send details of the purchase to an **additional e-mail** address or via **text message**
2. You can **add the journey to the calendar**
3. Display the **summary** details of the booking
4. Display the calendar with bookings made and any that were not successful
5. Click here to make a **New Reservation**

6. Online Carnet Purchase


6.1 Purchase and book carnets


Search your carnet




1. Click on **“Subscription & Carnet”** on the Home Page.

Refine your search


Trenitalia > FS News > [FSNews Radio](#) [LaFresca.it](#) [LaFrescaMag](#) [English](#) 


 [Help and Contacts](#) [Customer area](#)


1. New search > 2. Choice of carnet > 3. Data and Payment > 4. Summary [Help ?](#)


 **Ticket**


Carnet with reservation **Regional carnet**

 **Subscription**


 **Carnet**

 **Gift Card**



 **Other Services**

Purchase carnet Utilize carnet

1. From: Roma (Tutte Le Stazioni)  To: Milano (Tutte Le Stazioni)

2. Carnet Type: Carnet 10 Travel - AV - 180 days validity Valid from: 04-01-2019

3. **Search**

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1. **Select the stations** from those suggested in the dropdown menu
2. Select the **type** of carnet
3. Click on **Search** to start the search

Select the carnet

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

1. New search > 2. Choice of carnet > 3. Data and payment > 4. Summary Help ?

Carnet: Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)
Carnet 10 Travel - AV - 180 days validity

Carnet

Departure Station: Roma (Tutte Le Stazioni) Arrival Station: Milano (Tutte Le Stazioni) Type: Carnet 10 Travel - AV - 180 days Valid from: 04-01-2019 Refresh

| Carnet Type | Train type | Service | Price |
|---------------------|----------------------------|-----------------------|-------------|
| CARNET 10 VIAGGI AV | Frecciarossa Frecciargento | 1° Business 1° Classe | € 868.00 > |
| CARNET 10 VIAGGI AV | Frecciarossa Frecciargento | 2° Standard 2° Classe | € 644.00 > |
| CARNET 10 VIAGGI AV | Frecciarossa | 1° Business Salottino | € 1078.00 > |
| CARNET 10 VIAGGI AV | Frecciarossa | 2° Premium | € 763.00 > |
| CARNET 10 VIAGGI AV | Frecciarossa | Executive | € 1680.00 > |

<< New search

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3

→ Carnet

From: Roma (Tutte Le Stazioni)
To: Milano (Tutte Le Stazioni)
Type:
Carnet 10 Travel - AV - 180 days validity
Validity: 04.01.2019 - 02.07.2019

1. Display the different solutions available, with indication of the train, service level and related price.
2. Click on the dropdown menu to select a type of carnet other than the one entered previously and click on “**Refresh**”
3. Display the summary details of the solution selected in the **cart** and, to proceed with the purchase, click on the **price** of the solution chosen

Enter the travel data and select payment method

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome MARIO ROSSI (1) Exit

Help and Contacts Customer area

1. New search > 2. Choice of carnet > 3. Data and payment > 4. Summary

Carnet Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)

Remaining time: 09

868.00 € show cart

Authentication

Buyer

1

| | | | |
|------------|-----------|----------------------|-------------------|
| FIRST NAME | LAST NAME | E-MAIL | PHONE |
| MARIO | ROSSI | MARIOROSSI@GMAIL.COM | XXX XXX XXX XXXXX |

We may use your personal details to inform you in case of problems with trains traffic.

I am also the holder

Carnet Holder

2

| | | | |
|--------------|------------|----------------|----------------------|
| NAME* | SURNAME* | LOYALTY CODE* | 1,588.80 |
| MARIO | ROSSI | 120014235 | |
| CORPORATE ID | BORN | CONTACT NUMBER | E-MAIL |
| | 21/05/1950 | 345666 | MARIOROSSI@GMAIL.COM |


(*) Mandatory field







3 I need an invoice


Payment


4 I want to use a bonus/credit or Gift Card


5


One click payment with registered card  Disable Service

Credit/debit card      

PayPal  Activate the Fast payment

Amazon Pay 

Masterpass 

Transfer online 

6 Accept [General Transportation Condition](#) and I have read the [privacy disclosures](#)

Back Continue

You have 1 carnet in cart

Trenitalia

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1. **Log in** entering username and password (purchase of a carnet can only be made through a registered user account)
2. Specify whether the purchaser is also the carnet holder in this case, you will automatically be shown the details of the purchaser as well as of the

holder) If the purchaser is not the carnet holder, enter the required details (name, surname and *CartaFRECCIA*) and the optional details (Company Code, date of birth, telephone number and e-mail)

3. Select the appropriate option if you need an **invoice**
4. To use a **bonus/credit** following a train delay or a **Gift Card** for the purchase, click on the appropriate check box
5. Select a payment method (to learn more, consult the "Payment method" section above)
6. **Accept** the [General Transportation Conditions](#) and the [privacy disclosures](#)
7. Click on **Continue** to proceed with payment.

Display the summary

After making payment, you will receive a message confirming a successful outcome of the operation with summary details of the carnet purchased.

The purchase summary details will in any case be sent to you via e-mail at the electronic mail address linked to your account.

Summary

Print Summary Print Receipt Send SMS Send E-mail

You have completed the purchase successfully. In this screen you can find all the information about your purchase.

Carnet Add to cal. **3**

Departure Station: **Roma (Tutte Le Stazioni)** Arrival Station: **Milano (Tutte Le Stazioni)**

Train: FRECCIAROSSA FRECCIARGENTO Carnet Number: **1000114080 **2****

| Holder | Purchased Offer/Service | Validity |
|---------------------------------------------------------------------|----------------------------------------------|---------------------------------|
| Mario Rossi CartaFRECCIA : 120014235 Points : 1,588.80 | Carnet 10 Viaggi Av 1* Business/1* Classe | 4/1/2019 (Fri) - 2/7/2019 (Tue) |

1 Total amount **868.00 €**

Print Summary Print Receipt Send SMS Send E-mail

Do you need a car?
Book it with easy rent service
From 15€/day

More info

Easy Luggage
Send your bag and travel light!
From 20€

More info

Park your car near the station!
Discount and extra services for you.
Book online!

More info

1. Click on **“Utilize Carnet”** to proceed immediately to booking your journeys; you will be taken to the appropriate section (for more details, see the paragraph [Make Reservation with carnet](#))
2. Note instead the **carnet number**, required to proceed with booking your journeys later
3. You can add the purchase to the **calendar**

If, after payment, a system **error message** is displayed, before proceeding to make a new purchase, please check whether you have received any purchase summary e-mail and the presence of the carnet in your reserved area.

6.2 Make Reservation with carnet

To utilize your carnet you can directly access the summary page using the "**Carnet with reservation**" key, or by selecting it on "Subscription & Carnet" on the Home Page and subsequently on the "**Carnet with reservation**" option.

The screenshot displays the Trenitalia website interface for making a reservation with a carnet. The page is titled "Carnet with reservation" and includes a sidebar with navigation options: Ticket, Subscription, Carnet, Gift Card, and Other Services. The main content area shows the following form fields and options:

- Carnet with reservation
- Regional carnet
- Purchase carnet
- Utilize carnet
- Carnet number: 1000114080
- Name: Mario
- Surname: Rossi
- Verify button
- Use another carnet link
- Book your trip, do you still have 10 bookings
- From: Roma (Tutte Le Stazioni)
- To: Milano (Tutte Le Stazioni)
- Date: 04-01-2019
- Hour: 00
- Search button

The footer of the page contains the Trenitalia logo and copyright information: © Gruppo Ferrovie 2013 | Contacts | Legal Notes | Cookie | Vat 06359501001 | Transport Conditions | Single Number. It also includes links for Site map and Accessibility.

1. Enter the Carnet number, the name and surname of the carnet holder (CartaFRECCIA holder) and click on **Verify** to check the validity of the carnet and the details entered

2. If the details entered are correct, you can display the **number** of remaining bookings available for the card number entered and the **route** for which the carnet is valid
3. Confirm the journey route (or invert the departure and arrival stations) and enter the **date/time** you intend to leave
4. Click on "**Search**" to start the search

Select which train you want to travel on

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome MARIO ROSSI (0) Exit

Help and Contacts Customer area

1. New search > 2. Choice of travel > 3. Data and payment > 4. Summary Help ?

Carnet Booking: Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)

Prenot. CARNET 10 VIAGGI AV n° 1000114080 Validity: 04-01-2019 - 02-07-2019

Trip

Departure Station: Roma (Tutte Le Stazioni) Arrival Station: Milano (Tutte Le Stazioni) Departure Date: 04-01-2019 Hour: 00 Refresh

| Departure | Arrival | Duration | Train |
|-----------------------|--------------------------|----------|------------------------------|
| 11:00 Roma Termini | 13:55 Milano Centrale | 02:55 | FRECCIAROSSA 1000 9622 |
| 11:20 Roma Termini | 14:40 Milano Centrale | 03:20 | FRECCIAROSSA 1000 9524 |
| 11:30 Roma Termini | 14:29 Milano Centrale | 02:59 | FRECCIAROSSA 1000 9624 |
| 12:00 Roma Termini | 14:55 Milano Centrale | 02:55 | FRECCIAROSSA 1000 9626 |
| 12:20 Roma Termini | 15:40 Milano Centrale | 03:20 | FRECCIAROSSA 1000 9528 |

Next Solution >

<< New search

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1. Click on "i" located alongside the train if you want to know the services available and the intermediate stops
2. You can change the departure date and time and click on **"Refresh"**
3. You can display the summary, which also contains the number of remaining bookings, in the **cart**

- Click on the **arrow** next to the train to proceed with the choice of seat and the booking. You can also choose the “**I want to choose the ‘area’ of silence**” option

Choose the seat

Trenitalia » FS News » FSNews Radio LaFreccia.tv LaFreccia.mag English

TRENITALIA
GRUPPO FERROVIE DELLO STATO ITALIANE

Help and Contacts Customer area

1. New search » 2. Choice of travel » 3. Choice of seat » 4. Data and payment » 5. Summary

Trip: Roma Termini → Milano Centrale
Outward: 02-01-2019, hour 10:00

Frecciarossa 9618: From Roma Termini To Milano Centrale, 1 Passenger

1 Select the coach: 4

Coach 4

2

| | | | | | | | | | | | | | | | | | | |
|---------|----|----|----|----|----|----|----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1D | 2D | 3D | 4D | 5D | 6D | 7D | 8D | 9D | 10D | 11D | 12D | 13D | 14D | 15D | 16D | 17D | 18D | 19D |
| 1C | 2C | 3C | 4C | 5C | 6C | 7C | 8C | 9C | 10C | 11C | 12C | 13C | 14C | 15C | 16C | 17C | 18C | 19C |
| ETR1000 | | | | | | | | | | | | | | | | | | |
| 2B | 3B | 4B | 5B | 6B | 7B | 8B | 9B | 10B | 11B | 12B | 13B | 14B | 15B | 16B | 17B | 18B | 19B | 20B |
| 2A | 3A | 4A | 5A | 6A | 7A | 8A | 9A | 10A | 11A | 12A | 13A | 14A | 15A | 16A | 17A | 18A | 19A | 20A |

Selected seat Available seat Not available seat Frontal seats

Exit Confirm

3

Travel 1
From: Roma Termini (10:00)
To: Milano Centrale (12:59)
Date: 02.01.2019
FRECCIAROSSA 1000 9618
1 Adult Base - Premium

Final price (VAT included):
109.00 €

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- If permitted for the service and train chosen, you can change the coach you want to travel on
- Select the seat from those still available
- Click on “**Confirm**” (for each train in the case of journeys on connecting trains) to move on to the next step

Complete your booking

Trenitalia > FS News > FSNews Radio LaFreccia.tv LaFreccia.mag English

Welcome MARIO ROSSI (1) Exit

Help and Contacts Customer area

1. New search 2. Choice of carnet 3. Choice of seat 4. Data and payment 5. Summary Help ?

Carnet Booking Roma (Tutte Le Stazioni) → Milano (Tutte Le Stazioni)

Remaining time: 09

Prenot. CARNET 10 VIAGGI AV - n° 1000114080 0.00 € show cart

Authentication

Buyer

1

| | | | |
|------------|-----------|----------------------|-------------------|
| FIRST NAME | LAST NAME | E-MAIL | PHONE |
| MARIO | ROSSI | MARIOROSSI@GMAIL.COM | XXX XXX XXX XXXXX |

We may use your personal details to inform you in case of problems with trains traffic.

Carnet Holder

2

| | | | |
|----------------------|----------------|--------------|------------|
| NAME | SURNAME | LOYALTY CODE | BORN |
| MARIO | ROSSI | 120014235 | 21/05/1950 |
| E-MAIL | CONTACT NUMBER | CORPORATE ID | |
| MARIOROSSI@GMAIL.COM | 345666 | | |

(*) Mandatory field

3 Accept [General Transportation Condition](#) and I have read the [privacy disclosures](#).

You have other 10 available reservations in the carnet

Back **Continue** 4

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1. In the event you are making a booking later than the purchase and directly from the summary page, **log in** entering username and password (the booking is permitted only by using a registered account name, even if different from that of the purchaser or holder)
2. Change the details (optional) of the holder (CartaFRECCIA, date of birth, e-mail, telephone number and company code)
3. **Accept** the [General Transportation Condition](#) and the [privacy disclosures](#)
4. Click on “**Continue**” to proceed; a message will be displayed with an indication of the number of remaining bookings.

Bookings can only be used by the carnet holder. You cannot book the seat in salottini in support of bookings with carnet

Display the summary

After confirming the booking, you can display a page with the **summary** details of the booking.

The journey summary details will in any case be sent to you via e-mail at the electronic mail address linked to your account.

The screenshot shows the Trenitalia website's booking summary page. At the top, there's a navigation bar with 'Trenitalia' logo and 'GRUPPO FERROVIE DELLO STATO ITALIANE'. Below it, a progress bar indicates the current step is '5. Summary'. The main content area is titled 'Summary' and includes buttons for 'Print Summary', 'Send SMS', and 'Send E-mail'. A message states: 'You have completed the purchase successfully. In this screen you can find all the information about your purchase.'

Key booking details are displayed in a table-like format:

| | | |
|---------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------|
| Booking Carnet n° 1000114080 | | 3 Add to cal. |
| Departure Station: Roma Termini Hour 11:00 - 04/01/2019 | Arrival Station: Milano Centrale Hour 13:55 - 04/01/2019 | |
| FRECCIAROSSA 1000 9622 | PNR Code: A6DBLN | |
| Holder: Mario Rossi Carta/FRECCIA: 120014235 Points: 0.00 | Purchased Offer/Service: Prenot. CARNET 10 VIAGGI AV PRENOTAZIONE CARNET 1 BUSINESS CP: 101701 | Coach: 2 Seat: 12A (WINDOW) |

Below the table, a notification states: '1 There are still 9 reservations on this carnet'. The total amount is shown as '0.00 €'. A note mentions: 'In case of ticketless purchase you must provide the PNR code to staff members, otherwise you will be considered without ticket.'

At the bottom, there's a section titled 'Now that you have completed your purchase, would you be interested in these services?'. It includes a checkbox for 'Information on complementary services for my journey (hotel, auto, etc.)' and a 'Confirm' button.

On the right side, there are three promotional offers: 'Do you need a car?', 'Easy Luggage', and 'Park your car near the station!'. Each offer includes an icon and a 'More info' link.

1. Take note of the number of **remaining bookings** available on the carnet
2. You can send details of the purchase to an additional e-mail address or via text message (only one **text message** per purchase)
3. You can add your journey to the **calendar**
4. On this page, you will also be offered some services related to your journey for which you can receive useful information (e.g. about complementary services). Select the services that interest you and click on Confirm.