

trainline
for business

Trainline Self Book

User Guide

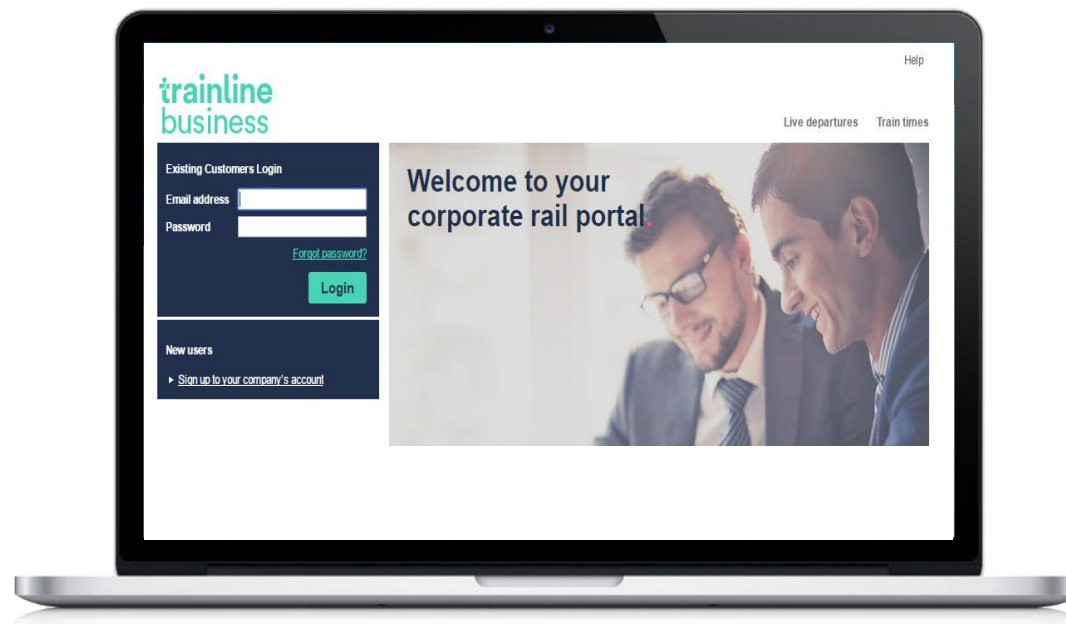


Welcome to Trainline for business

Great news! Booking rail travel - and managing it right across your business – has just got a whole lot quicker, easier and cheaper too.

Your Self Book portal has been purpose-built for the **business** market by Trainline, the **UK's leading independent retailer of train tickets online**. We sell tickets for all train companies on all national routes, with access to over 293 million fare and journey combinations. Since 1999 we've sold to 3.3m travellers, made more than 14m transactions and have over 8.4 million registered users.

We're delighted now to be putting our online rail booking experience to work for you. We've written this **new user guide** to help you and your colleagues start making the most of your online booking portal straightaway.



Tuned-in to the needs of your company

If you're already familiar with our public website, thetrainline.com, you'll recognise many of its easy-to-use features on the business portal to help you find and book tickets for yourself or colleagues at the best possible price.

So whether you're booking your own ticket, planning and booking a journey for others, or administering the account for your company, you will quickly discover that your business portal is packed with features that deliver real business benefits:

For individual users

- **Easy user access** by self registration (if enabled for your company).
- **Centralised "My Account"** for profiles, bookings, refunds, amending a journey and more.
- **Reserve preferred seats** plus book bus, tube, sleeper and other "Travel Options".
- **Tickets posted**, collected at station, printed yourself, or delivered to your mobile.
- **Provide a "Shopping Basket"** to collect multiple journeys before booking in one simple transaction
- **Search for the cheapest deal** using "Best Fare Finder".
- **Find out first** with "Ticket Alert".

For bookers

- **Book tickets on behalf of others.**
- **Register new users and travellers.**
- **Manage profiles and bookings** for users and travellers.

For account administrators

- **Customise account set up** and user control to reflect your company travel policy.
- **Download management information 24/7.**
- **Manage your account, your users and their access rights**



- Make this **step-by-step guide** your first stop for all your Trainline Self Book queries.
- If you can't find the answer here, then visit the Help portal at <http://railportal.custhelp.com>
- If you still need help, then please do **contact your account administrator** or travel provider.

Book smart, save money! Trainline Top Tips



Follow our advice to make sure you get the cheapest available tickets that match your needs

- 1 Book online
- 2 Buy in advance
- 3 Buy single, advance tickets
- 4 Travel off peak
- 5 Specify return dates
- 6 Use a Railcard if applicable

Advance

Cheap, single tickets offering the best available price for that journey.

When can I book?

12 weeks in advance, up until the day before travel.

When can I travel?

On the date and train shown on the ticket.

Is the ticket refundable?

No. Time and date of travel can be changed. Fee applies

The terms and conditions of these tickets have been put in place by the train industry. To find out whether you can make any changes to your ticket, please check the full terms and conditions of the individual ticket.

Where tickets show valid on date, it is actually valid up to 0429 the following day. For example, if your ticket is valid on Saturday, it is actually valid until 0429 on Sunday.

*Off-peak times vary by route.

Off-peak

Cheaper tickets for travelling on trains during less busy times.

When can I book?

Before and on the day of travel.

When can I travel?

Off-peak single:
On Off-peak trains, on the date shown on the ticket.*

Off-peak return:
Outward journey on Off-peak train on date shown on ticket. Return journey on Off-peak train within one month of the date shown on the ticket, or on the date shown for Off-peak Day Returns.*

Is the ticket refundable?

Refundable £10 fee per ticket.

Anytime

Fully flexible tickets, with no time restrictions on when you can travel.

When can I book?

Before and on the day of travel.

When can I travel?

Anytime Single:
Any time on the date shown on the ticket, or on the following day (excludes "Anytime Day Single" tickets which must be used on the date printed on the ticket).

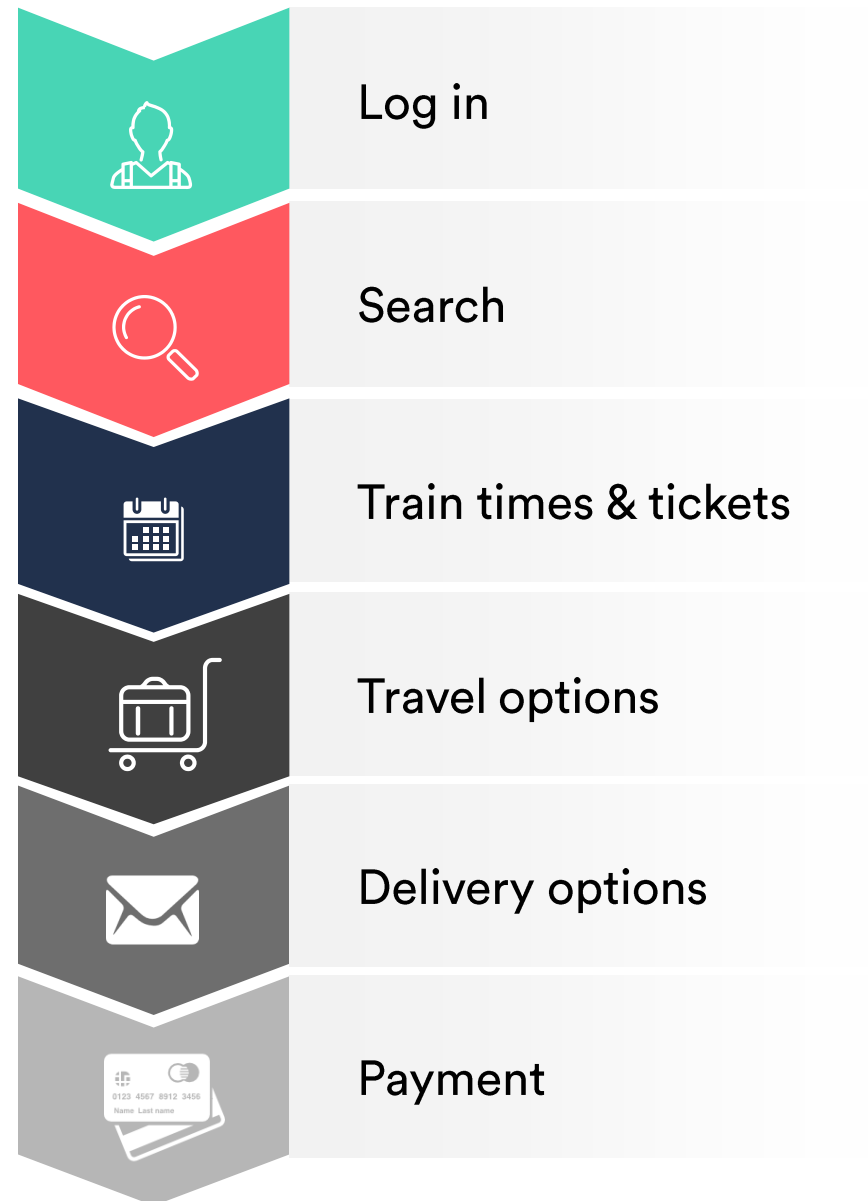
Anytime Return:
Outward Journey within 5 days after the date shown on your ticket. Return Journey within one month of the date on the ticket, or on the date shown for Anytime Day Returns.

Is the ticket refundable?

Refundable £10 fee per ticket.

Booking flow

To make it easy for you to book your tickets, we have simplified our process down to the essential steps



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1. Getting started

1.1

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Logging out

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1.1 Accessing the portal

To access the portal, ensure you are connected to the internet and then choose either of these routes:

1a

Enter www.business.thetrainline.com into your browser*

1b

Click on “Trainline Business” icon or rail link installed on your desktop, company intranet or travel portal



This will take you to the login home screen of your ‘Trainline Self Book’ tool, where:

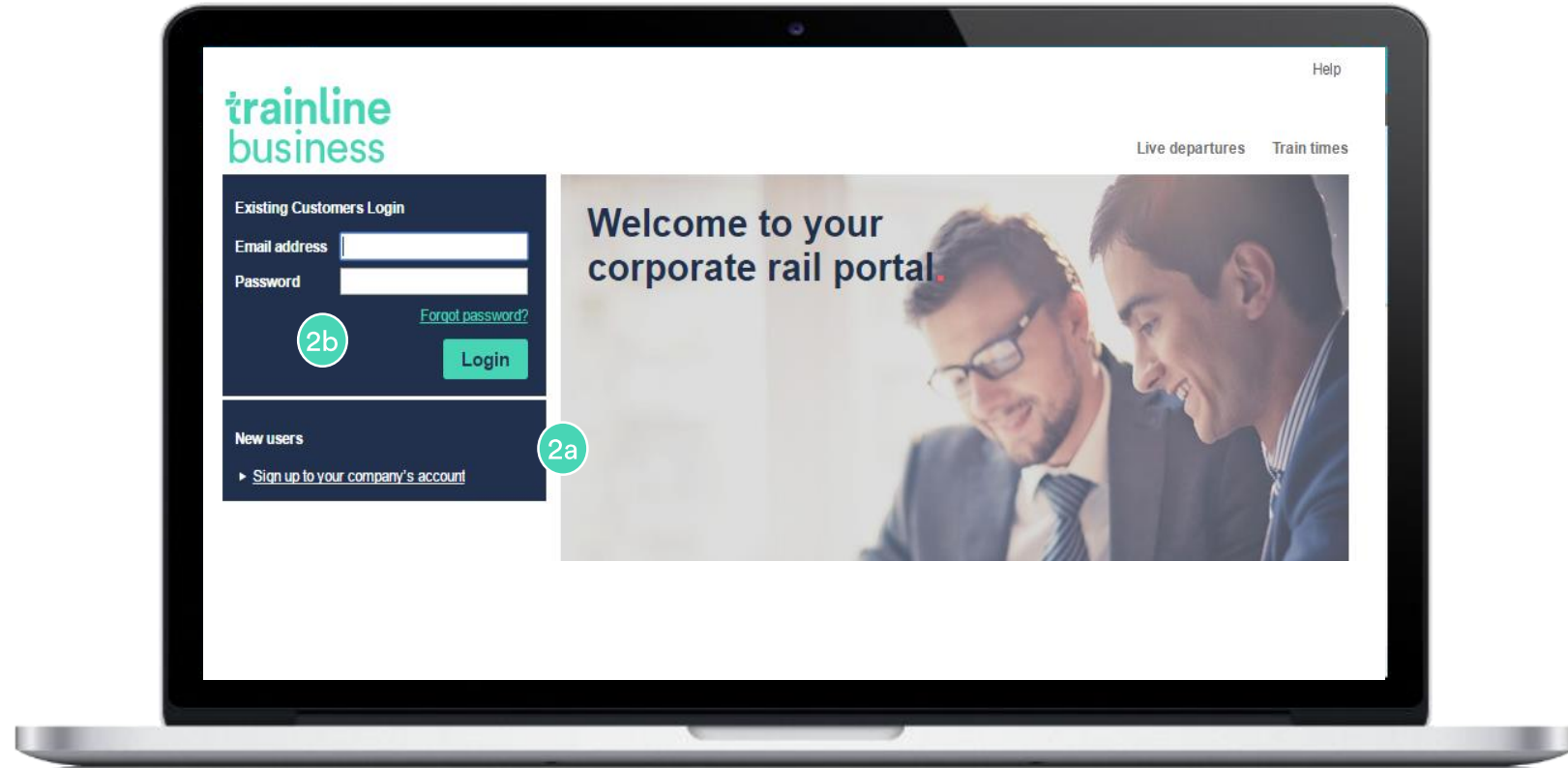
2a

You can register as a new user**

Or...

2b

Log in as an existing user if you’ve already registered



Please note: Your company may have a ‘single sign-on’ link to the portal which will automatically sign you in without your having to access the home screen to login.

See section 12: additional security information for more about single sign-on.

* Your account may be customised to use a different URL for logging on. If so, please check with your account administrator.

** Your account may be customised to block users from self registering. If so, please check with your account administrator.

1.2 Registering as a new user

To sign up, and create a new user profile for your company's account:

1

Click "Sign up to your company's account" to display the sign up fields.

2

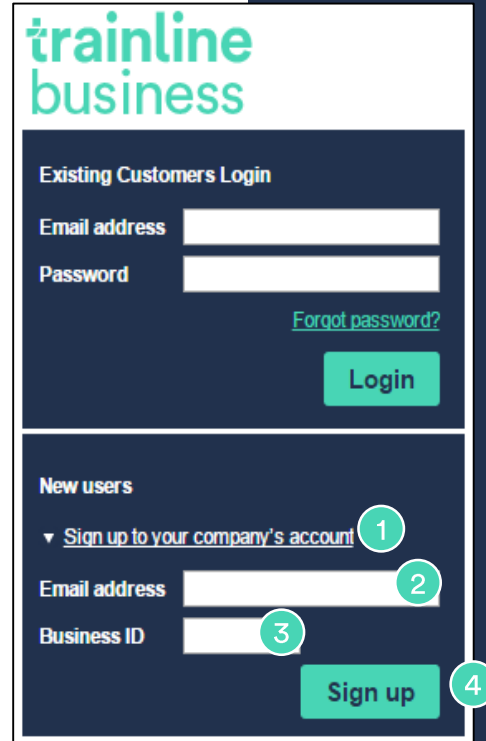
Then, enter your email address

3

Enter your business ID

4

And click "Sign up"



If you need assistance with this, please refer to your account administrator.



Please note: Your company may have **restricted the ability for new users to self-register** on the portal, in which case you will have to contact your account administrator so that they can register you (see section 12.1).



You'll now be taken to the **new user registration screen** where you'll need to complete all requested fields (see next page).

1.2

Registering as a new user

New user details

Your details

1

Title

First Name

Surname

Email address

Password

Confirm Password

Phone number (Optional)

Alternative phone number (Optional)

Your contact address

Company name

Address

Phone number

☐ Register with different contact address

2

[View our privacy policy and terms and conditions.](#)

☐ Please tick this box to confirm that you accept our terms and conditions

3

Register

1

Complete all the compulsory fields.

2

Although viewing our privacy policy is optional, you must tick to confirm acceptance of our terms and conditions.

3

Then, click on the Register button.



The system will then return you to the logged in home screen with a message confirming that your registration was successful (see below), as well as sending you a confirmation email.

You have been successfully registered

Business ID: BARCRAIL

Your Email Address: TEST1234@THETRAINLINE.COM

Current Business Managers: ADMIN TTL, bartariya sankalp, Christiansen Cleo, Clarke Neil, test test, Test Admin



All set! You're ready to start saving time and money on online bookings.

1.3

Logging in as an existing user

1

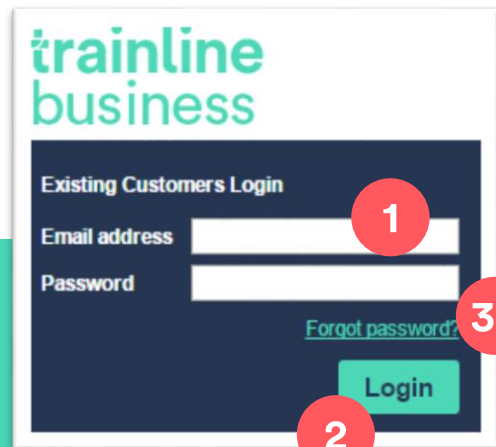
On Trainline Self Book's login home screen, simply enter your **email and Password**.

2

Then click **Login**.

3

Password escaped you? Just click "Forgot password?" to request a new one by email.



trainline business

Existing Customers Login

Email address

Password

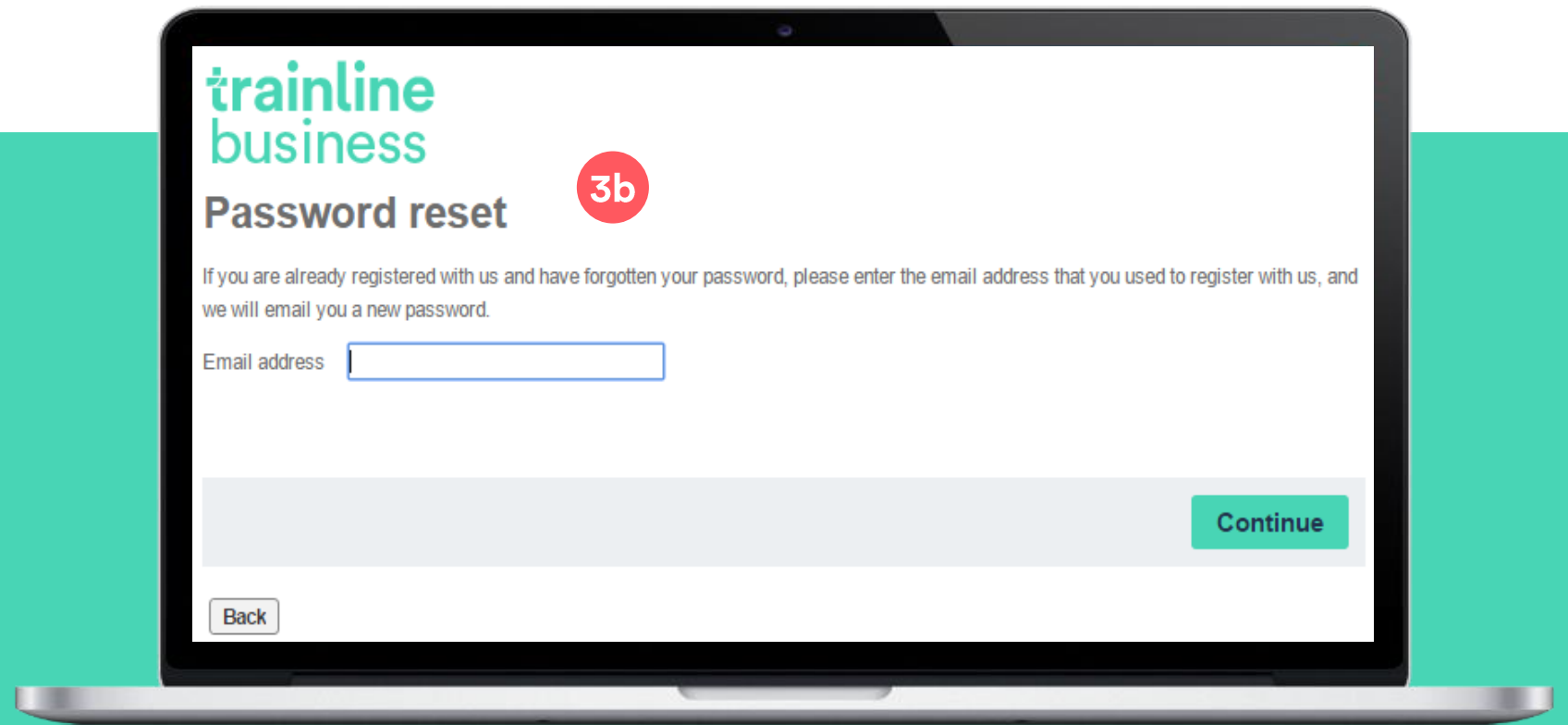
[Forgot password?](#)

Login

1

3a

2



trainline business

3b Password reset

If you are already registered with us and have forgotten your password, please enter the email address that you used to register with us, and we will email you a new password.

Email address

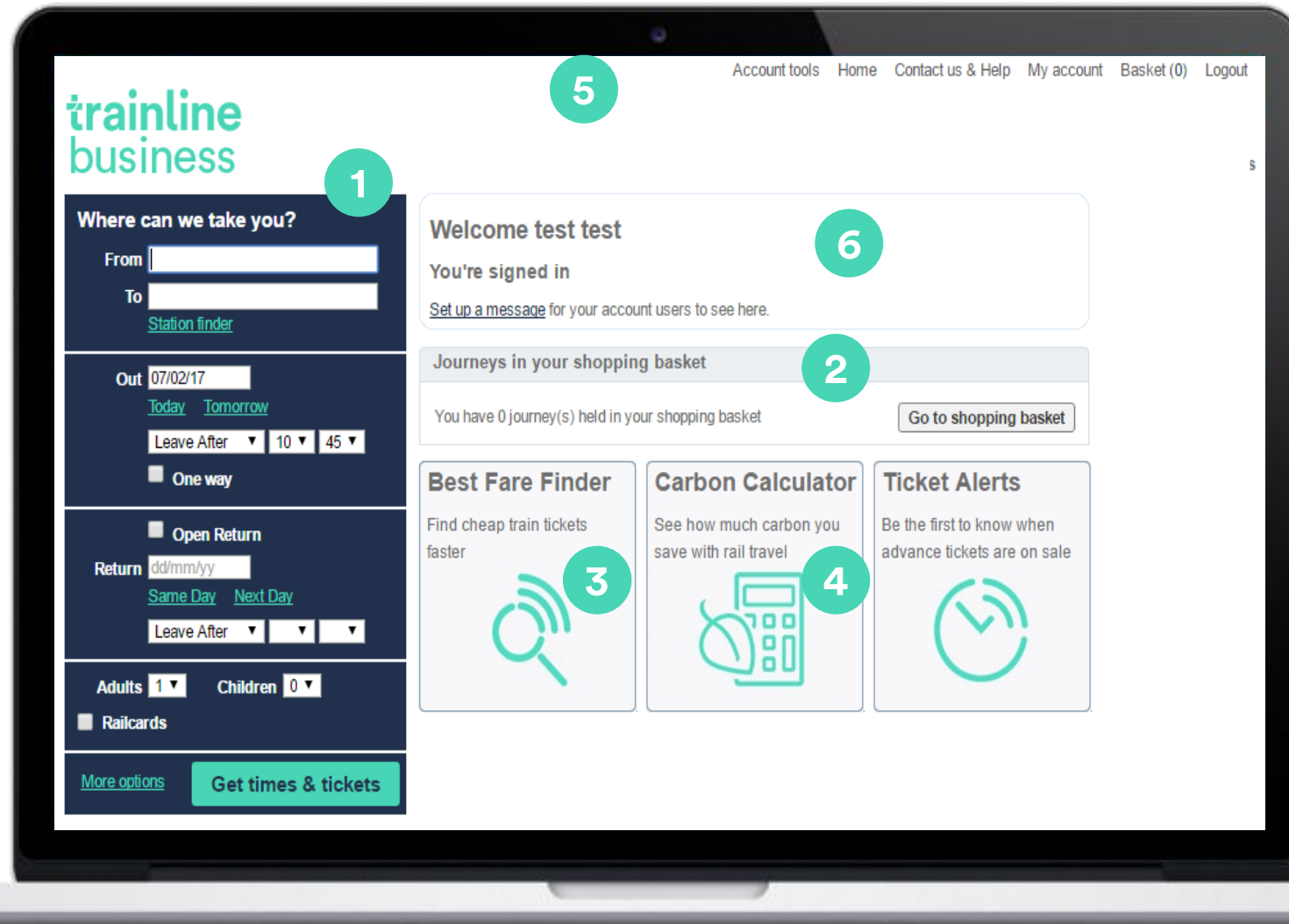
Continue

Back

1.4

Understanding the “logged in” home screen

Once you're logged in, the home screen offers easy access to all key portal functions:



1

Search for train times and tickets.

2

See what journeys you have in your Shopping Basket.

3

Access Powerful tools for finding best fares and setting up “cheap ticket” email alerts.

4

Utilise tools that calculate how much Carbon you are saving with rail travel.

5

Handy links to Account tools (for admin), Home, Help, My account, Shopping Basket and Logout.

6

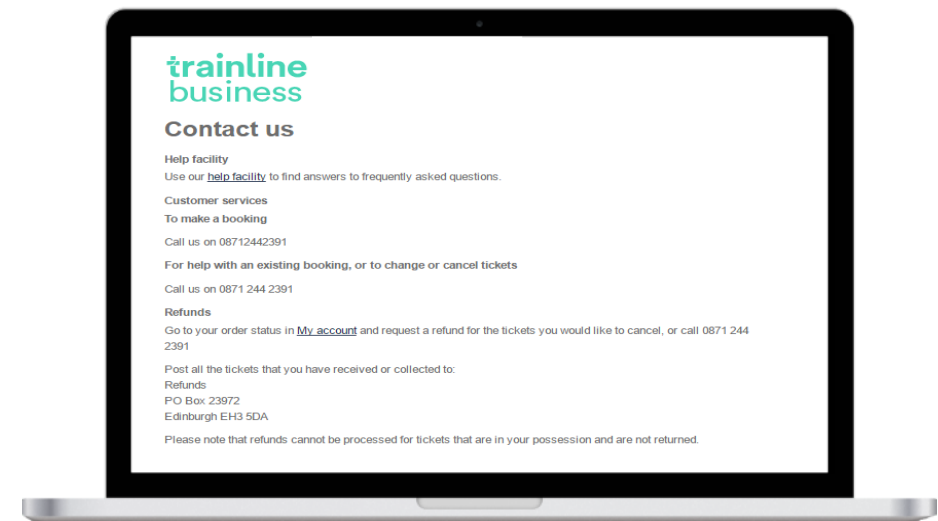
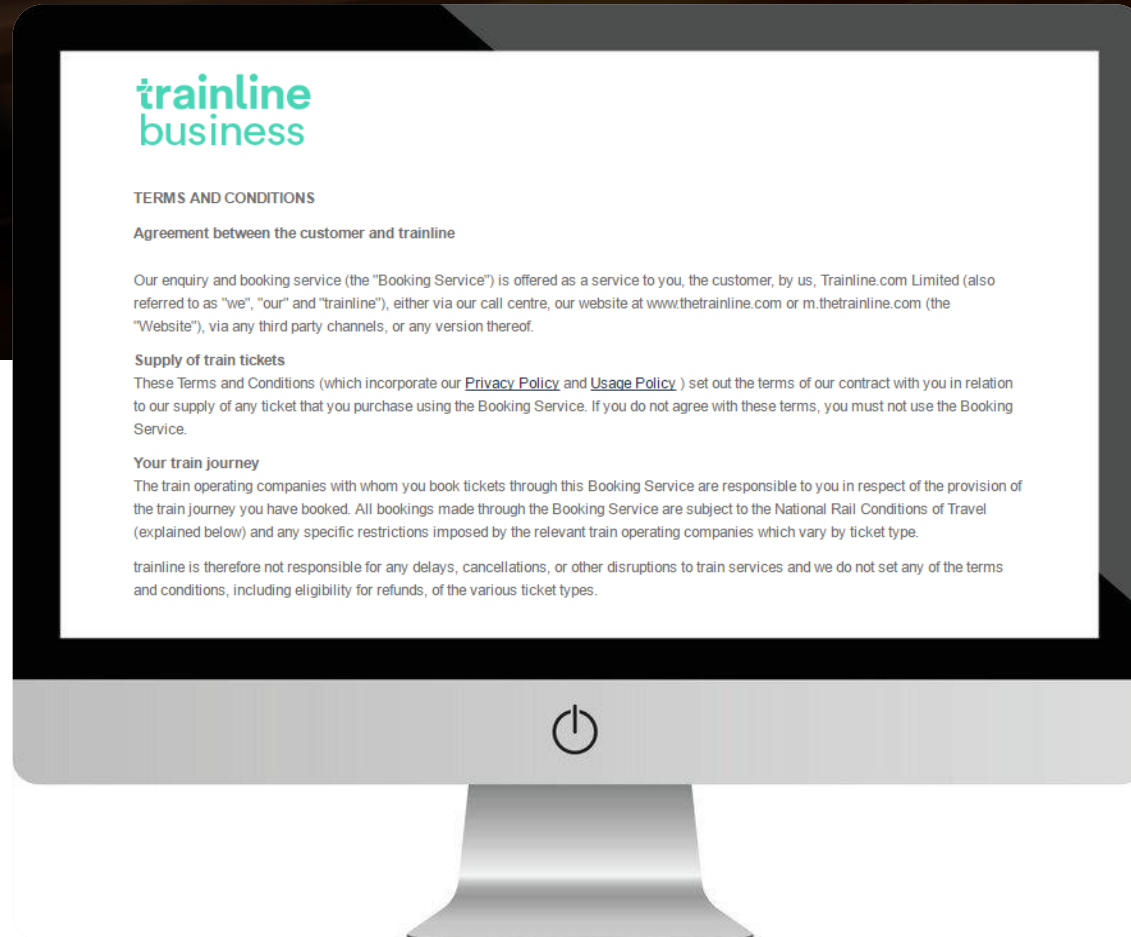
Company logo and message. Your portal's welcome message will be specific to your company.

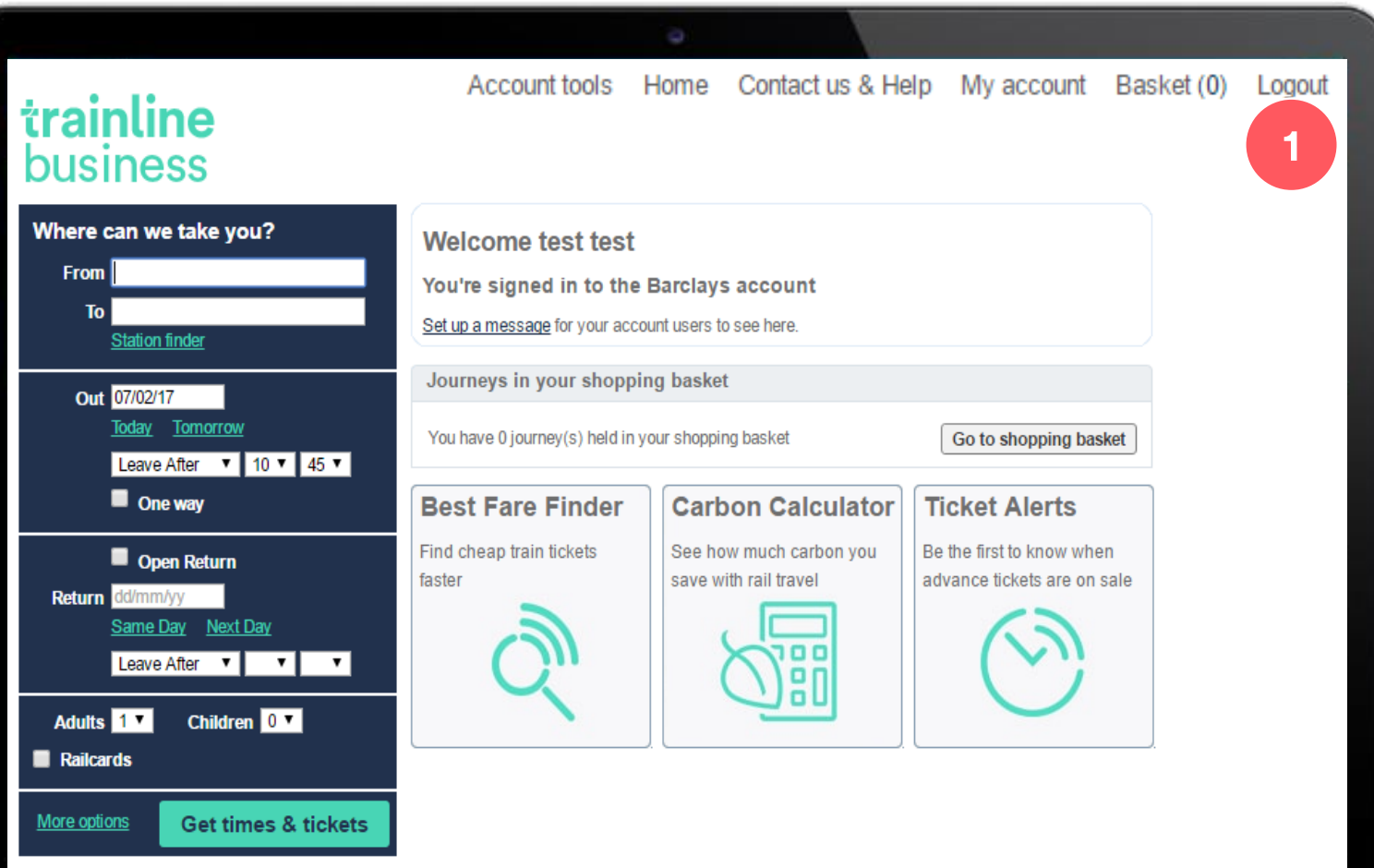
Terms & Conditions & Where to contact us

trainline
for business

The link for our Terms & Conditions is on the footer.

The link for further details on how to contact us is on the header of all portal screens.





The screenshot shows the trainline business portal interface. At the top, there is a navigation bar with links: Account tools, Home, Contact us & Help, My account, Basket (0), and Logout. The Logout link is highlighted with a red circle and the number 1. Below the navigation bar, the main content area is divided into several sections. On the left, there is a dark blue sidebar with the trainline business logo and a search form. The search form includes fields for 'From' and 'To', a 'Station finder' link, an 'Out' date field (07/02/17) with 'Today' and 'Tomorrow' links, a 'Leave After' dropdown menu (10, 45), a 'One way' checkbox, an 'Open Return' checkbox, a 'Return' date field (dd/mm/yy) with 'Same Day' and 'Next Day' links, a 'Leave After' dropdown menu, and 'Adults' and 'Children' dropdown menus (1, 0). There is also a 'Railcards' checkbox and a 'More options' link. A green button labeled 'Get times & tickets' is at the bottom of the sidebar. The main content area has a white background. It starts with a 'Welcome test test' message, followed by 'You're signed in to the Barclays account' and a link to 'Set up a message'. Below this is a section titled 'Journeys in your shopping basket' with a message 'You have 0 journey(s) held in your shopping basket' and a 'Go to shopping basket' button. At the bottom, there are three cards: 'Best Fare Finder' (Find cheap train tickets faster), 'Carbon Calculator' (See how much carbon you save with rail travel), and 'Ticket Alerts' (Be the first to know when advance tickets are on sale). Each card has a corresponding icon.

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business

Account tools Home Contact us & Help My account Basket (0) Logout

Where can we take you?

From

To

[Station finder](#)

Out 07/02/17

[Today](#) [Tomorrow](#)

Leave After ▼ 10 ▼ 45 ▼

☐ One way

☐ Open Return

Return dd/mm/yy

[Same Day](#) [Next Day](#)

Leave After ▼ ▼ ▼

Adults 1 ▼ Children 0 ▼

☐ Railcards

[More options](#) [Get times & tickets](#)

Welcome test test

You're signed in to the Barclays account

[Set up a message](#) for your account users to see here.

Journeys in your shopping basket

You have 0 journey(s) held in your shopping basket [Go to shopping basket](#)

Best Fare Finder

Find cheap train tickets faster

Carbon Calculator

See how much carbon you save with rail travel

Ticket Alerts

Be the first to know when advance tickets are on sale

1

When you are finished, click the “Logout” button in the top right corner to log out of your portal.

2. Searching for train times and tickets

2.1	Entering journey details (including stations, dates, times and passengers)	Page 16
2.2	Applying railcard discounts to your booking	Page 17
2.3	Advanced search (including stations to go via or avoid)	Page 18
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2.6	Using “Ticket Alert”	Page 26

2.1 Entering journey details (including stations, dates, times and passengers)

The screenshot shows the 'Where can we take you?' form. It includes fields for 'From' and 'To' (callout 1), an 'Out' date field with 'Today' and 'Tomorrow' links and a 'Leave After' dropdown (callout 2a), a 'Return' date field with 'Same Day' and 'Next Day' links and a 'Leave After' dropdown (callout 2b), and dropdowns for 'Adults' and 'Children' (callout 3). There are checkboxes for 'One way', 'Open Return', and 'Railcards'. At the bottom are links for 'More options' and a 'Get times & tickets' button (callout 4).

Once logged in, enter your journey details as follows:

- Enter the first few letters of your preferred station names in the 'From' and 'To' fields.
- This prompts a pop-up list with clickable options.
- You can also use station codes (e.g. KGX for Kings Cross).

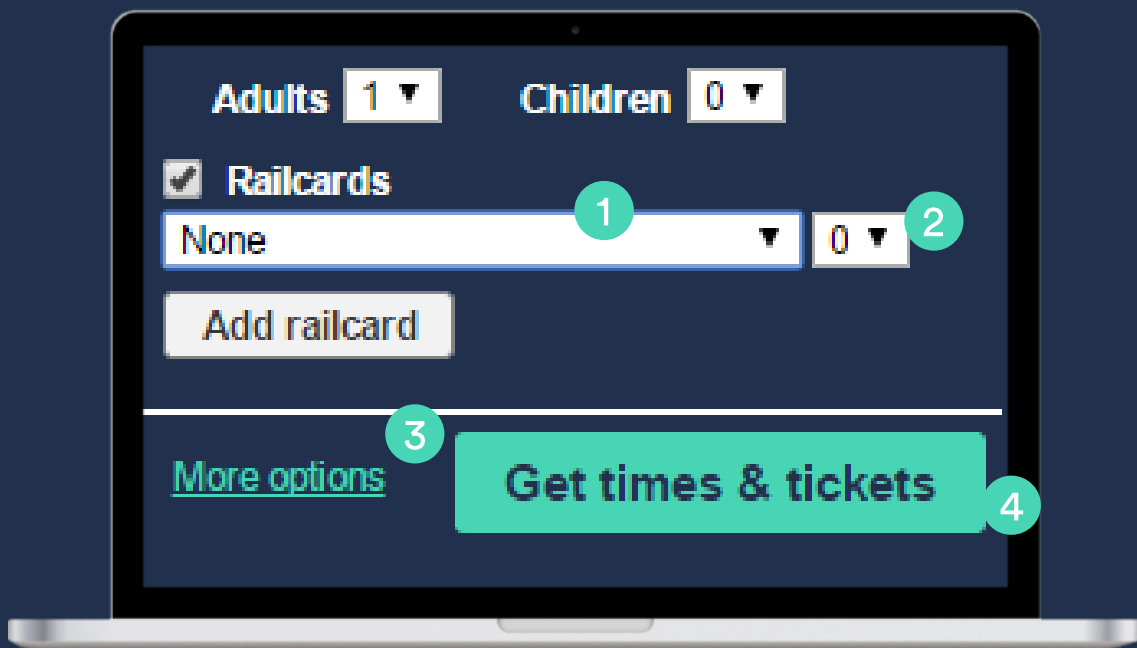
- A date 'pop-up' plus 'Today/Tomorrow' and 'Same day/Next day' buttons help you specify **dates and times out and return**.
- You can also check boxes for 'one way' or 'open return' fares at this stage.
- Further drop-downs enable you to specify preferred times.

- Here, use the drop-downs to indicate the number of adults and children under 15 that will be travelling.
- Also specify any railcard/s you might be using (see next section).

- Click "Get times & tickets" to see the trains available that match your preferred dates/times.

2.2 Applying railcard discounts to your booking

We give you the option to apply a range of railcard discounts at the individual traveller level...



The screenshot shows a laptop screen with the trainline booking interface. At the top, there are dropdown menus for 'Adults' (set to 1) and 'Children' (set to 0). Below these, there is a checkbox labeled 'Railcards' which is checked. To the right of the checkbox is a dropdown menu (1) currently showing 'None'. To the right of this dropdown is another dropdown menu (2) currently showing '0'. Below these is a button labeled 'Add railcard'. At the bottom of the interface, there is a link labeled 'More options' (3) and a large green button labeled 'Get times & tickets' (4).

...even if there are several passengers on the same booking.

1

Simply check the Railcards box and use the drop-down box to bring up the railcard options available.

2

Enter the number of passengers to which a specific card(s) applies.

3

Click “Add railcard” to apply an additional railcard of a different type to either one or more passengers on the booking.

4

Click “Get times & tickets” to see the trains available that match your preferred dates and times.

2.3 Advanced search (including stations to go via or avoid)

If you are looking for further travel options:

1

Click “More options” to further refine your search:

1

[More options](#)

Get times & tickets

All data already entered on the main search screen is retained on the advanced search fields.

2

Use the optional “Extra journey requirements” fields to specify direct / indirect services, stations to go via or avoid.

3

Finally, click “Check fares and availability” to see the trains available that match your preferred dates and times.

Advanced search

Welcome. Please use the form below to plan your journey

Your Journey

Leaving from

Going to

When would you like to travel?

Outward

Date (dd/mm/yy)

Time

hr

min

Leave After

Journey type

Number of passengers

Adults

Children (5-15 years)

Extra journey requirements (optional)

Journey options

Go via or avoid

this station

Promotional codes

3

Check fares and availability

The “Journey Matrix” displays trains matching your preferred dates and times, highlighting the cheapest options:

1. Journey details2. Train times3. Choose seats4. Getting tickets5. Payment6. Confirmation

Return from London Euston to Manchester [change journey](#)

Out

Wednesday 08 Feb 2017

London Euston EUS to Manchester Piccadilly MAN

Return

Thursday 09 Feb 2017

Manchester Piccadilly MAN to London Euston EUS

< Earlier

Later >

< Earlier

Later >

Depart	EUS 10:40	EUS 11:00	EUS 11:20	EUS 11:40	MAN 08:55	MAN 09:15	MAN 09:35	MAN 09:55
Arrive	MAN 12:49	MAN 13:07	MAN 13:28	MAN 13:49	EUS 11:08	EUS 11:24	EUS 11:43	EUS 12:05
Duration	2h 9m	2h 7m	2h 8m	2h 9m	2h 13m	2h 9m	2h 8m	2h 10m
Changes	0	0	0	0	0	0	0	0
Cheapest Standard Single	£37.00 Limited availability	£37.00 Limited availability	£32.00 Limited availability	Cheapest £27.00 Limited availability	£82.00 Limited availability	£82.00 Limited availability	Cheapest £41.95 Limited availability	Cheapest £41.95 Limited availability
Cheapest First Class Single	£74.00 Limited availability	£74.00 Limited availability	£43.00 Limited availability	£43.00 Limited availability	£147.00 Limited availability	£147.00 Limited availability	£122.00 Limited availability	£96.00 Limited availability

View all single tickets

Off-Peak Return

Any off-peak train. Return within 1 month.

£83.90

Anytime Return

Any time of day, return within 1 month.

£338.00

Cheapest First Return

First Off-Peak Return

Any off-peak train. Return within 1 month.

£250.00

Total for 1 Adult, 0 Child

£68.95

Saving £14.95

Continue

Out:

08 Feb 2017

London Euston to Manchester Piccadilly

0 changes

Specified train only. No refunds.

Only valid on booked Virgin Trains services.

Return:

09:35 09 Feb 2017

Manchester Piccadilly to London Euston

0 changes

Internet only. Can only be booked as part of a return journey.

Travel is allowed via any permitted route.

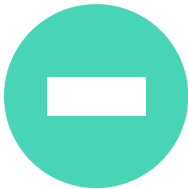
Here, we display the **cheapest Standard and First Class single fares (in lines)** for outward and return journeys (in columns, if requested), of which the cheapest are highlighted in yellow.

- 1 Clicking on specific trains will show a costed **Journey summary** on the right panel, including the savings you’re making. **Off-Peak** and **Anytime** returns are available below.
- 2 Once you’re happy with your selection, choose “Continue” to progress to Travel options (see section 3).

Additional options

Additional links show even more options with “**View all First Class tickets**” and “**View slower trains for cheaper tickets**”.

The train times and tickets screen has a number of additional pieces of information, available by hovering over or clicking links on the screen.



Other ticket restrictions

Tickets not permitted by your company Travel policy are “disabled” and cannot be booked.

Cheapest First Return
First Anytime Return
Travel any time of day, return within 1 month.
£399.00

View all First Class tickets

Results are based on the fastest available trains. [View all](#)

Back

Travel policy
This ticket is out of policy and cannot be booked.



“Ticket Restrictions” pop-up

To view ‘Ticket restrictions’ pop-up, click the ticket type:

Off-Peak Return
Any off-peak train. Return within 1 month.

£83.90

Ticket restrictions

Close

OFF-PEAK RETURN
TICKET TYPE
OFF-PEAK
DESCRIPTION
Flexible ticket only valid at specific off-peak times of the day.
VALIDITY
Your outward journey must be on off-peak trains on the date specified, and you must return on off-peak trains within one calendar month. Off-peak times vary by route - our journey planner only shows off-peak tickets on trains for which they are valid.
BOOKING
Can be booked in advance or purchased on the day of travel.



Journey summary

To view the ‘Journey summary’ pop-up, click on the ‘Changes’ shown:

Return
Thursday
Uttoxeter UT

Earlier

2h 17/m

1

£79.00

Limited availability

2h 17/m

1

Cheapest

£34.75

2h 17/m

1

Cheapest

£34.75

Return Journey (09 Feb 2017)

Depart	Arrive	Travel by	Train company	Duration
10:07 Uttoxeter	10:33 Stoke-On-Trent	Train	EAST MIDLANDS TRAINS	00h 26 Calling Points
10:50 Stoke-On-Trent	12:24 London Euston	Train	VIRGIN TRAINS	01h 34 Calling Points

Text me these details

Add to calendar





Add journey to your calendar

On the Journey summary screen, click Add to calendar.

Then choose your preferred calendar option.

And follow Save instructions:

Train company	Duration
EAST MIDLANDS TRAINS	00h 26 Calling Points
VIRGIN TRAINS	01h 34 Calling Points

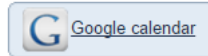
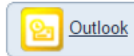
 [Text me these details](#)
 [Add to calendar](#)

Add to calendar

Adding the following event to your calendar

09 February 2017

Uttoxeter To London Euston



Cheapest ticket travel policy warning (only if policy in force).

Should you choose a ticket that contravenes a cheapest ticket travel policy, you'll see an overlay like this asking you to justify a more expensive ticket.

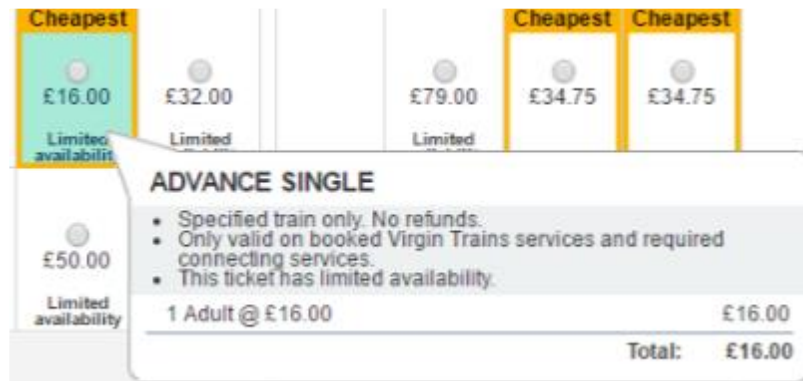
- If you would like to decline the savings, select a reason for not choosing the cheapest available ticket and “Continue”.
- Or, click “Back” to select cheapest.

Please note: If you **continue and decline savings**, your purchase and reason for not selecting the cheapest ticket will be viewed by your account administrator in management information reports.



Price summary

To view the “price summary” bubble, hover over the ticket price



The screenshot shows a list of train ticket options. The first option is highlighted with a yellow border and labeled 'Cheapest' in a yellow box. It has a price of £16.00 and is marked 'Limited availability'. A tooltip bubble is open over this price, showing the following details:

ADVANCE SINGLE

- Specified train only. No refunds.
- Only valid on booked Virgin Trains services and required connecting services.
- This ticket has limited availability.

1 Adult @ £16.00 £16.00

Total: £16.00

Travel policy

You must choose the cheapest available ticket for your journey

Go back to select the cheapest ticket, or continue with your purchase by providing a reason for booking out of policy.

Reason for not choosing cheapest ticket

Ticket price summary

Selected ticket(s)	£262.00
Cheapest available	£83.00
Savings available	£179.00

Continue and decline savings

Back to select cheapest

Checking slower routes for cheaper tickets:
We provide the option to check for cheaper tickets by looking for any available slower routes.

1

We provide a list of the cheapest ticket types available.

2

Once a ticket is selected, we display the fares matrix to show which journeys this ticket is valid on.

[View all First Class tickets](#)

1

Results are based on end-to-end tickets for the fastest available trains. [Click here](#) to check if slower routes with cheaper tickets are available.

Journey Selection

The ticket types valid for your journey are listed below. Find the availability of your preferred fare by clicking the relevant Check for trains button.

Ticket type	Route/Company	Price	
Super Off-Peak Return	Via Derby	£64.50	Check for trains
Off-Peak Return	Any Permitted	£69.50	Check for trains
Off-Peak Return	Via Derby	£103.00	Check for trains
Anytime Return	Via Derby	£187.50	Check for trains
First Off-Peak Return	Any Permitted	£228.00	Check for trains
First Anytime Return	Via Derby	£234.00	Check for trains
Anytime Return	Any Permitted	£290.00	Check for trains
First Anytime Return	Any Permitted	£396.00	Check for trains

2

Return from London to Uttoxeter [change journey](#)

Out
Wednesday 08 Feb 2017
London St Pancras Intl STP to Uttoxeter UTT

[Earlier](#) [Later](#)

		STP	STP
Depart		13:58	14:58
Arrive		UTT 16:05	UTT 17:06
Duration		2h 7m	2h 8m
Changes		1	1

Return
Thursday 09 Feb 2017
Uttoxeter UTT to London St Pancras Intl STP

[Earlier](#) [Later](#)

	UTT	UTT	UTT	UTT
	08:58	09:58	10:58	11:58
Depart				
Arrive	STP 11:30	STP 12:31	STP 13:31	STP 14:30
Duration	2h 32m	2h 33m	2h 33m	2h 32m
Changes	1	1	1	1

[Super Off-Peak Return](#)
Selected off-peak trains.
Return within 1 month.

Cheapest							
£64.50							

2.5 Using “Best Fare Finder”

We have developed our tool, “Best Fare Finder”, to find the best deals for you when price, rather than a specific time is your main priority.

1

Click on the “Best Fare Finder” icon placed directly on the “logged in” home screen. This brings up the Best Fare Finder search window.

2

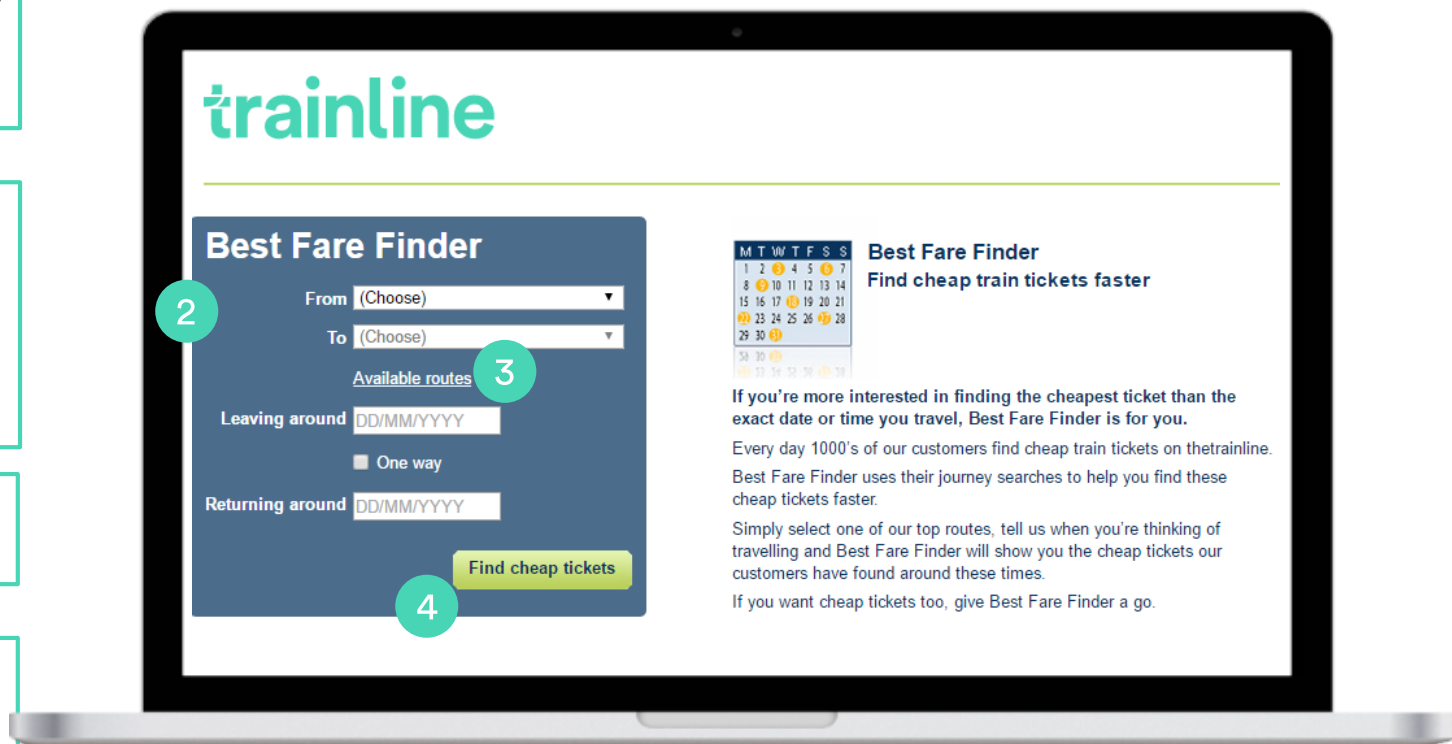
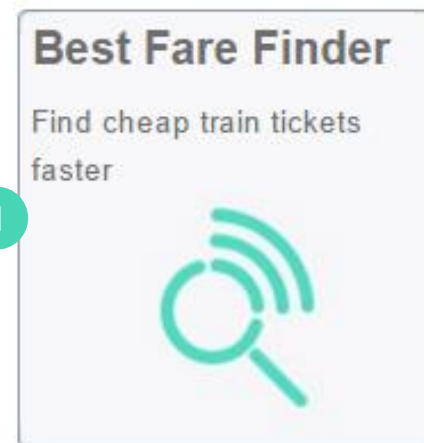
Here, specify your travel information:
From and To stations.
Leaving / returning around dates, or
One-way travel.

3

Click “Available routes” to see an up-to-date list, then click the route you want.

4

Once you’re happy with your choices, click “Find cheap tickets” to take you to the “Select your travel dates and price” screen with cheapest fares highlighted (see next).



2.5 Using “Best Fare Finder”

Select your travel date

Outward: Aberdeen (ABD) to Edinburgh Waverley (EDB) Cheapest (all) ▾

Earlier (-3 days) Later (+3 days)

Timebands	Friday 17 Feb	Saturday 18 Feb	Sunday 19 Feb	Monday 20 Feb	Tuesday 21 Feb	Wednesday 22 Feb	Thursday 23 Feb
Early morning 00:00 - 08:59	£23.00	£17.30	Check Fares	£26.40	£23.00	£23.00	£23.00
Morning 09:00 - 11:59	£23.00	£19.50	£16.90	£23.00	£23.00	£23.00	£23.00
Afternoon 12:00 - 18:59	£16.90	£14.50	£16.90	£10.20	£10.20	£12.20	£12.20
Evening 19:00 - 23:59							£11.50

Outward: Aberdeen (ABD) to Edinburgh Waverley (EDB)

Select a week or date to view ticket prices

February 2017 March 2017 April 2017 May 2017

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
view week	30	31	1	2	3	4	5
view week	6	7 £13.60	8 £12.20	9 £14.50	10 £14.60	11 £14.60	12 £19.50
view week	13 £12.20	14 £12.20	15 £11.50	16 £11.50	17 £11.50	18 £11.80	19 £16.90
view week	20 £10.20	21 £10.20	22 £11.50	23 £11.50	24 £11.50	25 £14.50	26 £16.90
view week	27 £10.20	28 £10.20	1 £10.20	2 £10.20	3 £11.50	4 £11.50	5 £11.50
view week	6 £10.20	7 £10.20	8 £10.20	9 £10.20	10 £11.50	11 £11.50	12 £11.50

Journey summary

Journey price
£10.20 Next

Out 18:18 (Tue 21 Feb)
Aberdeen (ABD) to Edinburgh Waverley (EDB)

0 change(s)
Ticket Type : [Advance Single](#)
This price last checked 10 minutes ago
£10.20

Monthly View

On the “Select your travel date” screen you can:

1

Choose train times either **departing** or **arriving**.

2

Change date range earlier or later.

3

Click “ticket type” for ticket restrictions.

4

Select date(s) and price(s) then click “Next” on main screen or summary pop-up to buy tickets.

5

View best fares by month in pop-up.

2.5 Using “Best Fare Finder”

1

If there are multiple train options for your specified date, time range and price, select your preferences from the pop-up that will first display like this:

Journeys - Manchester Piccadilly (MAN) to London Euston (EUS)

Select your journey. Last checked indicates when our customers last found these train journeys at that price.

Depart	Arrive	Changes	Ticket	Price	Last checked	
05:25 Manchester Piccadilly (MAN)	07:53 London Euston (EUS)	0	Advance Single	£22.00	46 minutes ago	<div>1</div> <div>Select</div>
05:55 Manchester Piccadilly (MAN)	08:10 London Euston (EUS)	0	Advance Single	£22.00	46 minutes ago	<div>Select</div>



2

Once you have selected your ticket, specify the passengers on your booking.

3

Select applicable railcards using the dropdowns.

4

Then, click Next to go to the Train times & tickets screen to book your tickets.

Passengers & Railcards

Select the number of passengers and railcard to check availability

2

 Passengers: and

Child passengers must be aged between 5 and 15 at the time of travel.

Railcards: (no railcard selected)

3

[About railcards](#)

4

 Next



Single from Manchester Piccadilly to London Euston [change journey](#)

Out
Saturday 18 Feb 2017
Manchester Piccadilly MAN to London Euston EUS

[< Earlier](#) [Later >](#)

Depart	MAN 05:25	MAN 05:55	MAN 06:10	MAN 06:35
Arrive	EUS 07:53	EUS 08:10	EUS 08:28	EUS 08:46
Duration	2h 28m	2h 15m	2h 18m	2h 11m
Changes	0	0	0	0
	Cheapest	Cheapest		
Cheapest Standard Single	£22.00	£22.00	£27.00	£32.00
	Limited availability	Limited availability	Limited availability	Limited availability

2.6

Using “Ticket Alert”

Receive an email as soon as cheap tickets become available...

...and set up multiple alerts for different journeys.

Ticket Alert

Sign up for a Ticket Alert Email and be the first to know when Advance tickets come on sale for your journey so you save money compared to buying on the day. Advance tickets typically go on sale 12 weeks in advance.

Your contact details

Email address

From station

To station

Depart date
Today

Return date
Select a date

☐ By ticking the checkbox and providing your details, you give permission for Trainline to send you a Ticket Alert Email.

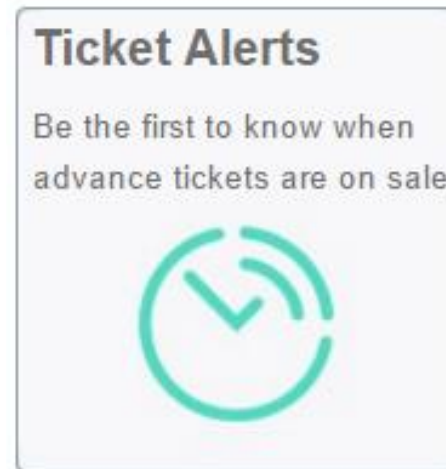
☐ I'm not a robot

reCAPTCHA

Advance tickets are sold as singles. If your departure and return dates are different, you will receive two alerts.

Sign up for email

Abellio Greater Anglia	28th April
Arriva Trains Wales	30th April
Chiltern Railways	30th April
CrossCountry	1st May
East Midlands Trains	28th April
First Hull Trains	28th April
First Transpennine Express	20th May
Grand Central	30th April
Great Western Railway	28th April
London Midland	28th April
Northern	3rd May
SootRail	28th April
South West Trains	30th April
Southeastern	28th April
Southern	23rd April
Virgin Trains	22nd July
Virgin Trains East Coast	21st July



1

Enter your contact and ticket details.

2

Confirm you are happy for Trainline to send you Ticket Alert emails.

3

Confirm that you aren't a robot!

4

Then, click “Sign up for email” to confirm your Ticket Alert request.

3. Travel Options

1

Once you have made your choice(s) on the Train Times and Tickets screen, click “Next” to specify seat preferences and additional travel products via Travel options.

Options shown are those available for your specific journey - for example, on the journey shown below you can:

- **Reserve seats** on your journey.
- **Request seating preferences** – no guarantees, but we’ll do our best.
- **Review journey summary** and view more details (see 3.1).
- **Add a London underground Travelcard** (available for inbound journeys to London).
- **Add a First Class upgrade** (available on selected routes).
- **Add PLUSBUS tickets** for an onward bus journey.
- **Save as a Favourite journey** (see 3.1).

2

Click Continue to progress to ticket Delivery options (see 4).

The screenshot shows the 'Travel options' screen in the Trainline app. At the top, a progress bar indicates the current step is '3. Choose seats', with other steps being '1. Journey details', '2. Train times', '4. Getting tickets', '5. Payment', and '6. Confirmation'. The main section is titled 'Travel options' and contains several sections: 'Who is travelling?' with a 'Lead passenger' field and a 'Search' button; 'Seat reservation(s)' with dropdowns for 'Direction', 'Position', and 'Coach Type', and checkboxes for 'Table seat', 'Power socket', 'Near luggage rack', and 'Near toilet'; 'London One Day Travelcard' with a red and blue roundel logo and text about unlimited travel on the Underground, Overground, and Buses; and 'Travel around town' with a PLUSBUS logo and text about unlimited bus travel. On the right side, a 'Journey price' summary shows a total price of £22.00. At the bottom, there are buttons for 'Add Another Journey' and 'Continue'.

2

Passenger Information:

At this point, you must search for, and select, the passengers travelling on each fare. This provides passenger level Management Information (on usage, spend etc.) to be collected for your account.

You must also nominate a “lead passenger” for the journey.

3

Travel Options (pop-ups)

More details

1

Click More details (see Travel options screen on previous page) to view a summary of your booking and ticket restrictions - including any options.

Travelcard

2

Not sure which Travelcard to select? Use our “Which zone do I need?” feature that helps you select the correct London Underground Zone as a destination.

Save as favourite journey

3

Click “Save as favourite journey” to give your journey and preferences combo a name and save it for quick and easy access again at a later date.

▼ Journey 1 price

£37.00

► Journey 2 price

£37.00

Saving £132.00

1 Adult(s) 0 Child(ren)

Out:

09:20 (Fri 24 Feb)

London Euston to Manchester Piccadilly

0 change(s)

More details

Total price

£74.00

Journey 2: LONDON EUSTON TO MANCHESTER PICCADILLY

Outward - Friday 24th February 2017

Depart	Arrive	Travel by
09:20 London Euston	11:28 Manchester Piccadilly	Virgin Trains

Ticket details

ADVANCE SINGLE


1 Adult(s) Full Fare @ £37.00

• Only valid on booked Virgin Trains services.

• Non-refundable ticket, only valid for the date, time and trains specified.

Journey price

London One Day Travelcard



Unlimited one day travel on the Underground, Overground and Buses in London - Saturday 18 February 2017

Which zone do I need?

Peak (before 9.30am weekdays)

Off Peak

LONDON ZONES 1-6

☒ £17.50 each

☐ £12.30 each

Save as favourite journey

Please provide a name for your journey

Name

Weekly trip to London

Save

Save as favourite journey

4. Ticket delivery options

4.1	Selecting a delivery option	Page 30
4.2	mTicketing	Page 31
4.3	Print Your Own Ticket	Page 32
4.4	Office printers & self-service machines	Page 33
4.5	Self-service ticket machines	Page 34
4.6	First class post and next day delivery	Page 35

4.1 Selecting a delivery option

Once you've chosen your Travel options choices, click "Continue" to view your options and select the way you would like to receive your tickets.


Trainline has developed multiple methods to deliver you your tickets, each with different benefits.

Select a Delivery Option

Select below

☒ Send ticket to your mobile phone

1. Get the latest iPhone or Android app



With your phone, scan the barcode or use the link below.
<http://www.thetrainline.com/mt>

2. Get your ticket...

After completing your booking, click on the 'Download' link in your booking confirmation email.

☐ Print your own ticket

☐ Your office self-service ticket machine

You will need your collection reference.
Tickets will be ready for collection 30 minutes after booking.

☐ Self-service ticket machine

You will need a payment card and your collection reference.
Tickets will be ready for collection 30 minutes after booking.

☐ First class post

We will dispatch your tickets within 24 hours and you will receive your tickets within 4 days. TTL shall not be liable for any failure by Royal Mail to deliver any TTL Product prior to travel and will not cover the cost of replacement tickets.

☐ Next day delivery

Guaranteed ticket delivery by 1pm the next working day for bookings made before 3pm.
All tickets insured for up to £500. You will need to sign for your tickets on delivery.

In this example, options available include:

- **Mobile ticketing** (receiving the ticket straight to the Trainline app on your iPhone or Android phone) – selected.
- **Print your own ticket** (receiving an A4 ticket that you can print on any standard printer).
- **Your corporate printing facilities** (if your office has a Trainline printer or self-service ticket machine installed, you can print and collect your tickets in-house).
- **Self-service ticket machine** (collect your tickets from one of thousands of self-service ticket machines across the country).
- **First class post** (have your tickets delivered to you by mail).
- **Next day delivery** (have your tickets delivered to you by mail).

When done, click "Continue" to add your booking to Shopping Basket (see section 5).

Please note: Delivery options available depend on the delivery types enabled for your company's account.

Mobile tickets allow you to receive a **barcode ticket**, valid for travel, direct to the Trainline Mobile App. As you proceed through the booking flow, the option for mobile tickets will be offered on the “Delivery Options” page for valid routes and ticket types.

1

Select “**Send ticket to your mobile phone**”. The mobile ticket choice is later confirmed on the “Booking Confirmation page”.

Select a Delivery Option

Select below

☒ Send ticket to your mobile phone

1. Get the latest iPhone or Android app

With your phone, scan the barcode or use the link below.
<http://www.thetrainline.com/mt>

2. Get your ticket...

After completing your booking, click on the 'Download' link in your booking confirmation email.

☐ Print your own ticket

☐ Your office self-service ticket machine

You will need your collection reference.
Tickets will be ready for collection 30 minutes after booking.

☐ Self-service ticket machine

You will need a payment card and your collection reference.
Tickets will be ready for collection 30 minutes after booking.

☐ First class post

We will dispatch your tickets within 24 hours and you will receive your tickets within 4 days. TTL shall not be liable for any failure by Royal Mail to deliver any TTL Product prior to travel and will not cover the cost of replacement tickets.

☐ Next day delivery (E7.50)

Guaranteed ticket delivery by 1pm the next working day for bookings made before 3pm.
All tickets insured for up to £500. You will need to sign for your tickets on delivery.

2

If you select the mobile ticket option, you are required to enter the lead traveller’s name before continuing. The lead traveller must carry one of the accepted forms of ID, matching the name given during the booking flow.

Traveller details

When travelling you need to carry one of the following IDs:

- Credit or Debit card
- National Railcard
- Passport
- Driving Licence

Passenger name as printed on ID:

Continue

3

The Booking Confirmation email contains a **link to download the ticket** in the Trainline app. The lead traveller should have the latest version of the Trainline Mobile app downloaded to their iOS or Android device.

Thank you for buying your train ticket(s) with [trainline business](#).

You can view an online version of your booking and make changes and refund applications (where possible) in [My Account](#).

Download your mobile ticket

3

4.3 Print Your Own Ticket

If you're travelling on certain selected carriers and purchase an Advance fare, you can now print your own ticket on any home or office printer.

1

Select below

☐ Self-service ticket machine
You will need a payment card and your collection reference.
Tickets will be ready for collection 30 minutes after booking.

☐ Your office self-service ticket machine
You will need your collection reference.
Tickets will be ready for collection 30 minutes after booking.

☒ **Print your own ticket**

☐ Collect at window
You will need a payment card and your collection reference.
Tickets will be ready for collection 30 minutes after booking.

TICKETS

Traveller details

Email my ticket(s) to 2

Print Your Own tickets carry passenger names and passengers must carry one of the following types of identification (matching the name printed on the ticket) when travelling:

- Credit or Debit card
- National Railcard
- Passport
- Driving Licence

Passenger name(s) as printed on ID:

Passenger - Adult:

1

Select "Print your own ticket".

2

Verify email confirmation and lead passenger details.

3

Then, click the **Continue** button.

We will then email immediate confirmation of your purchase. This will be followed by a second email two hours after booking, containing a link to download and print your e-ticket in printable pdf format.



Please note: By selecting 'print your own' as a delivery option, you will only be required to carry identification matching the name printed on the ticket when travelling. This will be needed for any ticket checks carried out by the train manager.



Also: Only Virgin Trains East Coast (VTEC) 'print your own' tickets are exchangeable. All others are non-refundable nor exchangeable.


A list of carriers that accept PYO tickets is available here:

https://railportal.custhelp.com/app/answers/detail/a_id/4427/kw/print%20your%20own/session/L3RpbWUvMTQ4ODE5NTg4OS9zaWQvaFdpZGloY24%3D


4.4 Office self-service machine & corporate printing


Our in-house printing options (self-service ticket machines and desktop printers) enable you to collect your tickets **directly in your office**. This minimises time spent queuing at the Station, allowing you to have complete control over the printing process.

Select below

 ☐ Self-service ticket machine
You will need a payment card and your collection reference.
Tickets will be ready for collection 30 minutes after booking.

☒ **Your office self-service ticket machine**
You will need your collection reference.
Tickets will be ready for collection 30 minutes after booking.

 ☐ Print your own ticket

 ☐ Collect at window
You will need a payment card and your collection reference.
Tickets will be ready for collection 30 minutes after booking.

Collecting from office self-service machine

Choose ticket machine: 1

Your confirmation details will be emailed to:

Email collection ref to:

2

3

Continue

- 1 Select Self-service ticket machine or Office printer and **specify the office machine for collection**.
- 2 Use your default email address for booking confirmation – or edit to an alternative.
- 3 All done? Click Continue.





Please note: If collecting your tickets from a self service machine, you will require your unique collection reference which is available in your booking confirmation.




Tickets are ready for collection instantly on corporate printers, and 30 minutes after booking on self-service machines.

This option enables you to collect your tickets from the one of the thousands of Self-service ticket machines available in stations around the country.

☒ Self-service ticket machine
You will need a payment card and your collection reference.
Tickets will be ready for collection 30 minutes after booking.

☐ First class post
We will dispatch your tickets within 24 hours and you will receive your tickets within 4 days. TTL shall not be liable for any failure by Royal Mail to deliver any TTL Product prior to travel and will not cover the cost of replacement tickets.

☐ Next day delivery (£7.50)
Guaranteed ticket delivery by 1pm the next working day for bookings made before 3pm.
All tickets insured for up to £500. You will need to sign for your tickets on delivery.

Collecting from self-service machine

Available Stations:

Your confirmation details will be mailed to the following email address.

Email collection ref to:

Continue

1

Select Self-service ticket machine, then specify the station for collection* - and view machine location.

2

Use your default email address for booking confirmation – or edit to an alternative.

3

All done? Click Continue.



Please note: To collect your tickets from the machine, insert any debit or credit card and enter your unique collection reference which is available in your booking confirmation.

Your card is used for identification and is not charged.




Also: Tickets are ready for collection 30 minutes after booking.

* The self-service machine used for collection can be updated, without needing to make a change to the booking. This can be done.....

Trainline provides the option to have your tickets sent by First class post or Next day delivery. Your tickets can be dispatched to either your home or office address.


1



☒

First class post

We will dispatch your tickets within 24 hours and you will receive your tickets within 4 days. TTL shall not be liable for any failure by Royal Mail to deliver any TTL Product prior to travel and will not cover the cost of replacement tickets.



☐

Next day delivery (€7.50)

Guaranteed ticket delivery by 1pm the next working day for bookings made before 3pm. All tickets insured for up to €500. You will need to sign for your tickets on delivery.

First class post

Name:

Test TEST

Delivery address

Primary address ▾

2

Country

United Kingdom ▾

Postcode search

E14 5HP

Search

Address 1

Address 2

1 CHURCHILL PLACE

Address 3

CANARY WHARF

Address 4

LONDON

Address 5

Manage addresses

1


Select the option you require and specify the address for delivery.

2

Add or edit your saved address.

3

All done? Click Continue.



You will receive your tickets within 4 days for First Class post or by 1pm the next working day with Next Day delivery.

5. Shopping Basket

The Shopping basket is where you can collect together all your journeys prior to paying for them, where they will be held for you for 24 hours.

Journey: London Euston to Manchester Piccadilly

£210.95

Outward - Wednesday 8th February 2017

Depart

17:00 London Euston

Arrive

19:07 Manchester Piccadilly

Seating

Coach C, Seat 25 (Aisle)

Travel by

Virgin Trains

Return - Thursday 9th February 2017

Depart

09:55 Manchester Piccadilly

Arrive

12:05 London Euston

Seating

Coach B, Seat 29 (Window)

Travel by

Virgin Trains

Lead traveller for this journey

Test TEST (test_gavin.sharp@thetrainline.com) Test TEST

Getting your tickets

Self-service ticket machine

- Collect your ticket(s) from the ticket machine at London Euston or any of over 1000 stations.

Ticket details

Anytime Single (OUTWARD)

£169.00

1 Adult(s) Full Fare @ £169.00

- Travel is allowed via any permitted route.
- Flexible ticket with no time restrictions on when you can travel.

Off-Peak Single (Online) (RETURN)

£41.95

1 Adult(s) Full Fare @ £41.95

- Travel is allowed via any permitted route.
- Flexible ticket only valid at specific off-peak times of the day.

Journey price

£210.95

Booking summary

Journey price: London Euston to Manchester Piccadilly

Remove

£210.95

Anytime Single (Outward) & Off-Peak Single (Online) (Return), 1 Adult

Total booking cost

£210.95

Add another journey

 or

Proceed to payment

This is where you can:

- 1

Check all aspects of your journey - including dates, times, price, etc. - before you pay.
- 2

Click **ticket type** to remind yourself of ticket restrictions.
- 3

Remove a booking if you no longer wish to go ahead and book it.
- 4

Add another journey? Do it here.
- 5

To continue, once you've accepted Terms and Conditions, click "Proceed to payment".

6. Company-specific questions (Management Information)

4.1

“Transaction Level” Management Information questions

Page 38

4.2

“Passenger Level” Management Information questions

Page 39

Trainline Self Book provides the opportunity for your company or organisation to gather useful information about your rail spend, before you proceed to payment.

We offer two options at this point:

- 1 We can configure “**Transaction Level questions**” that ask questions about the content of the whole shopping basket. This might include the cost centre assigned for the travel, or the Business area of the travellers in the booking.
- 2 We can also configure “**Passenger Level questions**”. These questions will require an answer for each of the passengers on each of the journeys of the booking.

Some questions, across both transactional and passenger level questions, could include drop-downs whereas other questions might involve entering answers that may be validated before allowing you to proceed.

We can configure a combination of both Transactional and Passenger level questions for your account, if required.

6.1

“Transaction Level” Management Information questions

Before you continue

Additional information required by your business

Transaction Questions

Traveller Name	<input type="text"/>
Reason for Travel	<input type="text"/> (Optional)
Traveller BRID Number	<input type="text"/> (Optional)
Cost Centre	<input type="text"/>
Cluster	<input type="text"/>
Business area (ie IT)	<input type="text"/>
Mobile Phone Number	<input type="text"/>

Continue

- “Transaction Questions” will collect Management Information at a shopping basket level.
- If there are multiple passengers and multiple journeys in the booking, these Transaction Questions are only required to be answered once.
- These questions can be set to be either mandatory or optional.
- All done? Then click Continue to proceed to payment.

6.2

"Passenger Level" Management Information questions

Before you continue

Additional information required by your business

▼ Journey: MANCHESTER PICCADILLY to LONDON EUSTON £164.00

Outward – Tuesday 28th February 2017

	TEST TEST	TOM TEST
Cost Centre	<input type="text"/>	<input type="text"/>
Client Chargeable	<input type="text"/>	<input type="text"/>
Matter Code (or enter N/A)	<input type="text"/>	<input type="text"/>
Reason for trip	<input type="text"/>	<input type="text"/>

Continue

- “Passenger Level Questions” will collect Management Information at an individual passenger level for each journey.
- If there are multiple passengers and multiple journeys in the booking, these passenger questions are required to be answered once per passenger, per journey.
- These questions can be set to be either mandatory or optional.
- All done? Then click Continue to proceed to payment.

7. Paying for your tickets

7.1

Paying on account

Page 30

7.2

Paying by payment card

Page 31

7.3

Paying on account or by payment card (if both options are available)

Page 32

7.1

Paying on account

Payment details

Pay on account

Your booking will be charged to your company account.

Email confirmation

Your booking details will be sent to the following email address

Email

[Add recipient](#)

Booking summary

Journey price: London Euston to Manchester Piccadilly £37.00
Advance Single, 1 Adult

Total booking cost £37.00

By clicking Buy Tickets you agree to the [Website Terms and Conditions](#) and [National Rail Conditions of Travel](#).

1 [Buy Tickets](#)
and save £45.90

If your account has a credit facility, where tickets can be purchased on an account, you'll see this message above the booking summary.


1

To complete booking, click "Buy tickets". The next screen you'll see is for your confirmation (see section 8). Once this button is clicked, the booking is committed.

Payment details

Card details

Total booking price £248.00

Card type 1 Select a card type 

Name of cardholder Test Test

Card number

Card expiry date month year

Security code 3 digits on the back of card 4 digits to the right of the card number on the front

Save this card ☐ 2

Billing address

Your billing address

Use saved address Primary address

Country United Kingdom

Postcode EC3N 1AH Search

Address 1 THE MATHEX 3

Address 2 9 ALDGATE HIGH ST

Address 3 LONDON

Address 4

Address 5

Email confirmation

Your booking details will be sent to the following email address

Email TEST@THANLINE.COM

Email TEST@STAFF.CO.UK Remove

Add recipient 4

Booking summary

Journey price: Manchester Piccadilly to London Euston £248.00

Advance Single, 3 Adults

Total booking cost £248.00

By clicking Buy Tickets you agree to the [Website Terms and Conditions](#) and [National Rail Conditions of Travel](#) 5 Buy Tickets

and www £2.70

If your account is set up to pay by card, you'll progress to a card payment/booking summary screen that looks like this.

Complete all requested fields in what is a 'standard' layout for a secure e-commerce transaction.

1

Choose a Saved card to pay with (if set up).

2

Or, want to Save card details for future bookings? Click here.

3

Check your billing address.

4

Email confirmation. Need to email multiple people? Click **Add recipient**.

5

Finally, click **Buy tickets** (checking out what you're saving!) when you're ready.

7.3 Paying on account or by payment card (if both options are available)

If both “On account” and “Payment card” options have been set up for your account, you’ll be able to choose how to pay on the payment screen:

On
account

1

Select “On account”.

2

Then click “Buy tickets” to charge the booking to your account.

Payment
card

1

Select “Payment card” to open the card payment screen.

2

Then, follow the steps shown in 7 on the previous page to pay by card.

Payment details

Select payment method

☒ On account

☐ Payment card

1

1

8. Confirmation of purchase

Booking Confirmation

Your payment was successful. Your booking confirmation will be emailed to TEST@TBDEMO1.COM

Journey: London Euston to Manchester Piccadilly

Getting your tickets: Self-service ticket machine

Ref 68F992L7

- You will need your collection reference and any credit/debit card.
- Tickets will be ready for collection in 30 minutes time.
- Collect your ticket(s) from the ticket machine at London Euston.

Outward - Monday 8th November 2010

Depart	Arrive	Seating	Travel by
09:00 London Euston	11:07 Manchester Piccadilly	Coach B, Seat 07A (Window)	Virgin Trains

Return - Tuesday 9th November 2010

Depart	Arrive	Seating	Travel by
15:55 Manchester Piccadilly	18:02 London Euston	Coach B, Seat 05A (Aisle)	Virgin Trains

Ticket details

ADVANCE SINGLE (OUTWARD) £29.00

1 Adult(s) Full Fare @ £29.00

ADVANCE SINGLE (RETURN) £29.00

1 Adult(s) Full Fare @ £29.00

- This ticket is only valid when travelling exclusively on Virgin Trains.
- Non-refundable ticket, only valid for the date, time and trains specified.

Total payment

You saved £106.10 with trainline compared to buying your ticket at the station on the day of departure

Journey: London Euston to Manchester Piccadilly (£58.00)

Outward	
1 Adult(s) Full Fare @ £29.00	£29.00
Return	
1 Adult(s) Full Fare @ £29.00	£29.00
Self-service ticket machine	£0.50
Total booking cost	£58.50

Need help? Phone 0870 010 0000

Add another journey

Once you click “Buy tickets”, Trainline Self Book will send you an email confirmation with all the information you might need for your journey, and your receipt. You’ll also see a confirmation screen which includes any instructions for collecting your ticket(s) and summarises your booking – like the one to the left:

This confirmation contains:

- 1

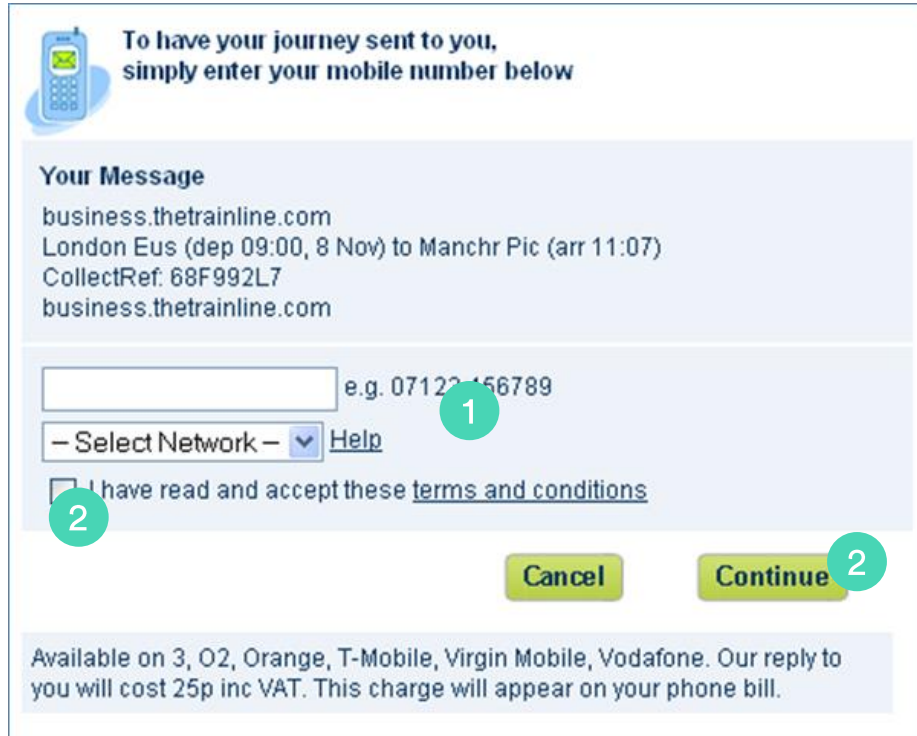
Your delivery details - you’ll need this reference number if collecting from the station.
- 2

Your journey information by text message, or add it to your calendar.
- 3

How much you saved!
- 4

A link to add another journey.

8.1 Text confirmation pop-up



To have your journey sent to you, simply enter your mobile number below

Your Message
business.thetrainline.com
London Eus (dep 09:00, 8 Nov) to Manchr Pic (arr 11:07)
CollectRef: 68F992L7
business.thetrainline.com

e.g. 07122 156789

– Select Network – [Help](#)

☐ I have read and accept these [terms and conditions](#)

[Cancel](#) [Continue](#)

Available on 3, O2, Orange, T-Mobile, Virgin Mobile, Vodafone. Our reply to you will cost 25p inc VAT. This charge will appear on your phone bill.

Nearly done!

3

You'll receive a **verification code** by text message to enter.

4

Click **Continue** and we'll text you your Journey details.

Please note: There is a 25p charge for this service.



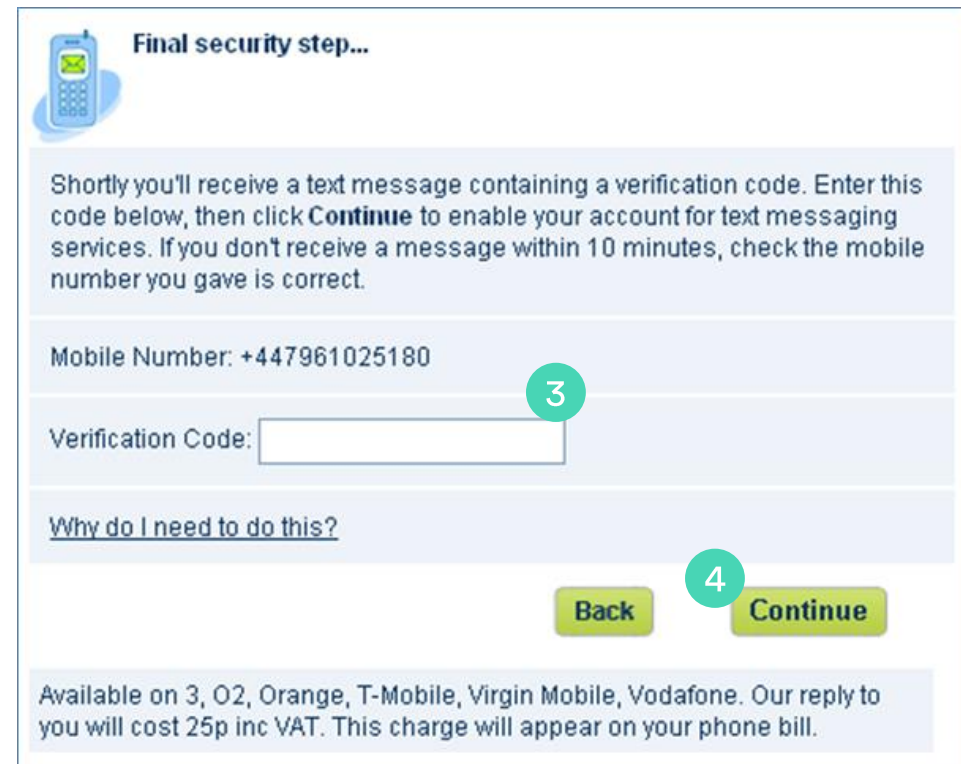
If you've requested your journey details by text, you'll see a pop-up that looks like the one to the left – including details of service charges by network.

1

Enter your **mobile phone number** and **network provider**.

2

Read and accept our terms and conditions and then click **Continue** to activate text confirmation.



Final security step...

Shortly you'll receive a text message containing a verification code. Enter this code below, then click **Continue** to enable your account for text messaging services. If you don't receive a message within 10 minutes, check the mobile number you gave is correct.

Mobile Number: +447961025180

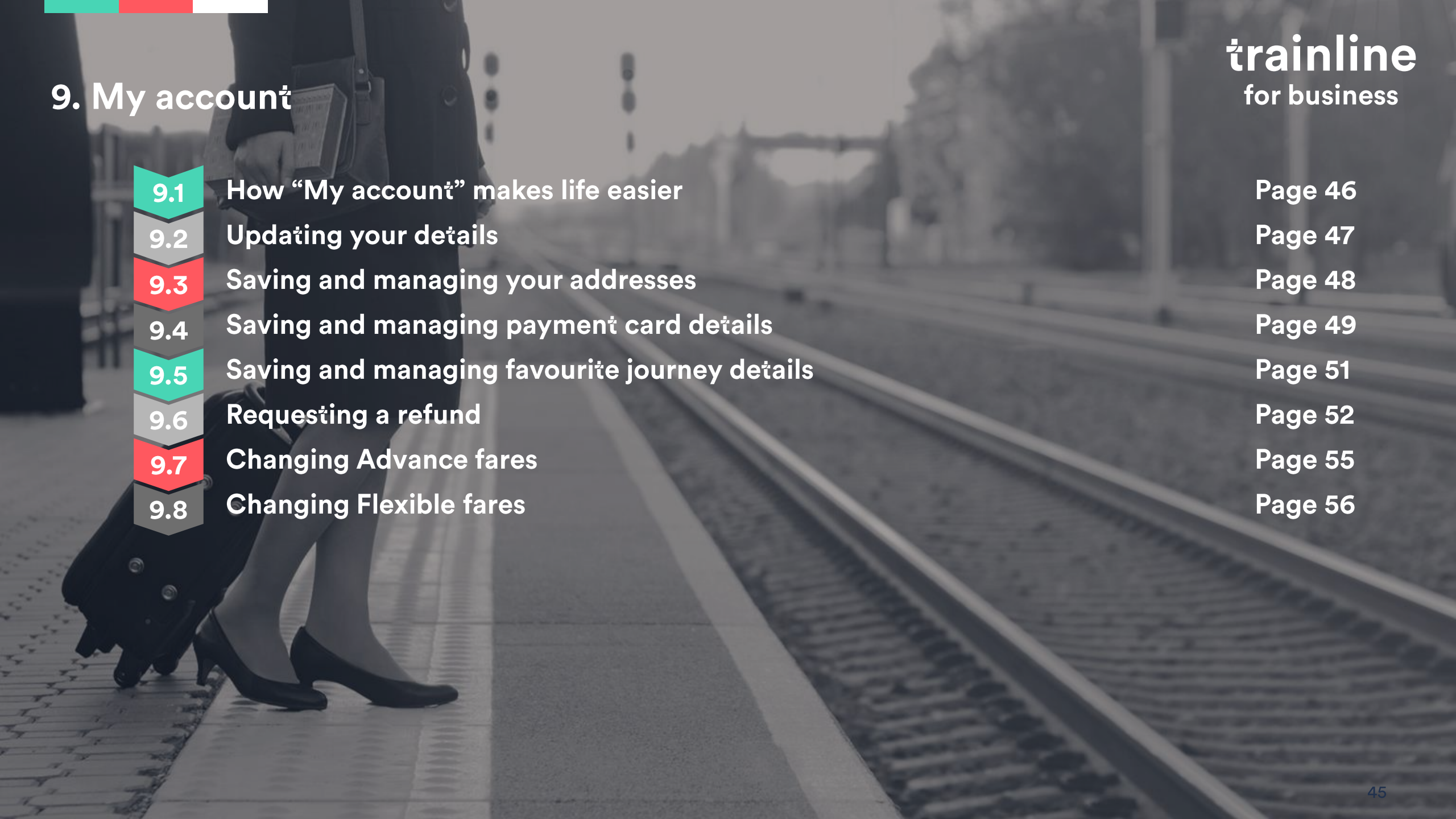
Verification Code:

[Why do I need to do this?](#)

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

Available on 3, O2, Orange, T-Mobile, Virgin Mobile, Vodafone. Our reply to you will cost 25p inc VAT. This charge will appear on your phone bill.

9. My account

- 
- | | | |
|-----|---|---------|
| 9.1 | How “My account” makes life easier | Page 46 |
| 9.2 | Updating your details | Page 47 |
| 9.3 | Saving and managing your addresses | Page 48 |
| 9.4 | Saving and managing payment card details | Page 49 |
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| 9.7 | Changing Advance fares | Page 55 |
| 9.8 | Changing Flexible fares | Page 56 |

9.1

How “My account” makes life easier



‘My account’ makes it quicker and easier to use your portal – securely storing key information such as favourite journeys and payment details so that you’re not driven to distraction re-entering data each time you wish to make a booking!

1

Click on “My account” on the header that appears on the Home and all other key portal screens.



This will take you to where you view your “My Account” management options.

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1

[Account tools](#) [Home](#) [Contact us & Help](#) [My account](#) [Basket \(1\)](#) [Logout](#)



My account

Welcome back test

Personal details

[Update your details](#)

[Manage your addresses](#)

[Manage your credit/debit card details](#)

[Manage your favourite journeys](#)

My bookings

[Order status and refund applications](#)

9.2 Updating your details

Update your details

Your details

Title

First Name

Surname

Email address

Password

Confirm Password

Phone number (Optional)

Alternative phone number (Optional)

Business details registered to the account

Company name

Address

Phone number

Your contact address

Country

Postcode search

Address 1

Address 2

Address 3

Address 4

Address 5

[View our privacy policy and terms and conditions.](#)

☐ Please tick this box to confirm that you accept our terms and conditions

1

In the “my account” management options (See previous page), click on “**update your details**” to get to a screen that looks like this.

This is where you can change/update personal information and review account information set up by your account administrator.

2

Change personal details - including username and password.

3

Review **account information** required by your company.

4

Review registered **business details**.

5

Change your **primary address details**.

6

Accept **Terms and Conditions** then click **Update** to save changes made.

9.3 Saving and managing your addresses

1

In “my account”, click on “**manage your addresses**”, to edit, save and set a default delivery address, and assign it a ‘nickname’.

2

Click on “**Edit**” to be able to change existing address details.

3

On the “**Edit this address**” screen below, make changes and then **Save changes**

4

Want to **add a new address** ? Enter the details here, starting by its nickname.

5

Search address by postcode.

6

Save new address.

Manage your addresses

Tickets will be delivered to your delivery address.

Name	Address		Edit
Primary address	1 CHURCHILL PLACE CANARY WHARF LONDON E14 5HP United Kingdom	This is your primary and default delivery address	Edit

Address Details

☐ Set as default delivery address (UK addresses only)

NickName

Country United Kingdom

Postcode search

Search

Save new address

Edit this address

Address Details

☒ Set as default delivery address (UK addresses only)

NickName Primary address

Country United Kingdom

Postcode search E14 5HP

Search

Address 1 BARCLAYS BANK PLC

Address 2 1 CHURCHILL PLACE

Address 3 CANARY WHARF

Address 4 LONDON

Address 5

Save changes

9.4 Saving and managing payment card details

Manage your card details

You can store details of your credit cards. You are able to edit or replace these details at any time.

These are your stored credit card details

Nick Name	Name on Card	Billing Address	Card Type	Card Number	Expiry Date	Default Card	Delete	Edit
Business card	Test Test	THE MATRIX 9 ALDGATE HIGH ST LONDON EC3N 1AH United Kingdom	Visa Debit	*****8117	04/21	YES	Delete	Edit

Add a new credit card

Card details

Card nickname

Set as default card ☐

Name on the card

Card number

Card type

Card expiry date

Card address

Your bill will be sent to this address

Use saved address

Your billing address is THE MATRIX
9 ALDGATE HIGH ST
LONDON
EC3N 1AH
United Kingdom

[Add/edit address](#)

[Save credit card details](#)

- 1 In “my account”, click on “**Manage your credit/debit cards**” to add, delete, edit, save payment cards, and specify a default.
- 2 Review details for existing card(s), delete or edit (see following page).
- 3 Add a new card and set it as default.
- 4 Use a **Saved** address for your new card.
- 5 Or add/edit billing address.
- 6 Save updated card details.

Please note, the credit card facility may be disabled for your account as per your initial configuration.

9.4

Saving and managing payment card details (cont.)

1

In “Manage your credit/debit cards”, click on “Edit” next to an existing card.

2

Edit card nickname, card number, card type and validity dates.

3

Use a saved address.

4

Or add/edit billing address.

5

Save card details.

Edit your card details

Card details

Card nickname

Set as default card ☒

Name on the card

Card number

Card type

Card expiry date month year

Card address

Your bill will be sent to this address

Use saved address

Your billing address is THE MATRIX
9 ALDGATE HIGH ST
LONDON
EC3N 1AH
United Kingdom

Save credit card details

9.5

Saving and managing favourite journey details

Add a favourite journey

Welcome. Please use the form below to plan your journey

1 Where do you want to go?

Name

Leaving from

Going to

2 When would you like to travel?

Out

☐ One way

Return ☐ Anytime

3 Number of passengers

Adults Children (5-15 years)

Extra journey requirements

Journey options

Go via or avoid this station

Railcards and other discounts (optional)

Railcard How many?

Railcard How many?

Railcard How many?

Seating (optional)

Seating preferences are not available with all train companies and are not guaranteed. We'll meet your requirements wherever possible.

Direction

Position

Carriage preference

☐ Near luggage rack ☐ Near toilet

☐ Table seat ☐ Power socket

5

1

In “my account”, click on “**Manage your favourite journeys**” to manage and edit existing favourites, as well as add new ones.

2

Edit/delete existing favourite(s).

3

Name and add new favourite journey - using initial letters or station code to display possible stations and drop-downs.

4

Specify optional **seating preferences**.

5

Then **Save journey**.

Booking status

Current and past bookings made over the last 90 days

Your booking details can be viewed below. For any questions about your booking please visit our help section.

Show me All bookings

Transaction	Total cost	Journey	
Ref: 2180164959 23 February 2017 at 16:39	£246.00	Manchester Piccadilly to London Euston A Test plus 2 travelling 23 February 2017	Amend journey Refund Buy again

[Back](#)

Your booking and journey information

Journey: London Euston to Manchester Piccadilly **£131.00**

Transaction ref 772109321

- Booked online by TEST on 06 October 2010 at 13:54
- Self-service machine reference number: X883LNRC
- The Ticket is refundable

[Request refund](#)

Outward - Friday 29th October 2010

Depart	Arrive	Seating	Travel by
15:00 London Euston	17:07 Manchester Piccadilly	Coach B, Seat 36A (Window)	Virgin Trains

Getting your tickets

Self-service ticket machine

- Collect your ticket(s) from the ticket machine at London Euston.

TicketDetails

Anytime Single **£131.00**

1 Adult(s) Full Fare @£131.00

- This ticket allows travel on any permitted route.
- Flexible ticket with no time restrictions on when you can travel. If the ticket includes Rail & Sail, then rail travel to/from Stranraer plus connecting ferry crossing(s) to/from Belfast with Stenaline is included.

Journey Price

£131.00

1

In “my account”, click on “**Order status and refund applications**”.

2

Streamline the number of bookings shown by date or type of booking using the **Show me** drop-down.

3

Click **View details/apply for a refund** to see detailed information on the booking of your choice – like this example.

4

Click **Request refund** to first display Refund FAQs and then continue to the refund form (see next page).



Please note: The Request refund button is only shown if the booking is refundable.

Refund FAQ

[Do I need the tickets to claim a refund?](#)

[Where do I send my unused tickets when claiming a refund?](#)

[I've requested a refund, when can I expect to get it?](#)

Refund FAQs guides you through the refund process, covering all frequently asked questions. It covers most queries relating to refunds.

If you have any further questions, please contact our support team.

9.6 Requesting a refund (cont.)

Select the tickets to refund

Southampton Central to Basingstoke

Outward - Tuesday 7th March 2017
Return - Tuesday 7th March 2017
☒ Adult Off-Peak Day Return @ £15.00

**If you only require a refund for part of your journey please call [0870 3333 555](tel:0870 3333 555)*

Have you collected your tickets?

Have you already collected your tickets from a ticket machine at the station?

☐ Yes ☒ No

Refund amount	
Journey 1 : Southampton Central to Basingstoke 1 Adult Off-Peak Day Return @ £15.00	£15.00
Refund fee	-£10.00
Refund amount	£5.00
Total refund amount	£5.00
<div>Apply for a refund</div>	

- 1 Specify the **fares** for which you're requesting a refund and a **reason** for each one from the drop-down
- 2 Then use the buttons to check whether you have already collected tickets
- 3 The following screen shows how much you'll be refunded.
- 4 Click **Continue** to view Refund request confirmation



The refund request process is complete once you see this message:

Next steps [Print this page](#)

Southampton Central to Basingstoke

Your refund was processed by us on 06-Mar-2017.
We've noticed that refunds can take up to 5 working days from the time we finish processing it to when it clears into your account.
If the amount is not in your account by this time, please contact your bank.

Refund Details

Southampton Central to Basingstoke 1 Adult Off-Peak Day Return @ £15.00	£15.00
Refund fee	-£10.00
Total refund amount	£5.00

9.7

Changing Advance fares

Booking status

Current and past bookings made over the last 90 days

Your booking details can be viewed below. For any questions about your booking please visit our help section.

Show me

Transaction	Total cost	Journey	
Ref: 2180184050 23 February 2017 at 16:39	£246.00	Manchester Piccadilly to London Euston A Test plus 2 travelling 23 February 2017	Amend journey Refund Buy again

1

[Back](#)

Advanced search

Please use the form below to amend your journey

Your Journey

Leaving from

Going to

When would you like to travel?

Outward

Date (dd/mm/yy) Time hr min

Journey type

Number of passengers

Adults Children (5-15 years)

Extra journey requirements (optional)

Journey options

Go via or avoid this station

2 [Check availability](#)



When an Advance ticket has been purchased, the “Online Change a Journey” function is available, also known as “refund and rebook”.

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Single from Manchester Piccadilly to London Euston

Out
Friday 10 Mar 2017
Manchester Piccadilly MAN to London Euston EUS

< Earlier Later >

	MAN 17:15	MAN 17:35	MAN 17:55	MAN 18:15
Depart	EUS 19:24	EUS 19:43	EUS 20:08	EUS 20:24
Arrive	2h 9m	2h 8m	2h 13m	2h 9m
Duration	£0	£0	£0	£0
Changes	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Off-Peak Single
Any off-peak train.

1 Adult, 0 Child **3b**

[Continue](#)

Out: 17:35 10 Mar 2017

Manchester Piccadilly to London Euston
0 changes

- Any off-peak train.
- Travel is allowed via any permitted route.

3a

4

Travel supplements, including PlusBus tickets and London Travelcards will no longer be valid if the date of travel is amended.

[Continue](#)

Total payment

You saved £22.00 with trainline compared to buying your ticket at the station on the day of departure

Journey: London Euston to Birmingham New Street (£11.00)

1 Adult(s) Full Fare @ £11.00	£11.00
Total booking cost	£11.00

Refund information

Your refund request has been successfully submitted. These can take upto 2 days to process and may take further 5 working days to clear your bank and into your account.

Admin fee	£10.00
Total amount to be refunded	£1.00

5

1

Click “Amend Journey”.

2

The advanced search screen will appear, providing the option to change options before clicking on **check availability**.

3

Select a ticket and push **continue**.

4

On the Reservation preferences screen, a warning will display, stating all supplements are no longer valid once the journey has been changed. Click **continue**.

5

Once reserved, the screen will display the details of the new ticket as well as the total amount to be refunded in comparison to the original ticket.

9.8 Changing Flexible fares

Booking status

Current and past bookings made over the last 90 days

Your booking details can be viewed below. For any questions about your booking please visit our help section.

Show me

Transaction	Total cost	Journey	
Ref: 2180164959 23 February 2017 at 16:39	£248.00	Manchester Piccadilly to London Euston A Test plus 2 travelling 23 February 2017	Amend journey Refund Buy again

[Back](#)

Advanced search

Please use the form below to amend your journey

Your Journey

Leaving from

Going to

When would you like to travel?

Outward

Date (dd/mm/yy) Time hr min

Journey type

Number of passengers

Adults Children (5-15 years)

Extra journey requirements (optional)

Journey options

Go via or avoid this station

[Check availability](#)

Single from Manchester Piccadilly to London Euston

Out
Friday 10 Mar 2017
Manchester Piccadilly MAN to London Euston EUS

< Earlier Later >

	MAN 17:15	MAN 17:35	MAN 17:55	MAN 18:15
Depart	MAN 17:15	MAN 17:35	MAN 17:55	MAN 18:15
Arrive	EUS 19:24	EUS 19:43	EUS 20:08	EUS 20:24
Duration	2h 9m	2h 8m	2h 13m	2h 9m
Changes	0	0	0	0

Off-Peak Single
Any off-peak train.

1 Adult, 0 Child


[Continue](#)

Out: 17:35 10 Mar 2017

Manchester Piccadilly to London Euston

0 changes

- Any off-peak train.
- Travel is allowed via any permitted route.

 Travel supplements, including PlusBus tickets and London Travelcards will no longer be valid if the date of travel is amended.

[Continue](#)

Reservation confirmation

Your seat reservation(s) have now been confirmed. Please select Complete to generate your confirmation e-mail.

Manchester Piccadilly to London Euston

Outward - Friday 10th March 2017

[Text me these details](#)

Depart	Arrive	Seating	Travel by
17:35 Manchester Piccadilly	19:43 London Euston	Coach C, Seat 20	Virgin Trains

[Complete](#)

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for business



When a Flexible (Anytime / Off-Peak) ticket has been purchased, the feature to amend a journey online is available.

1

Click “Amend Journey”.

2

The advanced search screen will appear, providing the option to change options before clicking on “Check availability”.

3

Select a ticket and push “Continue”.

4

On the reservation preferences screen, a warning will display, stating all supplements are no longer valid once the journey has been changed. Click “Continue”.

5

Once all details have been entered, the updated reservation details will be confirmed. Click “Complete”.

10. Account administrator tools and set-up

10.1	Settings	Page 58
10.2	What account tools can do for you – and how to access them	Page 60
10.3	Downloading management information	Page 61
10.4	Setting up and maintaining management questions	Page 62
10.5	Setting up optional user messages and email confirmation	Page 66
10.6	Updating your business details	Page 66
10.7	Setting your travel policy to control access to specific fares	Page 67
10.8	Managing users	Page 69

10.1 Settings

This section covers the way your computer, browser and network should be set up to access Trainline Self Book.

1 Enable JavaScript†

To ensure that your portal works at optimum speed and efficiency, **we recommend that JavaScript is enabled** on all browsers used.

Most likely this will already be the case, but you can check using the instructions below. (If a browser isn't listed, then simply consult its 'Help' resources.)

Internet Explorer 6/7/8	Firefox 2/3	Safari 2/3
<ul style="list-style-type: none">▶ Click the Tools menu▶ Select Internet Options▶ Click the Security tab▶ Click the Custom Level button▶ Scroll down until you see the 'Scripting' section. Select the 'Enable' radio button for 'Active Scripting'▶ Click OK button▶ Click 'Yes' in the confirmation window	<ul style="list-style-type: none">▶ Click the Tools menu▶ Select Options▶ Click the Contents tab▶ Select the 'Enable JavaScript' checkbox▶ Click OK button	<ul style="list-style-type: none">▶ Click the Safari menu▶ Select Preferences▶ Click the Security tab▶ Select the 'Enable JavaScript' checkbox

10.1 Settings (cont.)

2 Allow access to the portal and other content



Your organisation may have network restrictions in place so that users are only able to access specific websites via your company internet.



If so, you'll need to ensure that the proxy/firewall allows access to the required URLs (right).

- 1) <http://www.thetrainline.com>
- 2) <https://www.thetrainline.com>
- 3) <http://ajax.googleapis.com>
- 4) <https://ajax.googleapis.com>
- 5) <https://a248.e.akamai.net>
- 6) <http://content.announcements.uk.com>
- 7) <http://statse.webtrends.live.com>
- 8) <https://statse.webtrends.live.com>
- 9) <https://www.buybutton.net>
- 10) <https://xmlfeed.laterooms.com> (only if site includes booking of hotels)
- 11) <https://h.online-metrix.net>

Account tools enable you, as a system administrator for the business, to set-up and manage your company's portal to reflect your specific business rail travel needs.

Use them to:

- Build valuable data-gathering questions into the booking process.
- Communicate with users through welcome/confirmation messages and emails.
- Manage user access rights including inviting and deleting users.
- Download detailed management information about staff rail travel.

1

Access the **Account tools** menu via the header that appears on the 'logged in' Home and other key portal screens.

[Account tools](#) | [Home](#) | [Help](#) | [My account](#) | [Basket \(0\)](#) | [Logout](#)



Manage your account

[Booking manager](#)
[Download management information](#)
[Management questions](#)
[User message and email confirmation](#)
[Update business details](#)
[Travel Policy](#)

Manage users

[View and amend users](#)
[Administration rights](#)
[Register new user or traveller](#)
[Invite new users by email](#)

10.3 Downloading management information

Download management information

Choose your date range

You can check details for current and past bookings made over the last 6 months.
For accounts that make more than 5000 bookings a month we recommend downloading a maximum of one month of data at a time.

Start date

End date

Download

1

In the account tools, click **Download management information**.

2

Specify **date range** using the drop-downs.

3

Then click **Download** to generate an Excel spreadsheet file like this example.



This file contains travel, transaction, and account information relating to every booking made within the dates you've specified.

	B	C	D	E	F	G	H	I	J
1	Booking ID	Delivery Choice	Booking Date	Booking Type	Customer Name	Outward Leg Date	Departure Station	Arrival Station	Ticket Type
2	727200000	MOBLE TICKET	18/02/2017 09:29	Online	Ms Test Booker	26/02/2017 17:54	LONDON EUSTON	MANCHESTER PICADDILY	ADVANCE
3	727200000	SELF-SERVICE TICKET KIOSK	18/02/2017 09:29	Online	Ms Test Booker	28/02/2017 17:40	SOUTHAMPTON CENTRAL	LONDON WATERLOO	ANYTIME DAY RETURN
4	727200000	PRINT YOUR OWN	19/02/2017 10:38	Online	Ms Test Booker	20/02/2017 13:35	LONDON WATERLOO	POOLE	ANYTIME RETURN
5	727200000	SELF-SERVICE TICKET KIOSK	20/02/2017 08:52	Online	Ms Test Booker	20/02/2017 09:50	PETERBOROUGH	LONDON UNDERGROUND ZONE 1-2	OFF-PEAK RETURN
6	727200000	MOBILE TICKET	21/02/2017 08:58	Online	Ms Test Booker	21/02/2017 15:26	BIRMINGHAM NEW STREET	LONDON EUSTON	OFF-PEAK SINGLE
7	727200000	PRINT YOUR OWN	21/02/2017 09:18	Online	Ms Test Booker	23/02/2017 14:05	LEEDS	LONDON KINGS CROSS	OFF-PEAK RETURN
8	727200000	SELF-SERVICE TICKET KIOSK	21/02/2017 09:51	Online	Ms Test Booker	22/02/2017 10:07	POOLE	LONDON UNDERGROUND ZONE 1-2	OFF-PEAK DAY RETURN

You can set up management questions, either at a transactional / booking level, or at an individual passenger level to gather additional information like the user's employee number, cost centre, or reason for travel.



1

Click **Management questions** on the Manage your account menu.

Setting up Management questions to generate valuable management information is optional. However, if you would like to, complete the following steps:

2

Click **Start adding questions** - if you wish*.

3

Specify **what question is asked** in the free-text box.

4

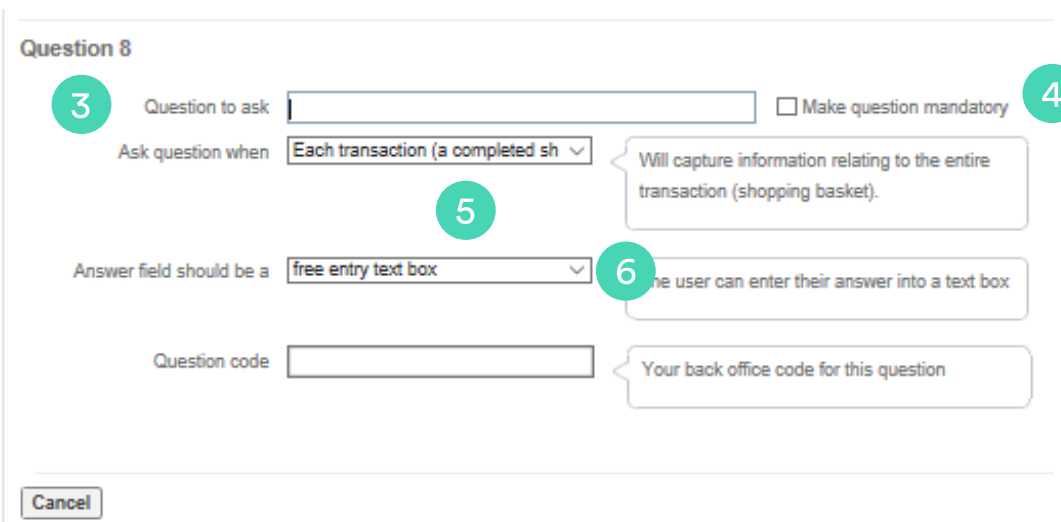
Making the question mandatory means an answer is required to complete the booking.

5

Specify when the question is to be asked – i.e. whether it is at profile, per passenger or basket level.

6

Specify your answer field, choosing from i) free entry text box (as above), ii) drop down list with answers, or iii) text box with answer validation**.



* If a question is set up at profile level, all users are required to answer the questions before being able to make a booking.

** If you require assistance with the creation of validation rules, please consult with your Trainline Account Manager.

Dropdown list

1

First choose “Dropdown list with answers” and ‘Enter answers manually’.

2

Enter **answer** and click “Add”.

3

Click “**Update**” to save question and answers.

1

Dropdown list with answers

Enter the answers to be displayed to the user in the dropdown list. Up to 500 answers can be added to the list.

☒ Enter answers manually ☐ Upload a file containing the answers

Answer

2

Add

Dropdown answers

Cancel

3

Update

4

First chose “Textbox with answer validation” and ‘Enter answers manually’.

5

Enter **answer** and click “Add”.

6

Click “**Update**” to save question and answers.

4

Textbox with answer validation

Enter all the answers that are valid for the question. Upto 300,000 answers can be added.

☒ Enter answers manually ☐ Upload a file containing the answers

Answer

5

Add

Possible answers

Cancel

6

Update

Upload answers from Excel CSV file.

Textbox with answer validation

Enter all the answers that are valid for the question. Upto 300,000 answers can be added.

☐ Enter answers manually **1** ☒ Upload a file containing the answers


Choose the Microsoft Office Excel CSV file containing the answer values to be uploaded.

Browse **2**

File upload instructions

To upload a file containing answer values please ensure:

- You use the Microsoft Office Excel CSV template that can be downloaded below
- All values must be listed in column A only, e.g. value1 in cell A1, value2 in cell A2, value3 in cell A3 etc.
- Each value is no more than 30 characters long
- The maximum number of values allowed is 300,000
- You save and upload the file as a Microsoft Office Excel Comma Separated Value File (CSV), e.g. Values.csv

 [Download answer values template](#)

Cancel

1Choose to **upload** answers via CSV file.**2**Then **browse** for file.**3**Check **upload instructions**.**4**Ready to upload chosen file? Then click **Update**.

Please note: To ensure a hassle-free upload process, please check above the instructions, downloading and using the answer values Excel template (SampleValues.csv) should you wish.



Answer value uploads will take effect instantaneously.

4**Update**

View, edit and removing management questions you've added.

Question 7 (Last updated: 12/10/2016 10:00:32)

1

Edit/Delete

Question to ask

Mobile Phone Number

☒ Make question mandatory

Ask question when

Each transaction (a completed sh

Question code

R7

2

Add another question

Edit your management questions

Edit question

3

Question 7(Last updated: 12/10/2016 10:00:32)

Question to ask

Mobile Phone Number

☒ Make question mandatory

Ask question when

Each transaction (a completed sh

If you want to change when a question is asked, you can delete the question and create a new one

Answer field should be a

free entry text box

If you change the answer field type and save the change, any values previously saved against the question as hidden answers or a dropdown list will be deleted.

Question code

R7

Your back office code for this question

3

Update

Delete question

4

⚠️ If you delete a management question, it will no longer appear to users or be reported in the management information.

Delete

- 1 Edit or remove a question.
- 2 Add another question.
- 3 Edit question and click Update when you're done...
- 4 ...otherwise click on Delete.

10.5 Setting up optional user messages and email confirmation

User message and email confirmation

User message on home page (optional)

This text will show on the home page when a user logs in. Suggested usage: Company travel policy

Text to add

Welcome to the Barclays Portal.
Please remember that our travel policy is cheapest available ticket, and you are allowed to travel in First Class only if the journey is over 3 hours.

Registration and booking confirmation by email (optional)

A confirmation email is sent to a user when they register and complete a booking. Copies of the confirmation emails can be sent to one nominated email address for your records.

Send copies to

email address

Update

1

Click **User message and email confirmation** on the **Manage your account** menu.

2

Set up an **optional home screen user message** (for example your company travel policy) here. You can use HTML if you wish.

3

Set up **optional additional email confirmation address**.

4

Click **Update** when done.

10.6 Updating your business details

Update business details

Business details

Company name

Barclays

Country

United Kingdom

Postcode search

E14 4BB

Search

Address 1

Barclays

Address 2

5 The North Colonnade

Address 3

Canary Wharf

Address 4

London

Address 5

Update

5

Click **Update your business details** on the **Manage your account** menu.

6

Edit **key business details** (most fields are mandatory).

7

Click **Update** when done.

Allow any class of tickets.

- 1 Click **Travel policy** on the “Manage your account menu”.
- 2 Select the **Any class button** should you not wish to impose any fare restrictions.
- 3 Then confirm your choice by clicking the **Update** button.

Travel policy

Which tickets are your users allowed to book?

☒ Any class 2

☐ Standard class

☐ Cheapest available ticket must be chosen

3

Update

Allow standard class tickets only, plus optional First Class exceptions.

- 4 Click **Travel policy** on the “Manage your account menu”.
- 5 To specify Standard class tickets only, first select the **Standard class button**.
- 6 Then, if you wish, select any optional **First Class exceptions** from the list that displays and **Update**.

Travel policy

Which tickets are your users allowed to book?

☐ Any class

☒ Standard class 5

☐ Cheapest available ticket must be chosen

Users can only book standard class ticket. If you would like to allow first class under circumstances, please select from the below exceptions.

Allow the following exceptions (optional)

☐ First class advance single tickets (often cheaper than standard class tickets) 6

☐ First class upgrades

☐ First class if total journey travelling time is over

☐ First class on weekdays (Monday to Friday) for journeys before , and journeys after

☐ First class if travel is on weekends (Saturday and Sunday)

Allow cheapest available tickets only.

Travel policy

Which tickets are your users allowed to book?

☐ Any class
 ☐ Standard class
 ☒ Cheapest available ticket must be chosen

Users must choose the cheapest available ticket for their journey or they will be asked to provide a reason for booking out of policy which will be reported in the management information.

Reasons available to users for not choosing the cheapest ticket

These reasons will appear in a dropdown list for users to choose.

You can remove and add new reasons but we recommend using this default list. Up to ten reasons can be set up.

Add a reason

Reason

Add

Reasons

Need a more flexible ticket
 Carnet tickets purchased
 Executive / VIP traveller
 Accompanying a client or colleague
 Refund restrictions on cheapest ticket
 Break of Journey not allowed
 Age restriction on cheapest ticket
 Package product purchased
 Sleeper product purchased
 First class not allowed

5

Update

- 1 Click **Travel policy** on the “Manage your account menu.”
- 2 Select the “**Cheapest available ticket**” button.
- 3 You can then specify reasons users must choose should they not opt for the cheapest ticket.
- 4 Although a default list of reasons covers most likely scenarios, you can also **edit the default list, remove reasons and add new reasons** should you wish.
- 5 When you are happy with your travel policy, click **Update** to confirm.

Please note: Should a user attempt to purchase a ticket that is not the cheapest, they will see a message from which they can either continue and decline savings by selecting a reason from the list of reasons you have set up (which will be reported in the online management information), or go back and choose the cheapest ticket.

10.8 Managing users

This area of the Account tools menu enables you, as a manager and booker, to view and amend users, manage users' administration rights, register new users or travellers, and invite new users.



Please note: The Administration rights link will not be displayed to bookers as they don't have this authority. A booker will also not see the Register new user or traveller link if single sign-on is enabled for your account.

View / Amend users

- Click “View/Amend users or travellers” on the Manage users menu (1).
- All registered users are displayed, or can be searched for by last name.
- Select **user(s) to remove** (2), then click **Update** when done (3).
- To view or edit a user's details click **Edit User** (if link is displayed).



Manage users

- [View and amend users](#) **1**
- [Administration rights](#)
- [Register new user or traveller](#)
- [Invite new users by email](#)

View and amend users

Registered users

Search for user [View all users](#)

first prev 1 2 next last

User		Remove User
A F	FAZIZ@MOBICA.COM	<input type="checkbox"/> 2
ADMIN TEST	TEST@TESTADMIN.COM	<input type="checkbox"/>

3

View / Edit details

Their details

Title

First Name

Surname

Email address

Phone number (Optional)

Alternative phone number (Optional)

Additional questions required by your business

EMPLOYEE NUMBER

Business details registered to the account

Company name TRAINLINE BUSINESS DEMO1

Address TRAINLINE.COM LIMITED,
THE MATRIX,

10.8 Managing users (cont.)

Administration rights

Users who have administrative responsibilities in your organisation can be given Booker and Manager rights. Select the rights to be given to your administration users. Changes will take effect when the user next logs in.

Booker - is a travel arranger who books travel for other people, and can also view and amend a user's details.

Manager - will have access to all features within account tools to manage account and its users.

Registered Users			
Search for user <input type="text"/>		<input type="button" value="Search"/>	View all users
first prev 1 2 next last			
Name		Booker	Manager
A F	FAZIZ@MOBICA.COM	<input type="checkbox"/>	<input type="checkbox"/>
ADMIN TEST	TEST@TESTADMIN.COM	<input type="checkbox"/>	<input type="checkbox"/>
ADMIN TTL	TTL@BARCRAIL.COM	<input type="checkbox"/>	<input checked="" type="checkbox"/>
bartariya sankalp	SANKALP.BARTARIYA@THETRAINLINE.COM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="button" value="Update"/>	



Register a new user

- Click Register a new user or traveller on the Manage users menu.
- Enter the user's profile and account information.
- Accept terms and conditions and Register. At this point, inform the user that they can access the tool using the forgotten password functionality.

Administration rights

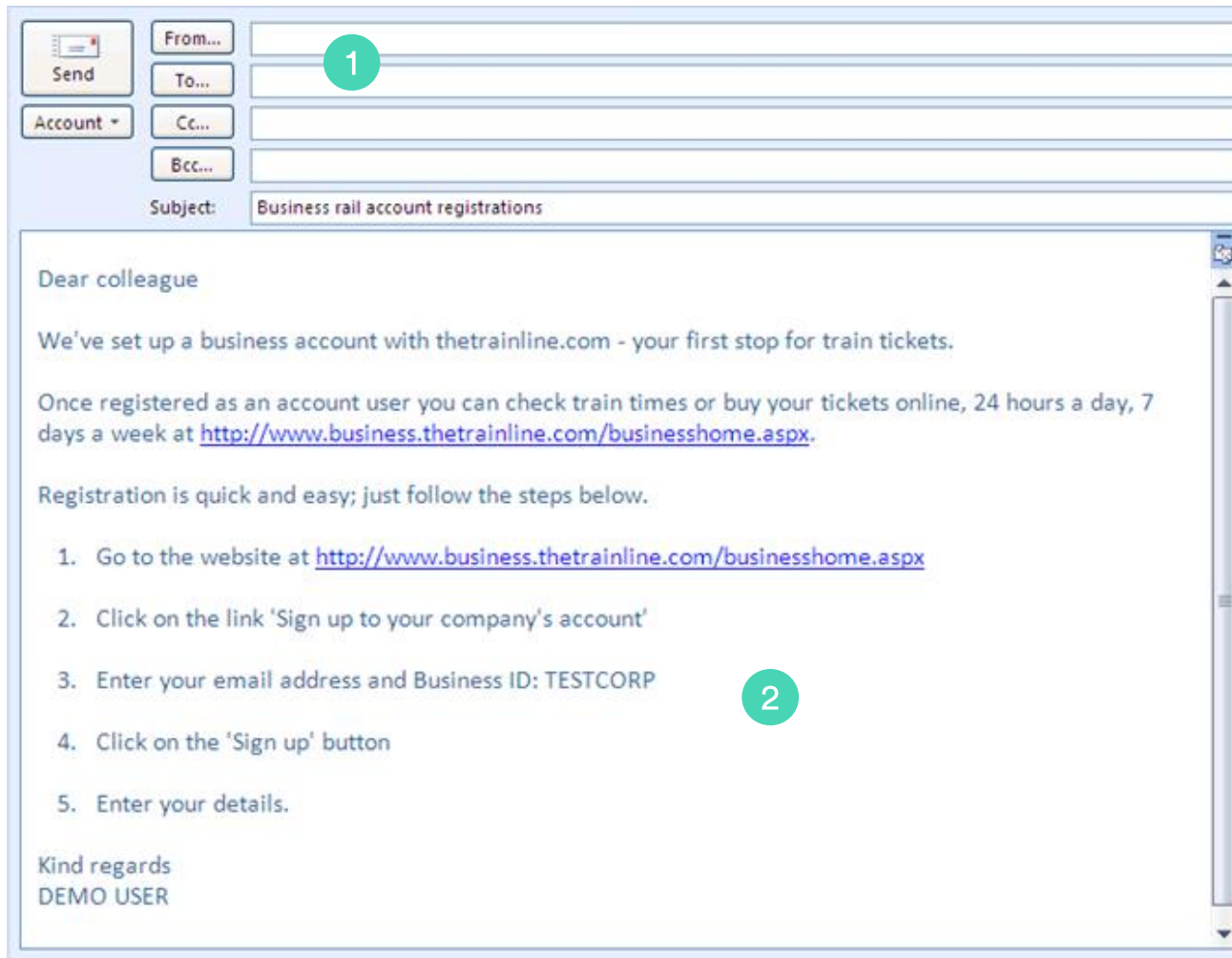
- Click **Administration rights** via the Manage users menu to make users administrators or bookers for other travellers, or to remove these rights.
- All registered users are displayed, or search for users by last name.
- Select **administration rights to be given or removed** from the user(s), then click **Update** when done.



New user details

Your details	
Title	<input type="text"/>
First Name	<input type="text"/>
Surname	<input type="text"/>
Email address	<input type="text"/>
<input type="checkbox"/> Set the User's password (optional)	
Phone number	<input type="text"/> (Optional)
Alternative phone number	<input type="text"/> (Optional)
Your contact address	
Company name	Barclays
Address	Barclays 5 The North Colonnade Canary Wharf London E14 4BB United Kingdom
Phone number	0207 892 1829
<input type="checkbox"/> Register with different contact address	
View our privacy policy and terms and conditions.	
<input type="checkbox"/> Please tick this box to confirm that you accept our terms and conditions	
<input type="button" value="4"/>	<input type="button" value="5 Register"/>

10.8 Managing users (cont.)



Send

Account ▾

From... 1

To...

Cc...

Bcc...

Subject: Business rail account registrations

Dear colleague

We've set up a business account with thetrainline.com - your first stop for train tickets.

Once registered as an account user you can check train times or buy your tickets online, 24 hours a day, 7 days a week at <http://www.business.thetrainline.com/businesshome.aspx>.

Registration is quick and easy; just follow the steps below.

1. Go to the website at <http://www.business.thetrainline.com/businesshome.aspx> 2
2. Click on the link 'Sign up to your company's account'
3. Enter your email address and Business ID: TESTCORP
4. Click on the 'Sign up' button
5. Enter your details.

Kind regards
DEMO USER



Invite new users

- Click **Invite new users by email** on the “Manage users” menu to generate an email (via your email client) which contains instructions and hyperlinks to start the user registration process.
- Enter **email addresses** to which message is to be sent.
- **Edit message**, if necessary, before sending.

11. Travel Booker tools and booking for other people

11.1

What is a booker and what can they do

Page 72

11.2

Booking travel for other people

Page 73

11.1

What is a booker and what can they do



Registered users who arrange travel for other people can be made a “Booker” in the portal (see how after). This allows them both to make bookings for themselves and on behalf of others.



Bookers can also **Manage users** in **Account tools** - so they can register new users, view and amend existing users, and invite new users by email.



Search for train times and tickets

- As a booker you can **search for train times and tickets**. On the **Travel options** screen you will need to confirm who is travelling.
- **Booking for someone else?** Enter **traveller's last name** and **Search** to open search pop-up and select traveller from list.
- **Traveller not found?** Refine criteria and search again.
- If none still found, **register a new traveller** (if link shown).

Who is travelling?

1 Adult Full Fare Lead passenger

Select Traveller

Traveller not found? [Refine your search](#) or [Register a new traveller](#)

[Demo User, TEST@THETRAINLINE.COM, TRAINLINE.COM LIMITED., EC3N1AH](#)

[Test User, TEST@BUSINESS.COM, TRAINLINE.COM LIMITED., EC3N1AH](#)

[Test User, USER@THETRAINLINE.COM, TRAINLINE.COM LIMITED., EC3N1AH](#)

[TEST USER, TEST@TBDemo01.COM, TRAINLINE., EC3N1AH](#)



Travel options

Who is travelling?

1 2

This booking is for ☒ Someone else ☐ Myself

Name of lead traveller [Change](#) [View/Edit lead traveller's details](#)

Name of traveller2 [Change](#) [View/Edit traveller 2 details](#)

Traveller(s) selected?

- Click **Change** to choose a different traveller if you need to (1).
- Click **View/edit link** (if shown) to check or update traveller's details (2).
- Now Continue to **Delivery Options**.



Ticket delivery options

- Follow the steps in section 6 to specify the delivery options.
- The lead traveller's address details are shown when postal delivery is selected - so tickets can be delivered to their address.

First class post

Name:

Delivery address ▼

Country ▼

Postcode search [Search](#)

Address 1

Address 2

Address 3

Address 4

Address 5

11.2 Booking travel for other people

Shopping basket

Items will remain in your basket for up to two hours.

▼ Journey: London Euston to Manchester Piccadilly £58.00

Outward - Monday 8th November 2010

Depart	Arrive	Seating	Travel by
09:00 London Euston	11:07 Manchester Piccadilly	Coach B, Seat 08A (Aisle)	Virgin Trains

Return - Tuesday 9th November 2010

Depart	Arrive	Seating	Travel by
15:55 Manchester Piccadilly	18:02 London Euston	Coach B, Seat 35A (Aisle)	Virgin Trains

Lead traveller for this journey

DEMO USER (DEMO@THETRAINLINE.COM)

1

Getting your tickets

Self-service ticket machine

- Collect your ticket(s) from the ticket machine at London Euston.

Journeys in your shopping basket

You have 1 journey(s) held in your shopping basket

[Go to shopping basket](#)

Your basket must be empty if you want to book a new journey for a different traveller



Shopping basket

- After leaving Delivery options, you are taken to the Shopping basket where you can review the journey details.
- The lead traveller for the journey is shown here: 1



Please note: As a booker, you can only complete a booking that contains journey(s) naming the same lead traveller. If you have multiple journeys naming different lead travellers in your shopping basket, these extra journeys must be removed from your shopping basket (see section 5) and booked separately.



If you have any journeys held in your shopping basket, you will also be reminded of the 'same lead traveller' condition on the home page - as in this example:

Email confirmation

Your booking details will be sent to the following email address

Email

Add recipient

2

1

**Paying for your traveller's booking**

- Follow the same steps as section 7.
- As the booker, you will receive email confirmation once the booking has been completed.

Please note: If email addresses are included in the travellers' profile information, a copy of the confirmation email will be sent to each traveller.

**Sending a confirmation e-mail to additional recipients:**

- Click **Add recipient (1)**.
- Enter **lead traveller's email address (2)** on the Payment screen if you also want them to receive confirmation by email.



Booking confirmation

- Once you click **Buy tickets**, payment will be made and you'll see a confirmation screen like below.
- It shows the **lead traveller** for the journey.



Checking booking details and requesting a refund

- Go to **Your booking** and **journey information** in “My account” (see section 9).
- You can view and refund the bookings you have made for yourself and other travellers.
- The **lead traveller** is shown for each booking.
- Click on **Request refund**.

Booking Confirmation

Booking for: Test User3 (TEST@BUSINESS.COM)

Your payment was successful. Your booking confirmation will be emailed to TEST@TBDEMO1.COM

▼ **Journey: London Kings Cross to York**

Getting your tickets: First class post

Ref 537310149  [Text me these details](#)

Your booking and journey information

Booking for: Test User3 (TEST@BUSINESS.COM)

▶ **Journey: London Kings Cross to York**

£35.00

Transaction ref 537310149

- Booked online by Test on 02 March 2010 at 18:57
- The Ticket is refundable

[Request refund](#)

12. Additional security options

12.1

Disable users ability to register themselves on the portal

Page 78

12.2

Allow only those users using specific email address domains to register

Page 73

12.3

Control user login using single sign-on

12.4

Allow your portal to be accessible only to specific IP addresses

12.1

Disable users ability to register themselves on the portal



- Although users are able to sign up to their account themselves on the login home screen, the account administrator can disable this on request to Trainline.
- Users will then have to be registered by a manager or booker instead.
- If self-registration is disabled, users will be asked to contact their business manager.

New users

▼ Sign up to your company's account

Email address

Business ID

Self registration is not allowed for this account.
Please contact your business manager for
registration. [More Info](#)

Sign up

12.2

Allow only those users using specific email address domains to register



- The portal can be set up so that a user is only able to register if the domain of their email address matches the list of email domains authorised by your company.
- For example, if your company's email address domain is @greatbusiness.co.uk a user is only able to register if their email address contains this domain.
- **This must be set up by Trainline.** A list of acceptable email domains needs to be provided by the account administrator.

12.3

Control user login using single sign-on



- Your company can set up a single sign-on access request which allows users to access the portal and login automatically from another online application, like the company intranet, without their having to enter their login details manually.
- **The single sign-on request needs to be set up by your company.** Speak to your account manager for more information.

12.4

Allow your portal to be accessible only to specific IP addresses



- The portal can be set up to allow only certain IP addresses (networks) to access and login to the portal successfully.
- This allows your company to ensure that users accessing the portal are only accessing it from an authorized network, such as your office.
- If a user tries to access the portal from a network that does not match the list of permitted IP addresses, then the user would be presented with a failed login screen.
- **Speak to your account manager** for more information about this.

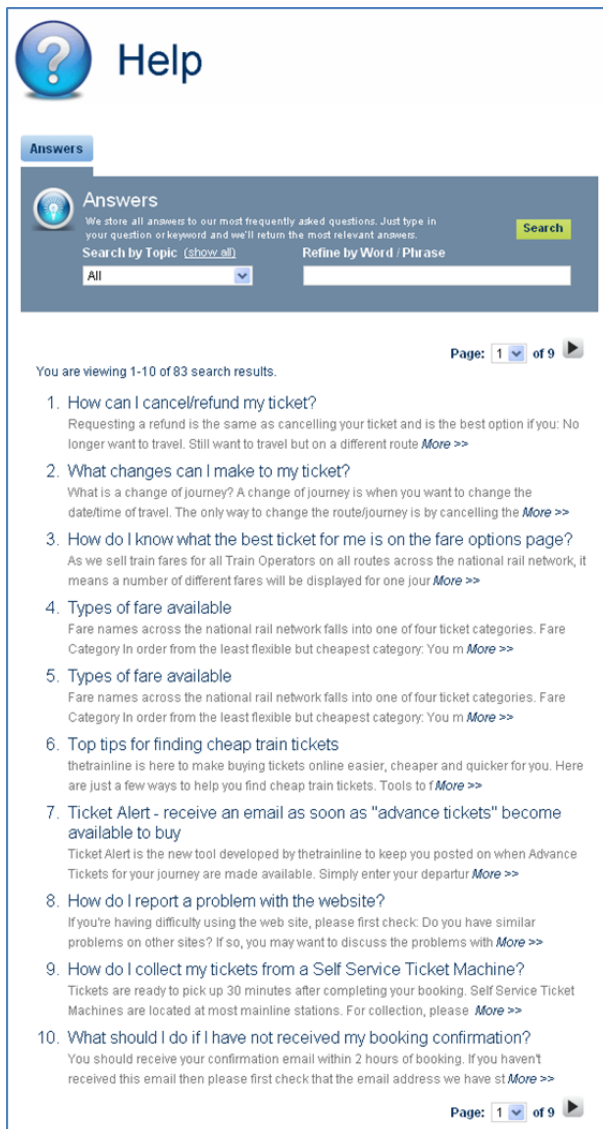
13. Adapted availability matrix for visually impaired using screen readers

Train times & tickets	
Out 29 Jul 2010 Ladybank (LDY) to Manchester Piccadilly (MAN)	Return 12 Aug 2010 Manchester Piccadilly (MAN) to Ladybank (LDY)
• Earlier outward tickets • Later outward tickets •	• Earlier return tickets • Later return tickets •
1200 from Ladybank Combine two Single tickets - prices displayed are for one way only	1016 from Manchester Piccadilly Combine two Single tickets - prices displayed are for one way only
£37.00 CHEAPEST OFF-PEAK SINGLE Any off-peak train 12:00 from Ladybank 2 change, 4h 18m duration (price: one way) Journey details Price breakdown Ticket restrictions	£24.50 CHEAPEST ADVANCE SINGLE Specified train only. No refunds. 10:16 from Manchester Piccadilly 1 change, 4h 33m duration (price: one way) Journey details Price breakdown Ticket restrictions
£67.00 ANYTIME SINGLE Travel any time of day 12:00 from Ladybank 2 change, 4h 18m duration (price: one way) Journey details Price breakdown Ticket restrictions	£36.00 FIRST ADVANCE SINGLE Specified train only. No refunds. 10:16 from Manchester Piccadilly 1 change, 4h 33m duration (price: one way) Journey details Price breakdown Ticket restrictions
£142.00 FIRST ANYTIME SINGLE Travel any time of day 12:00 from Ladybank 2 change, 4h 18m duration (price: one way) Journey details Price breakdown Ticket restrictions	£67.00 ANYTIME SINGLE Travel any time of day 10:16 from Manchester Piccadilly 1 change, 4h 33m duration (price: one way) Journey details Price breakdown Ticket restrictions
Return tickets - prices displayed are for out and return	
£74.00 OFF-PEAK RETURN Any off-peak train. Return within 1 month. 12:00 from Ladybank 2 change, 4h 18m duration Journey details Price breakdown Ticket restrictions	£142.00 FIRST ANYTIME SINGLE Travel any time of day 10:16 from Manchester Piccadilly 1 change, 4h 33m duration (price: one way) Journey details Price breakdown Ticket restrictions
£134.00 ANYTIME RETURN Travel any time of day, return within 1 month. 12:00 from Ladybank 2 change, 4h 18m duration Journey details Price breakdown Ticket restrictions	Return tickets - prices displayed are for out and return
£172.00 FIRST OFF-PEAK RETURN Any off-peak train. Return within 1 month. 12:00 from Ladybank 2 change, 4h 18m duration Journey details Price breakdown Ticket restrictions	£74.00 OFF-PEAK RETURN Any off-peak train. Return within 1 month. 10:16 from Manchester Piccadilly 1 change, 4h 33m duration Journey details Price breakdown Ticket restrictions
£284.00 FIRST ANYTIME RETURN Travel any time of day, return within 1 month. 12:00 from Ladybank 2 change, 4h 18m duration Journey details Price breakdown Ticket restrictions	£134.00 ANYTIME RETURN Travel any time of day, return within 1 month. 10:16 from Manchester Piccadilly 1 change, 4h 33m duration Journey details Price breakdown Ticket restrictions
1301 from Ladybank Combine two Single tickets - prices displayed are for one way only	£172.00 FIRST OFF-PEAK RETURN Any off-peak train. Return within 1 month. 10:16 from Manchester Piccadilly 1 change, 4h 33m duration Journey details Price breakdown Ticket restrictions
£24.50 CHEAPEST ADVANCE SINGLE Specified train only. No refunds. 13:01 from Ladybank 1 change, 4h 26m duration (price: one way) Journey details Price breakdown Ticket restrictions	£284.00 FIRST ANYTIME RETURN Travel any time of day, return within 1 month. 10:16 from Manchester Piccadilly 1 change, 4h 33m duration Journey details Price breakdown Ticket restrictions
£67.00 ANYTIME SINGLE Travel any time of day 13:01 from Ladybank 1 change, 4h 26m duration (price: one way) Journey details Price breakdown Ticket restrictions	1046 from Manchester Piccadilly Combine two Single tickets - prices displayed are for one way only
	£28.00 CHEAPEST ADVANCE SINGLE Specified train only. No refunds. 10:46 from Manchester Piccadilly 2 change, 4h 38m duration (price: one way) Journey details Price breakdown Ticket restrictions

Visually impaired customers using an enabled screen reader have access to an especially adapted availability matrix that is easily recognised and read to enable clear price comparisons by voice only.

Here's an example of the screen reader-specific matrix layout.

14. Troubleshooting



The screenshot shows the 'Help' section of the thetrainline website. At the top, there's a blue header with a question mark icon and the word 'Help'. Below this is a search bar with a 'Search' button. The search results are displayed in a list format, showing 10 results out of 83. The results include questions about refunds, ticket changes, fare options, and reporting problems. Each result has a brief description and a 'More >>' link.

Help

Answers

We store all answers to our most frequently asked questions. Just type in your question or keyword and we'll return the most relevant answers.

Search by Topic [\(show all\)](#) Refine by Word / Phrase

All

Page: 1 of 9

You are viewing 1-10 of 83 search results.

- 1. How can I cancel/refund my ticket?**
Requesting a refund is the same as cancelling your ticket and is the best option if you: No longer want to travel. Still want to travel but on a different route [More >>](#)
- 2. What changes can I make to my ticket?**
What is a change of journey? A change of journey is when you want to change the date/time of travel. The only way to change the route/journey is by cancelling the [More >>](#)
- 3. How do I know what the best ticket for me is on the fare options page?**
As we sell train fares for all Train Operators on all routes across the national rail network, it means a number of different fares will be displayed for one jour [More >>](#)
- 4. Types of fare available**
Fare names across the national rail network falls into one of four ticket categories. Fare Category in order from the least flexible but cheapest category: You m [More >>](#)
- 5. Types of fare available**
Fare names across the national rail network falls into one of four ticket categories. Fare Category in order from the least flexible but cheapest category: You m [More >>](#)
- 6. Top tips for finding cheap train tickets**
thetrainline is here to make buying tickets online easier, cheaper and quicker for you. Here are just a few ways to help you find cheap train tickets. Tools to f [More >>](#)
- 7. Ticket Alert - receive an email as soon as "advance tickets" become available to buy**
Ticket Alert is the new tool developed by thetrainline to keep you posted on when Advance Tickets for your journey are made available. Simply enter your departur [More >>](#)
- 8. How do I report a problem with the website?**
If you're having difficulty using the web site, please first check: Do you have similar problems on other sites? If so, you may want to discuss the problems with [More >>](#)
- 9. How do I collect my tickets from a Self Service Ticket Machine?**
Tickets are ready to pick up 30 minutes after completing your booking. Self Service Ticket Machines are located at most mainline stations. For collection, please [More >>](#)
- 10. What should I do if I have not received my booking confirmation?**
You should receive your confirmation email within 2 hours of booking. If you haven't received this email then please first check that the email address we have st [More >>](#)

Page: 1 of 9



If you need any help while using the portal, or if you have any questions about rail tickets, just click the Help link in the header of the portal screens - this will take you to the Help portal:

- Search by topic.
- Enter your question or keyword.
- Browse frequently asked questions and answers.



If you still need help, or you wish to report a fault with the portal, then please contact your account administrator or travel provider.