

# SBB Webshop

The [SBB Business Customers](#) platform (SBB Webshop) enables the purchase of public transport tickets for work-related travel in Switzerland and abroad. SBB Webshop replaces the EPFL Ticketshop platform. This document describes the registration and purchase procedures on the platform.



The procedure and contract number mentioned in this document must not be communicated to anyone outside your unit.

It is the responsibility of the units to share the EPFL contract number only with persons authorized to make expenditures from the funds and to check that these purchases are made for professional purposes within the meaning of the [Directive relating to the organization of responsible professional travel](#) (LEX 5.6.2).

## Index

Accreditation .....	1
Available products .....	2
Use of SwissPass for work-related travel .....	2
Registering as an EPFL employee .....	2
Purchasing train tickets via the EPFL account .....	4
Purchasing train tickets via the SBB Mobile application .....	7
Contacts .....	7

## Accreditation

Access to the SBB Webshop is managed by an Accred right assigned by your unit's accreditor.

Please check that you have "railticket" rights on Sesame (→ Access/Identity→ Accred).

Accreditation	Authorization	Unit & resource	Deadline	State
Einstein Albert (xxxxxx) UNITÉ	Ticketshop - order train tickets	xxxx-x (UNITÉ) Fund		Active

## Available products

The SBB Webshop enables the purchase of single tickets, group tickets, supersaver tickets, day passes and upgrades for work-related travel in Switzerland and Europe. You can buy train tickets for yourself or for a third party.

 The purchase of public transport passes via the SBB Webshop is strictly prohibited.<sup>1</sup>

Using the SBB Webshop enables to benefit from the Confederation's preferential rates, reason why all ticket purchases in Switzerland must go through this channel. The discounts obtained will be reflected in your accounts at the time of invoicing.

Trips within a fare network (e.g. Mobilis, Onde Verte, Unireso/LemanPass, Frimobil) does not qualify for the discount.

## Use of SwissPass for work-related travel

Linking your SwissPass account to the EPFL contract entitles all accredited employees to purchase tickets for work-related travel in Switzerland and abroad.

An identifier allows to connect to your personal or professional account. In order to benefit from a single connection, and to avoid having to create a new identifier if leaving EPFL, **it is recommended to use your personal identifier to connect to your professional account**. EPFL is not able to see purchases made privately.

More information on the SwissPass for work-related travel is available at this [link](#).

## Registering as an EPFL employee

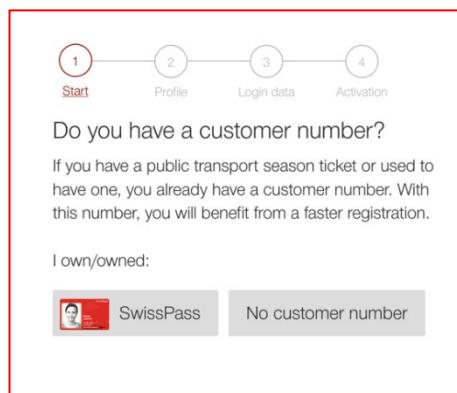
To buy tickets for professional purposes, you need to link your SwissPass login to your EPFL's business account. This is a **single action**, to be carried out by each employee.

### Registration procedure:

1. Go to the SwissPass login page: [link](#)
2. If you already have a SwissPass login, go directly to step 3.

If you don't have a SwissPass login yet, create one by following the link "No customer number yet? Register now" then "No customer number". Register by filling in the information requested.

We advise you to create your SwissPass customer account using your private (non-EPFL) email address. Your EPFL email address for professional purchases can be registered at step 5.



<sup>1</sup> More information on the [procedures and conditions for purchasing passes at EPFL](#)

The reduced fare cards (e.g. Half-Fare travelcard) can be added manually to your account, under "My account", "Personal details". Under "Discount cards", you can select your Swiss and international cards;

Orders. View your orders. →

Personal details. Edit your personal details. →

Co-passengers. Add new co-passengers or edit existing ones. →

Payment method. Add a new payment method or change your existing one. →

Notifications. Manage your notifications. →

Your interests. Select your interests now. →

Discount cards

Select your valid discount cards here. These will then be taken into account when buying a ticket.

Discount cards

Half Fare Travelcard

No discount

Switzerland

Half Fare Travelcard

GA Travelcard 1st class

GA Travelcard 2nd class

our e-mails.

3. Log in to your SwissPass account, then link your SwissPass login to the EPFL business account by clicking on this [link](#) (The link may not take you to the correct page; if this happens, you can clear the cookies in your browsing history under Settings > Privacy and Security, and then refresh your page).
4. Enter the contract number **EPFL776** in the dedicated field, then click on "Check contract";

Initial registration for business travel and partner sales

For the first registration you will need a contract number as well as the details of your invoice office. This information is provided by the travel co-ordination of your company.

Contract number

Check contract →

5. Then enter your EPFL e-mail address and click on "Register";

The existing contract number is provided by the person responsible for travel at your company.

Adresse électronique professionnelle

albert.einstein@epfl.ch

Reset → Register →

6. You will receive a confirmation on your EPFL e-mail address.

Click on the link to confirm your address. Complete your registration by clicking on "Confirm" on your browser.

Dear business customer,

Welcome to SBB Businesstravel!

By clicking [this link](#), you confirm that your company's e-mail address is correct. If you also make bookings for international travel, multi-trip cards or GA travel, please contact your company's travel manager.

We wish you a pleasant journey with SBB.

Your SBB Commercial Customers team.

SBB Contact Centre  
Service Center Businesstravel  
P.O. Box 176  
CH-3900 Brug

Telephone: +41 (0)848 111 456  
E-mail: [business@cff.ch](mailto:business@cff.ch)

This e-mail will be sent automatically. Please do not reply.

**Registration  
for SBB Businesstravel**

Please complete your registration by clicking on "Confirm".

You will automatically be entitled to book tickets via the company account. Once you have completed this one-off registration, you will always have access via your login.

Code: 6e18b2cf-b9cd-4cf8-875d-ea234c606e

**Confirm →**

7. Your SwissPass account is now linked to the EPFL contract.

**Registration  
for SBB Businesstravel**

The registration has been completed successfully. You will now be logged out and the new contract will be available the next time you log in.

You will automatically be entitled to book tickets via your company account. Once you have completed this one-off registration, you will always be able to access your account via your login.

Code: 6e18b2cf-b9cd-4cf8-875d-ea234c606e

**Close →**

## Purchasing train tickets via the EPFL account

To purchase tickets online, log in to the [SBB Webshop](#).

1. Click on the "Log in" tab at the top of your screen and enter your SwissPass login details.

Search Buy Sign in English

**SBB CFF FFS**

2. Choose the user role with contract number EPFL776.

Welcome to SBB.

Business or private customer? With your login, you can buy and invoice for tickets for business or private journeys. Please choose one of the following user roles.

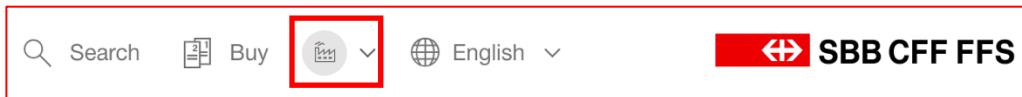
EPFL - EPFL776  
Albert Einstein

Private customer  
Albert Einstein

Bookmark user role

**Choose user role →**

3. Check that the "company" icon at the top of your screen indicates that you are connected to the EPFL account.



4. You will automatically be directed to the SBB timetable page, where you can purchase train tickets.

From: Station/stop, address or point of interest  
To: Station/stop, address or point of interest  
Date: Mon, 04.03.2024  
Time: 07:27  
Dep: 07:27 Arr: search for connection →  
Advanced search →  
Reset enquiry

5. When choosing your ticket, you can choose an single ticket or, if available, a supersaver ticket (represented by a black logo with the % symbol).

**Please note! The supersaver tickets are only valid for the chosen route and train (no exchanges or refunds). Click on the red purchase icon to carry on with the procedure.**



6. Before any purchase, please enter or check the traveller's details (first name, surname, date of birth and any discount card).

You can also buy the same ticket for several people by clicking on "Process passengers / reductions" and then "Add passengers".

Fribourg/Freiburg → Ecublens VD, EPFL  
via Lausanne – Renens VD, 2nd class. Thu, 07.03.2024.

Note: The supersaver ticket selected is issued for a specific train (no refund or exchange). Choose the Point-to-Point Ticket for flexible travel.

Enter passengers

Albert Einstein, 14.03.1979  
Half Fare Travelcard

Process passengers | reductions ↗

Outward journey  
Fribourg/Freiburg → Ecublens VD, EPFL  
via Lausanne - Renens VD  
2nd class  
1x Supersaver Ticket, Half-Fare Travelcard ⓘ  
Valid: Thu, 07.03.2024 dep 12:26  
until Thu, 07.03.2024 13:39 CHF 11.80

Total price CHF 11.80  
To the checkout →

Purchase with SwissPass login | Purchase as a guest.

Overview of passengers.

Passenger 1.

First name	Surname	Date of birth	Discount cards	Bike
Albert	Einstein	14.03.1979	Half Fare Travelcard	0

**Add passengers ** **Accept **



If you buy a ticket for someone else, the ticket will appear in your SBB application, and you will receive a QR code that you can transfer by e-mail to the passenger concerned.

7. **Travel options** allow you to choose the type of journey and class<sup>2</sup>. You can also add supplements for public transport in certain cities.

Then click on the “To the checkout” icon.

Travel options

Choice of ticket Outward journey

Point-to-point Ticket + CHF 4.10  
Valid for the chosen public transport route:  
Thu, 07.03.2024 until 5am on Fri, 08.03.2024.

Supersaver Ticket  
Only valid for the selected connection:  
Thu, 07.03.2024 Depart 12:26 Arrival 13:39

Outward journey

**Fribourg/Freiburg → Ecublens VD, EPFL**  
via Lausanne - Renens VD  
2nd class

1× Supersaver Ticket, Half-Fare Travelcard   
Valid: Thu, 07.03.2024 dep 12:26  
until Thu, 07.03.2024 13:39 CHF 11.80

Total price CHF 11.80

**To the checkout **

<sup>2</sup> [LEX 5.6.2](#) (article7): Employees with functional grades up to 6 travel 2<sup>e</sup> class. Travel in 1st class is subject to authorization by the head of unit. Employees at functional level 7 and above may choose 1st class.

8. The page **Means of payment** will ask you to complete the following fields:

- Allocation of costs: indicate the **number of the fund to be allocated**.
- Reference (optional): indicate the **operation code (OP code)**
- Reference 2 (optional): allows you to enter the **number of the validated travel request 001xxxxxx** so that the purchase can be included in the relevant expense statement (nb: a travel request is only required when the trip includes air travel or an overnight stay in a hotel).

The screenshot shows the 'Means of payment' form. It includes fields for 'Invoice', 'Invoice centre' (set to 'EPFL'), 'Cost allocation' (a dropdown menu with 'Select...' option), 'Invoice address' (EPFL FI COMPTA, BI A1 435 (Bâtiment BI), Station 7, 1015 Lausanne), 'Reference' (a dropdown menu with 'Select...' option), 'Reference (optional)' (a text input field), 'Reference 2 (optional)' (a text input field), 'OP code if applicable' (a text input field with a red box and arrow), and 'Travel file number if applicable' (a text input field with a red box and arrow). Red arrows point to the 'Cost allocation' dropdown, the 'Reference' dropdown, and the 'OP code if applicable' and 'Travel file number if applicable' fields.

9. Then click on "Buy" to finalize the purchase of the ticket, which will be sent to you electronically.



Payment with unit's bank card may not be used.

## Purchasing train tickets via the SBB Mobile application

The SBB Mobile application enables you to purchase tickets for the whole of Switzerland from your smartphone. Download the "SBB Mobile" application from the Apple Store or Google Play and watch the SBB [video](#) explaining how to do it.

## Contacts

If you have any problems connecting to the SwissPass platform or have any questions about purchasing train tickets, please contact the **SBB Business Travel Service Centre**:

- via the [online form](#)
- or by telephone on 0848 111 456 (Mon-Fri, 8am-5.30pm)

If you have any questions about this procedure, please contact the **EPFL mobility team** [mobilite@epfl.ch](mailto:mobilite@epfl.ch).

Your Mobility team