User guide to the SNCF e-ticket

The SNCF e-ticket is a ticket booked and paid for in a travel agency then withdrawn on a Self Service Ticket Machine (BLS).

How to buy it:

✔ The e-ticket is available for most journeys in France (any link with BLS in the departure train station and whose first segment requires a reservation), and on international journeys, for return trips, with ticket withdrawals in France only: Eurostar (London, Ashford), Thalys (Brussels, Amsterdam, Cologne…), Elipsos (Spain), Lyria (Switzerland), Artesia (Italy), Paris-Berlin.

✔ Book your ticket as you usually do: over the phone, via e-mail, via your SBT or via the travel agency website if it offers SNCF reservations.

✔ To withdraw your ticket, use one of the following methods:
  - withdraw the ticket with your card, used as a means of identification: « Grand Voyageur » and « Gagnez à Voyager » fidelity cards or Credit/Debit cards (even if they are not used to pay for the ticket).

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

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

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

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

Make sure to keep this reference with you.

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

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

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

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

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

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

2- Insertion of the withdrawal card

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

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

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

- Type your 4 digit PIN:
  - on the payment keyboard for the Credit/Debit cards,
  - on the touch-screen, for the « Grand Voyageur » or « Gagnez à Voyager » cards (after withdrawing the card).

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

4 – Display of your awaiting e-tickets:

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

5 – Selection of the journey (s):

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

6 – Printing the e-ticket (s):

➢ Simultaneous printing of the ticket (s).

7 – Back to the homepage.
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3- Withdrawal with your SNCF travel booking reference + your name

1- Selection of the key corresponding to your choice

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

2- Typing the booking reference

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

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

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

4 – Display of your awaiting e-ticket

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

5 – Withdrawal or exchange of the ticket and printing

- You can either exchange or withdraw the ticket: the « Echange » and « Retrait » keys are available.
- Simultaneous printing of the ticket (s).
After-sales services for the SNCF e-ticket

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

An e-ticket is subjected to the general after-sales rules:
- free exchange and refund before departure, for domestic journeys,
- in other cases, the usual after-sales rules apply, and depend on the fare

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

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

After withdrawal and before departure, you can exchange your ticket only once on a BLS, or for the « Grand Voyageur » on the special phone line. However, it can still be exchanged as many times as you want in your travel agency or at the ticket office.
NB: if your e-ticket has already been exchanged on a BLS, you will not be able to exchange it anymore at the ticket office (in order to avoid frauds)

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

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