

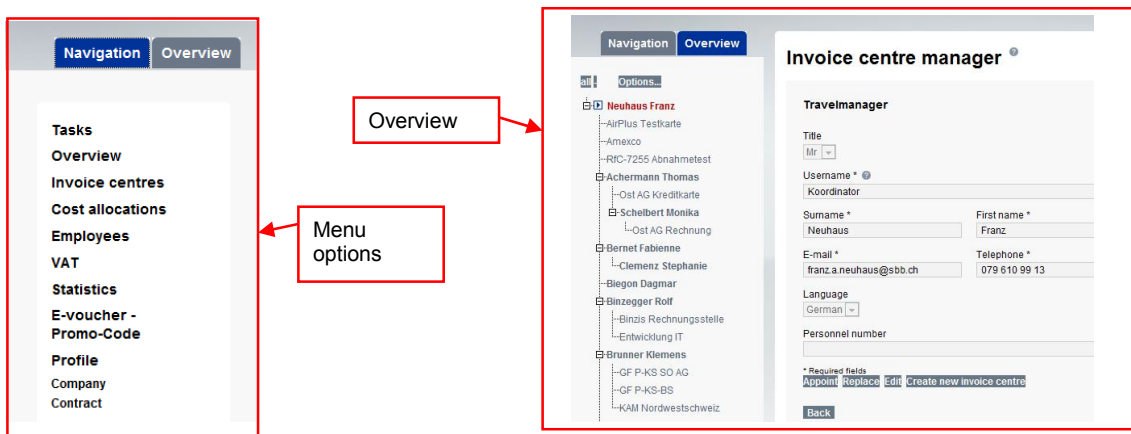
## SBB Businessmanager Instructions for travel managers

As **travel manager**, you are the SBB's main contact person and responsible for organising the SBB Businesstravel booking platform.

With SBB Businessmanager you can authorise employees to use invoice centres and cost allocations. You do this yourself or delegate responsibility to an invoice centre manager.  
The twice-monthly statistics (Excel download) give you an overview of travel activities by company employees.

If you or your employees have any questions, please call our support line on (+41) (0) 848 111 456. As travel manager you can also call on the professional support of your account manager.

### Overview SBB Businesstravel



### Login

[www.sbb.ch/en/businessmanager](http://www.sbb.ch/en/businessmanager)

To log in use the same login data as for the Ticket Shop Business. We have sent you your contract number by e-mail. To obtain your password for the first login, click [Forgotten your login data?](#)

#### Login SBB Businessmanager

Username

Password

Contract number

**Login**

[Forgot your login data?](#)

### Changing your password

To change the password sent to you, go to Businessmanager and click on "Change password". Your password must contain at least 6 characters, at least one of which must be a number. The password is case sensitive.

#### You are logged in

koordinator  
SBB1212

**Logout**

[Change password](#)

[Support & Service](#)

### Information for employees

To use SBB Ticket Shop Business, your employees must be able to log in. As travel manager, you provide your employees with the following information:

- Home page [www.sbb.ch/business](http://www.sbb.ch/business)  
One-off registration under  
» **Not yet registered?**
- Contract no. (as per mail from SBB)
- Invoice centre (as per your data)

#### Login Ticket Shop Business

User name

\*\*\*\*\*

Contract nr.

**Login**

[Not yet registered?](#)

[Forgotten your login data?](#)

[Guide – where to find what?](#)

## Menu option: Overview

### Overview

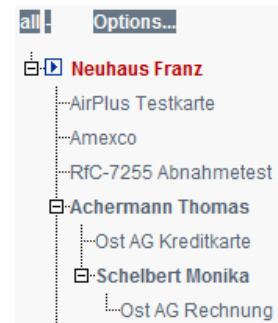
The menu option **Overview** allows you to

- Add or change a travel manager or invoice centre manager
- Add or change an invoice centre
- See list of all invoice centre managers

Example (see diagram)

Travel manager **Neuhaus Franz** has appointed **Thomas Achermann** as invoice centre manager. Achermann Thomas has appointed two further invoice centre managers (**Monika Schelbert**).

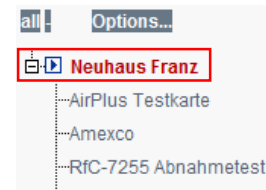
All of the invoice centre managers listed in the overview may set up invoice centres. Each invoice centre may authorise employees to make bookings.



### Travel manager

The travel manager is at top of the tree in the **Overview** and is authorised to do the following:

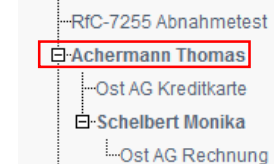
- Set up new invoice centres and cost allocations
- Appoint new invoice centre managers
- Approve or block booking authorisations for **all** employees.
- Access and change **all** invoice centres
- View **all** statistics



### Invoice centre manager

The invoice centre manager is authorised to do the following:

- Set up new invoice centres and cost allocations
- Appoint new invoice centre managers
- Approve or block authorisations for employees in his/her invoice centre.
- Access and change his/her invoice centres
- View statistics of his/her invoice centres



### Appoint invoice centre managers

Which existing names in the overview should be allocated to the new invoice centre manager?

Click on these names in the **Overview**.

Then click » **Appoint**

- Appoint existing employees
  - Select from the list of employees
  - The existing login data will now also be valid for the SBB Businessmanager

### Existing employees

Search criteria			
Surname <input type="text"/>			
Invoice centre			
My invoice centres <input type="text"/>			
Surname	First name	Username	E-mail
Abdili	Afrodita	Abdilia	Afrodita.a
Abdili	Afrodita	AAfrodita	afrodita.a
Achermann	Thomas	achermann	thomas.a
Aebli	Werner	werner.aebli	werner.ae

### Replace invoice centre manager or the travel manager

In the **Overview** click on the person to be replaced. Then click

» **Appoint**

- Only persons in the Overview can be considered as replacements for travel or invoice centre managers, unless you appoint a new employee as shown above.

What to do with the current manager:

- Remove authorisation for SBB Ticket Shop Business and invoice centre manager function
  - Removes authorisation for all functions, e.g. when leaving the company
- Remove only invoice centre manager function
  - The employee may continue to book tickets.

#### Do you really want to delete the invoice centre manager?

Invoice centre manager (ICM) is being replaced.  
What do you want to do with the current ICM?

Remove authorisation for Ticketshop and ICM function  
Remove invoice centre manager (ICM) function only | Cancel

## Menu option: Invoice centres

### Set up new invoice centre

From the **Overview** select the travel or invoice centre manager who will be responsible for the new invoice centre.

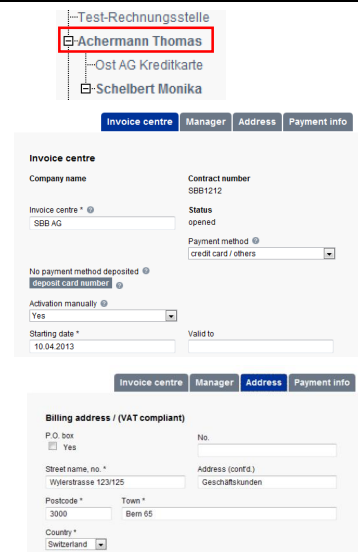
Then click » **Enter new invoice centre**  
Complete the form by filling in

- The name of the invoice centre
- Payment methods (direct debit/credit card)
- Valid to (usually empty, as unlimited)
- Billing and VAT address
- Payment information (for credits/refunds)

By selecting » **Save**, » **Apply** (to check details again) or » **Save and Apply**, you submit the application for the new invoice centre to SBB.

For the payment method **Invoice by direct debit** you need to fill out the direct debit application form  
(» [Direct debit form](#))

When SBB activates the invoice centre you have applied for, you will be sent confirmation by e-mail.



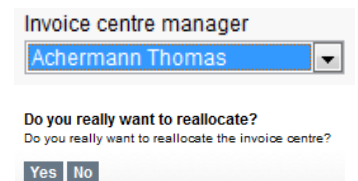
### Reallocate invoice centre

From the **Overview** option select the desired invoice centre.

Select the new invoice centre managers from the dropdown menu. Only employees listed in the Overview or newly appointed employees can be selected. (See: Appoint invoice centre managers)

To finish click » **Reallocate**.

The security question prevents mistakes in the allocation.

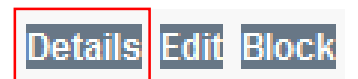


### Details of the invoice centre

From the **Overview** option select the desired invoice centre.

Select » **Details** to

- View and make changes to the employee list
- View, change and set up cost allocations
- Call up statistics.



### Changes in the invoice centre

From the **Overview** option select the desired invoice centre.

Select » **Details** to

- Change billing and/or VAT address(es)
- Block invoice centre



The name of the invoice centre cannot be changed. If necessary, you must block it and set up another under a new name.

## Menu option: Cost allocations

### Cost allocations

A cost allocation may be a

- cost centre
- project number
- order number
- group of employees

or similar item. You can define these as you like and set a different period of validity for each. Each cost allocation is assigned to an invoice centre.

Cost allocation	Invoice centre
abc	KAM Romandie
Abrechnung	KAM Ost
Arc jurassien	Arc jurassien
Ausbildung	KAM Nordwestschweiz
Back Office	SBB AG - Überschrift
Brief	KAM Ost

### Set up new cost allocations

Select the desired invoice centre from **Overview** (» [Details](#)) or the list of **Invoice centres**. Link » [new cost allocation](#)

Once you have saved your cost allocations, your employees will be asked to select a cost allocation before completing a purchase.

The cost allocation cannot be changed. If necessary, you must block it and set up another under a new name.

#### Cost allocation <sup>®</sup>

**Cost allocation**

Cost allocation \*

Valid from \* 10.04.2013 Valid to

Invoice centre Ost AG Kreditkarte Status opened

\* Required fields

reset

## Menu option: Employees

### Employees

**List of employees** shows all employees authorised under your contract. You have a choice of search criteria.

Once the employee is selected, the authorisations (incl. status) for the relevant invoice centres will appear on screen. To change status, mark and click » [Activate](#), » [Block](#) or » [Delete](#).

If you wish to view the employees registered to a specific invoice centre, go to the **Invoice centres** menu option, select the desired cost centre and click on List of employees.

**Search criteria**

Surname

**Invoice centre**

My invoice centres

Invoice centre	Payment method	Status
Ost AG Kreditkarte	credit card / others	active
Ost AG Rechnung	Invoicing by direct debit (LSV)	active

### Authorising employees

Travel managers or the responsible invoice centre manager can authorise additional employees to make bookings. The names of the applicants appear under **Tasks**. To authorise, tick the Status box and click on » [Activate authorisation](#). This step is not required:

- For credit card payments, if "no" has been selected during manual authorisation.
- For Excel list registration (by your account manager).

The employees will be activated automatically upon registration.

**Search criteria**

Invoice centre

Invoice centre  Employee

## Menu option: VAT

### VAT

Under the menu option **VAT**, you can call up VAT statements for each invoice centre and quarter. Simply click on the desired quarter to view the VAT statement in PDF format.

### Documents to download

Invoice centre

My invoice centers

Ost AG Rechnung	
	2013-01
	2012-04
	2012-03
	2012-02

## Menu option: Statistics

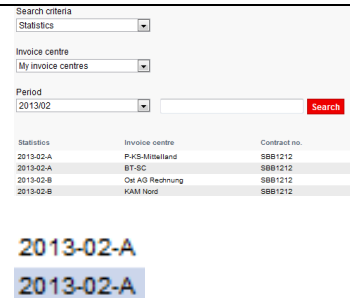
### Statistics

The **Statistics** menu option contains statistics for each invoice centre. The data can be saved locally on your system as Excel files.

You can process the statistics or import them into other systems (e.g. SAP).

In addition, the travel manager can also access a statistic showing the total of all invoice centres covered by a contract.

The statistics are compiled twice a month. An **A** identifies data for the first half of the month and a **B** data for the second half.



The screenshot shows a search interface for statistics. It includes a 'Search criteria' dropdown set to 'Statistics', an 'Invoice centre' dropdown set to 'My invoice centres', and a 'Period' dropdown set to '201302'. A red 'Search' button is visible. Below the search fields is a table with columns for 'Statistics', 'Invoice centre', and 'Contract no.'. The table contains three rows of data:

Statistics	Invoice centre	Contract no.
2013-02-A	F-H-Mittelland	SBB1212
2013-02-A	BT-SC	SBB1212
2013-02-B	Ost AG Rechnung	SBB1212
2013-02-B	KAM Nord	SBB1212

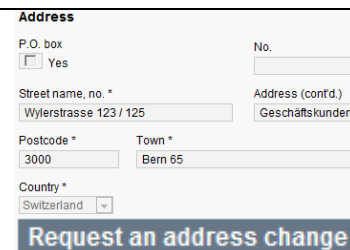
Below the table, two date buttons are shown: '2013-02-A' and '2013-02-A'.

## Menu option: Profile

### Profile

The **Profile** menu option enables travel managers to control the company and contact address and request a change of address.

The mailing address for invoices must be changed directly at the respective invoice centre address.



The screenshot shows the 'Address' form for requesting an address change. It includes fields for 'P.O. box' (with a 'Yes' checkbox), 'Street name, no. \*' (filled with 'Wylerstrasse 123 / 125'), 'Postcode \*' (filled with '3000'), 'Town \*' (filled with 'Bern 65'), and 'Country \*' (filled with 'Switzerland'). A 'Request an address change' button is at the bottom. To the right, there is a 'No.' field and an 'Address (contd.)' field with the value 'Geschäftskunden'.

### Reimbursement

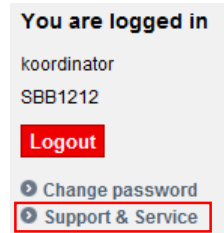
Unused online tickets can be reimbursed.

The employee writes the **reason why the ticket was not used** on the print-out of the online ticket and forwards the ticket to the travel manager. The travel manager bundles all tickets and sends them to the SBB Contact Center in Brig once a month, together with the relevant reimbursement application form.

The link to print out the reimbursement application form can be found under [Support & Services](#).

Online tickets cannot be refunded at ticket counters.

A handling fee of CHF 10 will be charged for each refund.



The screenshot shows a user profile and login status. It displays 'You are logged in' followed by the user name 'koordinator' and the company 'SBB1212'. There is a red 'Logout' button. Below the profile information are two links: 'Change password' and 'Support & Service', with the latter highlighted by a red box.

### HELP/Support

At [www.sbb.ch/business](http://www.sbb.ch/business), under the heading «Business travel», you will find answers to the most frequently asked questions.

If you have further questions about our offers & tariffs please contact our Businesstravel-Service-Center:

Tel. 0848 111 456

E-Mail [businesstravel@sbb.ch](mailto:businesstravel@sbb.ch)