As **travel manager**, you are the SBB's main contact person and responsible for organising the SBB Business travel 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 Business travel**

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?**

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.

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)
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
- 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
- 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

**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
  - Remove 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

<table>
<thead>
<tr>
<th>Set up new invoice centre</th>
<th>From the Overview select the travel or invoice centre manager who will be responsible for the new invoice centre.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Then click » Enter new invoice centre. Complete the form by filling in:</td>
</tr>
<tr>
<td></td>
<td>· The name of the invoice centre</td>
</tr>
<tr>
<td></td>
<td>· Payment methods (direct debit/credit card)</td>
</tr>
<tr>
<td></td>
<td>· Valid to (usually empty, as unlimited)</td>
</tr>
<tr>
<td></td>
<td>· Billing and VAT address</td>
</tr>
<tr>
<td></td>
<td>· Payment information (for credits/refunds)</td>
</tr>
<tr>
<td></td>
<td>By selecting » Save, » Apply (to check details again) or » Save and Apply, you submit the application for the new invoice centre to SBB.</td>
</tr>
<tr>
<td></td>
<td>For the payment method Invoice by direct debit you need to fill out the direct debit application form (» Direct debit form)</td>
</tr>
<tr>
<td></td>
<td>When SBB activates the invoice centre you have applied for, you will be sent confirmation by e-mail.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reallocate invoice centre</th>
<th>From the Overview option select the desired invoice centre.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>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)</td>
</tr>
<tr>
<td></td>
<td>To finish click » Reallocate.</td>
</tr>
<tr>
<td></td>
<td>The security question prevents mistakes in the allocation.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Details of the invoice centre</th>
<th>From the Overview option select the desired invoice centre. Select » Details to</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>· View and make changes to the employee list</td>
</tr>
<tr>
<td></td>
<td>· View, change and set up cost allocations</td>
</tr>
<tr>
<td></td>
<td>· Call up statistics.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Changes in the invoice centre</th>
<th>From the Overview option select the desired invoice centre. Select » Details to</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>· Change billing and/or VAT address(es)</td>
</tr>
<tr>
<td></td>
<td>· Block invoice centre</td>
</tr>
<tr>
<td></td>
<td>The name of the invoice centre cannot be changed. If necessary, you must block it and set up another under a new name.</td>
</tr>
</tbody>
</table>
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.

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.

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.

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.

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.
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.

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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.

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**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.

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**HELP/Support**
At 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 Business travel-Service-Center:

Tel. 0848 111 456
E-Mail businesstravel@sbb.ch