

# Swiss Travel Pass Flex as e-ticket

As of: June 2024

travelswitzerland.com

The Swiss Travel Pass Flex (STPF) will be issued as E-Ticket via AgentClient and SBB Swiss Mobility API.

Please note the following points when issuing an STPF as E-Ticket:

1. Issuing Swiss Travel Pass Flex
  - Purchase receipt is created; **this is not a valid ticket**
2. Transmission/hand-out of the receipt to the customer, incl. information regarding activation (see box on next page)
3. Customers activate each of their freely selectable travel days via [activateyourpass.com](https://activateyourpass.com) no later than before the first ride on each respective day
  - All necessary information for the activation is on the receipt: reference number, first name and family name, date of birth
  - Per travel day, one ticket valid for travelling is generated. This can be retrieved at any time via [activateyourpass.com](https://activateyourpass.com).
  - During a ticket check, e-tickets can be shown in printed form or on a mobile device
4. Already activated travel days can be deactivated/changed as often as desired before the validity period begins at 23.59 hrs
  - On the chosen travel day, an activated ticket cannot be deactivated/changed anymore
5. The validity period of the ticket on activated travel days starts at midnight and ends at 05.00 hrs. the day following the activated travel day
6. Refund of a Swiss Travel Pass Flex via AgentClient before the first day of validity is only possible, if no travel day is activated. If necessary, deactivate the already activated days.

Benefits included in the Swiss Travel Pass Flex, see [travelswitzerland.com/swisstravelpassflex](https://travelswitzerland.com/swisstravelpassflex)

**Suggestion for an accompanying letter to Swiss Travel Pass Flex customers**

Dear Mrs ... / Mr ...

Thank you for your purchase and confidence. Please find the purchase receipt for your Swiss Travel Pass Flex in the attachment. Please note that this is not a valid travel document. Please activate the freely selectable travel days at [activateyourpass.com](https://activateyourpass.com) no later than before your first ride on the respective travel day.

You will receive a valid ticket for each activated travel day. Please show this either in printed form or on your mobile device when tickets are being checked. You will be able to deactivate/change activated tickets as often as you like before the validity period starts at 23.59 hrs. On the selected travel day, an activated ticket cannot be deactivated anymore.

We wish you a delightful journey and a wonderful stay in Switzerland.