

# How to create Interrail Passes on ETS

DiscoverEU Inclusion Action



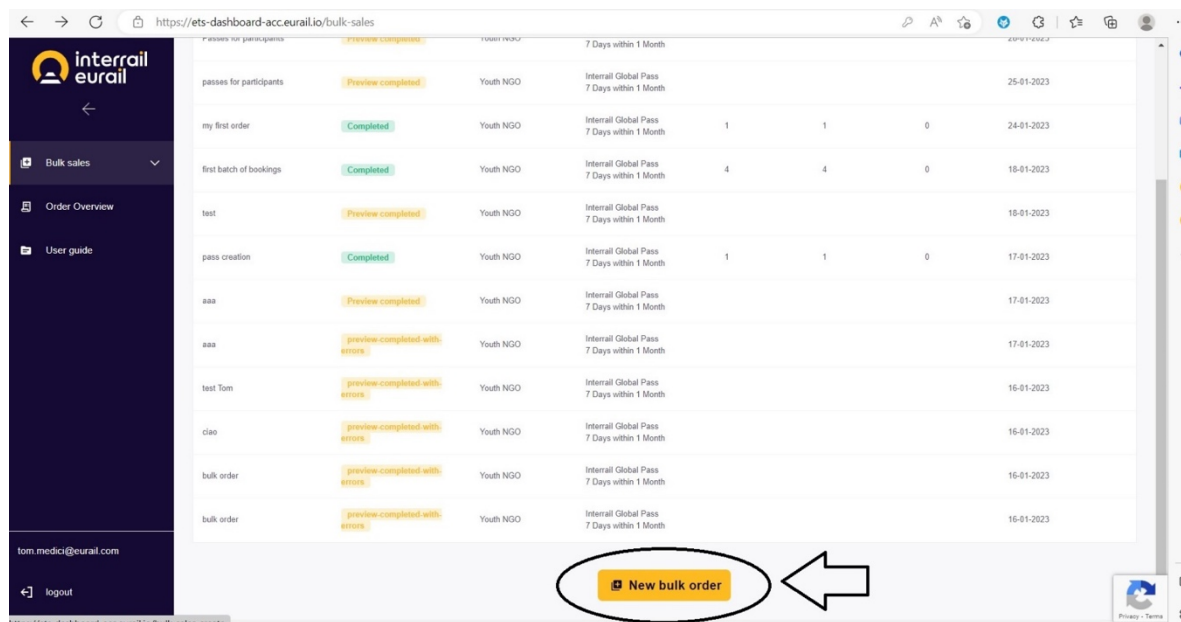
# How to create Interrail Passes on ETS DiscoverEU Inclusion Action

This is a simple guide that will help you create Interrail Pass orders for your travellers.

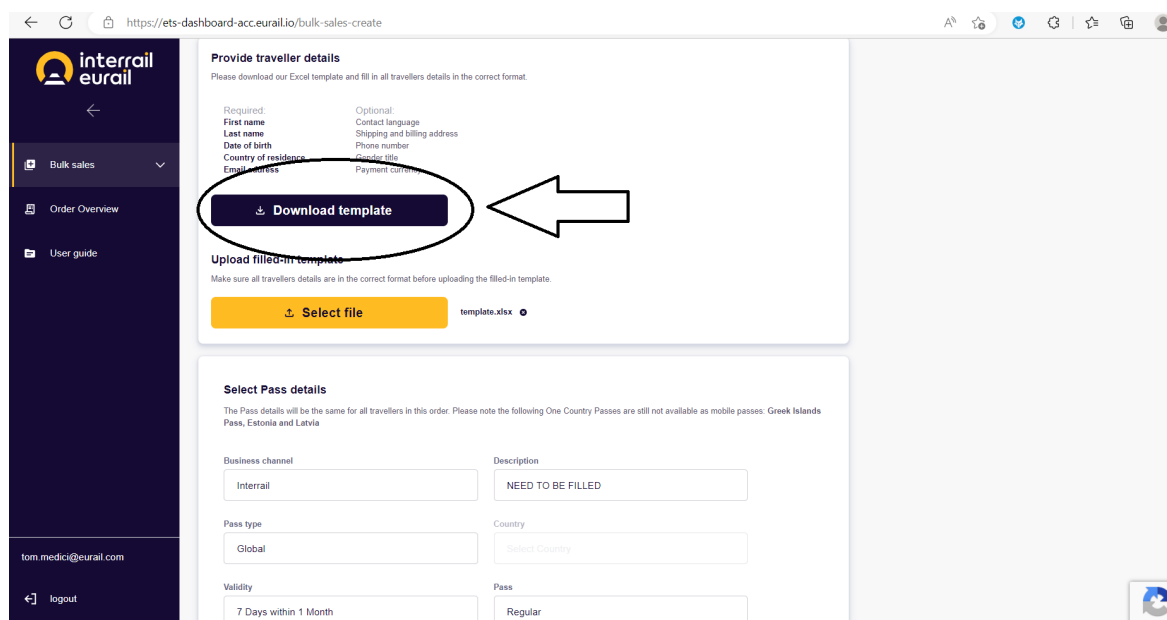
For each Interrail Pass that you issue, the system automatically creates a *user account* for the pass holder and a *Discount Card* (this will be available in the DiscoverEU Travel app, accessible via account log-in)

## Step 1. Add travellers' details

- Once you are logged in ETS you can click on "Create order" in the "Bulk sales tab".



- Then to start creating your passes, you will need to download the template by clicking 'Download Template'. This is provided in Microsoft Excel format.



The screenshot shows the 'Bulk sales' dashboard on the Interrail website. The 'Download template' button is highlighted with a red circle and a red arrow. The dashboard includes a sidebar with navigation links: Bulk sales, Order Overview, and User guide. The main content area is divided into two sections: 'Provide traveller details' and 'Select Pass details'.

**Provide traveller details**  
Please download our Excel template and fill in all travellers details in the correct format.

Required:	Optional:
First name	Contact language
Last name	Shipping and billing address
Date of birth	Phone number
Country of residence	Guard title
Email address	Payment card

**Download template**

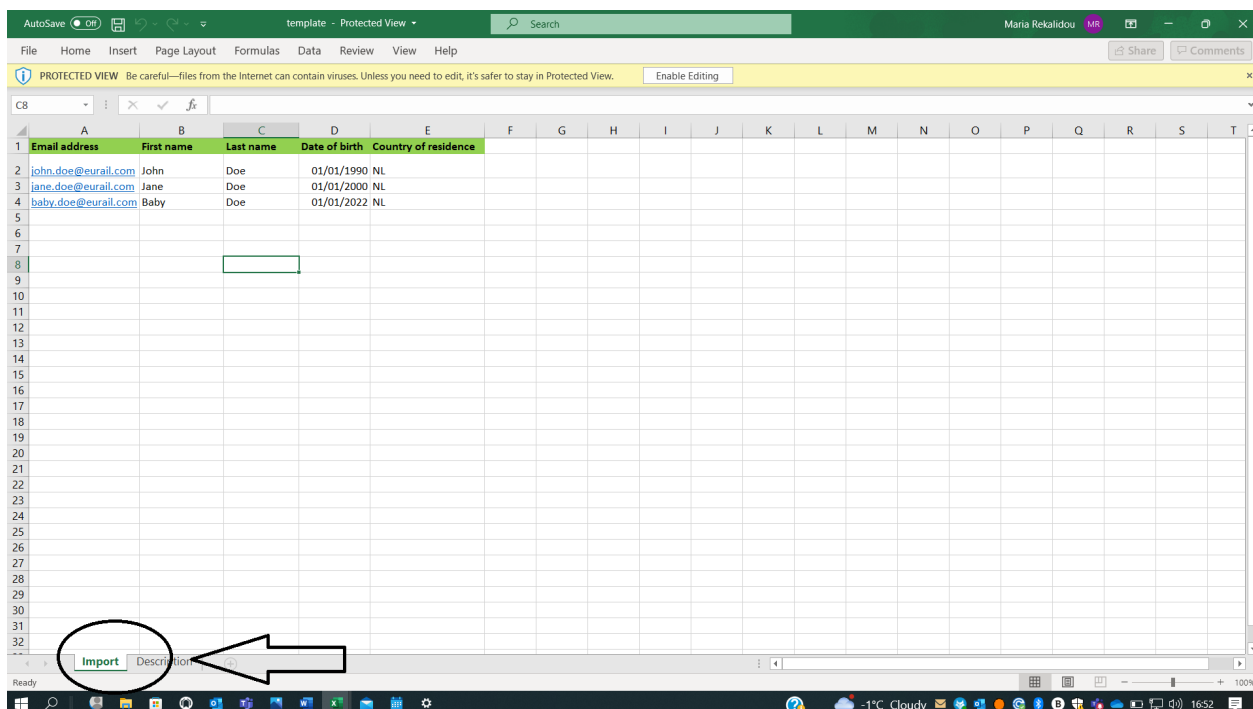
**Upload filled-in template**  
Make sure all travellers details are in the correct format before uploading the filled-in template.

**Select file** template.xlsx

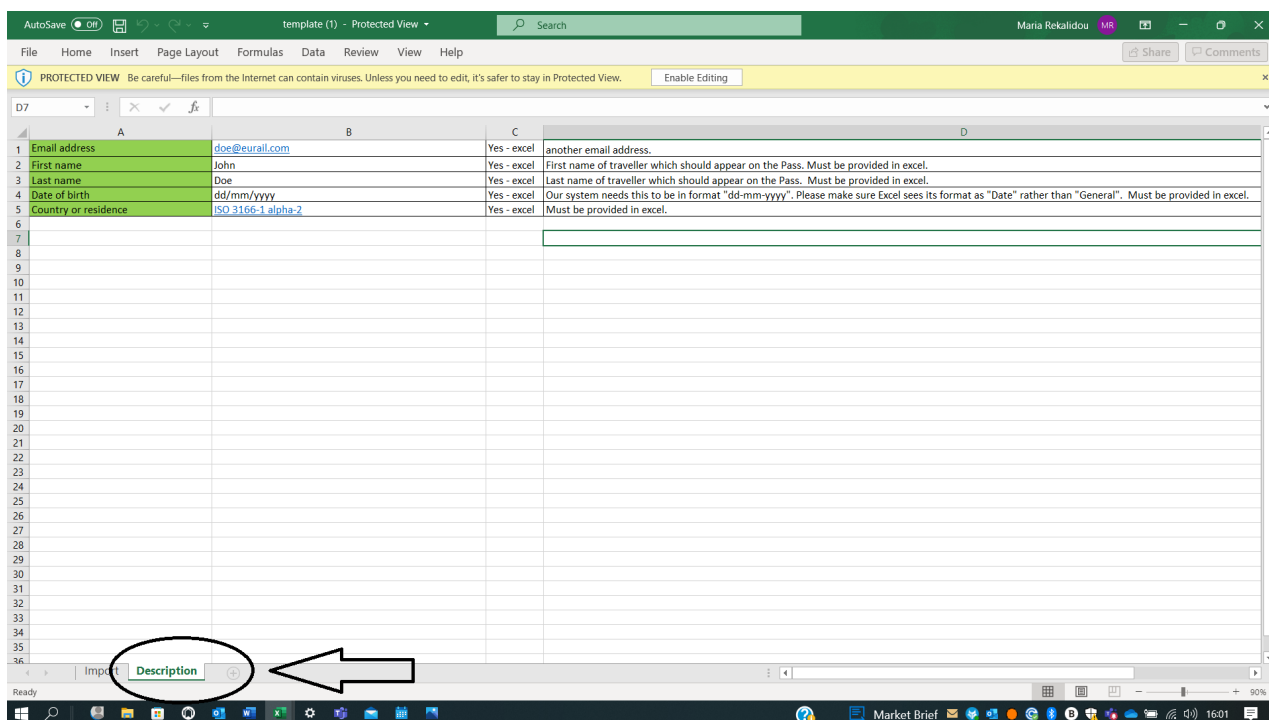
**Select Pass details**  
The Pass details will be the same for all travellers in this order. Please note the following One Country Passes are still not available as mobile passes: Greek Islands Pass, Estonia and Latvia

Business channel Interrail	Description NEED TO BE FILLED
Pass type Global	Country Select Country
Validity 7 Days within 1 Month	Pass Regular

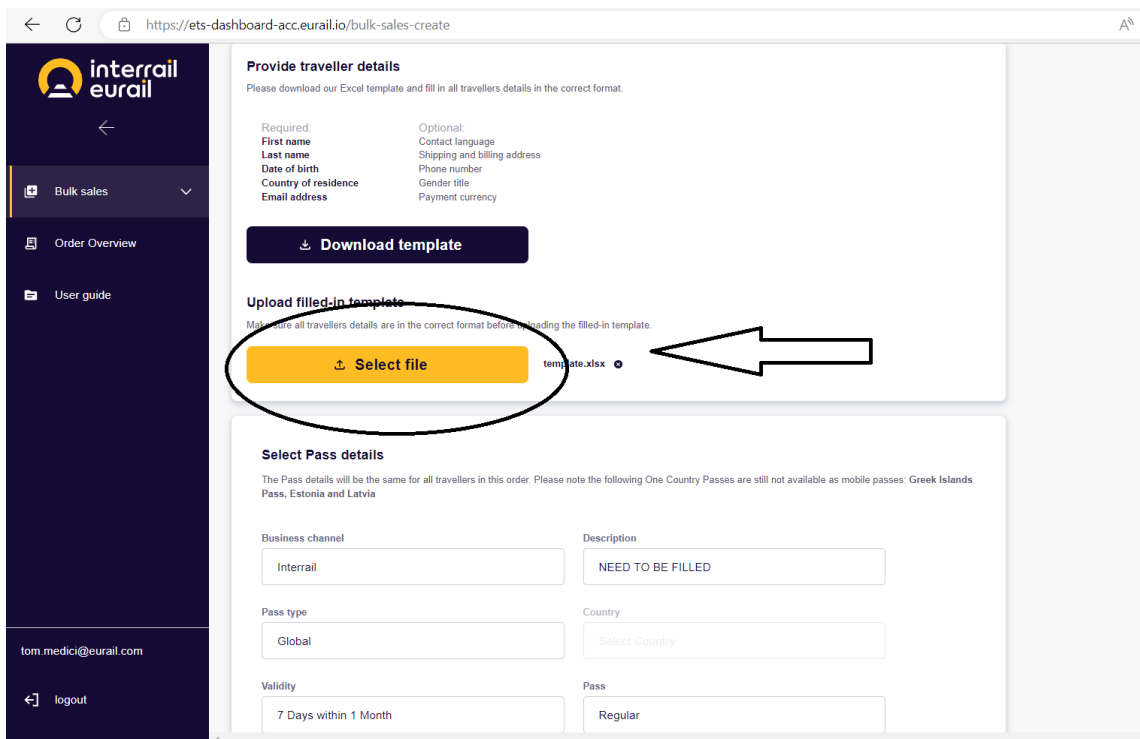
- In the template, you can find two tabs: "Import" and "Description".
- You will need to add the details of the travellers for whom you wish to create the Passes in the "Import" tab. Please delete the example rows already present in the file.
- There are two types of Passes you can create: youth and adult (Youth for travellers under the age of 28 and Adult for companions who are over the age of 28). Please keep in mind that you can only create **only one type of pass in each order**. If you need to create both Adult and Youth Passes, you will need to create two excel files and submit them separately!



- Please check the “Description” tab, as it includes detailed instructions on how data needs to be added to the ‘Import’ tab. You don’t need to edit or delete the ‘Description’ tab.



- Once all the details of the Passes you wish to create are added to the file, save it on your computer and upload it onto ETS by clicking "Select file".



**Provide traveller details**  
Please download our Excel template and fill in all travellers details in the correct format.

Required:  
First name  
Last name  
Date of birth  
Country of residence  
Email address

Optional:  
Contact language  
Shipping and billing address  
Phone number  
Gender title  
Payment currency

[Download template](#)

**Upload filled-in template**  
Make sure all travellers details are in the correct format before uploading the filled-in template.

[Select file](#) template.xlsx

**Select Pass details**  
The Pass details will be the same for all travellers in this order. Please note the following One Country Passes are still not available as mobile passes: Greek Islands Pass, Estonia and Latvia

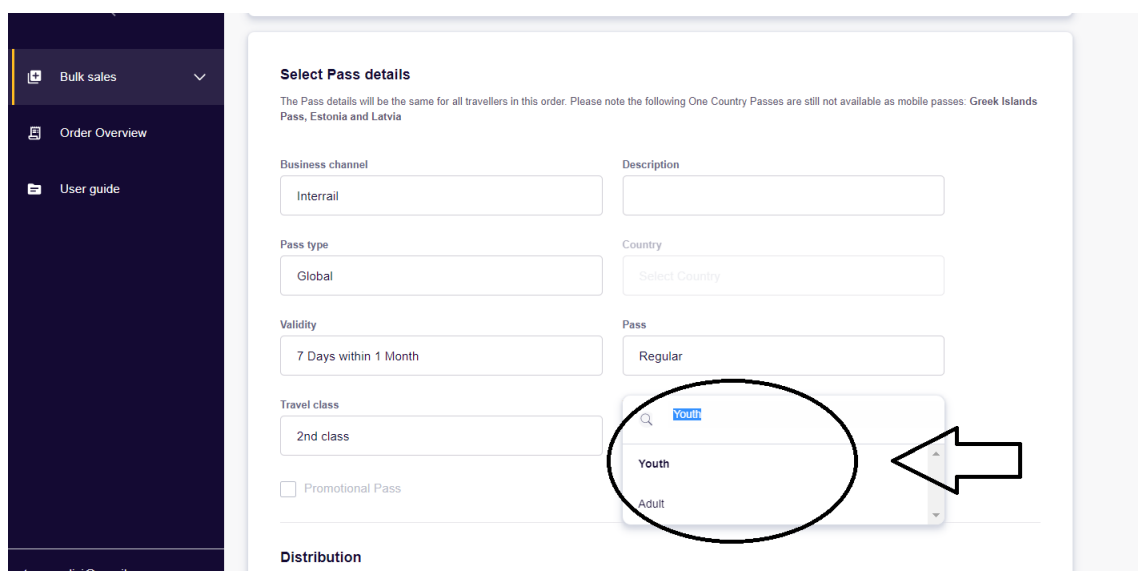
Business channel:  Description:

Pass type:  Country:

Validity:  Pass:

## Step 2. Pass details

- After uploading the file, please fill in the fields under 'Pass details'.
- Most fields are predefined except the travel category field. For all participants (or companions) aged 28 or younger please choose Youth. For companions of 28 years old or above choose Adult.



**Select Pass details**  
The Pass details will be the same for all travellers in this order. Please note the following One Country Passes are still not available as mobile passes: Greek Islands Pass, Estonia and Latvia

Business channel:  Description:

Pass type:  Country:

Validity:  Pass:

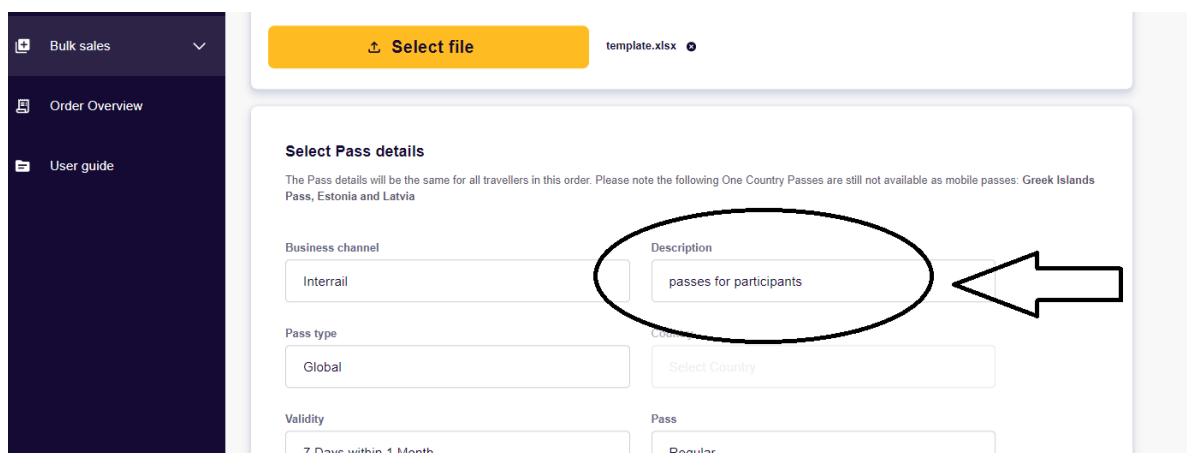
Travel class:

☐ Promotional Pass

**Distribution**

Travel class dropdown options: Youth, Adult

- In the description field please fill in a description of the order, for example “Passes for participants” or “Passes for caregivers”.



**Select Pass details**

The Pass details will be the same for all travellers in this order. Please note the following One Country Passes are still not available as mobile passes: Greek Islands Pass, Estonia and Latvia

Business channel: Interrail

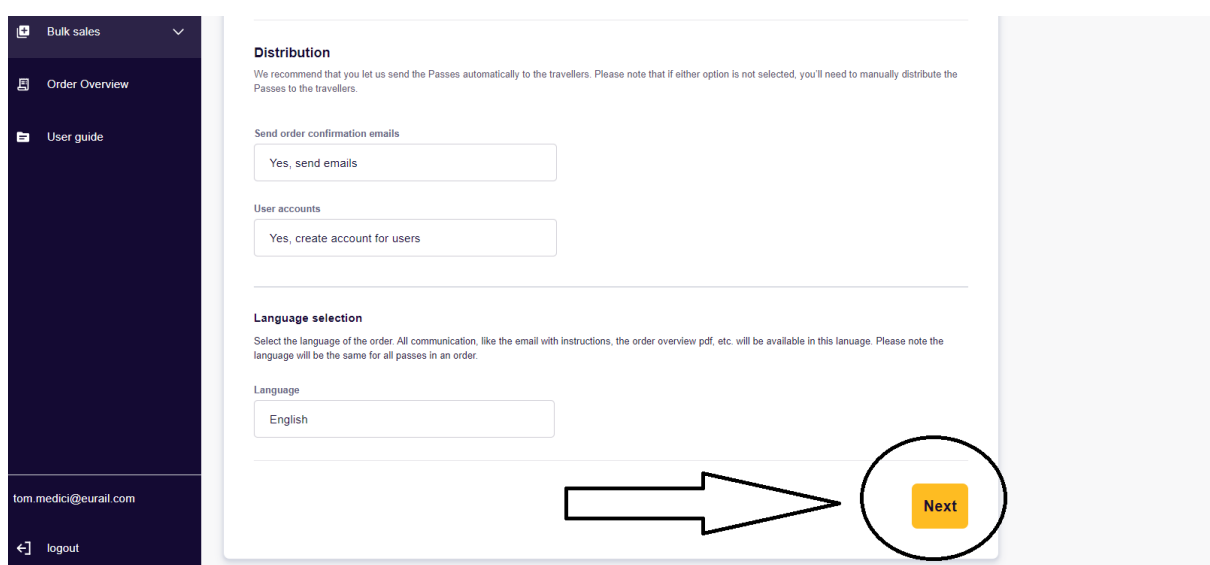
Description: passes for participants

Pass type: Global

Validity: 7 Days within 1 Month

Pass: Regular

- Under ‘Language selection’ you can choose the language of the confirmation emails which will be sent automatically to the email addresses added to the import file.
- Click Next.



**Distribution**

We recommend that you let us send the Passes automatically to the travellers. Please note that if either option is not selected, you'll need to manually distribute the Passes to the travellers.

Send order confirmation emails: Yes, send emails

User accounts: Yes, create account for users

**Language selection**

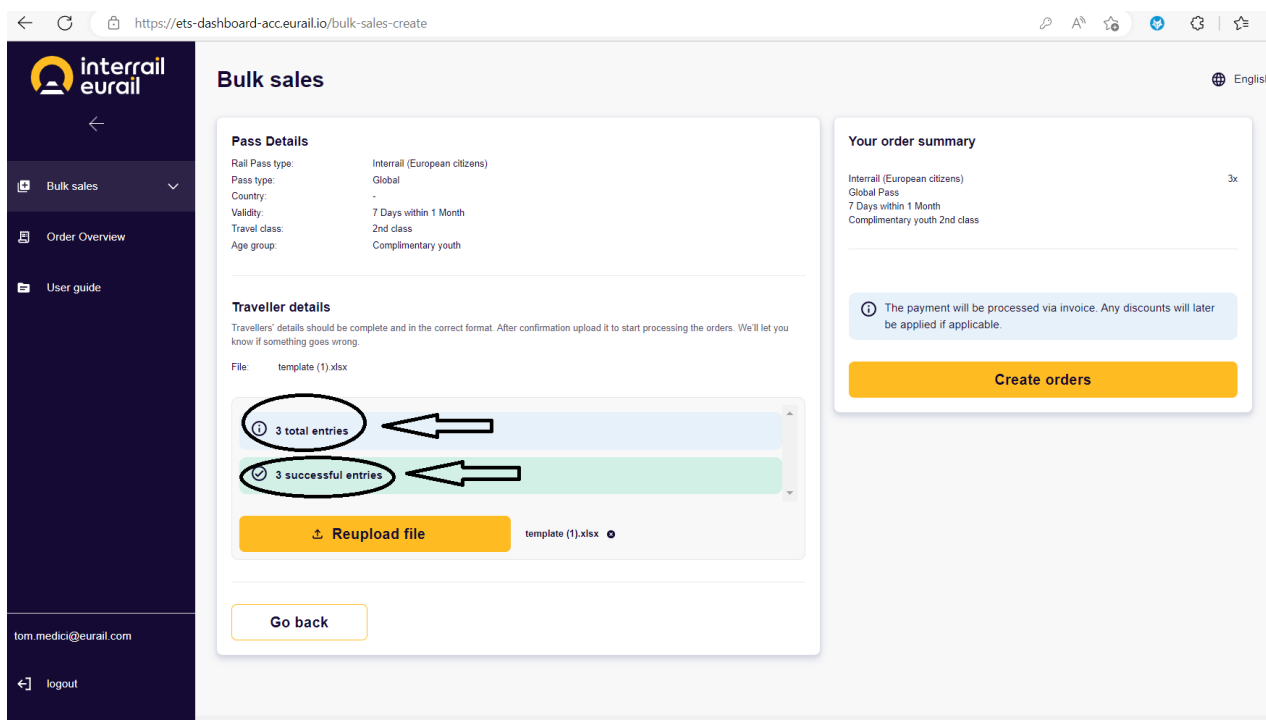
Select the language of the order. All communication, like the email with instructions, the order overview pdf, etc. will be available in this language. Please note the language will be the same for all passes in an order.

Language: English

Next

### Step 3. Create passes

- Before creating the passes please do not forget to check if the total entries match the successful entries. If not, please go back and check the file you updated for possible errors. The system will not let you create orders if an entry is not filled in properly.



The screenshot shows the 'Bulk sales' dashboard in the Interrail system. The left sidebar contains navigation links: 'Bulk sales' (selected), 'Order Overview', and 'User guide'. The main content area is divided into three sections:

- Pass Details:**
  - Rail Pass type: Interrail (European citizens)
  - Pass type: Global
  - Country: -
  - Validity: 7 Days within 1 Month
  - Travel class: 2nd class
  - Age group: Complimentary youth
- Traveller details:**

Travellers' details should be complete and in the correct format. After confirmation upload it to start processing the orders. We'll let you know if something goes wrong.

File: template (1).xlsx

Below the file upload area, there are two status indicators: '3 total entries' (circled in blue) and '3 successful entries' (circled in green). Arrows point from these indicators to the 'Reupload file' button, suggesting a check for consistency.

Buttons: 'Reupload file' (yellow), 'Go back' (white with orange border).
- Your order summary:**
  - Interrail (European citizens) 3x
  - Global Pass
  - 7 Days within 1 Month
  - Complimentary youth 2nd class

A note states: 'The payment will be processed via invoice. Any discounts will later be applied if applicable.'


Button: 'Create orders' (yellow).

The bottom of the sidebar shows the user's email 'tom.medici@eurail.com' and a 'logout' link.

- Please wait a few minutes, once the order is created you will be able to view if all the passes were created successfully. In this view you can also see all previous orders you created.

Bulk sales							
Description	Status	Issuer	Pass details	Amount	Success	Failed	Date created
Passes for participants	In progress	Youth NGO	Interrail Global Pass 7 Days within 1 Month	1	0	0	28-01-2023
Passes for participants	Preview completed	Youth NGO	Interrail Global Pass 7 Days within 1 Month				28-01-2023
passes for participants	Preview completed	Youth NGO	Interrail Global Pass 7 Days within 1 Month				25-01-2023
my first order	Completed	Youth NGO	Interrail Global Pass 7 Days within 1 Month	1	1	0	24-01-2023
first batch of bookings	Completed	Youth NGO	Interrail Global Pass 7 Days within 1 Month	4	4	0	18-01-2023
test	Preview completed	Youth NGO	Interrail Global Pass 7 Days within 1 Month				18-01-2023
pass creation	Completed	Youth NGO	Interrail Global Pass 7 Days within 1 Month	1	1	0	17-01-2023

- In the event an order is not created, you will be able to view the error and create a new order accordingly.



## Bulk sales

### Description: Passes for participants

Find here your bulk order details and all individual orders placed within it.

#### Order details

Issuer: Youth NGO

Bulk order ID: c48f80bf-a534-4069-9ba8-99d9f58153a8

Date Created: 28-01-2023

Status: **Completed with errors**

#### Passes

Amount	Success	Failed
3	2	1

Just click on the error

All orders | Created | Error

Traveller email:  Search...

Row	Order number	Status	Traveller email
1	N/A	Error	john.doe@eurail.com
		Created	jane.doe@eurail.com

#### Traveller Details

Email Address: john.doe@eurail.com

Date of Birth and Pass Traveller Type is not compatible

Got it



Once the order is finalized, participants will receive an e-mail from Interrail with their Pass number to add in the Discover EU Travel app.

In addition, since the **DiscoverEU Travel app is an account based app**, the participants will receive a second email with details on how to log in using their account.

Please note that one user cannot have multiple Passes on a single device. **Each Pass holder needs to use their own device** and log into the DiscoverEU Travel app with their own user account.