

Changing the travel data of a CFR online ticket

Changing the travel data for a „CFR ticket”, purchased online (namely changing the transport contract) is made by the registered user, from his/her own profile, by accessing the section „**Orders**” (from the top blue bar on the home page), then the submenu „**Operations on a ticket**” and finally the feature **Change ticket**.

This changing procedure can only be carried out under the following conditions:

- The request is made only for a *Paid* ticket, at the latest 6 hours before the departure time of the first train on the route, from the original ticket, for trains running within the range available, to buy a "**CFR online ticket**", respectively for trains running up to 30 days in advance, except for trains running within 6 hours from the time the request was entered in the system;

- The change is made for a ticket as a whole, namely for all passengers on the ticket and for all trains that make up that route. In the case of round trips, the request for a change is made only for both trips, respectively for the one-way journey and the return journey, and the request must be recorded at least 6 hours before the departure hour of the one-way journey train;

- Changing the date of travel, of the train, of the class / type of the coach and/or of the route may be requested under the conditions in which the departure and the destination stations, the number of passengers, the type (category) of passengers, as well as their name on the initial ticket remain unchanged;

- If you wish to travel by sleeping car (in a 2 bed cabin or „single”) and respectively the berth car, the number of passengers on the initial ticket must comply with the maximum number of passengers provided for a single transaction (mentioned at section 9);

- The request to change a purchased ticket can only be made once and the customer pays the related fees and other possible tariff differences. The new “CFR online ticket” (issued following a request for changing the travel date) DOES NOT allow other changes, respectively, the category of tickets that are : *Paid after change* - no further changes are allowed.

- When changing a ticket, you may request to add a dog ticket for reservations at 2nd class and a bicycle ticket, where such services are available in the new train for which the journey is desired.

The screenshot shows the top navigation bar of the CFR Calatori website. It includes the logo, 'DOMESTIC TRAFFIC', a search bar with 'Plan your journey', and an 'Orders' menu. On the right, there is a 'Support' link, a user profile 'Hello, eliza', and language selection 'RO EN'. Below the navigation bar, the 'My orders' section is displayed. It features three main cards: 'Buy a new ticket' with a description and an 'Itineraries + buy' button; 'Operations on a ticket' with a description, a 'Ticket Id' input field, and a 'Continue' button; and 'My tickets' with a description and a 'Tickets list' button. To the right of these cards, contact information is provided: a phone number '+40731990129 (M-S 8-20)', an email address 'bileteonline@cfrcalatori.ro', and a note 'You can buy at least 6 hours before departure'.

If the ID number of the ticket to be changed is unknown, click on **Ticket list** in the box corresponding to the submenu **My tickets**.

Tickets list

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro
You can buy at least 6 hours before departure

From:

09/04/2019

Until (including):

09/05/2019

Search

Set the period during which the search is performed From/To (inclusive) and click on **Search**. The system displays the list of orders in the selected period, with information about the status of the order (PAID, paid after the change, canceled by change etc), the date of purchase /of the journey and the route.

Tickets list

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@bileteonline@cfrcalatori.ro
You can buy at least 6 hours before departure

From:

09/04/2019

Until (including):

09/05/2019

Search

If you want to view a ticket as Pdf, modify a ticket, request a travel withdrawal or view the status of an existing one, request an invoice or view the status of an existing one, press on the ticket Id.
If you want to buy a new ticket, please go to [Itineraries + buy](#).

| | | | | |
|---|-------------------------|--------------------------|---------------------|--------------|
| Ticket Id 16372 Paid | Bought on 09/05/2019 | Journey on 15/05/2019 | From București Nord | To Sinaia |
| Ticket Id 16361 After modifying, paid | Bought on 08/05/2019 | Journey on 09/05/2019 | From București Nord | To Chitila |
| Ticket Id 16360 Canceled after modifying | Bought on 08/05/2019 | Journey on 09/05/2019 | From București Nord | To Chitila |
| Ticket Id 16359 Paid | Bought on 08/05/2019 | Journey on 09/05/2019 | From București Nord | To Sinaia |
| Ticket Id 16318 Paid | Bought on 07/05/2019 | Journey on 09/05/2019 | From București Nord | To Oradea |
| Ticket Id 16309 Paid | Bought on 07/05/2019 | Journey on 08/05/2019 | From București Nord | To Constanța |
| Ticket Id 16308 Paid | Bought on 07/05/2019 | Journey on 08/05/2019 | From București Nord | To Constanța |

Choose the ticket to be modified by pressing the ID number (blue color).

If the ID number of the ticket to be modified is known, in the box corresponding to the submenu **Operations on a ticket**, fill in the ticket number for which the change is to be made and click on **Continue**.

In any case, the system opens a new window **View ticket**, with information on the ticket data, where the **Modify the ticket** function is selected.

View ticket

+40731990129 (M-S 8-20)
@biletonline@cfrcalatori.ro
You can buy at least 6 hours before departure

Operations for the ticket: 16372

Type: Standard tickets/offers
Bought on 09/05/2019
From București Nord
State: Paid

Journey on 15/05/2019
To Sinaia

- View as PDF
- Modify the ticket
- Invoice
- Travel withdrawal
- Back at Itineraries + buy

The system opens a new change page, respectively the purchase of the new ticket, in which the departure / arrival stations can not be changed.

Modify the ticket 16372

+40731990129 (M-S 8-20)
@biletonline@cfrcalatori.ro
You can buy at least 6 hours before departure

Steps

1. Itineraries 2. Classes and offers 3. Type of passengers 4. Prices 5. Account 6. Confirmation 7. Passengers data 8. Paying

The old ticket is from București Nord to Sinaia, for 15/05/2019, with departure at 16:46 and arrival at 19:06.

From București Nord to Sinaia

Departure date:

10/05/2019

The previous day Tomorrow

Search trains

Please select the train/trains for departure.

Back Next

Step 1. Itineraries:

At this stage, after selecting your departure date, click on **Search trains**. The system displays all available trains for selected itinerary and date, where you can buy tickets online.

Modify the ticket 16372

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@bileteonline@cfcator.ro
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Steps

1. Itineraries 2. Classes and offers 3. Type of passengers 4. Prices 5. Account 6. Confirmation 7. Passengers data 8. Paying

The old ticket is from București Nord to Sinaia, for 15/05/2019, with departure at 16:46 and arrival at 19:06.

From București Nord to Sinaia

Departure date:

10/05/2019

The previous day

Tomorrow

Search trains

| | |
|---|--------|
| IR 1529 Direct train București Nord 16:38 - Sinaia 18:16 1 2 | Select |
| R 3007 Direct train București Nord 16:46 - Sinaia 19:06 1 2 | Select |
| IR 472 Direct train București Nord 17:45 - Sinaia 19:09 2 | Select |
| IRN 1643 Direct train București Nord 18:00 - Sinaia 19:36 2 | Select |
| IRN 1741 Direct train București Nord 18:45 - Sinaia 20:18 1 2 | Select |
| IRN 1641 Direct train București Nord 21:05 - Sinaia 22:39 2 | Select |

Please select the train/trains for departure.

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Next →

To continue with the ticket modification process, click on **Select** for the train you want to travel by. After selecting the train, the system displays an information message about the selection you made.

Modify the ticket 16372

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Steps

1. Itineraries 2. Classes and offers 3. Type of passengers 4. Prices 5. Account 6. Confirmation 7. Passengers data 8. Paying

The current selection is from București Nord to Sinaia, for 10/05/2019, with departure at 18:00 and arrival at 19:36.

From București Nord to Sinaia

Departure date:

10/05/2019

The previous day

Tomorrow

Search trains

The current selection is from București Nord to Sinaia, for 10/05/2019, with departure at 18:00 and arrival at 19:36.

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Next →

If you agree with these data (travel date, itinerary, departure time or arrival time), click on **Next**.

Step 2. Classes and offers:

At this stage, you can only select the class / type of coach. According to the conditions of use, when a ticket is modified, it is NOT allowed to modify the type of ticket (offer).

Modify the ticket 16372

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro
You can buy at least 6 hours before departure

Steps

1. Itineraries 2. **Classes and offers** 3. Type of passengers 4. Prices 5. Account 6. Confirmation 7. Passengers data 8. Paying

The current selection is from București Nord to Sinaia, for 10/05/2019, with departure at 18:00 and arrival at 19:36.

Classes/type of coaches

At what class do you want to travel in IRN 1643?
10/05/2019, București Nord 18:00 - Sinaia 19:36



Commercial offers

Standard tickets/offers

In this section you can buy tickets for adults, children, scholars, in the base of TrenPlus card, as well as tickets for dogs or bicycles.

The offer type cannot be changed. If you still want to do so, please request a travel withdrawal for the original ticket and to buy a new ticket according to your new requirements.

Available places

Check the selected trains

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After selecting the class / type of coaches, click on **Next**.

Step 3. Number and type of passengers:

At this stage, you can select to add a dog ticket for 2nd class reservations and a bicycle ticket, where such services are available in the new train by which you wish to travel.

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Steps

1. Itineraries 2. Classes and offers 3. **Type of passengers** 4. Prices 5. Account 6. Confirmation 7. Passengers data 8. Paying

The current selection is from București Nord to Sinaia, for 10/05/2019, with departure at 18:00 and arrival at 19:36.

Choose the passengers

Adults 1

Adults with TrenPlus card 0

Children 0

Scholars 0

Dogs 0

The number of passengers cannot be modified, except the number of dogs, if you make the journey at the 2nd class. If you still want to change the number of passengers, please request a travel withdrawal for the original ticket and to buy a new ticket according to your new requirements.

Journey options

Default Custom

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Step 4. Price:

At this stage, the system calculates the amounts to be paid for changing the ticket.

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Steps

1. Itineraries 2. Classes and offers 3. Type of passengers 4. Prices 5. Account 6. Confirmation 7. Passengers data 8. Paying

The current selection is from București Nord to Sinaia, for 10/05/2019, with departure at 18:00 and arrival at 19:36.

The modify charges are 21.85 Lei

Total at the ticket office: 23 Lei
Online buying discount 5%: -1.15 Lei

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In case of price differences between the old ticket and the new ticket, these amounts will not be refunded. The system displays an information message in this respect.

Exceptions: the value of bed supplement fee, dog ticket, or bicycle ticket if you wish to give up this type of tickets.

To continue the ticket modification operation, click on **Next**.

Step 5. Your Account:

The system displays an information message about sending the new ticket to the email associated with your account.

You're logged in as elizaa

You will receive the ticket on the email associated with your account.

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Step 6. Confirmation:

At this stage, the system displays information on the ticket for which the change is requested and the new ticket to be purchased, respectively the selections before and after the modification, including the amount to be paid.

Modify the ticket 16372

+40731990129 (M-S 8-20)
@ bileteonline@cfrcalatori.ro
You can buy at least 6 hours before departure

Steps

1. Itineraries 2. Classes and offers 3. Type of passengers 4. Prices 5. Account 6. Confirmation 7. Passengers data 8. Paying

The current selection is from **București Nord to Sinaia**, for 10/05/2019, with departure at 18:00 and arrival at 19:36.

Your selection

| Before changes | After changes |
|---|--|
| % Commercial offer Standard tickets/offers | % Commercial offer Standard tickets/offers |
| The type of passengers 1 adult | The type of passengers 1 adult |
| Trains #1, 15/05/2019 R 3007, București Nord 16:46 - Sinaia 19:06 2st class (no reservation) | Trains #1, 10/05/2019 IRN 1643, București Nord 18:00 - Sinaia 19:36 2nd class (reserved seat) |

You have to pay 21.85 Lei

[Confirm tickets](#)

[← Back](#) [Next →](#)

If the data do not match, please click on **Back** to restore the request. If the data match, click on **Confirm tickets** to make reservations.

After confirmation, the system displays an information message, the **Next** button becomes active and you can go to the next step.

After confirming the tickets and reservation of seats, there is a limited time of 15 minutes to go to the next stage. Staying over 15 minutes on this page results in the loss of reservations made and requires a new ticket confirmation. In this situation, you will receive an information message in this respect.

If you can not make reservations on this train (no available seat, train closed for sale tickets, etc.), please retry later to the same train, contact us or please restore the request for another train.

The system displays an information message and **Next** button is inactive.

Step 7. Passenger data

At this stage, it is not allowed to change the first name, the last name, Social Security Number or TrenPlus ID card.

Modify the ticket 16372

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Steps

1. Itineraries 2. Classes and offers 3. Type of passengers 4. Prices 5. Account 6. Confirmation 7. Passengers data 8. Paying

The current selection is from **București Nord to Sinaia**, for 10/05/2019, with departure at 18:00 and arrival at 19:36.
For filling the passengers data form, the remaining time is 3 min 19 sec.

The information will be verified in the train

#1 Adult ticket [Get from preferences](#)

First name

Last name

Save data to preferences

The passengers data will remain the same in the new ticket (according to the transport regulations). If you want to **change the names of the passengers**, please send an email to bileteonline@cfrcalatori.ro.

[← Back](#) [To payment →](#)

If the change of the ticket involves additional costs, you must click on **To payment** to complete the modification operation and you will be automatically redirected to the accredited BCR-Provider payment page.

CFR Calatori

14:41

Card number (?)

Name on the card: (?)

Expiry date: (?)

Month Year

CVV2/CVC2: (?)

Order number: 16388

Order description: [IRN 1643] Bucuresti Nord -- Sinaia

Total **0.10 LEI** [Pay online](#)

Transaction processed by EuPlatesc.ro on behalf of https://cfrcalatori_test.ro. This transaction will appear on your bank statement as: CFR Calatori
Service provided by EuroPayment Services c 2019 - ANSPDCP 5804/2007 - v6
By continuing this transaction, using secure.euplatesc.ro, you agree with personal data processing by SC EuroPayment Services s.r.l., as ANSPDCP 5804/2007.

MasterCard VISA VISA VISA MasterCard Maestro Verified by VISA MasterCard SecureCode

Once the payment has been made, the bank sends an information message detailing the transaction.

CFR Calatori

BCR

Order description
Order number 16388
We advice you to write down this number for future verifications.
Order description [IRN 1643] Bucuresti Nord -- Sinaia
Total amount **0.10 RON**

Transaction result
Your order has been successfully approved.
Thank you!
Please print the following information for future usage:
Order number: **16388**
Approval code: **798986**
Transaction date: **2019-05-10 10:22**
EPID: 465E11D69CD7480A0BA0E8C00D38ABB6EDBAA7D6

[Back to site](#) [Resend transaction](#)

Transaction processed by EuPlatesc.ro on behalf of https://cfrcalatori_test.ro. CFR Calatori
Service provided by EuroPayment Services c - ANSPDCP 5804/2007 - v6

PCI DSS COMPLIANT

If the change of the ticket does NOT involve additional costs, click on **Finalize modifications** to complete the operation.

The information will be verified in the train

#1 Adult ticket [Get from preferences](#)

First name andrei

Last name eliza

Save data to preferences

The passengers data will remain the same in the new ticket (according to the transport regulations). If you want to **change the names of the passengers**, please send an email to bileteonline@cfrcalatori.ro.

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[Finalize modifications →](#)

In this case, the system displays an information message about the successful modification of the ticket.

The ticket has been modified

+40731990129 (M-S 8-20)
@bileteonline@cfrcalatori.ro
You can buy at least 6 hours before departure

The ticket with Id 16392 has been modified successfully.

If you want to buy a new ticket, please go to [Itineraries + buy](#).

After the ticket is modified, a new ticket is issued and the original ticket is no longer valid. The operation is irreversible, the original ticket is no longer valid and becomes ***Canceled by change***.