



Returns and refunds in the bahn.business online portal

- Searching for and editing orders
- Cancelling online tickets
- Changing seat reservations

1. Access via "Orders"

**Is a colleague ill and a business meeting has to be cancelled or postponed?
No problem – in the bahn.business online portal, it couldn't be easier to find your orders and edit them.**

In these instructions, we will show you step by step how you can search for orders, cancel tickets or change seat reservations.

- To find booked tickets or seat reservations, go to "Orders".
- We will show you the different search options in the next step.



2. Searching for orders

- If you **booked the ticket yourself**, go to **"Edit my bookings"**.
- Either search for a specific order number or call up the results for a period of time.
- If you **didn't book the ticket yourself** but you have the **order number**, go to **"Order search"**.
- This allows you to edit any ticket that anyone in the company has booked for you or for someone else.
- If you are a **travel manager or booker**, you can go directly to **"Search for traveller's bookings"** for your company.
- The search criteria can be the first letters of the family name, first name or e-mail address.

3. Order - Details

Changing a seat reservation

- Once you have found the corresponding order, go to **"Edit"**.
- You will then be taken to the **order details**. There are two important options here: **"Change your seat reservation"** and **"Return of your ticket"**.

Changing your seat reservation

- This option allows you to change your booked seat so you can take a different train, for example.
- You can change your seat reservation once free of charge until shortly before departure.



Remember: The seat reservation is already included in the ticket price for first class journeys.

Order overview

In the order details you can cancel booked journeys, exchange online tickets or print out your travel documents again.

Orders for

Order	Booking date	Booker	Date of travel	Traveller	Brief description	From - to	Edit
-	20.12.2018	-	24.01.2019	-	Rail service	Berlin Hbf (tief) - Leipzig Hbf	

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Home → Orders →

Order - Details

[Print preview](#)

Order	Booking date	Person making the booking	Traveller	Booking status
-	20.12.2018	-	-	processed

Rail journey

Outward journey

Receipt	Date of travel	Description	Receipt number	Price
Ticket	24.01.2019	Einfache Fahrt, Flexpreis, 1. Kl., 1 Erw., BC 50, Berlin+City/Leipzig+City#	43108845	42,00 EUR
Reservation	24.01.2019	InterCityExpress 1801, Berlin Hbf (ab 14:30) - Leipzig Hbf, 1. Kl., 1 Sitzplatz, Wagen 27, Platz 16, Großraumwagen, Nichtraucher, 1 Fenster, Res.Nr. 8023 4008 1733 90#	43108838	0,00 EUR

Displaying tickets booked online

You can retrieve and print your ticket as an online ticket up until the end of the period of validity. [Download online ticket](#)

Simply save your ticket and itinerary on your smartphone

With the DB Navigator App for Android and iPhone you can also download your ticket as a smartphone ticket. Simply use your bahn.com user information. You can download the app free of charge from the iOS App Store, from Google Play for Android, and from the Microsoft Store.

Change your seat reservation

You can change your reservation up to and including the day of validity. [Change](#)

Return of your ticket

You can cancel your ticket online at no charge prior to the first day of validity. [Cancel order](#)

4. Order - Details

Returning your ticket

Return of your ticket

- This option enables you to either return the ticket free of charge or to receive a refund for the ticket value, less a processing fee.



You will find an overview of the Business conditions for cancellations and refunds here

www.bahn.de/business-erstattung

Home → Orders →

Order - Details Print preview

Order	Booking date	Person making the booking	Traveller	Booking status
-	20.12.2018	-	-	processed

Rail journey

➔ Outward journey

Receipt	Date of travel	Description	Receipt number	Price
Ticket	24.01.2019	Einfache Fahrt, Flexpreis, 1. Kl., 1 Erw., BC 50, Berlin+City/Leipzig+City#	43108645	42,00 EUR
Reservation	24.01.2019	InterCityExpress 1601, Berlin Hbf (ab 14:30) - Leipzig Hbf, 1. Kl., 1 Sitzplatz, Wagen 27, Platz 16, Großraumwagen, Nichtraucher, 1 Fenster, Res.Nr. 8023 4008 1733 90#	43108638	0,00 EUR

Displaying tickets booked online
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Change your seat reservation
You can change your reservation up to and including the day of validity. Change

Return of your ticket
You can cancel your ticket online at no charge prior to the first day of validity. Cancel order

5. Confirming the cancellation

After you have cancelled a ticket

- The order is marked as "cancelled" in the system.
- The amount is credited to the credit card used to make the payment.
- If the traveller provided their e-mail address when they made the booking, they will be informed that their ticket has been cancelled. If not, let the traveller know about the cancellation.
- If necessary, the traveller should destroy any tickets they have already printed to avoid misunderstandings on the train.

Home → Orders → Booking.

Order - Cancelling Print preview

Dear customer,

Your online ticket has been cancelled.
42.00 EUR have been credited to your account.
In accordance with fare regulations, the charge for seat reservations has not been credited to your account.
Please print out this confirmation as a receipt for your records.

Order	Booking date	Person making the booking	Traveller	Booking status
-	20.12.2018	-	-	processed

Rail journey cancelled

→ Outward journey

Receipt	Date of travel	Description	Receipt number	Price
Ticket	24.01.2019	Einfache Fahrt, Flexpreis, 1. Kl., 1. Entw., BC 50, Berlin+City/Leipzig+City#	43108645	S 42,00 EUR
Reservation	24.01.2019	InterCityExpress 1601, Berlin Hbf (ab 14:30) - Leipzig Hbf, 1. Kl., 1 Sitzplatz, Wagen 27, Platz 16, Großraumwagen, Nichtraucher, 1 Fenster, Res.Nr. 8023 4008 1733 90#	43108638	S 0,00 EUR

Practical tip

When booking

- If you are booking a return journey for a business trip, tick the box under "Cancellation" when you are searching for connections.
- This means you will receive two separate online tickets with different order numbers; it is then easy to cancel these separately if need be.
- For example, if you have completed the outbound journey for a business trip with a Flexpreis flexible fare, you can cancel the return journey at short notice free of charge.

The screenshot shows the DB online booking interface for a journey from BERLIN to Leipzig Hbf. The 'Outward journey' is set for Thursday, 20.12.18, at 13:12. The 'Return journey' is currently set to 'Add return journey'. The 'Duration of transfer' is set to 'standard'. There is 1 Adult traveller, 'Without BahnCard', in '1st class'. The 'Cancellation' section at the bottom has the checkbox 'I would like to have separate tickets for the outward and return journey, since I would like to possibly cancel the tickets separately.' checked. A blue arrow points to this checkbox.