

**Ticket purchase  
Editing of a single  
use ticket with  
additional services**

**Smart Ticketing**



1

Log in at [www.ltglink.it](http://www.ltglink.it)

2

Select **“Book and Manage”** in the top menu bar and select **“Exchange ticket”** under the **“Ticketing exchange and return”** section:

The screenshot shows the LTG LINK website interface. The top navigation bar includes the LTG LINK logo, a 'Book & Manage' button (highlighted with a red box), and links for 'Information & Services', 'LTG Link Business', and 'About Us'. On the right of the top bar are language and sign-in options. Below the navigation bar, there are three main sections: 'Ticketing services', 'Ticketing exchange and return' (highlighted with a red box), and 'Discounts and benefits'. Under 'Ticketing exchange and return', the 'Exchange ticket' option is highlighted with a red box. Below these sections is a search bar with tabs for 'Ticket' and 'Travelpass'. The search bar contains fields for 'From', 'To', 'DEPARTING DATE' (set to 'Fri, 02/25'), 'Add return date', and 'PASSENGERS' (set to '1 x Adult'). A 'Search' button is on the right. At the bottom left of the search bar is a 'Use promocode' button.

LTG LINK

Book & Manage

Information & Services

LTG Link Business

About Us

EN

Sign in

**Ticketing services**

- Ticket purchase
- Buy travelpass
- Invoices

**Ticketing exchange and return**

- Refund ticket
- Exchange ticket**
- Rules for changing and returning ticket

**Schedules**

- Timetables
- Railway stations
- Route map
- Virtual train tour

**Discounts and benefits**

- Group ticket discounts
- Discounts for disabled persons
- Pupils discount
- Discount for family cardholders
- All other discounts

**Ticket** **Travelpass**

From To

DEPARTING DATE  
Fri, 02/25

Add return date

PASSENGERS  
1 x Adult

Search

Use promocode

3

In the self-service window for **Ticketing exchange and return** that opens, enter one of the two options - e-mail address that was entered when purchasing the tickets, or the basket number, along with the ticket number that must be entered as well. Both the basket and the ticket number can be seen on the ticket:

E. bilietas / E. ticket Nr. 220209151294

IS / FROM

TO

Vilnius → Klaipėda

MARŠRUTAS ROUTE

Vilnius - Šiauliai - Klaipėda

DATA DATE

2022-02-10

LAIKAS TIME

11:01 - 15:00

VARDAS PAVARDĖ NAME SURNAME

Jonas Jonaitis

TRAUKINYS / TRAIN

KLASĖ / CLASS

VAGONAS / COACH

VIETA / SEAT

781

2 class

3

150

BILieto KAINA / TICKET PRICE

20,00 €

GYVŪNO PERVEŽIMO PASLAUGOS UŽSAKYMAS / ADD A PET SHUTTLE SERVICE

10,00 €

DVIRAČIO PERVEŽIMO PASLAUGOS UŽSAKYMAS / ADD A BICYCLE TRANSPORTATION SERVICE

9,00 €

KAINA BE PVM / PRICE WITHOUT VAT

35,78 €

PVM SUMA / VAT AMOUNT

3,22 €

**GALUTINĖ BILieto KAINA / FINAL TICKET PRICE**

**39,00 €**

PARDAVIMO VIETA / PURCHASED AT

DATA IR LAIKAS / DATE AND TIME

INTERNETINĖ PARDOUOTUVĖ / ONLINE

2022-02-09 09:04

KREPSELIO NUMERIS / BASKET NUMBER

220209983138

Džiaugiamės, kad pasirinkote saugią, aplinkai tausojančią kelionę, traukiniu. Traukinių atvykimo ir išvykimo laikai nurodyti vietos laiku. Vežimas atliekamas pagal Vienodąsias taisykles (CIV). Interneto svetainėje [www.itglink.lt](http://www.itglink.lt) galite susipažinti su bilieto galiojimo sąlygomis, nustatytomis Vietinio susiekimo taisyklėse, bei Privatumo pranešimu, kuriame pateikta informacija, kaip harkom Jūsų asmenis duomenys. Esant papildomos patikros poreikiui būtina pasirodž pasiekti galiojantį asmens dokumentą arba patvirtintą jo kopiją. Bilietą užsėsi parodyti telefono ar kito išmanaus įrenginio ekrane. Norėdami pakeisti / grąžinti bilietą, tai padaryti galite bilietų pardavimo kasose, [www.itglink.lt](http://www.itglink.lt) svetainėje, LTG Link mobiliojoje programėlėje. Dėl PVM sąskaitos faktūros išrašymo galite kreiptis per 10 kalendorinių dienų nuo pirkimo vienu iš toliau pateiktų būdų: [www.itglink.lt](http://www.itglink.lt) svetainėje arba rekvizitus atsiųsti el. paštu [informacija@itglink.lt](mailto:informacija@itglink.lt). Informacija keleiviams teikiama telefonu +37070055111 bei el. paštu [informacija@itglink.lt](mailto:informacija@itglink.lt).

We are glad that you chose safe and eco-friendly travel by train. The arrival and departure times of trains are given in local time. Transportation is carried out in accordance with the Uniform Rules (CIV). You can get acquainted with the ticket validity conditions set forth in the Local Traffic Rules and the Privacy Notice, which provides information on how your personal data is processed, on the website [www.itglink.lt](http://www.itglink.lt). When the additional verification is needed, be prepared to provide a valid identity document or its certified copy. It is enough to show the ticket on the screen of a phone or other device. If you would like to change/return e-ticket, you can do that in ticket offices, on the website [www.itglink.lt](http://www.itglink.lt), LTG Link mobile app. You can request a VAT invoice within 10 business days of purchasing a ticket on the website [www.itglink.lt](http://www.itglink.lt) or by sending the details by e-mail [informacija@itglink.lt](mailto:informacija@itglink.lt). Information to passengers is provided by telephone +37070055111 and e-mail [informacija@itglink.lt](mailto:informacija@itglink.lt).

Jūsų vežėjas – UAB „LTG Link“

Geležinkelio g. 16, Vilnius

Jmk. 305052228

PVM m.k. LT100012462811

Your carrier – UAB „LTG Link“

Gelėžinkelio str. 16, Vilnius

Company code 305052228

VAT Code LT100012462811

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After filling in the required fields, click **“Submit”**:

## Manage Booking

☒ Ticket ☐ Travelpass

Email

or

220209983138

220209151294


Submit

5


After successfully entering the ticket number and the basket number or email address, the system will display your ticket. You can edit your ticket by clicking on “**Change ticket**”:

Tickets > Vilnius - Kaunas

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**Vilnius**  
Fri, 25/02  
12:30

→ →  
1 h 9 min  
(Direct)

**Kaunas**  
Fri, 25/02  
13:39

Show ticket

Manage booking

Email

Download

More

12:30

13:30

SEAT

75

CLASS

2 class

SEAT(S)

Free seating

Manage seats and additional products

Change tickets

Refund tickets

6

You will be directed to a results window where you can edit your existing trip. You can change it to the same type of train and class free of charge. If you want to change from Class 2 to Class 1, you will need to pay the difference:

Filter		← Sat, 26/02 →		Sort by	
06:02 07:29	Vilnius Kaunas	Vilnius - Kaunas 1 h 27 min 823 Fast	🚶 🚶 🚶	1 CLASS €8.50	2 CLASS €6.40
06:50 08:16	Vilnius Kaunas	Vilnius - Kaunas 1 h 26 min 826 Fast	🚶 🚶 🚶	1 CLASS €8.50	2 CLASS €6.40
08:00 09:20	Vilnius Kaunas	Vilnius - Kaunas 1 h 20 min 827 Fast	🚶 🚶 🚶	1 CLASS €8.50	2 CLASS €6.40
09:10 10:20	Vilnius Kaunas	Vilnius - Kaunas 1 h 10 min 753 Express	🚶 🚶 🚶	1 CLASS €10.00	2 CLASS €7.60
10:10 11:27	Vilnius Kaunas	Vilnius - Kaunas 1 h 17 min 829 Fast	YOUR CURRENT TRIP		
11:30 12:58	Vilnius Kaunas	Vilnius - Kaunas 1 h 28 min 831 Fast	🚶 🚶 🚶	1 CLASS €8.50	2 CLASS €6.40

- 7 You will also be able to edit additional services that have already been added, select more services, or remove them:

LTG LINK Book & Manage Information & Services LTG Link Business About Us EN Egidijus Vytenis ...

## Add additional services

Ticket change > Additional services > Payment

- Change class or seating service
- 100% for children
- Add luggage transfer service
- Pet transportation service
- Add a bicycle transportation service**

Continue to checkout

**Add a bicycle transportation service**

The quota applies at train level with the number of places available for transporting bicycles

09:10 Vilnius  
10:20 Kaunas

Tom Tompson €3.42 0 +

Confirm

8

In the last step, you will see the detailed information of your changed trip - applied discounts, route, train number, departure and arrival times, date of the trip, seat, railcar and class.



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You will only have to pay for the extra services added, in this case for the additional bicycle:

### Pay for your order

**Tom Tompson**    Adult

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 **Vilnius - Kaunas** 

**753**    09:10 Vilnius    →→→    10:20 Kaunas    **Sat, 26/02**

Seat    **Free seating**    **Carriage 1**    **2 class**

Add a bicycle transportation service    **x1**

### Total to pay

**€11.02** Add voucher



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After confirming that all travel information is correct, enter the missing **Payer details**, select the **Method of payment** - online banking or payment card - confirm that you have read and accept the Terms of Service and Privacy Notice, then click **“Pay”** - from here you will be redirected to KLIX platform of Citadele bank, where you can choose the method of payment:

### Buyer details

First name \*

Tom

Last name \*

Tompson

Email \*

tom.tompson@en.it

Phone number\*

+1



5555551234

### Payment details

☒ E-Banks and payment cards



I confirm that I am over 14 years old and I agree to receive newsletters with direct marketing offers, surveys, partner offers and other relevant information



I confirm that I have read and agree to the **Terms of Service** and **Privacy Notice\***

Reserve your seat

If you want to receive newsletters about LTG Link promotions, offers, and surveys, you can do so by ticking an option “I confirm that I am over 14 years old and I agree to receive newsletters with direct marketing offers, surveys, partner offers and other relevant information.”

**IMPORTANT:** by ticking the box, you confirm that you are 14 years old or older.

#### Buyer details

First name \*

Tom

Last name \*

Tompson

Email \*

tom.tompson@en.it

Phone number\*

+1



5555551234

#### Payment details

☒ E-Banks and payment cards



I confirm that I am over 14 years old and I agree to receive newsletters with direct marketing offers, surveys, partner offers and other relevant information

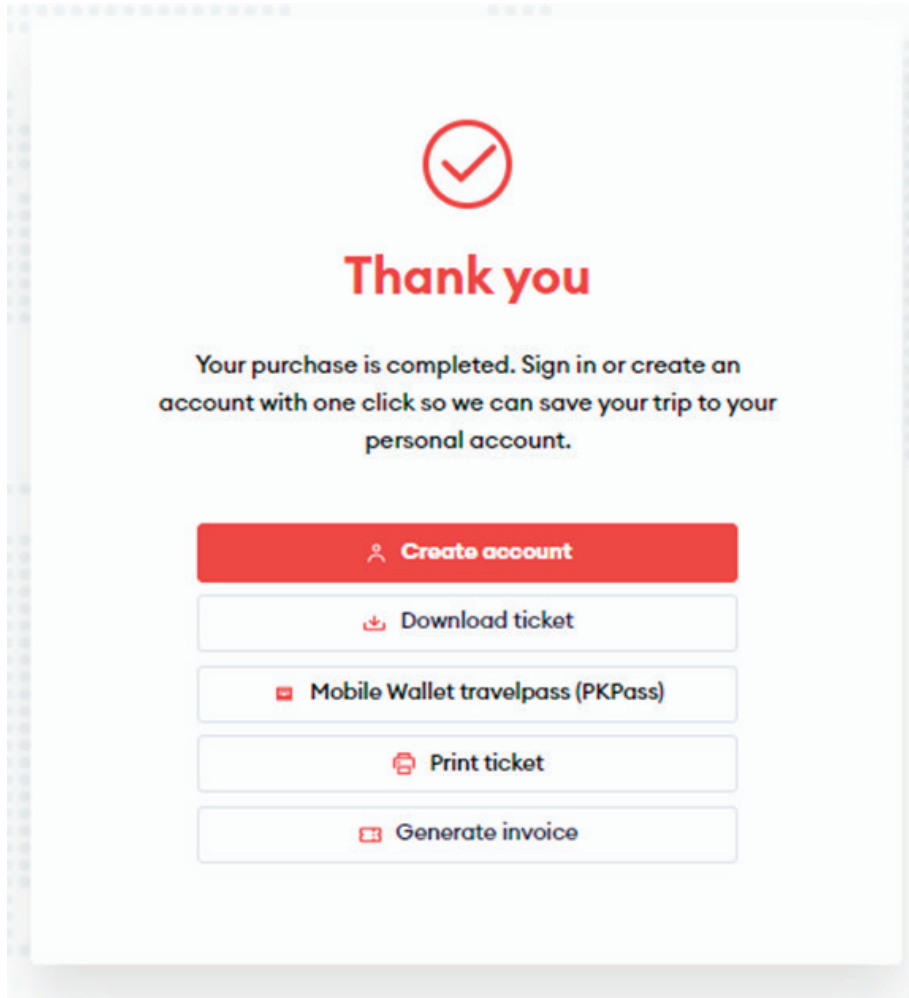


I confirm that I have read and agree to the **Terms of Service** and **Privacy Notice**\*

Reserve your seat

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After the successful payment, you will be returned to the ticket purchase page and you will see a pop-up window notifying you that your purchase has been completed successfully:





# Congratulations!

Now you know how to  
change a ticket with  
extra services in the new  
ticketing system!