

**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 displays the LTG LINK website interface. At the top, the navigation bar includes the LTG LINK logo, a 'Book & Manage' menu item (highlighted with a red box), and other options: 'Information & Services', 'LTG Link Business', and 'About Us'. On the right side of the navigation bar, there are links for 'EN' and 'Sign in'.

Below the navigation bar, the main content area is divided into three columns:

- Ticketing services:** Includes 'Ticket purchase', 'Buy travelpass', and 'Invoices'.
- Ticketing exchange and return:** Includes 'Refund ticket', 'Exchange ticket' (highlighted with a red box), and 'Rules for changing and returning ticket'.
- Schedules:** Includes 'Timetables', 'Railway stations', 'Route map', and 'Virtual train tour'.
- Discounts and benefits:** Includes 'Group ticket discounts', 'Discounts for disabled persons', 'Pupils discount', 'Discount for family cardholders', and 'All other discounts'.

At the bottom of the page, there is a search bar with a red and white background. It features two tabs: 'Ticket' and 'Travelpass'. The search form includes 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 located on the right side of the search bar. Below the search bar, there is a 'Use promocode' button.

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: **Vilnius** → **Klaipėda**

MARŠRUTAS / ROUTE: **Vilnius - Šiauliai - Klaipėda**

DATA / DATE: **2022-02-10**

LAIKAS / TIME: **11:01 - 15:00**

VARDAS PAVARDE / NAME SURNAME: **Jonas Jonaitis**

TRAIKINYS / TRAIN	KLASĖ / CLASS	VAGONAS / COACH	VIETA / SEAT
 <b>781</b>	 <b>2 class</b>	 <b>3</b>	 <b>150</b>

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: **KREPSELIO NUMERIS / BASKET NUMBER: 220209983138**



220209151294

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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.ltlink.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.ltlink.lt, LTG Link mobile app. You can request a VAT invoice within 10 business days of purchasing a ticket on the website www.ltlink.lt or by sending the details by e-mail to informacija@ltlink.lt. Information to passengers is provided by telephone +37070055111 and e-mail informacija@ltlink.lt.

Jūsų vežėjas – UAB „LTG Link“  
 Geležinkelio g. 16, Vilnius  
 Įm.k. 305052228  
 PVM m. k. LT100012462811

Your carrier – UAB „LTG Link“  
 Geležinkelio str. 16, Vilnius  
 Company code 305052228  
 VAT Code LT100012462811

- 4 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:  Manage seats and additional products

13:  **Change tickets**

SEF  Refund tickets

75

CLASS  
**2 class**

SEAT(S)  
**Free seating**

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	ଠି ଝ ଂ 1 CLASS €8.50 2 CLASS €6.40
06:50 08:16	Vilnius Kaunas	Vilnius - Kaunas 1 h 26 min 826 Fast	ଠି ଝ ଂ 1 CLASS €8.50 2 CLASS €6.40
08:00 09:20	Vilnius Kaunas	Vilnius - Kaunas 1 h 20 min 827 Fast	ଠି ଝ ଂ 1 CLASS €8.50 2 CLASS €6.40
09:10 10:20	Vilnius Kaunas	Vilnius - Kaunas 1 h 10 min 763 Express	ଠି ଝ ଂ 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	ଠି ଝ ଂ 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:

The image shows a screenshot of the LTG LINK website interface. The main page is titled "Add additional services" and features a list of service options: "Change class or seating service", "100% for children", "Add luggage transfer service", "Pet transportation service", and "Add a bicycle transportation service". The "Add a bicycle transportation service" option is highlighted with a red box. Below the list is a red button labeled "Continue to checkout".

A modal window titled "Add a bicycle transportation service" is open on the right. It includes the following information:

- Header: Add a bicycle transportation service
- Quota notice: The quota applies at train level with the number of places available for transporting bicycles
- Departure: 09:10 Vilnius
- Arrival: 10:20 Kaunas
- Customer name: Tom Tompson
- Price: €3.42
- Quantity: 0 (with minus and plus buttons)

At the bottom of the modal is a red button labeled "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.

9 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 Citadeler 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

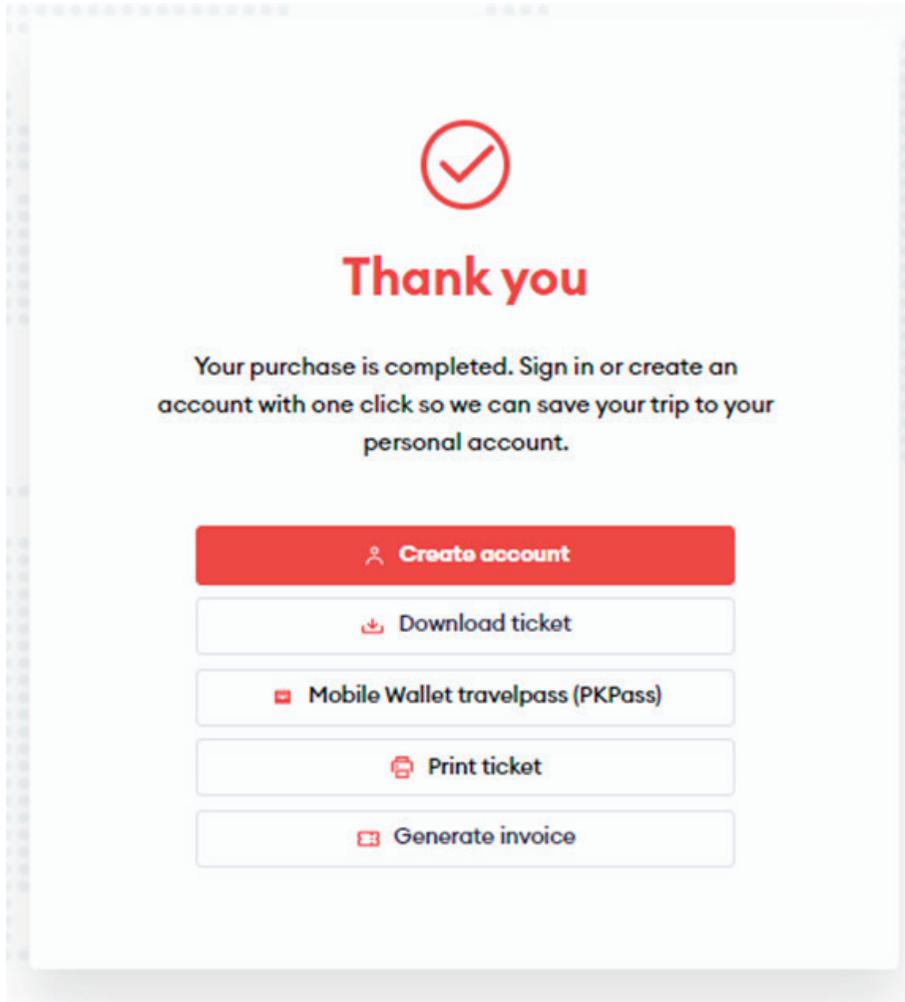
I confirm that I am over 14 years old and I agree to receive newsletters with direct marketing offers, surveys, partner offers and other relevant information

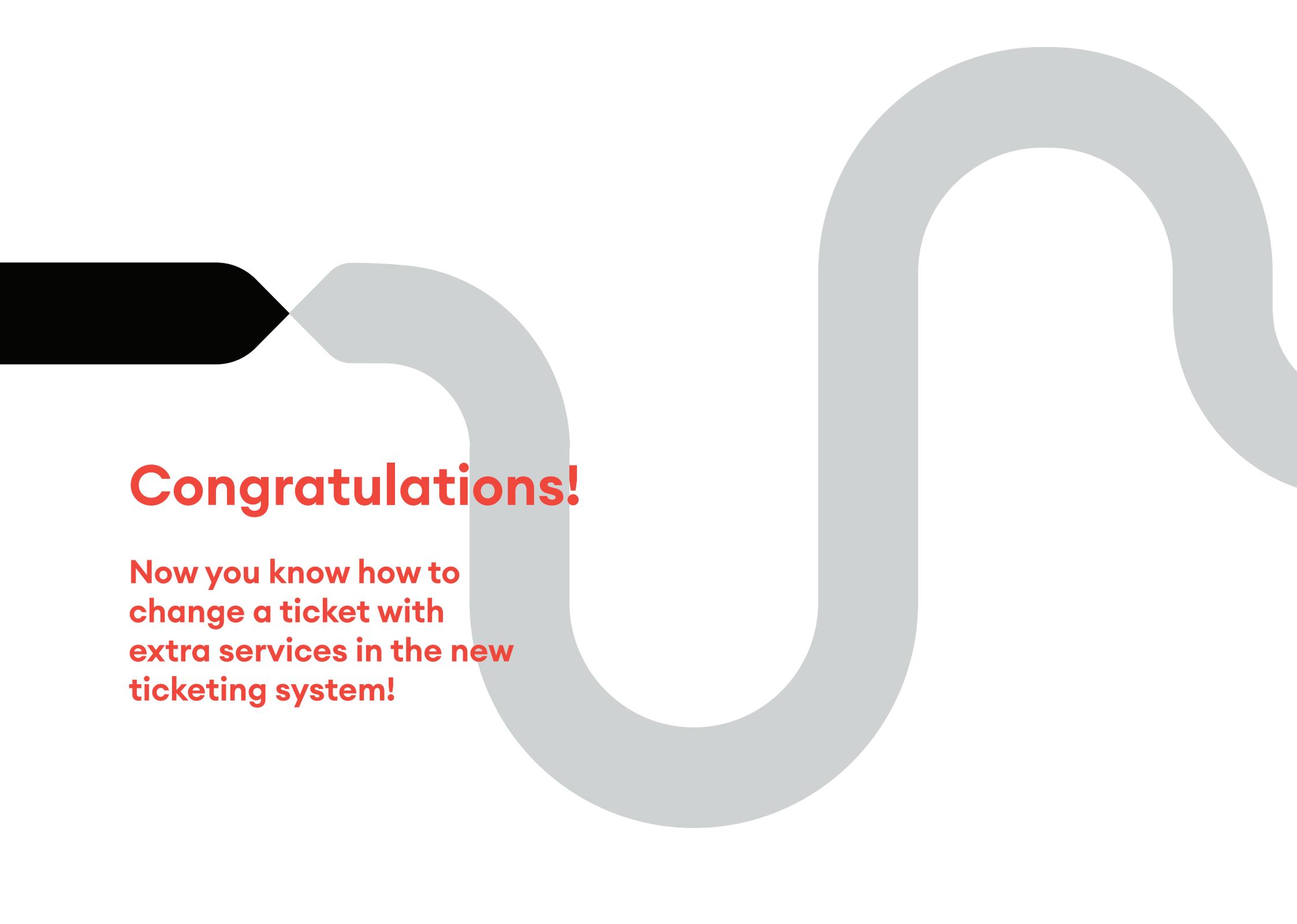
I confirm that I have read and agree to the **Terms of Service** and **Privacy Notice**\*

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!**