

FAQ - Frequently asked questions

for the D-Ticket JugendBW in the
Schülerlistenverfahren (SLV)



Content:

1. Order, term, output media.....	1
2. Contact.....	4
3. Change, illness and loss.....	4
4. Tarif.....	4

1. Order, term, output media

Where can I order the D-Ticket JugendBW?

You can order the Deutschlandticket JugendBW for yourself or for your children in the subscription customer portal at abos.naldo.de > Button 'D-Ticket JugendBW and school monthly ticket (pupils in naldo) via school (SLV)'. This button leads to the order portal schuelermonatskarten.naldo.de. We advise you to register in the customer portal itself using the same e-mail address that you enter when ordering. This way you can view your contracts or your children's contracts at any time and use the Print@Home ticket! When you register, you will receive a confirmation link which you must activate within three days.

Please note: The access data for the mobile ticket shop in the naldo app and the online ticket shop for day tickets at tagestickets.naldo.de cannot be used for the naldo customer portal.



Abo-Kundenportal
abos.naldo.de



SLV-Portal
schuelermonatskarten.naldo.de

You can choose whether you would like to purchase the Deutschlandticket JugendBW as a mobile phone ticket or as a chip card.

The start date is always the beginning of the school year, but you can join during the year on the first of any month. The ticket price/own share is debited for 11 months, the August ticket is free of charge. The amount is debited from the 1st of each month.

Please note: the price may be reduced by the reimbursement regulations of the districts for school transport, e.g. for 3rd children. The bonus regulations of the Tübingen and Zollernalb districts also apply.

After the end of the school/training period, the Deutschlandticket JugendBW ends automatically, but it can continue to be purchased via the naldo Abocenter until the end of the month in which you turn 21. (For this purpose, a new application must be submitted via the subscription customer portal abos.naldo.de and reference must be made to the previous Deutschlandticket JugendBW in the SLV procedure).

From what age can I register on the subscription customer portal abos.naldo.de?

As a general rule, you do not need to register to order tickets in the order portal schuelermonatskarten.naldo.de. Registration in the subscription customer portal abos.naldo.de is only possible from the age of 18. However, you can also order the Deutschlandticket JugendBW for third parties (who may of course also be under the age of 18). This means that legal guardians can register themselves and manage the contract data for their child/children and young people and use the Print@Home ticket.

Where can I order the Deutschlandticket JugendBW Stadttarif Tübingen?

You can only order the Deutschlandticket JugendBW price level 11 (Tübingen city fare) directly via the subscription customer portal abos.naldo.de. > Button 'D-Ticket JugendBW (naldo: trainees, FSJ, BFD, Tübingen: pupils, KreisBonusCard) via Abocenter'.

How does the mobile phone ticket work?

As soon as the application has been approved by the school, you will receive a retrieval code for the Where To? app by e-mail at the earliest five days before the start of the subscription, alternatively it will also be displayed in the contract overview in the subscription customer portal. You can use this to activate your Deutschlandticket JugendBW in the 'My tickets' section under "Already have a travelcard? Import now". If you order during the current month, the activation code will be sent to you by e-mail no later than 48 hours after approval by the school. As a general rule, the mobile phone ticket can be used regardless of age (i.e. even if you are under 18).



By the way: The code must be entered once and the new ticket activated on the first day of the next month by swiping to the left. The code can also be reused when changing devices, but please note that it changes after each year of use. Mobile data volume is only required once a month to update the mobile phone ticket. After that, you can travel offline. Please make sure that your smartphone allows updates to the Where To? app. The mobile phone ticket can be used for all smartphones that can download the Where To? app from the Google Play Store (Android) or iTunes (iOS).

A Print@Home ticket for the naldo network is also available for you in the Abo customer portal.

How does the chip card work?

If you order a chip card, it will be issued by the school office, which can take up to four weeks. A Print@Home ticket for the naldo network is also available.

The following information is printed on the chip card: first name, surname, subscription number and the responsible subscription centre. The chip card does not contain any textual reference to the travel authorisation; this is only available digitally and can only be read using special control apps. The travel authorisation for the D-Ticket is standardised throughout Germany and can be checked by control devices within the area of validity of the D-Ticket JugendBW, i.e. also outside the naldo.

The chip card is valid for a maximum of five years. If you change school and/or place of residence, you **do not need** a new chip card - in this case, please change your address details in the subscription customer portal.

If you lose your chip card, you can apply for a new chip card from the school office for a processing fee of 15 euros. If the chip card is defective, please contact the subscription centre responsible for you; this is noted on the chip card.

How does the Print@Home ticket work?

The Print@Home ticket for the naldo network is available in the 'Manage existing season ticket' section and can be printed out monthly.

Is the Deutschlandticket JugendBW valid for exactly one year and when does the cancellation have to be submitted?

The Deutschlandticket JugendBW runs for twelve months and is then extended indefinitely. It can be cancelled in writing to your subscription centre on the first day of each month after the first year of use, but the cancellation must be made by the last day of the previous month at the latest. The Deutschlandticket JugendBW can be purchased via the school up to and including the school year in which you turn 27. After the end of the school/training period, the Deutschlandticket JugendBW ends automatically, but it can be purchased via the naldo Abocenter until the end of the month in which you turn 21. For this purpose, a new application must be submitted via the order portal abos.naldo.de and reference must be made to the previous Deutschlandticket JugendBW in the SLV procedure.

What happens if I change schools, e.g. to a secondary or vocational school?

If you change to a secondary or vocational school, you must always reorder the season ticket in the order portal schuelermonatskarten.naldo.de, stating the new school. The previous school can no longer continue the subscription, but will terminate the contract. However, you can keep the previous chip card.

I or my child already has a monthly travelcard through the school. How can I switch to the Deutschlandticket JugendBW?

It is possible to switch to the Deutschlandticket JugendBW on the first of every month. You must inform the Abocenter in writing (e.g. by e-mail) of your wish to change and the issuing medium (mobile phone ticket or chip card).

If you use the Deutschlandticket JugendticketBW as a mobile phone ticket, please return the monthly school travelcards as soon as the mobile phone ticket is activated. In the case of the chip card, keep the monthly school travelcards until the school issues the Deutschlandticket JugendBW as a chip card and only then return them. It is also possible to switch from the Deutschlandticket JugendBW to the monthly school travelcard on the first of each month. To do this, please submit a new application via the order portal schuelermonatskarten.naldo.de. If you have any questions, please contact your local Abocenter.

Which payment methods are possible?

Payment can be made by SEPA direct debit.

How do I deactivate my customer account in the subscription customer portal?

Please note that if you deactivate your customer account in the subscription customer portal, you will no longer be able to view any contract data or use the Print@Home ticket. If you would like to deactivate your account or if you have any further questions, please contact the subscription centre responsible for you. Contact person

2. Contact

Who can I contact if I have questions about my order?

The Abocenter responsible for you:

naldo-Abocenter Süd

c/o Regionalverkehr Alb-Bodensee GmbH (RAB)

Karlstraße 31-33, 89073 Ulm | Tel.: 0731/1550-0 | Fax: 0731/1550-28160 | E-Mail: abo-sued@naldo.de
Montag - Freitag von 8.00 - 18.00 Uhr

IGP – AboCenter

Interessengemeinschaft des Personenverkehrsgewerbes eG

Dornierstraße 3, 71034 Böblingen | Tel.: 07031/623-180 | Fax: 07031/623-158 | E-Mail: naldo-abocenter@igp.wbo.de
Montag - Donnerstag von 8.00 - 11.00 Uhr und 13.00 - 16.00 Uhr | Freitag von 8.00 - 11.00 Uhr

3. Change, illness and loss

What happens if I lose my chip card?

If you lose your chip card, the school secretariat will issue you with a new chip card for a processing fee of 15 euros. You can temporarily use the Print@Home ticket for journeys on the naldo network.

What happens if I change schools, fall ill or move house?

Irrespective of the period of validity, the Deutschlandticket JugendBW can also be cancelled on the first of each month if you change schools, move house or fall ill.

4. Tariff

Where exactly is the Deutschlandticket JugendBW valid?

The Deutschlandticket is valid around the clock, seven days a week on local public transport (2nd class) throughout Germany (not on long-distance services: ICE, IC, EC, long-distance bus). Exceptions are the Intercity trains on the Gäubahn (KBS 740 - Stuttgart-Singen), which can also be used with the Deutschlandticket JugendBW. An official photo ID or comparable proof of identity (e.g. student ID) must be carried. If no student ID card is issued, children and young people under the age of 16 are not required to provide proof of identity.

Carriage regulations and transferability:

The Deutschlandticket JugendBW is a personal ticket that is not transferable. It is only valid for 2nd class.

Inspection

The passenger in whose name the Deutschlandticket JugendBW was purchased must be able to identify himself/herself with an official photo ID (issued by a public authority) during a ticket inspection. In the case of schoolchildren, a comparable proof of identity (e.g. school ID card) must be presented. If no student ID card is issued, children and young people under the age of 16 are not required to provide proof. To ensure that the Deutschlandticket JugendBW can only be used by the authorised person, the first name and surname of the user are displayed on the ticket, as well as the contact details of the responsible subscription centre and the subscription number.

What happens if I cannot show my valid mobile phone ticket (e.g. battery empty, display defective, etc.) or have forgotten my chip card?

In this case, it is not possible for our ticket inspectors to check whether you have a valid ticket. You will therefore initially be issued with an increased fare. However, if the correct ticket purchase can be proven within one week, the increased fare will be reduced to seven euros.

Can I take my bike on buses and trains and how much does it cost?

Bicycles can be taken free of charge on all naldo rail routes from Monday to Friday before 6 a.m. and after 9 a.m. and all day on Saturdays, Sundays and public holidays. On the Ammertal railway, the 6.49 a.m. train from Herrenberg in the direction of Tübingen is generally closed to bikes on Mondays to Fridays.

Bicycles can only be taken on buses if this is indicated in the timetable by the bicycle symbol or if the transport company has publicised it in the usual manner. Bicycles can be carried free of charge from 8.00 p.m. until 5.00 a.m. the following day. Bicycles can be taken on RegioBuses X2, X3, X7, X340 and 500. Bikes can be taken on RegioBus X82 from 6.30 pm Monday to Friday and around the clock on Saturdays, Sundays and public holidays. Bikes can be taken on all RegioBuses free of charge before 6 a.m. and after 9 a.m. on Mondays to Fridays and all day on Saturdays, Sundays and public holidays. Bikes cannot be taken on RegioBuses 600 and 800. Bikes can also be taken free of charge on the special leisure buses with bike transport that run on the naldo during the summer season.

If bicycle transport is not free of charge, a bicycle ticket must be purchased for each bicycle (price: single ticket child or day ticket child). Alternatively, a Group Day Ticket can be purchased for up to five bicycles (Monday to Friday from 8.30 a.m.). If possible, you can make use of the 'take-along' regulation. There is no entitlement to the carriage of bicycles. Priority is given to the transport of pushchairs and wheelchairs. Only one bicycle per person may be carried. Groups with six or more bicycles must be registered with the transport company.