

Chiasso, 29 November 2022

New booking platform from 04.12.2022

Dear Customer,

As anticipated in our communication at the beginning of the year, we are pleased to inform you that our new online booking and billing platform will go live on 04.12.2022. For this purpose, all user data currently registered in your company account will be transferred to the new platform.

During the first week, the two booking portals, the one currently in use and the new one, will co-exist.

For this reason, you will find two links attached to this communication:

1. This first link - <https://reservations.ralpin.com> - gives access to **the current booking platform**, from which **trains scheduled until 10.12.2022** have to be booked
2. The second link - <https://cubo.ralpin.com> - gives access to **the new booking platform**, from which **trains scheduled from 11.12.2022** have to be booked.

To activate your account in the new platform, all you need to do is click on the link you will receive by email to the billing e-mail address provided on the current platform.

Account activation:

1. Click on the provided link to access personal account activation.
2. Setup a personal password. The username is set by the system and consists of your e-mail address.

The account is now ready. To be able to make bookings, sign in and complete/update your account:

3. Check all the information shown under "My company" in the top left-hand corner.
4. If necessary, you can add additional users by going on the "Employees" tab. Each added employee will receive an e-mail with a link to activate his/her account
5. If you pay by invoice, please check under "Invoice details" the correctness of the data. If there are any inaccuracies, please report them directly to us so that we can correct them.

And you are ready for the first booking.

Important: for the calculation of December quantity discounts, corrections may be required at the end of the month due to technical reasons.

Access to your shipment's data for trains before the 11th December 2022

The data of your bookings made before the 10th December 2022, on the old Roma booking platform, will be available from the 11th December 2022 at the following link: <https://roma.ralpin.com>. The access is possible until 31 January 2023.

If you have any questions or suggestions, do not hesitate to contact us on +41 58 822 88 22.

Best regards

RAIpin SA

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