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FAQ – ZVV BonusPass / Z-BonusPass

1. Acquiring a ZVV BonusPass / Z-BonusPass

1.1. Short film on how the ZVV BonusPass works [Short film](#)

1.2. What is a ZVV BonusPass / Z-BonusPass?

The ZVV BonusPass is an annual travelcard which is valid in all zones within the Zurich Transport Network (ZVV).

The [Z-BonusPass](#) is extended by the area of validity of a neighbouring fare network.

Example: Employees living within the A-Welle network (Canton Aargau) can use the entire A-Welle fare network in addition to the ZVV.

1.3. Where can I find the general terms and conditions of business?

You can find them here [link](#).

1.4. What do I need to order the BonusPass?

To order electronically, you need a SwissPass login. It is no longer possible to place a written order.

1.5. What is a SwissPass login?

The SwissPass login is your electronic access to your customer account. All travelcards and additional services referenced on the SwissPass card can be viewed online at www.swisspass.ch (validity of all travelcards, additional services such as Mobility, day passes for skiing, etc.). If you do not have a SwissPass account yet, you can register [here](#) right now.

To order a BonusPass, you must provide your home address when registering. Without this, your order will be rejected.

1.5.1. I am already registered at www.swisspass.ch but I don't yet have a SwissPass card:

In order to issue a travelcard, your identity must be verified. To be able to carry out the ID check, log in with your [SwissPass login](#).

Click on 'Yes, I have never had a public transport travelcard before.' and follow the procedure on the website.

1.5.2. I have a SwissPass card or have already had a public transport travelcard, but I have not yet registered at www.swisspass.ch:

[Register](#) by entering your 10-digit customer number (xxx-xxx-xxx-x). If you do not know your customer number, you can ask for it at the BonusPass service centre (bonuspass@sbb.ch or on 0848 55 11 00).

1.5.3. **I do not have a SwissPass card, nor am I registered at www.swisspass.ch:**
[Register](#) without a customer number but provide your address. As soon as the registration is complete, carry out the ID check. To do so, log in with your [SwissPass login](#). Click on 'Yes, I have never had a public transport travelcard before.' and follow the procedure on the website.

1.6. How can I apply for the BonusPass?

You apply for the BonusPass online. You will receive the order link or QR code from your employer. To use the order link, you need a SwissPass login.

If you already have a SwissPass login, check that your data is correct in your customer account at swisspass.ch before placing your order.

As soon as you have placed the order, you will receive a confirmation by e-mail. The application will be reviewed and approved by your employer. Your travelcard is issued at the SBB BonusPass service centre. As a confirmation you will receive the invoice/receipt by e-mail.

1.7. When will my order be processed?

Your BonusPass will be issued no earlier than 30 days and no later than 10 days before its first day of validity. Orders placed at short notice are processed according to availability. We therefore recommend that you place your order at least 10 working days before the desired first day of validity.

It is the responsibility of the employee/passenger to ensure that they have a valid BonusPass before departure. If you start your journey without a valid ticket, you will be registered as a passenger without a valid ticket. Any charges incurred cannot be reclaimed retrospectively.

1.8. Can I order the BonusPass retroactively?

No. BonusPasses cannot be issued retroactively. This also means that other tickets which were purchased will not be refunded. If the order is received at short notice, the BonusPass will be issued from the date on which it was processed at the service centre.

1.9. Why do I have to provide my staff number?

Providing your staff number means it will be listed on the company invoice.

1.10. How is the BonusPass issued?

The BonusPass is issued on the SwissPass. If you already have a SwissPass card, the travelcard will be referenced on it. The SwissPass card is valid for five years. When the card expires, you will automatically receive a new card, provided that a valid travelcard is still referenced on the card.

1.11. I don't have a SwissPass card yet. What should I do?

Once you have ordered a BonusPass, a SwissPass card will automatically be sent to you by post. You should therefore make sure that you have entered your home address in your SwissPass account accurately. In the case of orders at short notice, a temporary travelcard can be obtained at any staffed point of sale once the order has been completed. You can travel with this provisional SwissPass until you receive the actual card.

1.12. I used to have a SwissPass, but I can't find it anymore. What should I do?

You can order a new SwissPass card for CHF 30 at any public transport point of sale or online using this [link](#). The card will be sent by post.

1.13. How can I change the name in my SwissPass account?

We require official identification (ID, passport, driving licence), which you can provide us with in the following manner:

- Upload a scan or a photograph of the document using the [change form](#).
- Present the document at a staffed public transport point of sale.
- Send a copy by post or e-mail to the BonusPass service centre (bonuspass@sbb.ch).

The existing SwissPass card remains valid after the change of name. If you still want a new card with a new name, proceed as specified in Point 1.13.

1.14. I already have my own ZVV-Pass or Z-Pass annual travelcard and would like to benefit from having a BonusPass right now.

Apply for the BonusPass online using the link provided by your employer. As soon as the BonusPass is valid, the previous annual travelcard can be refunded pro rata at any ZVV point of sale. To do so, you will need an official identity document and your SwissPass card.

1.15. Is the ZVV BonusPass / Z-BonusPass also available as a monthly travelcard?

No. The BonusPass is only available as an annual travelcard.
If you wish to return your card early, see Point 4.8.

1.16. I work part-time. From what level of employment is it worthwhile for me to have a BonusPass?

Depending on the company contribution made by your employer, the BonusPass will be cheaper than conventional ranges of tickets for your level of employment. With the BonusPass, you automatically receive an "all zones" travelcard for your chosen network area. This means that leisure journeys within the ZVV-Pass/Z-Pass area are also included, which also has an effect on your costs.

The employer may set a minimum level of employment before a BonusPass can be issued.

1.17. I have a ZVV BonusPass and am moving to another canton from my Z-Pass area or vice versa.

Change your home address in your SwissPass account. You can then place a new order for the travelcard you want using the order link. After receiving the invoice for your new travelcard, register by e-mail at bonuspass@sbb.ch. Your previous BonusPass will then be refunded pro rata. You need to provide the following information when you contact us: surname, first name, date of birth, customer number.

1.18. I would like to change the class of my current BonusPass.

Place a new order for the travelcard in the class you want using the order link. After receiving the invoice for the new travelcard, register by e-mail at bonuspass@sbb.ch. Your previous BonusPass will then be refunded pro rata. You need to provide the following information when you contact us: surname, first name, date of birth, customer number.

2. Area of validity & travelcard validity

2.1. Where is my ZVV BonusPass / Z-BonusPass valid?

The BonusPass is always valid in all zones of the ZVV or the selected Z-Pass network.

Zurich Transport Network	=> Zone plan
Z-Pass Ostwind	=> Zone plan
Z-Pass A-Welle	=> Zone plan
Z-Pass Schwyz-Zug	=> Zone plan

2.2. What is the difference between a ZVV BonusPass and a Z-BonusPass?

The ZVV BonusPass is valid in the catchment area of the Zurich Transport Network. The Z-BonusPass consists of the ZVV and a neighbouring Z-BonusPass fare network (A-Welle, Ostwind, Schwyz-Zug). The Z-BonusPass always consists of two fare networks. Your places of residence and work determine the type of BonusPass you have.

2.3. Where can I see the validity of my travelcard on the SwissPass card?

The validity of the travelcard is not printed on the SwissPass card. Any ticket machine can read the QR code on your card. The display will show the validity of all travelcards. In addition, the validity is also recorded in your SwissPass account (www.swisspass.ch).

3. ZVV BonusPass / Z-BonusPass prices

3.1. How is the price calculated?

The route from your place of residence to your place of work is decisive for the calculating the price. You will only be charged for the zones you use to commute to work. The nearest stops are determined on the basis of the addresses given in the order. The fastest and most frequent connections as specified in the currently valid connection lists of the ZVV or the Z-Pass partnership apply. It is not possible to specify preferred zones when ordering the BonusPass.

Important: Zones 110 and 120 are always counted twice.

3.2. Where can I find the overview of prices?

Your employer has a fare table determined by the funded model. The price of your travelcard can be determined based on the number of zones required. During the online ordering process you will be shown the travelcard costs.

3.3. How long will I receive 'Junior' prices for?

Up until one day before your 25th birthday. The Junior fare is only available in 2nd class. If you would like a 1st class BonusPass, you will have to pay the adult fare.

3.4. How much can I save with the ZVV/Z-BonusPass or a Point-to-Point Travelcard compared to commuting in my own vehicle?

Using the [commute calculator](#) you can calculate your annual savings.

4. Billing / refund

4.1. How is the cost of the BonusPass settled?

The BonusPass service centre will send the invoice by e-mail to the e-mail address specified in your SwissPass account.

4.2. Can I pay for the travelcard in instalments?

No

4.3. Can I pay for the BonusPass with a voucher, Reka-Card or credit card?

No. Payment of the invoice must be made using the QR inpayment slip provided. It is not possible to pay at the ticket counter.

4.4. Until when can I make an objection regarding the accuracy of the invoice?

Complaints regarding the accuracy of the invoice must be made in writing to the BonusPass service centre at bonuspass@sbb.ch within 10 days of receipt of the invoice.

4.5. What happens if I do not pay my invoice on time?

If the outstanding amount invoiced is not transferred within the specified period, the demand notice process begins. CHF 15 will be charged for each demand notice. The sales organisation reserves the right to inform the employer of the payment you owe. If the second demand notice does not result in payment, the outstanding amount will be charged to the employer.

Deadlines and fees:

Due date of the invoice:

- 30 days from dispatch of the invoice
- + 5 days = payment reminder
- + 15 days = 1st demand notice (CHF 15 fee)
- + 30 days = 2nd demand notice (+ CHF 15 fee) by post, with a copy to the employer
- + 58 days = Automatic transfer to company invoice

4.6. I paid the invoice late and my BonusPass claim has already been charged to my employer. What will happen to my payment?

Following transfer to your employer, there are no longer any demands from you regarding the BonusPass.

This means that the credit balance from the late payment will be transferred back to you. Please enter the IBAN number from your payment details in your personal SwissPass account.

4.7. Can I cancel my BonusPass if I do not use it?

The BonusPass can be cancelled until the 9th month of validity, always at the end of the each travelcard month. We charge 1/9 of the sales price for each month used. The refund amount is rounded down to the nearest Swiss franc. Only whole months will be refunded. A month of use which has been started counts as a full month from the first day of use.

4.8. What happens if I buy a GA Travelcard?

If you buy a GA Travelcard, the BonusPass will be refunded pro rata. Buy your GA Travelcard first and then hand in your BonusPass so that you can be reimbursed.

4.9. How can I cancel my BonusPass?

The BonusPass can be cancelled by contacting the BonusPass service centre in writing or by e-mail (bonuspass@sbb.ch).

4.10. Who can cancel my BonusPass?

You or your employer can cancel your BonusPass. In the case of employees who are minors, their legal representative may also apply for termination.

4.11. Can a BonusPass cancellation be withdrawn?

No. A BonusPass cancellation which has been entered into the system cannot be changed.

5. BonusPass renewal

5.1. Does the BonusPass get renewed automatically?

No. The BonusPass must be reapplied for and approved by the employer every year.

5.2. Will I be reminded about renewing the BonusPass?

Yes. You will receive a message 4 to 6 weeks before the BonusPass expires, sent to the e-mail address saved in your SwissPass account.

5.3. Will I be reminded of the last day of validity of my travelcard?

Yes, by selecting this type of information in your SwissPass account.