



Manual

Change subscription on NS-Business Card to Traject Vrij with Split Billing

Your employer offers you the option to convert the subscription on your NS-Business Card to a Traject Vrij with Split Billing subscription. With this subscription your employer pays the costs for unlimited travel on an agreed route. This covers the cost of your commute. You will receive a personal invoice from us for all train journeys outside the fixed route, such as travel by bus, tram and metro and the costs for the use of door-to-door services. You will also continue to benefit from the advantages of your NS-Business Card.

The **benefits** for you:

- Travel with one card for both business and personal journeys on all public transport;
- This lets you use door-to-door services such as booking a taxi, low-cost parking, or renting a Greenwheels car share or OV-fiets without subscription costs.
- It is not necessary to top up your NS-Business Card. Your employer will receive an invoice in arrears for the fixed train route; you will receive invoices in arrears for other journeys you make using public transport and for any door-to-door services used;
- Receive 40% discount on NS train journeys beyond the fixed route and during off-peak hours;
- In off-peak hours, 3 people can travel with you with 40% discount.



How do I change my current subscription on my NS-Business Card to a Traject Vrij with Split Billing subscription?

The following nine steps take you through changing your current subscription to a Traject Vrij with Split Billing subscription. You can start as soon as you log in on Mijn NS Zakelijk.

Step 1

In Mijn NS Zakelijk go to 'My NS-Business Card' and select 'Change subscription'.

The screenshot shows the user interface of the 'Mijn NS Zakelijk' website. At the top, there is a navigation bar with the NS logo, a 'Menu' button, a search icon, and user information including 'Mijn NS' and 'Nederlands'. Below the navigation bar, a welcome message reads 'Welcome Mr S. Boulaksil' with a 'Log out' link. A left-hand menu contains several options: 'Home screen', 'My NS-Business Card' (highlighted in yellow), 'Travel history', 'Order NS-Business Card', 'My orders', 'Contact information', 'Personal information', and 'NS notifications'. Below this menu is a section titled 'Questions about Mijn NS Zakelijk' with links to frequently asked questions and detailed instructions. The main content area is titled 'My NS-Business Card(s)' and includes a sub-header 'NS-Business Card 3528 0104 7743 3250' with an 'Active' status. Underneath, there are several sections: 'Boulaksil, S.' with links to show trips, cost centre, refund requests, and orders; 'Subscription' details (No subscription, Class 1st, Starting date 05-10-2013); 'Manage online' with links to terminate the card, block a stolen card, and 'Change subscription' (circled in red); 'IC direct' (Order IC direct Surcharge); and 'Door-to-door services' (Information about door-to-door services).

Step 2

Click on 'Select your subscription';

The screenshot displays the 'Change your subscription' page on the NS website. The page layout includes a top navigation bar with the NS logo, a menu icon, a search bar, and user options for 'Mijn NS' and 'Nederlands'. A welcome message for 'Mr S. Boulaksil' is visible in the top right.

On the left side, there is a vertical navigation menu with the following items: Home screen, My NS-Business Card, Travel history, Order NS-Business Card, My orders, Contact information, Personal information, and NS notifications. Below this menu is a yellow box titled 'Questions about Mijn NS Zakelijk' containing links to frequently asked questions and detailed instructions, along with contact information for phone and email support.

The main content area is titled 'Change your subscription' and features two tabs: 'Specifications' (selected) and 'Confirm'. The page is divided into two main sections:

- Your current subscription:** Shows 'NS-Business Card' with 'Subscription: No subscription' and 'Class: 1st'.
- Your new subscription:** Shows 'NS-Business Card' and a 'Select your subscription' button, which is circled in red.

Below the 'Your new subscription' section is a 'Change specifications' form with a 'Subscription' dropdown set to 'No subscription' and a 'Class' dropdown set to '1st'. At the bottom of the page, there are 'Back' and 'Continue' buttons.

Step 3

Select 'Traject Vrij subscription with Split Billing';

The screenshot displays the NS website's 'Select subscription' interface. At the top, there is a navigation bar with the NS logo, a menu icon, and links for 'Search', 'Mijn NS', and 'Nederlands'. Below the navigation bar, the user is greeted with 'Welcome Mr S. Boulakill' and a 'Log out' link.

On the left side, there is a vertical menu with the following items: Home screen, My NS-Business Card, Travel history, Order NS-Business Card, My orders, Contact information, Personal information, and NS notifications. Below this menu is a yellow box titled 'Questions about Mijn NS Zakelijk' containing frequently asked questions and contact information.

The main content area is titled 'Select subscription' and features two tabs: 'Specifications' (selected) and 'Confirm'. Below the tabs, there are two main sections:

- Your current subscription:** Shows 'NS-Business Card' with 'Subscription: No subscription' and 'Class: 1st'.
- Your new subscription:** Lists several options, each with a 'Select' button and a 'More information' link:
 - No subscription
 - Dal subscription
 - Traject Vrij subscription
 - Traject Vrij subscription with Split Billing** (highlighted with a red circle)
 - Trein Vrij subscription
 - Trein Vrij subscription + Bus Tram Metro Vrij

Step 4

Change the specifications for your NS-Business Card if this is required. You can choose which travel class you wish to use and enter the route. You have the option to select additional services under 'Extra Services'. The choice of available additional services depends on the range chosen by your employer. Once you have entered your choice click on 'Continue'.

The screenshot displays the NS website interface for managing a Business Card subscription. The page is divided into several sections:

- Header:** Includes the NS logo, a menu icon, a search bar, and user account options for 'Mijn NS' and 'Nederlands'.
- Left Sidebar:** Contains navigation links for 'Travel history', 'Order NS-Business Card', 'My orders', 'Contact information', 'Personal information', and 'NS notifications'. Below this is a 'Questions about Mijn NS Zakelijk' section with links to frequently asked questions and contact information.
- Main Content Area:**
 - Your current subscription:** Shows the current status as 'No subscription' and '1st' class.
 - Your new subscription:** Features a 'Select your subscription' button and a 'Change specifications' section.
 - Subscription:** 'Traject Vrij subscription with Split Billing'.
 - Class:** A dropdown menu currently set to 'Choose One'.
 - Select route:** Two input fields for entering the route, accompanied by a location pin icon.
 - Extra services:** Two options are listed:
 - ICd Altijd Toeslagvrij:** A service where a surcharge is only charged if the route includes Schiphol - Rotterdam. It is currently turned 'Off'.
 - BudgetZeker BTM:** A service for fixed annual travel by bus, tram, or metro. It is currently turned 'Off'.

Step 5

Select your starting date. Continue to step 5a if you are converting a Traject Vrij, Trein Vrij or OV Vrij subscription into a Traject Vrij with Split Billing subscription. If you have a different type of subscription, go to step 5b.

Step 5a

If you are converting a Traject Vrij, Trein Vrij or OV Vrij subscription into a Traject Vrij with Split Billing subscription, you will not receive a new NS-Business Card. You can add your changed subscription type to your NS-Business Card at a ticket machine at one of the NS Stations on the start date indicated by you.

To do this, hold your card up to the card reader and select the option 'download your subscription to your card'.

You can skip step 6 as this does not apply to you. Continue to step 7.

The screenshot shows the NS website interface for changing a subscription. At the top, there is a navigation bar with the NS logo, a menu icon, a search icon, and the text 'Mijn NS' and 'Nederlands'. Below the navigation bar, the user is logged in as 'Mr S. Boulaksil' with a 'Log out' link. The main content area is titled 'Change your subscription' and has two tabs: 'Specifications' (active) and 'Confirm'. The 'Specifications' tab contains a yellow box with the heading 'Select your starting date' and a message: 'Because we have to make a new card for you, the starting date must be between 7 and 28 days from today.' Below this message is a form field for 'Desired starting date*' with three input boxes and a calendar icon. At the bottom of the form area, there are 'Back' and 'Continue' buttons. On the left side, there is a vertical menu with links to 'Home screen', 'My NS-Business Card', 'Travel history', 'Order NS-Business Card', 'My orders', 'Contact information', 'Personal information', and 'NS notifications'. Below the menu is a yellow box titled 'Questions about Mijn NS Zakelijk' with a sub-heading 'Zakelijk'. It contains text about frequently asked questions and instructions, with links to 'Frequently asked questions about Mijn NS Zakelijk' and 'Detailed instructions for Mijn NS Zakelijk'. At the bottom of this box, it says 'We can also help you over the phone. Simply dial +31 (0)30 300 11 11. You can reach us day and night. Or send us an e-mail: NSZakelijk@ns.nl'.

Step 5b

If you have an NS-Business Card without subscription or with Dal subscription, you will receive a new NS-Business Card within five working days when you switch to a Traject Vrij with Split Billing subscription.

Change your subscription

Specifications

Confirm

Select your starting date

Because we have to make a new card for you, the starting date must be between 7 and 28 days from today.

Desired starting date*



← Back

Continue



Step 6

Choose a photo;

You can use a photo you already used or upload a new passport photo for your new NS-Business Card.

The screenshot displays a user interface for managing a subscription. On the left is a vertical navigation menu with the following items: Home screen, My NS-Business Card, Travel history, Order NS-Business Card, My orders, Contact information, and Personal information. The main content area is titled 'Change your subscription' and contains two buttons: 'Specifications' (highlighted in blue) and 'Confirm'. Below these buttons is a yellow header for the section 'Choose a photo for your new card'. The text below the header reads: 'We do not have a photo of you yet. Please upload a photo.' followed by 'I want a new photo on my NS-Business Card.' and a 'Select passport photo:' label next to a 'Select file' button and an empty input field.

Home screen →

My NS-Business Card →

Travel history →

Order NS-Business Card →

My orders →

Contact information →

Personal information →

Change your subscription

Specifications Confirm

Choose a photo for your new card

We do not have a photo of you yet. Please upload a photo.

I want a new photo on my NS-Business Card.

Select passport photo:

Step 7

Check the details entered in your order overview. Then approve the Product Terms & Conditions and General Terms & Conditions (required). Click on 'Confirm order'.

The screenshot shows the final step of an order confirmation process on the NS website. The page is titled 'Step 7' and contains the following elements:

- Navigation:** A menu icon, 'Menu', a search icon, 'Search', a user profile icon, 'Mijn NS', and a language selector 'Nederlands'.
- Terms & Conditions:** A yellow-bordered box on the left contains a link '→ Terms & Conditions'.
- Door-to-door services:** A table with columns 'On' and 'Off' for various services:

	On	Off
Taxi	<input checked="" type="radio"/>	<input type="radio"/>
Greenwheels car	<input checked="" type="radio"/>	<input type="radio"/>
International travel	<input checked="" type="radio"/>	<input type="radio"/>
OV-fiets and bicycle storage facility	<input checked="" type="radio"/>	<input type="radio"/>
Q-Park P+R car parks	<input checked="" type="radio"/>	<input type="radio"/>
- Agreements:** Two checked checkboxes:
 - I agree with the [NS-Business Card Product Terms & Conditions](#) and give permission to be informed about product terms & conditions and any changes to these terms & conditions via ns.nl/voorwaarden. The terms & conditions will be sent to you free of charge, upon request.
 - I agree with the [Nederlandse Spoorwegen's Terms & Conditions for the transport of Passengers and Hand Luggage \(AVR-NS\)](#) and give permission to be informed about the AVR-NS and any changes to these terms & conditions via ns.nl/voorwaarden. The AVR-NS contain the terms & conditions attached to the transport services carried out by NS, as well as the general terms & conditions for NS products and services. The terms & conditions will be sent to you free of charge, upon request. The rights and obligations of passengers are laid down in European Regulation 1371/2007. For more information, please visit www.ns.nl/toezichhouder.
- Total:** A summary row showing 'Total' for 'Gross invoice amount per year' as '€ 706,32 *'.
- Disclaimer:** '* This is the recommended price without any contract discount and without any credit due to the change.'
- Approval Note:** 'If this order should be approved by your contact person, please be aware that this occurs -before- the chosen starting date.'
- Buttons:** A '← Back' button and a 'Confirm order →' button (highlighted with a red circle).

Step 8

Approve the direct debit and carry out the verification payment.

The screenshot shows the NS website interface. At the top, there is a navigation bar with the NS logo, a 'Menu' icon, a search bar, and user information for 'Mijn NS' (Nederlands) and 'Welcome Mr S. Boulaksil' with a 'Log out' link. A left-hand navigation menu lists various account options like 'Home screen', 'My NS-Business Card', 'Travel history', etc. The main content area is titled 'Change your subscription' and has 'Specifications' and 'Confirm' tabs. The 'Payment method' section is highlighted in yellow and contains the following text:

You pay via monthly direct debit

You pay for travel beyond this route, class changes, correction fees, separate Intercity Direct Surcharges and door-to-door service costs via direct debit on a monthly basis. To verify your bank account, we ask that you make a payment of € 0.01.

This bank account number will be used for all transactions, even for existing Traject Vrij subscriptions with Split Billing.

Make a choice

You authorise NS Groep N.V. to direct debit your NS-Business Card invoices on behalf of NS Reizigers N.V. and grant permission to your bank to periodically direct debit an amount from your account in accordance with the order of NS Groep N.V. on behalf of NS Reizigers B.V. The creditor's bank information is: Creditor ID: NL03 ZZZ 30124358 0000. Name: NS Groep on behalf of NS Reizigers. Address: Laan van Puntenburg 100 3511 ER Utrecht, the Netherlands. Please specify your IBAN, name, address, place of residence, postcode, country, signature and place & date of signature elsewhere on this form. By entering: Your bank's BIC (not required for Dutch banks). If you do not agree with a charge, you can have it reversed. To do so, please contact your bank within 8 weeks of the charge. For more information about the terms & conditions, please contact your bank.

Verification transaction amount: €0.01 **Make verification payment** →

Below the payment section, there is a 'Questions about Mijn NS Zakelijk' section with links to frequently asked questions and contact information.

Step 9

You will receive a confirmation email from NS Zakelijk once your order has been completed successfully.

Should you have any questions, please contact NS Zakelijk Customer Service on +31 (0)30 300 11 11. We are available 24/7.