

# Buying a single ticket in the FRAM app

This document describes how you can buy a single ticket in the FRAM mobile application.

**Note!** Most of the pictures in this document shows an iPhone. On Android phones, the screens may look a little different, but the processes are the same.

You can buy a single ticket from the screen «Buy» (pages 1-7) or from the «Planner» (iPhone) or “Search Travel” (Android) (pages 8-14). On page 15 and 16 you can read about where you find your tickets and how you easily can repeat a purchase of a type of ticket that you have bought before.

**Note!** The mobile telephone that the ticket has been bought on must be with you for the duration of your trip with FRAM.

## How to buy a single ticket from the screen «Buy»

Open the FRAM app and choose «Buy» (iPhone) or “Tickets >> Buy” (Android). If you did not make any adjustments to your profile, you will start on the right screen when you open the FRAM app.

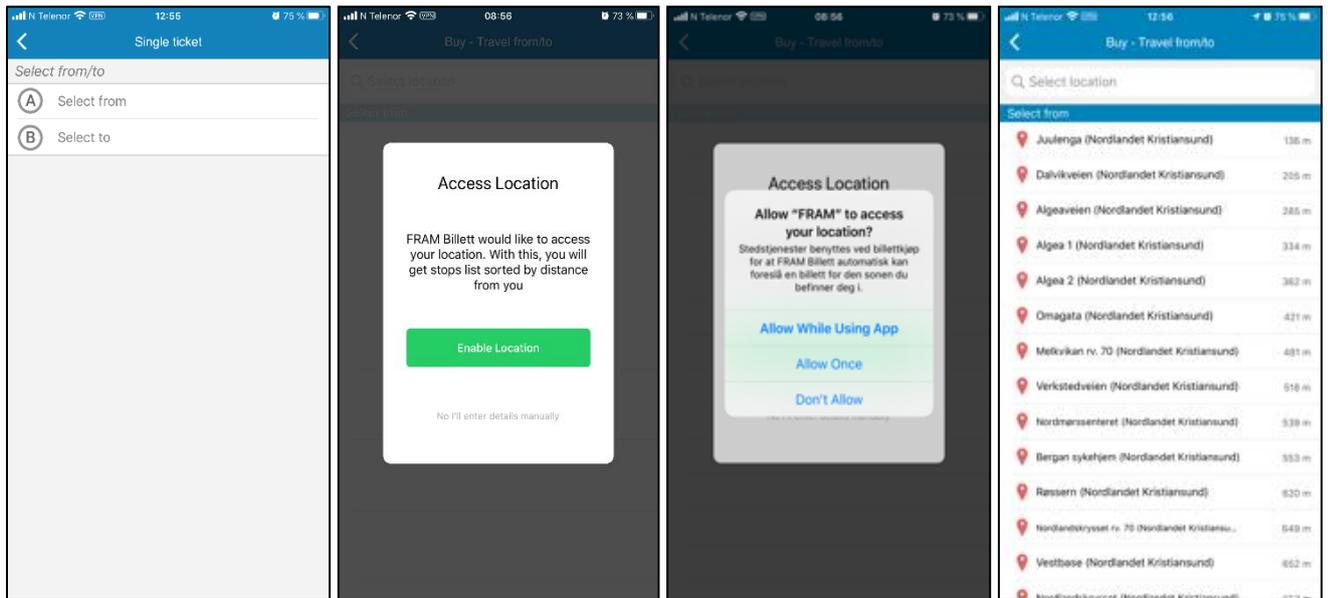
Choose the «Single ticket» button to proceed.



When you are buying a single ticket, you must first define the distance you will travel. You will then be shown the available types of single ticket for the distance you have chosen. See next page.

Tap your finger in the field «(A) Select from» (picture 1) to find and choose the stop/zone you will travel from.

**Note!** The first time you search for a stop/zone you will be asked if you will give the FRAM app access to your geographical location so that the app can sort the list of stops by the nearest stops (pictures 2a and 2b).



Picture 1

Picture 2a

Picture 2b

Picture 3

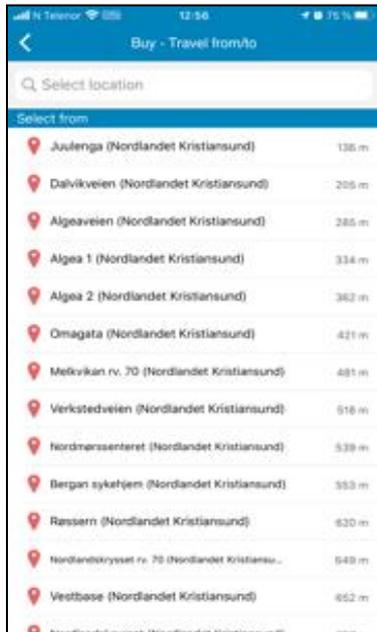
When you have selected «(A) Select from» and given the FRAM app access to your location, a list of stops/zones is presented (picture 3).

Stops have a red compass needle in front of the name, whereas zones have a map icon before the name. On an iPhone, stops will be displayed first. On Android phones, zones are displayed first.

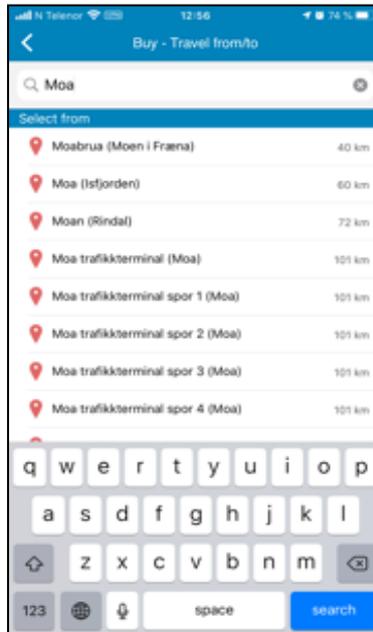
If you have bought a single ticket before, the app will display the last stop/zone you have used (up to 3 suggestions) before the general list of stops/zones, enabling you to easily choose these again.

If you have given the FRAM app access to your location, the list of stops/zones will display the stops nearest to your location. If you want to travel from one of the stops you can see in the list, tap your finger on the stop you want to select.

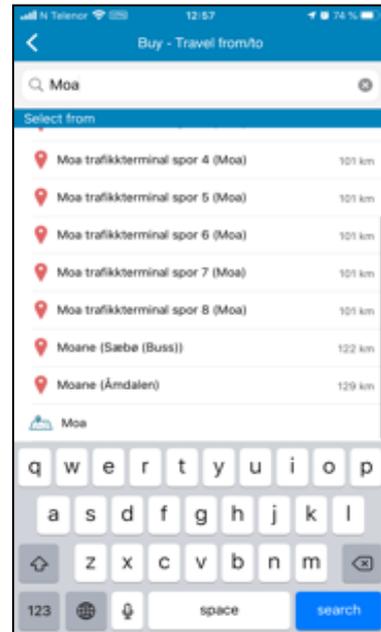
If you want to see other stops, you can type the start of the name of the stop/zone you will travel from under “Select location”. (In the example below, the user has typed Moa (picture 2) and then entered a space (picture 3) to see all stops/zones with a name that starts with Moa.)



Picture 1

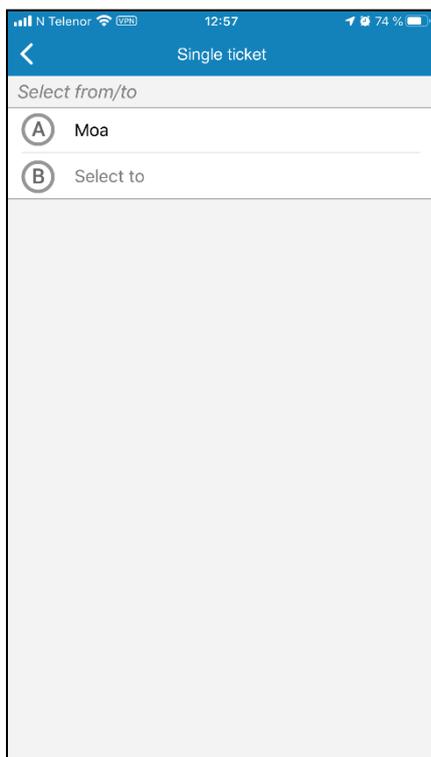


Picture 2



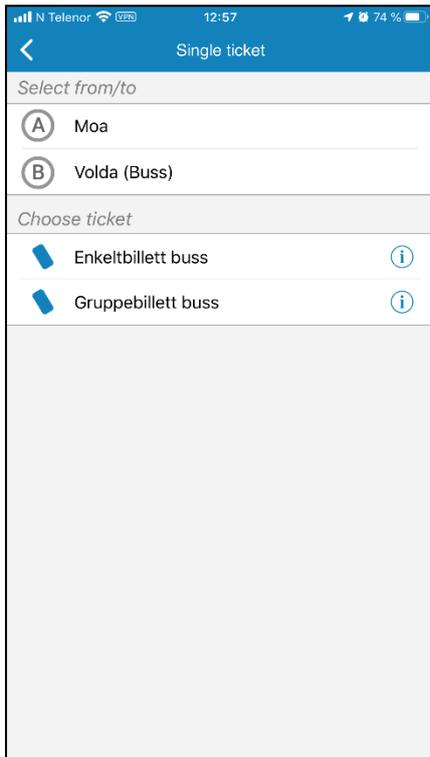
Picture 3

Scroll down the list to find the correct stop or zone and tap on the stop/zone. This will now be set as your start point.



Now tap in the field «(B) Select to» and repeat the process to find the stop or zone you want to travel to. When you have found the correct stop/zone, tap it to choose it as your to location.

**Note!** A single ticket is only valid for the direction that the ticket has been bought for. Make sure that you choose the correct start and end point and that you don't switch these when you select stops in the app. It is not possible to buy return tickets in the FRAM app.

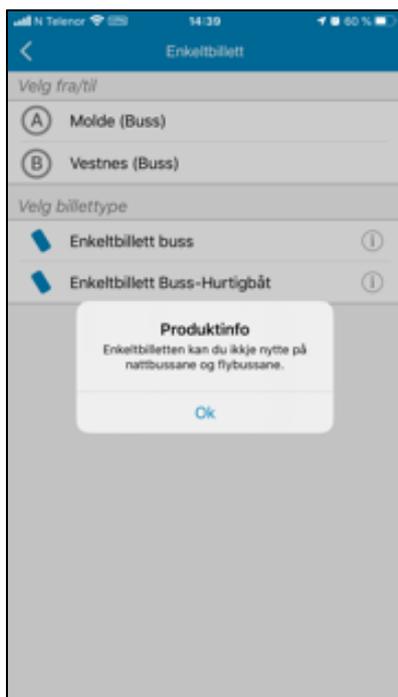


When both (A) (from location) and (B) (to location) has been selected you will see a list of available single tickets under "Choose ticket". Tap on the name of the correct ticket type in the list of available tickets. Ticket names are displayed in Norwegian.

Explanation of ticket types displayed in the picture:

Enkeltbillett buss = Single ticket bus

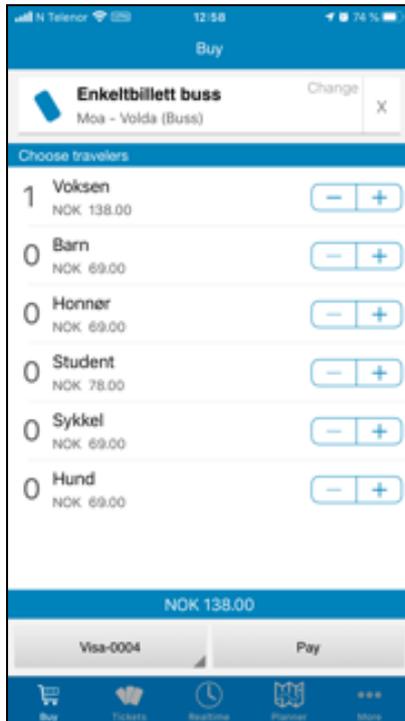
Gruppebillett buss = Group ticket bus



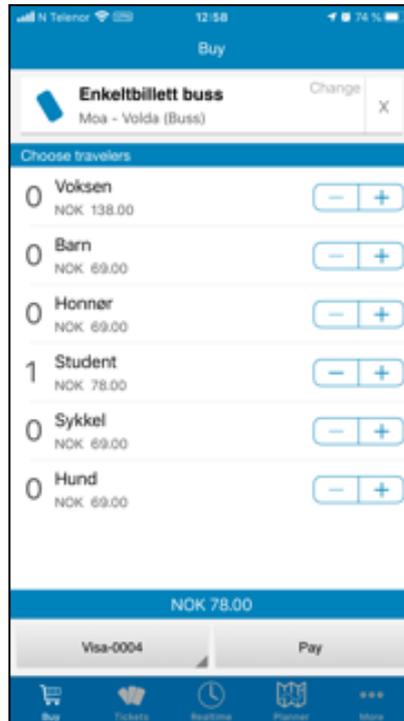
**Note!** If there is an (i) icon behind the ticket type it means that there is important information available about the ticket product. Tap the (i) icon to display the product information. Tap OK in the message to close it and proceed with your purchase.

For the time being, product info is only available in Norwegian.

Next, you must choose the correct ticket category.



Picture 1



Picture 2

- Voksen = Adult
- Barn = Child
- Honnør = Senior/Disabled
- Student = Student
- Sykkel = Bicycle
- Hund = Dog

The default selection is 1 adult ticket (picture 1).

To remove one ticket category and add another you use the plus and minus buttons to the right of the name and price information for each category.

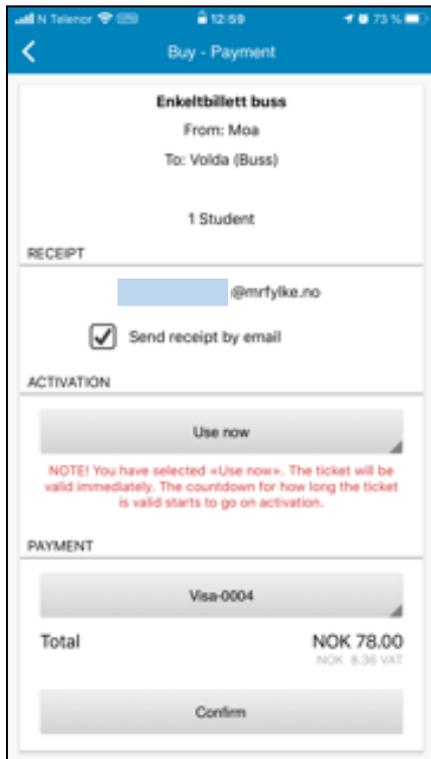
If you do not want a single ticket for an adult, tap the minus button to the right of “Voksen” to set the number to 0. Then tap the plus button to the right of the ticket category you want to buy (picture 2).

You can buy tickets for other persons travelling with you. To buy for more than one person in the same category, tap the plus button the required number of times until the correct number is displayed. If you choose too many, tap the minus button to adjust to the required number.

You can also buy tickets for travellers in multiple categories by tapping the plus button for all ticket categories required. Make sure that the number is correct for each category.

When you have chosen the correct number of tickets in all required categories, choose “Pay”.

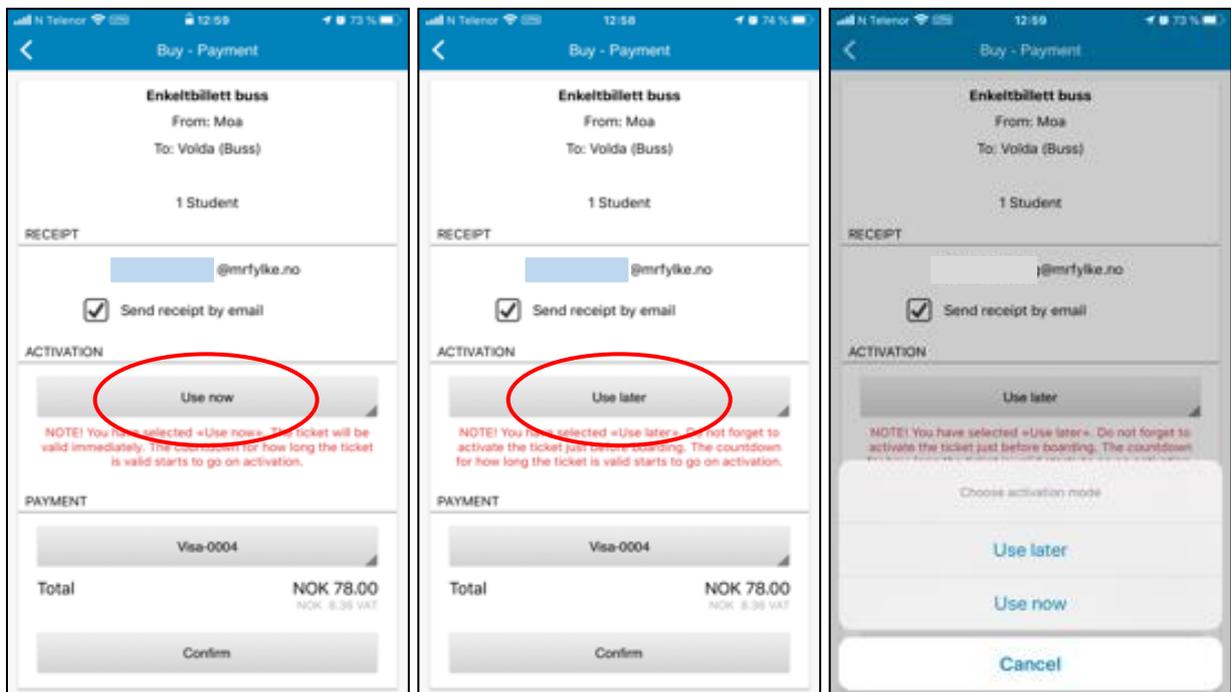
**Note!** To get a group discount you must choose the ticket type “Gruppetillett buss”. This alternative will be displayed when the distance you have defined is long enough to qualify for a group discount. The price for the group ticket is automatically adjusted when the number of tickets selected meets the conditions for a group discount (2 or more people travelling together).



Before you go through with payment and confirm the purchase, check that the selected ticket product and category are correct. Also, make sure that you have checked the box for receipt via e-mail if you would like to receive this.

If you want to change to a different credit card for the purchase, tap the button with credit card information under "PAYMENT" to change the information. You can also tap the button «PAYMENT» to change the payment to VIPPS instead.

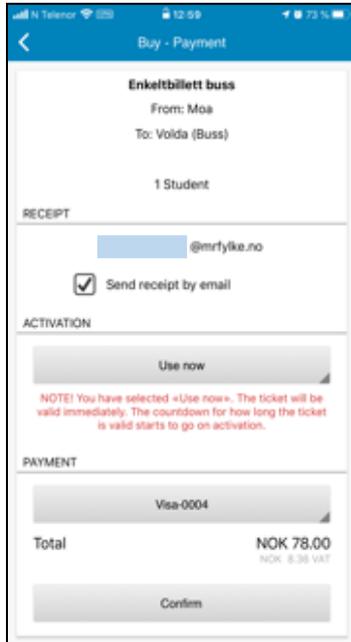
**Note!** For single tickets it is important to note the text in red and choose the correct type of activation.



If you want to use the ticket immediately, it should say «Use now» under «ACTIVATION».

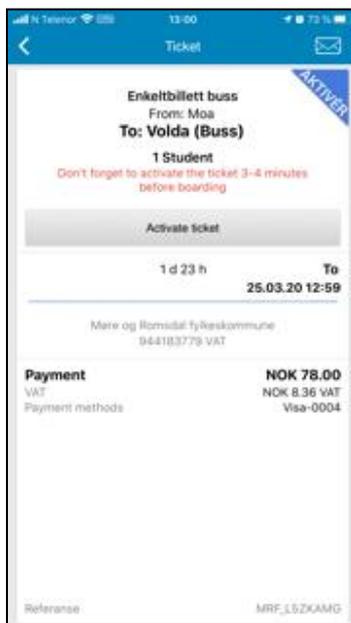
If «Use later» is displayed, tap the button with the text “Use later” to get an option to switch to “Use now”.

If you buy a single ticket that you will be using later, it should say “Use later” under “ACTIVATION”. If «Use now» is displayed, tap the button with the text “Use now” to get an option to switch to “Use later”.



When you are sure that the selected ticket product, information about e-mail receipt and time for use is correct, choose “Confirm” at the bottom of the screen to confirm the purchase.

If you chose «Use now» under «ACTIVATION», the ticket is now activated and ready to use.



If you have chosen «Use later» and tap «Confirm» your ticket will be displayed but it is not active.

**Note!** Do not tap “Activate ticket” before you are ready to start your trip. Choose “Activate ticket” just before your trip will commence (just before entering the bus or boat).

#### Limit for advance purchase

It is not possible to make an advance purchase earlier than 48 hours before the planned trip. And 48 hours is the time limit for starting the trip when you have bought a ticket in advance.

The countdown of these 48 hours will be displayed on the ticket after you have purchased it but before it has been activated. After the deadline for activating the ticket has passed, it is no longer possible to use the ticket.

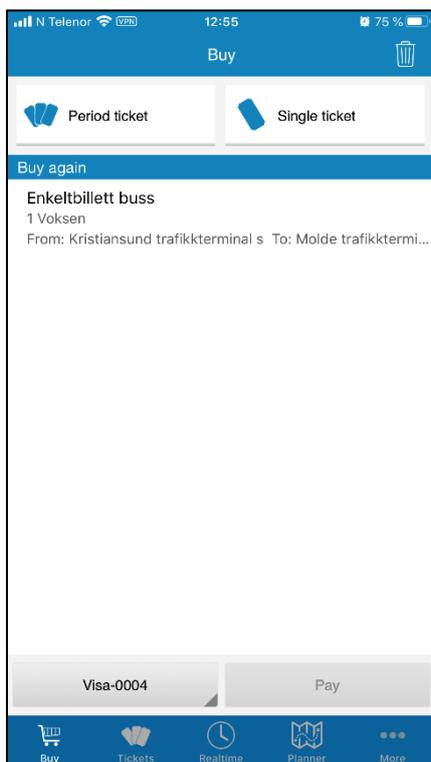
If you discover that you have purchased your ticket too early and will not be able to use it within 48 hours, do not activate the ticket! If you don't activate it, you will not have to pay for it, and you can purchase a new ticket that will be valid for your trip.

If the ticket is not activated, the reserved amount will automatically be released after the time limit for activation has passed. Note that it may take some working days for the amount to be released in your account. The exact number of days depends on the card issuer, but it may take up to a week.

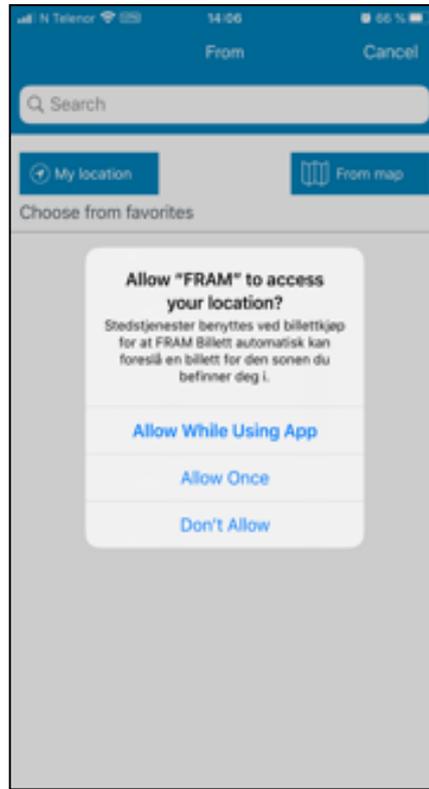
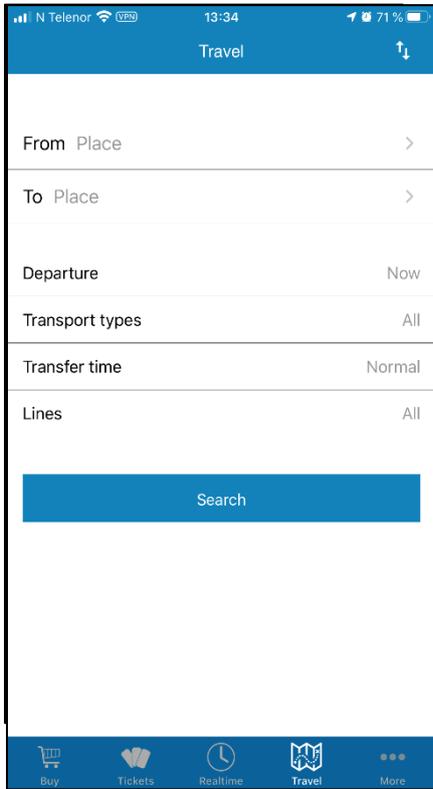
## How to purchase a single ticket via the travel planner

**Note!** Even if you purchase a ticket via the travel planner you are not buying a ticket for the exact departure time you find and choose, but rather a ticket for the selected distance and ticket type and category. The ticket is therefore not a seat reservation or a guaranteed place on the selected departure.

Open the FRAM app and choose “Planner» (iPhone) / “Search travel” (Android).

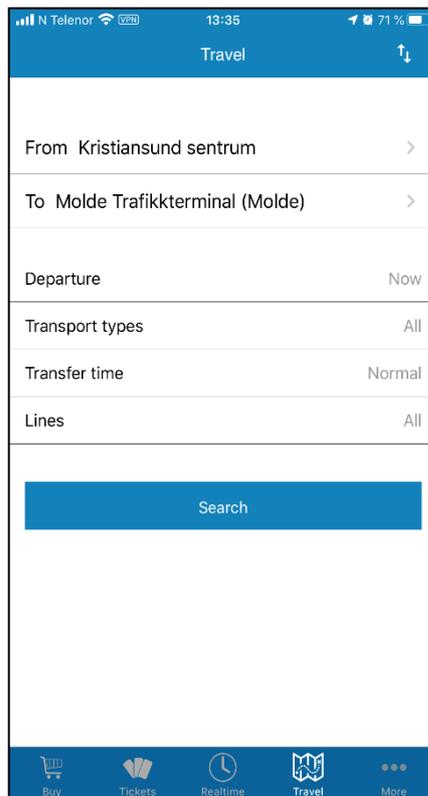
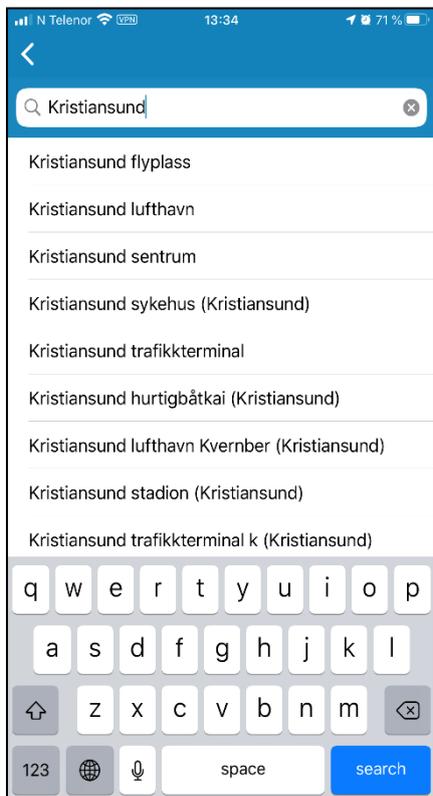


You search for and select the route you will travel by selecting a *from* location and a *to* location:



Tap the word “Place” to the right of “From” to search for and select a stop/zone to travel from.

The first time you search for a stop/zone you will be asked if you will give the FRAM app access to your geographical location so that the app can sort the list of stops by the nearest stops to your location.



Type parts of or the whole name of the stop/zone you will travel *from* in the typing box on the top of the screen. In the list that is displayed, tap the stop/zone you want to travel from.

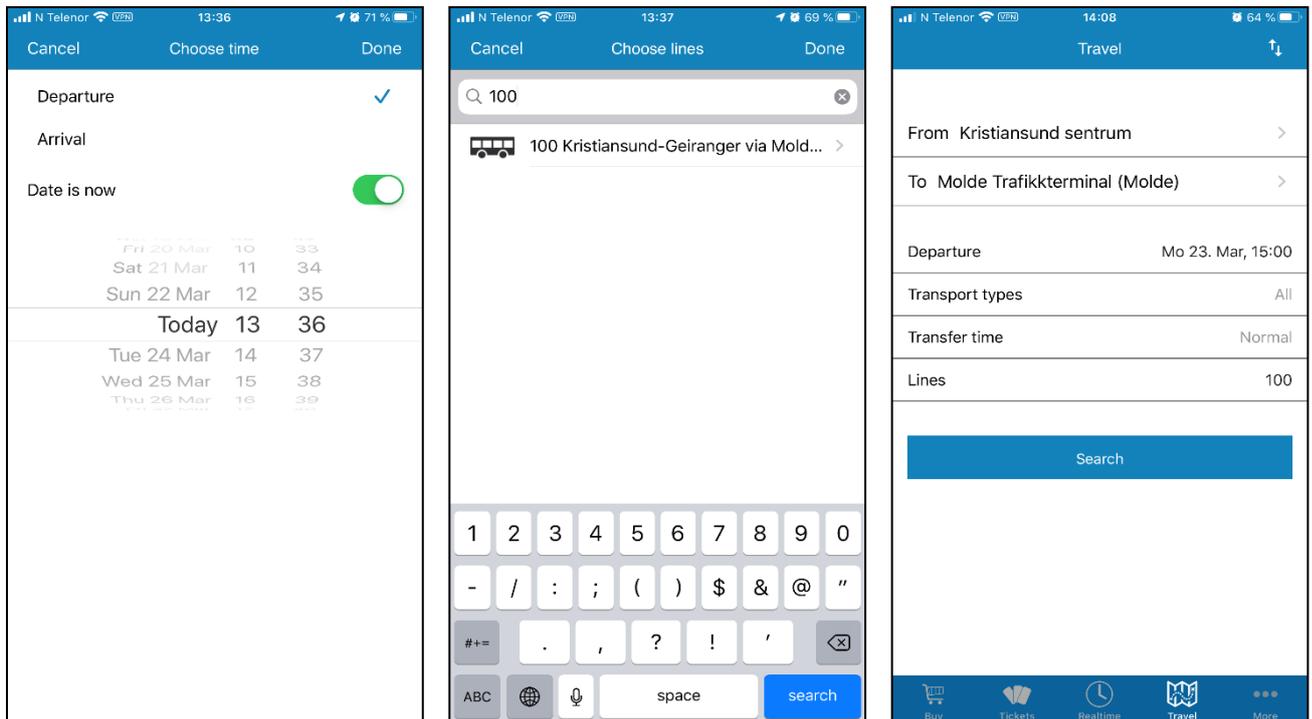
Repeat the process to select the stop/place you want to travel *to* by tapping “Place” to the right of “To” to search for and select the stop/zone.

By default, the search is set up with departure time “Now”, all transport types and all lines.

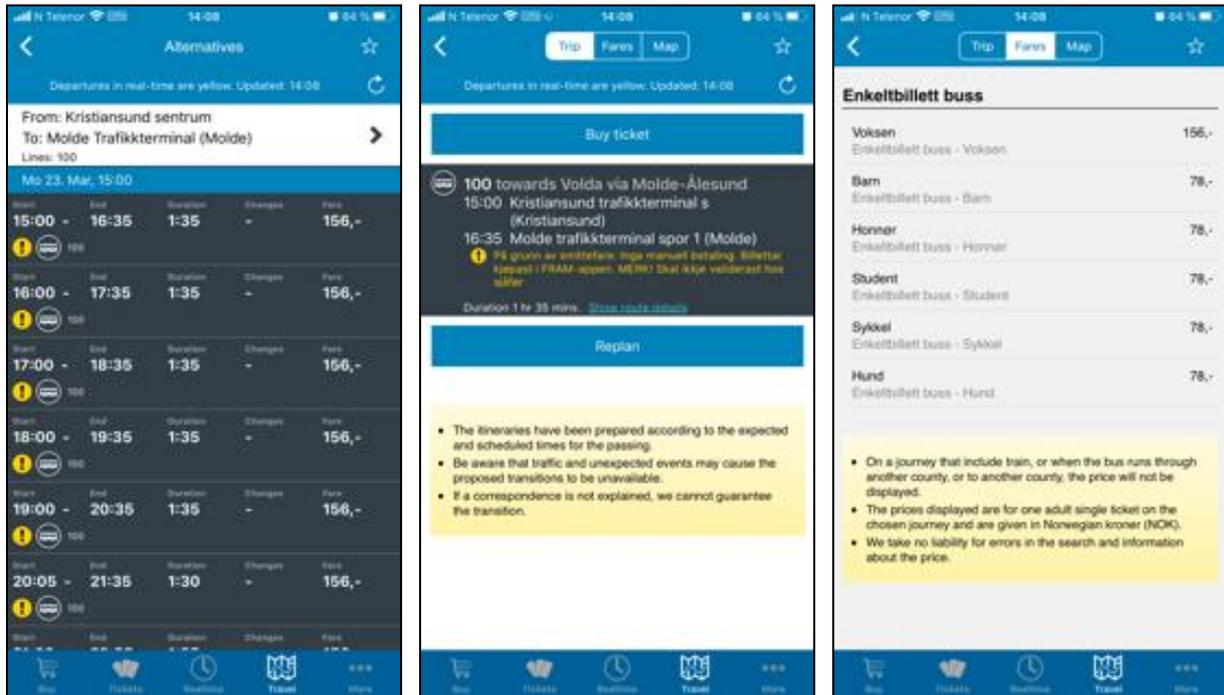
This means that the search will find the next departure from the stop/place you are travelling from to the stop/place you are travelling to.

You may filter the search by required day/time, transport type and line. Choosing transport type is relevant in cases where you for instance can choose between a bus and an express boat or between a local bus and an express bus.

If you choose a specific line (the number for a bus or boat line), the search result will only include departures with the specified line. (In the example below, a specific time and line has been selected.)



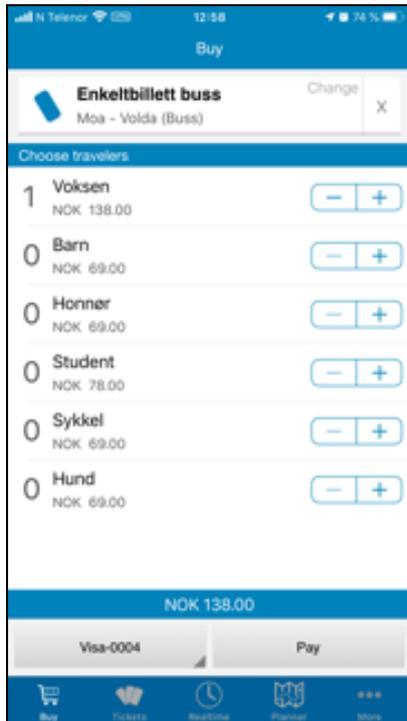
Choose one of the suggested trips. Now, only the selected trip is displayed. To see prices for the trip, tap the button “Prices” at the top of the screen. Tap the button “Buy ticket” when you are ready to proceed.



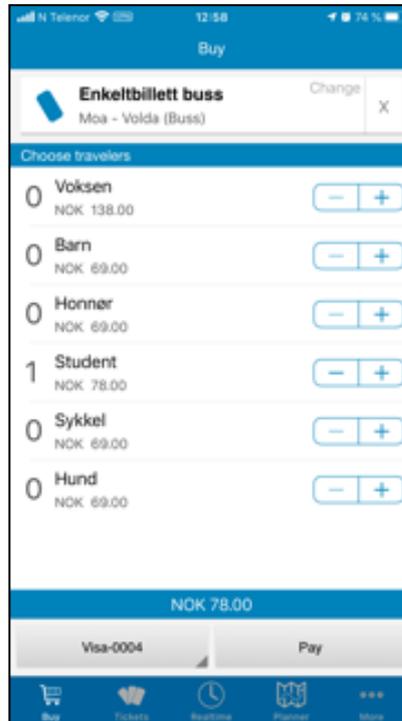
**Note!** If there is no price information available for the trip you have defined or no “Buy now” button is displayed, it may mean that it is not possible to buy a single ticket for the required trip in the FRAM app.

Check if parts of or the whole trip goes by other providers than FRAM (train, airport bus, Nor-Way express buses, VY Ekspress etc.). If this is the case, you must limit your search for the part of the trip that is provided by FRAM. If you do this, you can buy a ticket for this part of the trip in the FRAM app. For the parts of the trip that is not provided by FRAM you must purchase tickets via the transport company or companies that provide the part that is not covered by FRAM.

Next, you must choose the correct ticket category.



Picture 1



Picture 2

- Voksen = Adult
- Barn = Child
- Honnør = Senior/Disabled
- Student = Student
- Sykkel = Bicycle
- Hund = Dog

The default selection is 1 adult ticket (picture 1).

To remove one ticket category and add another you use the plus and minus buttons to the right of the name and price information for each category.

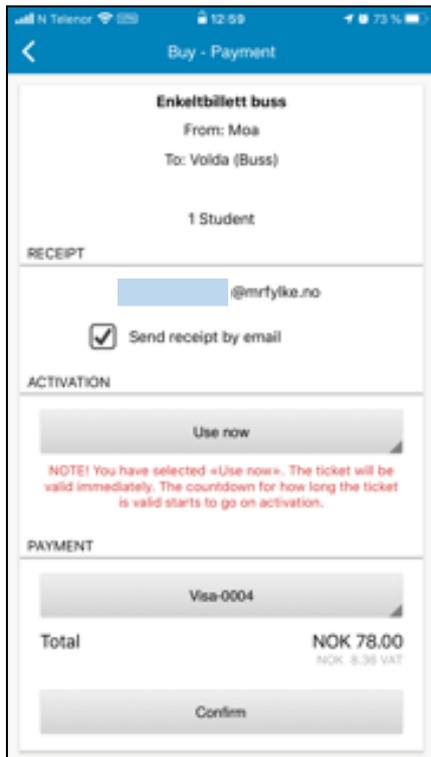
If you do not want a single ticket for an adult, tap the minus button to the right of “Voksen” to set the number to 0. Then tap the plus button to the right of the ticket category you want to buy (picture 2).

You can buy tickets for other persons travelling with you. To buy for more than one person in the same category, tap the plus button the required number of times until the correct number is displayed. If you choose too many, tap the minus button to adjust to the required number.

You can also buy tickets for travellers in multiple categories by tapping the plus button for all ticket categories required. Make sure that the number is correct for each category.

When you have chosen the correct number of tickets in all required categories, choose “Pay”.

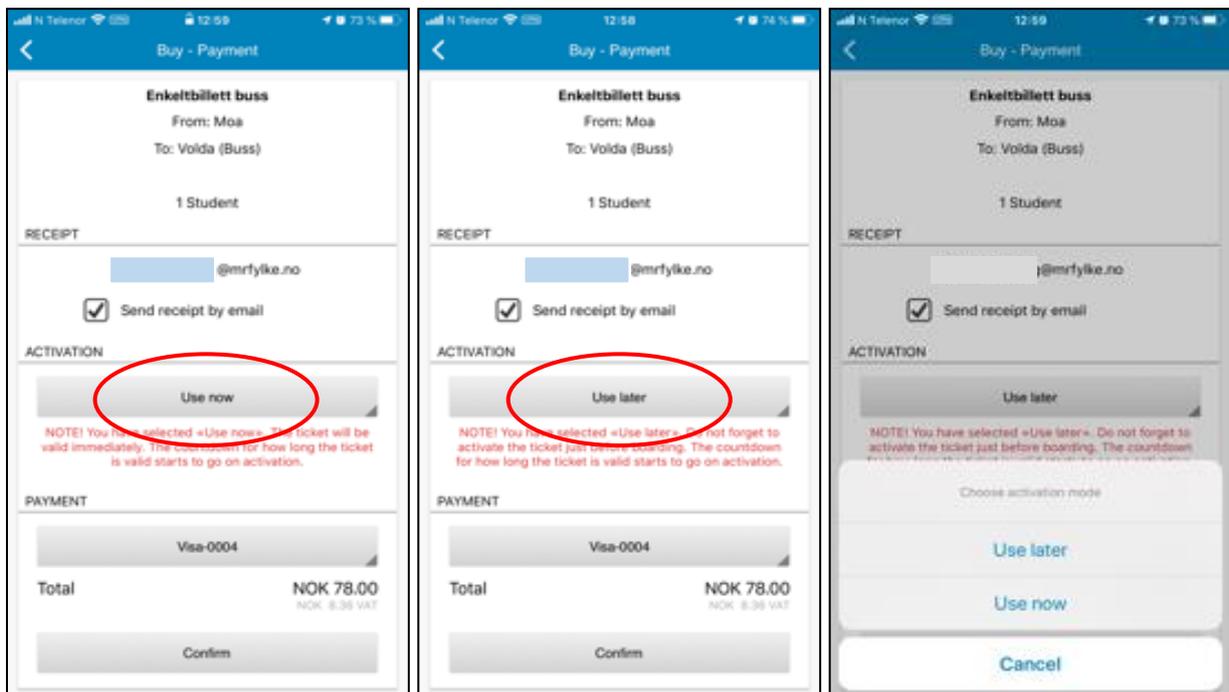
**Note!** To get a group discount you must choose the ticket type “Gruppetillett buss”. This alternative will be displayed when the distance you have defined is long enough to qualify for a group discount. The price for the group ticket is automatically adjusted when the number of tickets selected meets the conditions for a group discount (2 or more people travelling together).



Before you go through with payment and confirm the purchase, check that the selected ticket product and category are correct. Also, make sure that you have checked the box for receipt via e-mail if you would like to receive this.

If you want to change to a different credit card for the purchase, tap the button with credit card information under "PAYMENT" to change the information. You can also tap the button «PAYMENT» to change the payment to VIPPS instead.

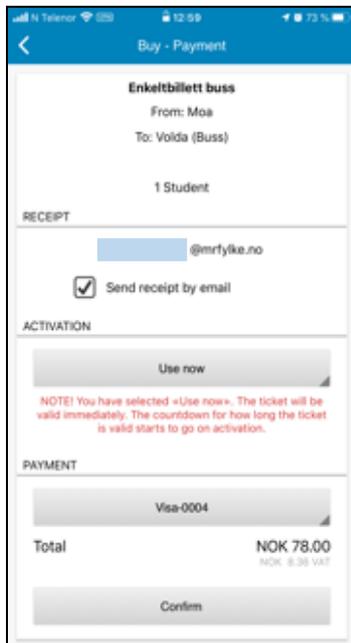
**Note!** For single tickets it is important to note the text in red and choose the correct type of activation.



If you want to use the ticket immediately, it should say «Use now» under «ACTIVATION».

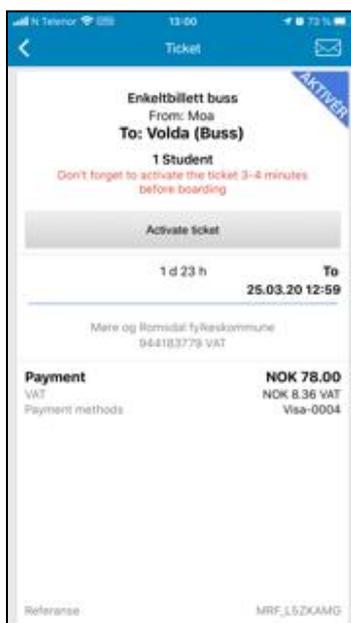
If «Use later» is displayed, tap the button with the text “Use later” to get an option to switch to “Use now”.

If you buy a single ticket that you will be using later, it should say “Use later” under “ACTIVATION”. If «Use now» is displayed, tap the button with the text “Use now” to get an option to switch to “Use later”.



When you are sure that the selected ticket product, information about e-mail receipt and time for use is correct, choose “Confirm” at the bottom of the screen to confirm the purchase.

If you chose «Use now» under «ACTIVATION», the ticket is now activated and ready to use.



If you have chosen «Use later» and tap «Confirm» your ticket will be displayed but it is not active.

**Note!** Do not tap “Activate ticket” before you are ready to start your trip. Choose “Activate ticket” just before your trip will commence (just before entering the bus or boat).

#### Limit for advance purchase

It is not possible to make an advance purchase earlier than 48 hours before the planned trip. And 48 hours is the time limit for starting the trip when you have bought a ticket in advance.

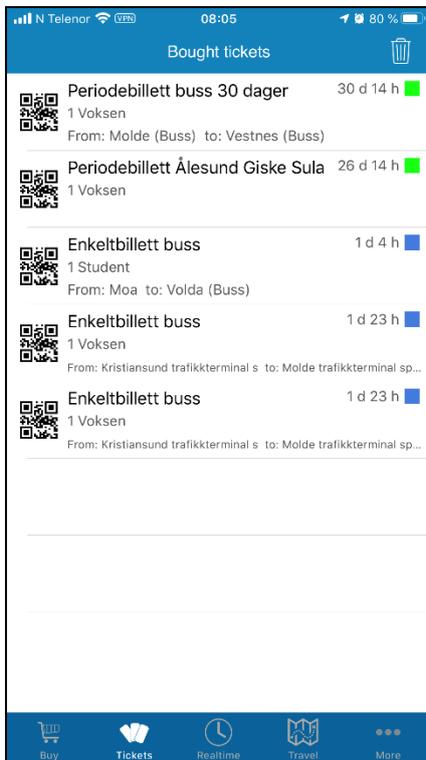
The countdown of these 48 hours will be displayed on the ticket after you have purchased it but before it has been activated. After the deadline for activating the ticket has passed, it is no longer possible to use the ticket.

If you discover that you have purchased your ticket too early and will not be able to use it within 48 hours, do not activate the ticket! If you don't activate it, you will not have to pay for it, and you can purchase a new ticket that will be valid for your trip.

If the ticket is not activated, the reserved amount will automatically be released after the time limit for activation has passed. Note that it may take some working days for the amount to be released in your account. The exact number of days depends on the card issuer, but it may take up to a week.

## Find active and previously used tickets

### Ticket overview – iPhone

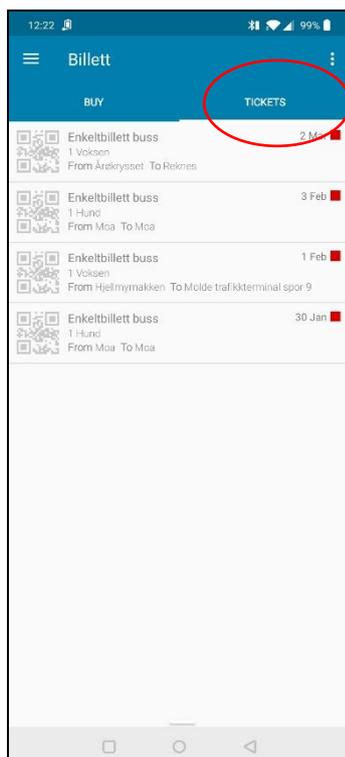


Tap “Tickets” in the menu at the bottom of the screen to display an overview of your active and previously used tickets.

On this list you will also find purchased tickets that have not been activated. Tap the ticket and choose “Activate ticket” to activate it.

### Ticket overview – Android

The overview of active and previously used tickets is found under “Tickets”.



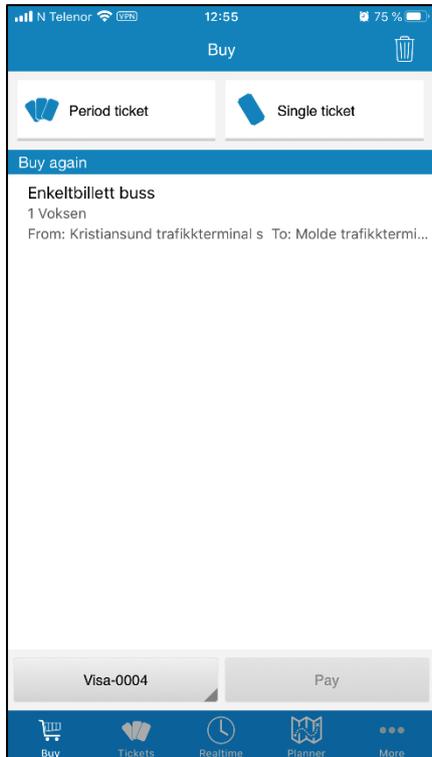
The default opening screen when you choose “Tickets” is the screen “Buy”. To open the overview of active and previously used tickets, tap the “TICKETS” tab (highlighted in the picture to the left).

This list shows all your active and previously bought tickets.

This is also where you find tickets that you have purchased but have not activated yet. Tap the ticket and choose “Activate ticket” to activate it.

You will also find «tickets” under the tab “Buy”, but this is only an overview of the types of tickets you have bought. You can tap a ticket to buy the same ticket type again. (See next page.)

## Purchase the same ticket type that you have bought before



Under «Buy» (iPhone) and «Tickets >> Buy» (Android) you find a list of the types of tickets that you have previously bought.

If you want to buy the same type of ticket again, tap the ticket type you want to buy. This will take you into the purchasing process for the ticket. By doing it this way, you are reducing the number of steps in the purchasing process.