



## Order process in the ABO customer portal

1. Select customer type: Specify whether private or corporate customer
  - Private customer
  
2. Subscription:
  - Select 'Deutschlandticket' under Subscription and then the product 'Deutschland-Ticket Sozial'.
  - Upload proof of authorisation (Warnow Pass with 'SozT' note) (format: JPG, JPEG, PNG or PDF; maximum size: 5MB)
  - Select the desired ticket medium. (Either chip card OR mobile phone)
  - Click on 'continue'.
  
3. Login / Register:
  - Click on the 'Login/Register' button.
  - If you already have a customer account, log in with your existing user data.
  - New users please click on 'Register' at the bottom right, enter their details and click on 'Register'
  - Newly registered users will then receive an e-mail which they must confirm and can then log in.
  
4. Personal Details:
  - Please always make sure that the spelling is correct and that the fields are filled in as intended.
  - Please enter all details of the contract holder - please note that some fields must be completed and must not be left blank.
  - Contract holder and subscription user may differ - for example, a family member can conveniently take out and manage the subscription for a senior citizen.
  - A different account holder can also be specified.
  - Make sure that all IBAN numbers have been entered correctly and that you agree to the SEPA procedure.
  - Click on 'Continue'.
  
5. Overview:
  - All data and details of the subscription are displayed here.
  - Accept the privacy policy and terms and conditions and click on 'Order subscription'.
  
6. Order Confirmation:
  - An automatically generated order confirmation is displayed and downloaded as a PDF. This can be found in the download folder of the browser.

