

» Easy and convenient online ordering on your mobile phone, tablet or PC

Ordering your Deutschlandticket online with the Hessenpass mobil is really quite simple. You will be automatically guided through the system and made aware of any incorrect or missing information.

Before you start, please take a photo with your mobile phone of your proof of entitlement, the Hessenpass mobil. This is the letter you received from the office that also transfers your benefits such as housing benefit, unemployment assistance or social assistance. Save the photo on your mobile phone or on your PC, depending on which device you want to use to place your order. Also take a photo of your identity card or other photo ID that shows that it is the same person for whom the entitlement certificate was issued. You will need both documents later in the ordering process.

Let's go:

In the first step, you select the third from the top from the list of possible annual season tickets: „Deutschlandticket mit Hessenpass mobil“.

After that, the start date for the ticket is suggested to you, i.e. from when the ticket should be valid. It can be ordered up to three months in advance. Simply select the desired start date by clicking on it. Please note that the next first of the month will only be offered as the start date if the order is placed by the 10th of the month at the latest. By the way, this is not only the case for online orders, but also for orders placed at the Infopoints and Customer Centres.

The ticket can only be paid for on a monthly basis, so this field is already automatically pre-filled.

Now click on „continue“ to go to the next page and continue entering your data.

On the next page you will be asked for your current place of residence. This must be in Hessen, but can be outside the area in which the Nordhessischer Verkehrs Verbund is responsible. Then click on „continue“ again, and next you will be asked for your personal data.

Now please enter your name, your date of birth, your registration address and an e-mail address to which the order confirmation will be sent later. You must repeat the e-mail address to ensure that you have not made a typing error. The ticket will later be sent to the address you entered, so please make sure that your name is also on the letterbox so that the ticket can be delivered by post.

Next, you will be asked whether the person from whose account the price of the ticket will be debited each month is the same as the person to whom the ticket is to be issued.

If it is the same person, select the top item. If another person is paying the ticket - e.g. parents for their children - then select the lower point. If the lower point is selected, the data of the person from whose account future debits are to be made must also be entered.

Now you have to enter the bank details of the account from which the price of the ticket is to be debited monthly in future. Make sure that you enter the **IBAN** correctly and without any transposed numbers. It has 22 digits and is printed on your bank card. If the **IBAN** has been entered correctly, the system will automatically fill in the **BIC** and **financial institution** fields.

Then click on „[continue](#)“ again to get to the next page. Here you must now upload your authorisation, the „[Hessenpass mobil](#)“. This is the certificate that was automatically sent to you by the office that transfers benefits such as housing benefit, unemployment benefit or social assistance to you. Uploading is very easy, just click on the grey strip and now select the photos of your certificate of eligibility and identity card taken at the beginning, one after the other. They will automatically be attached to your order.

Then click on „[continue](#)“ again, you're almost there. On the next page you will find a total of four boxes. You must click on the first three to complete the order. These are the agreement to the general terms and conditions and the granting of the so-called [SEPA mandate](#). This is necessary so that the amount for the discounted Deutschlandticket can be debited from your account on a monthly basis. By ticking the fourth box, you allow us to contact you by e-mail, telephone or letter after you have placed your order. This consent is voluntary. Afterwards, please click on „[continue](#)“ again.

Now you will see a summary of all your details and you can change them here if you have made a mistake. If the data are all correct, click on „[order with obligation to pay](#)“ at the bottom right. That's it. Next, you will receive an e-mail at the e-mail address you entered with a confirmation link, which you must click to receive your order confirmation. The ticket will arrive at your home by post on the selected start date.

We wish you a pleasant journey at all times!
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