ZVV app

FAQ about purchasing travelcards with SwissPass

We have compiled the most frequently asked questions and answers about purchasing travelcards in the ZVV app for you below.

What travelcards can I purchase in the app and what do I need?

You can use the ZVV app to purchase all personal ZVV and Z-Pass travelcards. You need a valid SwissPass to purchase travelcards.

Can other tickets, such as single tickets, be loaded onto the SwissPass?

No, only personal yearly and monthly travelcards can be loaded onto the SwissPass at present.

Do I need to be connected to the internet to purchase a travelcard?

Yes, you need an internet connection to purchase a travelcard.

Do I need to register to purchase a travelcard?

No, you can purchase a travelcard without registering. You merely have to add a payment method and an email address for your purchase receipt to the app. You also need to enter your SwissPass customer number and post code so the travelcard can be referenced on your SwissPass.

How do I pay for my travelcard?

Before or during your first purchase in the app, you have to register a valid credit or debit card (e.g. PostFinance card) or select one of the other available payment methods (e.g. TWINT or Reka) under 'Settings'. You can also purchase your travelcard via invoice. Invoices are generated by the payment service provider Byjuno.

How do I obtain my travelcard after purchasing it?

Your travelcard is stored electronically and centrally and is referenced on your SwissPass as soon as you buy it. At the same time, the app will display the travelcard along with all of its validity details.

Can I renew an existing travelcard in the app?

Yes, you will see your existing travelcard if you have linked your SwissPass with the app. Click on 'Renew' to renew your travelcard in just a few steps.

Can I buy my travelcard long before the start of its validity period?

You can buy your travelcard up to 60 days before it becomes valid.

Will I get a purchase receipt for my travelcard?

Yes, a receipt (PDF) will be sent to the email address you provided. You can change the email address every time you make a purchase.

Why are the travelcards being displayed in different colours?

Explanations of the various coloured strips for the travelcards are available below:

- Green: your travelcard is valid.
- Yellow: your travelcard is not yet valid.
- Red: your travelcard has expired.

The exact details about the validity period appear as text.

What do I need to do during an inspection? Can I show my travelcard in the app?

During an inspection, simply open the ZVV app on your phone and show the inspector the digital SwissPass, which you can open by clicking on the QR code icon at the bottom right of the start page. Thanks to SwissPass Mobile, the public transport services included on the SwissPass can also be presented with a digital device (a mobile phone with the latest Android or iOS operating system). To activate SwissPass Mobile for the inspection, you must first log in to your SwissPass account.

Naturally, you can still simply present your SwissPass card to an inspector.

How and when will I be reminded about the expiry of my ZVV travelcard?

If you wish, we will send you a reminder via email or text message on the first and last day of validity (around one month in advance for annual travelcards and around seven days in advance for monthly travelcards). Notification via post is also possible on request. Additionally, you can activate push notifications on your phone when you purchase the travelcard in the app.

You can manage the notifications in your customer account in the app or at www.zvv.ch.

I have deleted the app and/or need to re-install the app, can I see existing travelcards again?

When the app is deleted from a phone, the data in the app will also be deleted (but not your travelcard). Log in again or link your SwissPass again to see all travelcards and services once more.

I have bought the wrong travelcard or I no longer need it. What can I do?

In most cases, you can refund your travelcard in the app. The refund will be credited directly to the payment method you used to buy the tickets. You will not be charged a reimbursement fee. In all other cases or if you have any questions about refunds, ZVV-Contact will be happy to help on 0848 988 988.

The app is not working and I cannot buy a travelcard. What can I do?

If you have any problems with the app, please contact our customer service ZVV-Contact (contact@zvv.ch or by phone on 0848 988 988).

Is my data secure when I use the ZVV app?

The ZVV only collects and processes data required to use the app and purchase a personal travelcard. Your data is secure when you use the app. It is only shared with third parties (transport companies and transport operators in the ZVV as well as external service providers) to the extent necessary for the duties they perform in connection with the operation of the app. No personal data or journey data is collected. For more detailed information, see the General Terms and Conditions for purchasing and using e-tickets (available at https://www.zvv.ch/zvv/en/allgemeine-seiten/agb-etickets.html) and the data privacy statement of the ZVV (available at https://www.zvv.ch/zvv/en/allgemeine-seiten/datenschutzerklaerung.html).

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