

Questions and answers

The “roma” online booking system of Ralpin AG

I have not received an e-mail containing the link to my personal account. What should I do?

Contact our Sales & Dispatching team.

Tel.: +41 58 822 88 22; e-mail: dispo@ralpin.com

I have forgotten the password to my account. What should I do?

Contact our Sales & Dispatching team.

Tel.: +41 58 822 88 22; e-mail: dispo@ralpin.com

Which payment methods are accepted?

We only accept VISA and Mastercard card payments, and payments against invoice.

How can I pay for my orders?

Regardless of the way in which you make a booking (online, telephone, e-mail), an online account in our booking system is necessary. We accept VISA and Mastercard card payments, and payments against invoice.

- ➔ If you pay via VISA/Mastercard, please enter the details of these cards in your account in our booking system under “Bookings” – “Payment method”.
- ➔ If you pay against invoice, please enter the correct e-mail address of the invoice recipient in your account under “My Account” – “Company”.

Payments cannot be made in cash or via the card reader directly at the terminal.

How do I register my employees and drivers?

You can enter the details of your drivers and dispatchers in your account under “My Account” and this information can be amended at any time.

What should I do if I have questions or problems?

Speak to our staff at the terminal or contact our Sales and Dispatching team: telephone: +41 58 822 88 22; or e-mail dispo@ralpin.com