

Ordering tax saver tickets through TravelHub



First Time Ordering:

1. Go to the Travel Hub website - <https://fenerocsl.travelhub.ie/>
2. Click 'make an application' under New User.
3. Select preferred mode of transport e.g. Bus/Rail.
4. Complete online form by clicking 'Submit Quotation'.
5. Click 'Register'.
6. Complete form and click 'Submit'.
7. Choose 'Operator/Supplier'.
8. Choose ticket type you require (**The cost of the ticket plus booking fee will be displayed*).
9. Enter Start Date (This is the month the ticket is being ordered for).
10. Upload photo (or complete later).
11. Enter your Fenero Unique ID reference and Umbrella Company.
12. Click 'Preview purchase agreement', once previewed, tick agree.
13. Click Submit Order.
14. Quotation Submitted. You will receive an email which includes your login details and an email with your order.
15. Order details will be provided to Fenero and we will make payment for your ticket.
16. Leap cards/tickets are posted to Fenero office, once received we will post out to you.

Follow up ordering of tickets:

1. Go to Travel Hub website - <https://fenerocsl.travelhub.ie/>
2. Click 'Login here' under registered user.
3. Click 'awaiting renewal' to renew for another month or Click 'new order' to place a new order.
** New orders should be placed if switching transport provider, eg switching from an Irish Rail ticket to a Dublin Bus ticket.*

Validating Tickets:

To validate (1) Combination bus and rail, (2) Irish Rail Only or (3) Luas only, please see below:

1. The electronic ticket will be automatically loaded onto your existing Leap Card when you tag on at the Luas or Rail station with your Leap Card.

2. Please note that you must tag on and off every time you travel. If you do not tag on at the beginning of the month then your ticket will not be activated and you may be liable to be fined. You must use your ticket within 35 days or the operator may cancel the ticket.

To validate (1) Combination Bus and Luas (2) Dublin Bus Only or (3) Bus Eireann only, please see below:

3. Please make sure to collect your ticket before you board a service or you may be liable to be fined.
4. There are three ways to activate your new ticket

1) By requesting a balance check at a Leapcard Payzone agent.

- a. Go to any Payzone Leap Card Agent. They can be found at www.payzone.ie
- b. Present your Leap Card to the Payzone terminal and request a balance check.
- c. During this balance check your new ticket will automatically be loaded onto your card. The cashier may tell you that your balance is zero or some other amount. This is the balance on your pay-as-you-go purse and does not mean that the monthly or annual ticket has not been downloaded.
- d. Remove your Leap Card. You can login afterwards to www.leapcard.ie to check that the ticket has been correctly downloaded.

2) Collection point, such as Busáras, Dublin or Parnell Place, Limerick

3) Use the Android Phone App: <https://about.leapcard.ie/leap-top-up-app>

Notes

- You must use your ticket within 35 days or the operator will cancel the ticket.
- If you not done so already please register your Leap Card at www.leapcard.ie. This will make it easier to get a new one if you ever lose your card.
- When you wish to renew your ticket you can login at www.travelhub.ie/login and renew your ticket in the Awaiting Renewal tab.

