

台鐵e訂通APP

線上換票

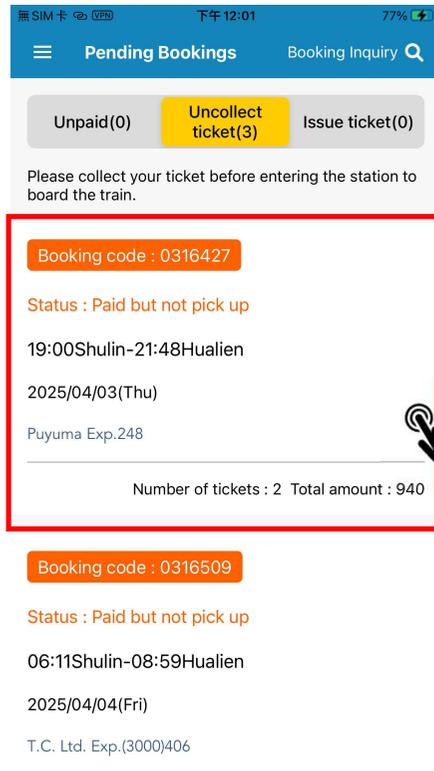
操作步驟說明(英文版)

Taiwan Railway e-booking app
online ticket exchange operation steps
(English version)

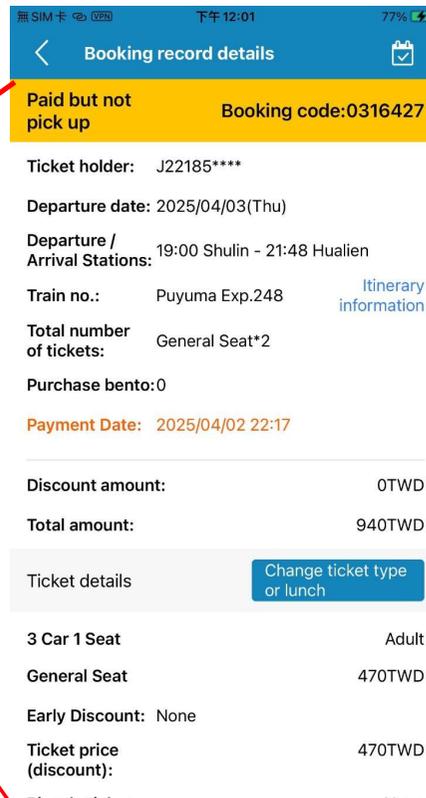
Update date : 2025/04/14

1. Click the record of "Uncollect ticket" for order exchange

1 Pending Bookings > Uncollect ticket

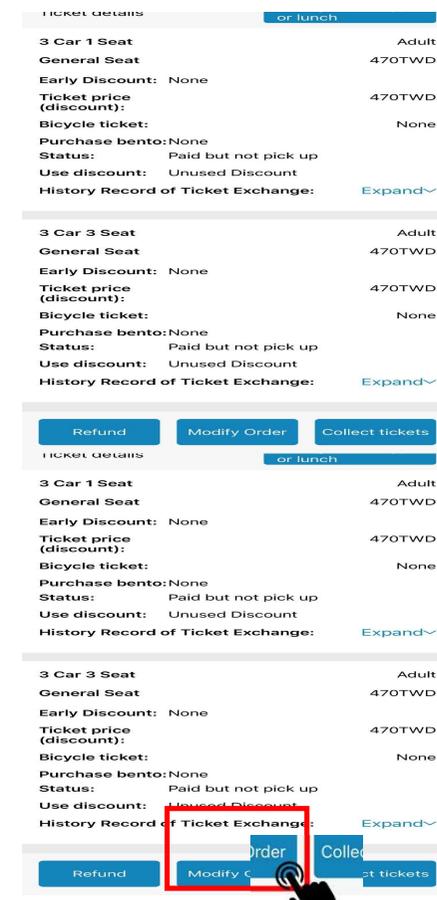


Booking record details



Click on the booking record to display the details

2 Click "Modify Order" button



The "Modify Order" button will display in gray when the order can't be changed.

2. Ticket exchange guidelines and input modify requirements

3 Order Modification Guidelines

Order Modification Guidelines

Online Ticket Exchange Instructions

1. Eligible Orders: Only paid orders that uncollected or have not enable multi-passenger distribution are eligible for ticket exchange online. Tickets that have already been collected or distributed must be processed at the station counter.

2. Time Restriction: Ticket exchange is not allowed within one hour before the original or changed train departure time from the departure station.

3. Process and Payment: The online payment must be completed within 10 minutes of booking the new itinerary to complete the ticket exchange (modify order). The system will generate a new booking code for the updated itinerary. If payment is not completed within the time limit, the new itinerary will be automatically canceled and will not be recorded in the blacklist for overdue unpaid bookings.

4. Seat and Train Type Changes:

o (1) General seats(standard seats), parent-child seats, table seats, and bike-friendly tickets can be exchanged interchangeably.

o (2) When exchanging a general seat for a bike-friendly ticket, the number of tickets must not be fewer than the original order, and at least one bicycle must be included.

o (3) Business-class seats and wheelchair seats can only be exchanged for the same seat type.

o (4) General seats, parent-child seats, table seats, and bike-friendly seats can be upgraded to business-class seats for an additional charge.

o (5) Ineligible ticket types: Real-name tickets and non-reserved seat tickets are not eligible for exchange.

5. One-way Ticket Exchange Online Rules:

o (1) The departure and arrival stations of the order cannot be changed. Online ticket exchange is available for changing the date (limited to the pre-sale period of Taiwan Railway), train number, train type (tickets for reserved seat trains and non-reserved seat trains cannot be exchanged) and ticket type.

o (2) The first exchange is free of charge; the second exchange is subject to a refund fee.

6. For other matters not mentioned above, please refer to the announcements on the official website of Taiwan Railway Corporation.

Cancel Modification

Next



4 Select Modification Item

Select Modification Item

Please select the seat type for ticket exchange

Business Car

General Car



Including general, wheelchair, companion, parent-child, table seats

Bicycle-friendly Train

If you travel with bicycles, please reserve seats on a bicycle-friendly train

Cancel Modification

Select the seat/train type to make a search.

5 Enter Modification Request

Enter the departure time, train type, seat type, amount of the seats, seat preference and other information of the new needs and click "Search" .

Enter Modification Request

Original itinerary information **Booking code :**
0316427

Departure date : 2025/04/03
Train no. : Puyuma Exp.248
Departure / Arrival Stations : Shulin-Hualien
Seat Type : General Seat*2
Purchase bento : 0

Please enter your new itinerary :

General car

Departure
1040-Shulin

Arrival
7000-Hualien

Departure / Arrival

Departure time
2025/04/03(Thu)19:20

Train Type
All train class

Carriage or seat type
General car

General seats
2

Need WheelChair seat i
 Need parent-child seat i
 I Accept Change Of Seats On The Same Train i

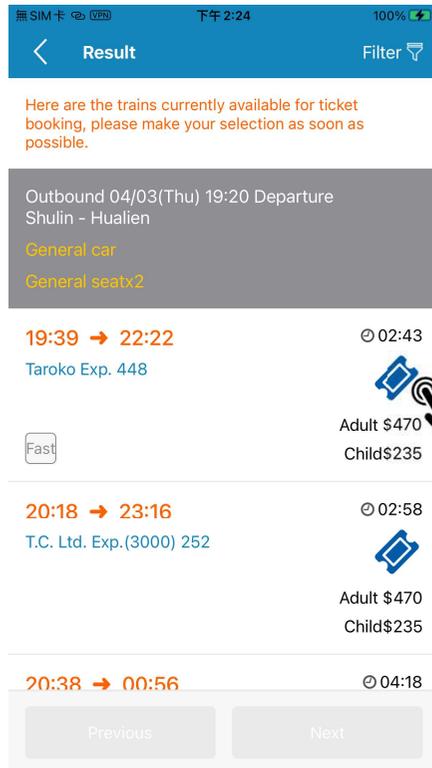
Seat Preference
Not Specified

Ticket Holder Number
J22185****

Search

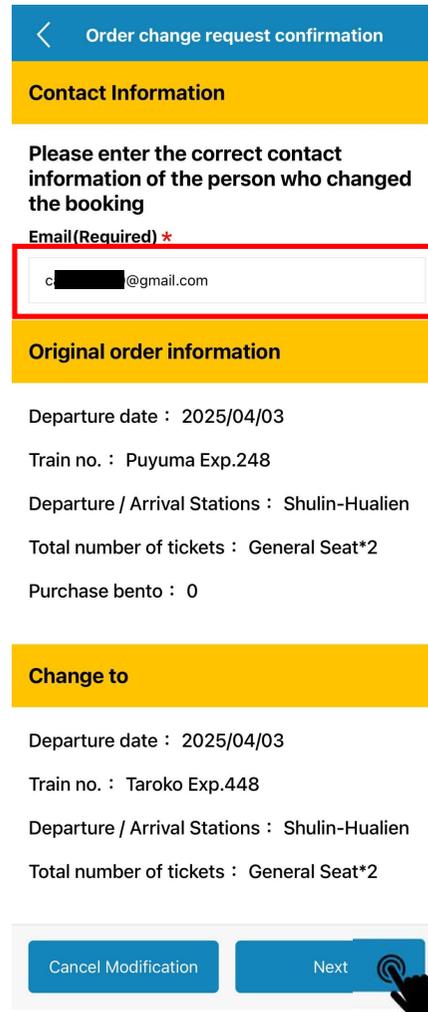
3. Select the new itinerary Train and reserve seats

6 Select the new itinerary Train



Select the train number and click  .

7 Confirm the request



8 Robot Verification of reservations



Please enter the verification code displayed on the screen and submit.

Please enter your email, the system will send a notification when the order has been successfully changed.

4. Set ticket types and optional purchase bentos(lunch boxes) for passengers

9 Create an exchange ticket order

< Create an exchange ticket order

You must successfully complete the payment before you can finalize the order modification (ticket exchange). Please complete payment as soon as possible. Any interruption of operation and overdue payment will result in cancellation of this order change.
Payment deadline: 2025/04/03 16:07

Reservation information

Ticket holder: J22185****
 Departure date: 2025/04/03(Thu)
 Departure / Arrival Stations: 19:39 Shulin - 22:22 Hualien
 Train no.: Taroko Exp.448
 Total number of tickets: General Seat*2

Ticket details

6 Car 4 Seat
 General Seat

6 Car 2 Seat
 General Seat

Back Next

You must complete the payment to finalize the order exchange. This exchange request will be cancelled if you leave the app before paying or don't complete the payment before the deadline below.

10 Ticket Types Setting and Purchase Lunches

< Ticket Type Setting And Purchase Lunches

Not bento service

seat : 6 Car 4 Seat Shulin-Hualien

Ticket type : Adult

seat : 6 Car 2 Seat Shulin-Hualien

Ticket type : Senior

Cancel Finish editing

Please select the ticket type for the new itinerary. You can purchase bento if the train provide. [Note] all bento of original order will be cancelled.

11 Online Ticket Exchange Terms

Online Ticket Exchange Terms

Ticket Exchange Terms and Conditions

- Exchange Frequency Limitation:** From the second exchange onward, it will be treated as a refund and subject to a refund fee.
- Refund after Changing Travel Date:**
 - The refund fee will be calculated based on the original ticket's travel date. However, if the new travel date is earlier than the original, the refund fee will be based on the new travel date.
- Credit Card Payment Refund and Exchange:**
 - (1) Ticket refunds and exchanges must be processed using the original payment account (the original credit card and the original payment device's Apple Pay / Google Pay virtual account).
 - (2) Each ticket's second change onward will be treated as a refund, and a refund fee will apply.
- Refund Fees:**
 - (1) On the day of travel: 20% of the ticket price per ticket, with a minimum fee of NT\$20.
 - (2) 2-3 days before the travel date: 10% of the ticket price per ticket, with a minimum fee of NT\$20.
 - (3) 4-25 days before the travel date: NT\$20 per ticket.
 - (4) 26 days or more before the travel date: NT\$10 per ticket.
- Any other unspecified matters above shall be subject to the announcements on the official website of Taiwan Railway Corporation.**

I Agree to the Online Ticket Exchange Terms

Cancel OK

Please read the ticket exchange terms and conditions carefully and click [I Agree to the Other Ticket Exchange Terms] and [OK] to continue.

5. Confirm the amount and complete the payment

12 Exchange payment amount summary

Additional charges must be paid with the same credit card used for the original order.

The debate will be processed to the original payment method.

Exchange payment amount summary

Total amount: 705TWD
Original credit card amount: 940TWD
Fee: 188TWD

Refund amount: 47TWD

The confirmation of this change requires payment or refund.
For payment, you must use the original payment account to pay;
If there is a refund, the refund will back to the original payment account.
The original payment account : 444444*****4444

Notice:
The refund and change fees are calculated based on the original fare in accordance with TR ticket refund and change regulations.

Price change details

8Car39Seat(changed)

Adult ->Adult	0TWD
Fee	+94TWD

8Car37Seat(changed)

Adult ->Senior	-235TWD
Fee	+94TWD

Back Confirm change

13 Complete the payment

The difference in the ticket exchange amount must be paid using **the same payment method and payment account as the original order.**

- For users who use credit cards, please enter the same credit card information.
- Users who pay with Apple Pay / Google Pay must use the same credit card that was bound to the original payment phone.
- If you cannot use the original payment account to pay, you will not be able to make online changes. Please go to the ticket window of any Taiwan Railway station with your ID (identity document) and credit card to process the exchange.

Exchange payment amount summary

Total amount: 1100TWD
Original credit card amount: 470TWD
Fee: 0TWD

pay way

You must use the original payment account to pay (limited to the original credit card);
If you cannot use the original payment method to pay, please bring the identity certificate original of the ticket booker (for non-nationals, please bring the passport of the ticket booker) and credit card to the TR station ticket window for processing.

Cancel credit card

Price change details

7Car50Seat(changed)

Senior->Adult +235TWD

Back Confirm change

6. Ticket exchange completed

14 Payment completed, ticket exchange successful

After the payment is successful, the ticket exchange is successful and the ticket exchange result is displayed.

The top of the screen shows the booking record before exchange, and the status of the original order has become changed and/or refunded tickets.

The new itinerary is the Booking record After Exchange and is displayed at the bottom of the screen.

Ticket Exchange Result

The payment is completed, the ticket exchange is successful, and your reservation has been changed. Below is the booking information after ticket exchange.

Booking Record Before Exchange

Paid but not pick up **Booking code:03164**
27

Ticket holder: J22185****

Departure date: 2025/04/03(Thu)

Departure / Arrival Stations: 19:00 Shulin - 21:48 Hualien

Train no.: Puyuma Exp.248 Itinerary information

Number of seats: General Seat*2

Ticket types: Adult *2

Purchase bento: 0

Payment Date: 2025/04/02 22:17

Discount amount: 0TWD

Total amount: 705TWD

OK

Booking Record After Exchange

Paid but not pick up **Booking code:0316430**

Ticket holder: J22185****

Departure date: 2025/04/03(Thu)

Departure / Arrival Stations: 19:39 Shulin - 22:22 Hualien

Train no.: Taroko Exp.448 Itinerary information

Number of seats: General Seat*2

Ticket types: Adult *1, Senior*1

Purchase bento: 0

Payment Date: 2025/04/03 16:15

Discount amount: 0TWD

Total amount: 705TWD

15 Booking record details

The booking record has been changed to the new itinerary. You can also check the exchange history of each ticket.

Please go to the function [My Bookings] to check the original record before exchange.

If there is a handling fee for the exchange, you can download the fee certificate during the exchange process.

Booking record details

Paid but not pick up **Booking code:0316430**

Ticket holder: J22185****

Departure date: 2025/04/03(Thu)

Departure / Arrival Stations: 19:39 Shulin - 22:22 Hualien

Train no.: Taroko Exp.448 Itinerary information

Total number of tickets: General Seat*2

Purchase bento: 0

Payment Date: 2025/04/03 16:15

Discount amount: 0TWD

Total amount: 705TWD

Change ticket type or lunch

8 Car 37 Seat Senior

General Seat 235TWD

Early Discount: None

Ticket price (discount): 235TWD

Bicycle ticket: None

Purchase bento: None

Status: Paid but not pick up

Use discount: Unused Discount

History Record of Ticket Exchange: Expand

8 Car 39 Seat Adult

General Seat 470TWD

Early Discount: None

Ticket price (discount): 470TWD

Bicycle ticket: None

Purchase bento: None

Status: Paid but not pick up

Use discount: Unused Discount

History Record of Ticket Exchange: Expand

Refund

Modify Order

Collect tickets

Q : How to check ticket exchange history and download refund certificate

< Booking record details 

Ticket details [Change ticket type or lunch](#)

8 Car 37 Seat Senior
General Seat 235TWD

Early Discount: None

Ticket price (discount): 235TWD

Bicycle ticket: None

Purchase bento: None

Status: Paid but not pick up

Use discount: Unused Discount

History Record of Ticket Exchange: [Collapse^](#)

Date and Time of Ticket Exchange: 2025/04/03 16:15

Booking code: [0316427->0316430](#)

Ticket Price: 470TWD

Fee: 94TWD

Handling Fee Calculation Base Date:  2025/04/03

Ticket refund certificate: [Down load](#) 

Date and Time of

[Refund](#) [Modify Order](#) [Collect tickets](#)

A : After the ticket exchange is successful, click the exchanged record in the "Pending Bookings" or "My Bookings" .

In the ticket details, you can check the ticket exchange record of each ticket.

If a handling fee is charged for the last change, provide a PDF file for download of the refund certificate.