

**JobTicket BW**  
**Frequently Asked Questions**  
**(Short Version)**  
(As of 1 May 2018)

**Please note:**

Clients who **would like to change their current Jobticket subscription (transit pass)** from a [VVS-FirmenTicket](#) or a [DB Job-Ticket](#) to a JobTicket BW can find detailed information on page 6 and following.

If you already have a subscription with another public transport company (Verkehrsverbund), please contact the respective company in case of any questions relating to the change of your subscription, ticket prices, and tariff regulations.

Please note: Civil servants and judges might receive their first transit subsidy payment with a delay due to technical reasons related to the booking process. In that case the subsidy will be paid retroactively the following month.

<b>What is the JobTicket BW? .....</b>	<b>2</b>
<b>Who can apply for the JobTicket BW? .....</b>	<b>2</b>
<b>How much is the transit subsidy for the JobTicket BW and how can I apply for it? .....</b>	<b>2</b>
<b>Where can I order the JobTicket BW?.....</b>	<b>2</b>
<b>How much does the JobTicket BW cost?.....</b>	<b>3</b>
<b>I already have a subscription for a Jobticket or Firmenticket. Can I get a transit subsidy? .....</b>	<b>3</b>
<b>Can I obtain the JobTicket BW from different public transport companies? .....</b>	<b>4</b>
<b>Who can I contact if I would like to switch from my current annual pass to the JobTicket BW? .....</b>	<b>4</b>
<b>Do I need to take further steps if there is a price increase for the JobTicket BW? .....</b>	<b>4</b>
<b>Do I receive the subsidy if I am on a sick leave? .....</b>	<b>4</b>
<b>How can I cancel my JobTicket BW subscription? .....</b>	<b>5</b>
<b>How can I change the range of validity for my JobTicket BW? .....</b>	<b>5</b>
<b>Is my personal data protected?.....</b>	<b>6</b>
<b>Who can I contact in case of further questions relating to the JobTicket BW?.....</b>	<b>6</b>
<b>Information for holders of a BahnCard 100 .....</b>	<b>7</b>
<b>Information for holders of the DB Job-Ticket:.....</b>	<b>8</b>
<b>Information for holders of the VVS-FirmenTicket: .....</b>	<b>8</b>

This translation is provided by the University of Mannheim and serves informational purposes only. English forms are not legally binding and will not be accepted by the LBV or JobTicketBW, please fill in the German forms. In the event of any conflict between the English and German text, its structure, meaning or interpretation, the German text, its structure, meaning or interpretation shall prevail.

## What is the JobTicket BW?

The JobTicket BW is a transit pass for travels between the place of residence and the place of employment for which employees can get a subsidy from the Land of Baden-Württemberg. The ticket is only available as an annual pass based on a monthly payment. The JobTicket BW is offered by the local public transport companies and the Deutsche Bahn AG. Depending on the vending company, the JobTicket BW may be subject to different conditions (especially in terms of ticket prices or the "Mitnahmeregelung", i.e. the possibility to allow one or more fellow travelers free transport with your ticket).

## Who can apply for the JobTicket BW?

Employees of the Land are eligible to apply for a transit subsidy (Zuschuss) for their JobTicket BW if they have an employment contract or are in an employment relationship with the Land of Baden-Württemberg. This group of persons especially includes regular employees under the collective agreement, civil servants, as well as judges of the Land. **In order to receive the transit subsidy, employees of the Land must first buy a JobTicket BW.**

## How much is the transit subsidy for the JobTicket BW and how can I apply for it?

The subsidy for the JobTicket BW amounts to EUR 25 per month (the maximum amount of the subsidy equals the actual costs of the JobTicket BW). It is disbursed with the monthly remuneration or salary.

Please note: Civil servants might receive their first subsidy payment with a delay due to technical reasons related to the booking process. In that case, the subsidy will be paid retroactively the following month.

## Where can I order the JobTicket BW?

Depending on the public transport company, there might be different ways to order the JobTicket BW. You can order it on paper or online.

### Online

The following public transport companies sell the JobTicket BW online:

- Deutsche Bahn (in case of national rail connections)
- Donau-Iller-Nahverkehrsverbund-GmbH (DING)
- Filisland Mobilitätsverbund GmbH
- Heilbronner · Hohenloher · Haller Nahverkehr GmbH (HNV)
- Karlsruher Verkehrsverbund (KVV)
- KreisVerkehr Schwäbisch Hall GmbH
- Regio-Verkehrsverbund Freiburg GmbH (RVF)
- Regio Verkehrsverbund Lörrach GmbH (RVL)
- Verkehrs-und Tarifverbund Stuttgart GmbH (VVS)
- Verkehrsunternehmen Hegau-Bodensee Verbund GmbH (VHB)
- Verkehrsverbund Pforzheim-Enzkreis GmbH (VPE)
- Verkehrsverbund Rhein-Neckar GmbH (VRN)
- Waldshuter Tarifverbund GmbH (WTV)

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The JobTicket BW has to be ordered via the client portal of the Landesamt für Besoldung und Versorgung (LBV). The portal is available at: <https://lbv.landbw.de/kundenportal>. In order to log into your account, you need your personnel number (Personalnummer).

Please note that once you have selected your public transport company in the client portal, you are forwarded to the company's order page. In case any questions or problems occur during the order process, please contact your public transport company. **When ordering the JobTicket BW online, an application for the subsidy is submitted automatically.** You will not receive any additional confirmation of the successful application for the transit subsidy. Upon successful order of the JobTicket BW, you receive an order confirmation by the public transport company.

#### Why can the JobTicket BW not be ordered directly via the website of the public transport company?

The JobTicket BW is a transit pass that may only be purchased by employees of the Land of Baden-Württemberg.

As only employees of the Land of Baden-Württemberg are able to access the LBV client portal, this procedure helps to confirm the applicant's employment with the Land without submission of further proof by the employer. In addition, the order process via the client portal facilitates the application for the subsidy.

#### On paper

All other public transport companies in Baden-Württemberg currently only accept JobTicket BW orders on paper. **When ordering the JobTicket BW on paper, the application for the subsidy has to be made via the form "Antrag auf den Zuschuss zum JobTicket BW / Application for a Transit Subsidy for the JobTicket BW"**. Both the order form for the JobTicket BW and the application for the transit subsidy for the JobTicket BW can be downloaded from the website of the LBV. The portal is available at: <https://lbv.landbw.de/> – menu option:

"JobTicket BW" (please choose your public transport company). Also note the document on how to fill out the German application form. Please do not submit informal requests for application for a transit subsidy as we cannot process them.

#### **How much does the JobTicket BW cost?**

Information regarding ticket prices, tariff regulations, mailing or payment dates can be obtained from your public transport company or the Deutsche Bahn AG.

#### **I already have a subscription for a Jobticket or Firmenticket. Can I get a transit subsidy?**

No. Only employees with a JobTicket BW subscription are eligible for a transit subsidy by the Land. In order to receive this subsidy, you need to change your pass subscription to a JobTicket BW.

#### **Can I obtain the JobTicket BW from different public transport companies?**

In case the daily route from your place of residence to your place of employment passes through zones covered by different public transport companies, you can acquire a JobTicket BW from any of these companies. Please note: The subsidy is only disbursed for *one* JobTicket BW.

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## **Who can I contact if I would like to switch from my current annual pass to the JobTicket BW?**

If you would like to change your pass subscription to the JobTicket BW, please contact your public transport company. This change in subscription is subject to the tariff regulations, conditions of carriage and terms and conditions of your public transport company. Most public transport companies, including Deutsche Bahn, grant you a special right of termination if you already have a current subscription for another pass.

## **Do I need to take further steps if there is a price increase for the JobTicket BW?**

The respective public transport company is obliged to report any changes relating to the price of the JobTicket BW to the LBV. Therefore, you do not need to take any further steps.

## **Do I receive the subsidy if I am on a sick leave?**

Yes, according to section 7 of the Act Governing the Mitigation of Climate Change in Baden-Württemberg (Gesetz zur Förderung des Klimaschutzes in Baden-Württemberg, KSG BW), you are eligible for a transit subsidy for the JobTicket BW by the Land as long as you receive continued payment of your remuneration or salary.

## **How can I cancel my JobTicket BW subscription?**

The JobTicket BW subscription has to be canceled via your public transport company (contact information can be found on the website of the LBV <https://lbv.landbw.de/>, please choose the menu option "JobTicket BW"). Any cancellation must immediately be reported to the LBV. Depending on the order procedure of your JobTicket BW (online or on paper), you need to take the following steps:

### Online

As a rule, your public transport company informs the LBV about the cancellation of your JobTicket BW subscription. However, in order to avoid any overpayments, please inform the LBV about your cancellation in written form. For this purpose you may submit a copy of the cancellation confirmation via letter mail,

E-Me-mail ([JobTicketBW@lbv.bwl.de](mailto:JobTicketBW@lbv.bwl.de)), or the LBV client portal.

### On paper

The LBV has to be informed about the cancellation of your JobTicket BW subscription in written form. You can use the form "Antrag auf den Zuschuss zum JobTicket BW". Please note the document on how to fill out the German application form ("Cancel").

**Please note:** Regardless of the cancellation procedure, you have to indicate the cancellation date and your personnel number.

## **How can I change the range of validity for my JobTicket BW?**

In case you need to change the range of validity for your JobTicket BW e.g. because you moved, please contact your public transport company (contact information can be found at <https://lbv.landbw.de/>, choose menu option "JobTicket BW").

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The LBV has to be informed immediately about any arising price change in order to redetermine the amount of the subsidy. Depending on the order procedure of your JobTicket BW (online or on paper), you need to take the following steps:

#### Online

Your public transport company informs the LBV about the price change. In this case you do not have to take any further steps.

#### On paper

Please submit the form "Antrag auf den Zuschuss zum JobTicket BW". Information on how to fill out the German form can be found in the instructions on how to fill out the JobTicket BW offline application form under "Price change".

**Please note: Regardless of the cancellation procedure, you have to indicate the date of the subscription change and your personnel number.**

### **Is my personal data protected?**

The order procedure for the JobTicket BW has been developed in close cooperation with the State Commissioner for Data Protection and Freedom of Information of the Land of Baden-Württemberg. (Information Sheet on Data Protection ( [Merkblatt zum Datenschutz](#))).

### **Who can I contact in case of further questions relating to the JobTicket BW?**

If you have any further questions *concerning the application process*, please contact: [JobTicketBW@lbv.bwl.de](mailto:JobTicketBW@lbv.bwl.de)

Landesamt für Besoldung und Versorgung Baden-Württemberg 70730 Fellbach Subject line: JobTicket BW

Philipp-Reis-Str. 2  
70736 Fellbach

If you have any further questions or comments regarding the JobTicket BW *in general*, please contact: [JobTicketBW@vm.bwl.de](mailto:JobTicketBW@vm.bwl.de), or:

Ministerium für Verkehr und Infrastruktur Baden-Württemberg Subject line: JobTicket BW  
Hauptstätter Straße 67  
70178 Stuttgart

### **Information for holders of a BahnCard 100:**

As of January 2017, employees of the Land of Baden-Württemberg are able to purchase a BahnCard 100 by monthly payment which is subsidized by the Land to an equal amount as the JobTicket BW.

- **How can I apply for the transit subsidy for my monthly paid BahnCard 100?**

You apply for the subsidy at the LBV. The corresponding form can be found under the following link (document available in German only):

<https://lbv.landbw.de/documents/20181/42056/996+DB+BahnCard+100.pdf/66bd5d0a-c2c2-4e2b-bba9-438293d981f3>

Please attach the required proof (copy of the order confirmation of your BahnCard 100 with

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monthly payment and period of validity) to your application and post the latter to:

Landesamt für Besoldung und Versorgung Baden-Württemberg Philipp-Reis-Str. 2  
70736 Fellbach

The application for a transit subsidy for the JobTicket BW must be renewed after the period of validity of the BahnCard 100 has expired.

- **Do I have to cancel my BahnCard 100 subscription with monthly payment if I would like to apply for the transit subsidy?**

No, it is not necessary to cancel your current BahnCard 100 subscription. You only need to apply for a transit subsidy with the LBV as described above.

- **Can I apply for a transit subsidy for a BahnCard 100 with yearly payment?**

No, it is not possible to receive a subsidy for a BahnCard 100 with yearly payment. According to no. 3.2 of the "JobTicket BW" order, only holders of annual passes with monthly payment are eligible for a transit subsidy. The reasons for this lie in the determination of the subsidy in accordance with section 8 subsection 2 sentence 11 of the Income Tax Act (Einkommensteuergesetz, EStG).

- **Why is the transit subsidy for the BahnCard 100 with monthly payment subject to taxation?**

The entitlement to travel with a BahnCard 100 is valid for a whole year from the moment of purchase and therefore is not renewed on a monthly basis. The requirement no. 3.2 of the order of the Ministry of Transport and the Ministry of Finance regarding the grant of a transit subsidy for the JobTicket BW (order "JobTicket BW") as a reimbursement for travel costs for public transport from 6 December 2016 is therefore not fulfilled.

Thus, the direct use of the cash transit subsidy paid for the purpose of purchasing a (new) transit pass can only be proven in the month in which the BahnCard 100 was bought. As no additional passes have to be purchased during the BahnCard 100 subscription, it is understood that the cash subsidies paid in the following months cannot be used for that very purpose. Hence, the subsidies are to be treated as cash wage which is subject to wage tax deduction.

## Information for holders of the DB Job-Ticket:

- **Why do I have to order a new transit pass?**

It is necessary to order a new pass in order to issue a valid SEPA direct debit mandate for the JobTicket BW. In addition, the JobTicket BW is only available with monthly payment.

- **When do I receive my new JobTicket BW?**

The JobTicket BW will be mailed to you in due time before the 1st day of validity. It will usually be sent to you on the 20th day of the previous month.

- **Do I have to cancel my current subscription if I order a new pass?** Yes, in that case you have to cancel your current subscription. The cancellation can be sent via e-mail ([abofirmenkunden@bahn.de](mailto:abofirmenkunden@bahn.de)). The change from a DB Job-Ticket to a JobTicket BW does not cause

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you any financial disadvantages.

- **What do I do with my current pass that is still valid?**

Please send your DB Job-Ticket to the DB Abo-Center Berlin 5 days after the cancellation date at the latest.

DB Vertrieb GmbH  
Abo-Center DB Job-Ticket Postfach 80 03 29  
21003 Hamburg

- **How do I get my money back if I paid the DB Job-Ticket for a whole year in advance?**

Any excess amounts are reimbursed to you automatically after the cancellation date. You only receive an invoice for the months that you actually used the DB Job-Ticket. This does not cause you any financial disadvantages.

## Information for holders of the VVS-FirmenTicket:

- **How can I change my subscription from a VVS-FirmenTicket to a JobTicket BW?**

You can change your subscription from a VVS-FirmenTicket to a JobTicket BW by ordering a new pass starting from your preferred date of validity. The order has to be placed via the LBV client portal.

- **Why do I have to order a new transit pass?**

Due to the new amount debited from your account and payment on a monthly basis it is necessary to order a new pass to issue a valid SEPA mandate. All JobTickets BW valid within the area covered by the VVS public transport company are issued as a polygoCard (eTicket). The polygoCard allows you to take advantage of additional services. Further information can be obtained from the website for VVS clients with transit passes ([www.mypolygo.de](http://www.mypolygo.de)).

- **When do I receive my new JobTicket BW?**

The JobTicket BW will be mailed to you in due time before the 1st day of validity. It will usually be sent to you on the 20th day of the previous month.

- **Do I have to cancel my current subscription if I order a new pass?** Yes, in that case you have to cancel your current subscription. The cancellation can be sent via e-mail ([abo-vvs@bahn.de](mailto:abo-vvs@bahn.de)). The change from a DB Job-Ticket to a JobTicket BW does not cause you any financial disadvantages.

- **Please note:**

**SSB** Clients with a subscription for the VVS Jedermann-Ticket are asked to send their cancellation directly to the SSB with the note "Neubestellung JobTicket BW" (New order of a JobTicket BW).

- **What do I do if the chip on my current pass is still valid?**

Holders of a personalized pass shall dispose of the valid chip on their pass to avoid any misuse by third parties. The chip does not have to be sent back to the VVS. Clients with a

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subscription for the transferable VVS-FirmenTicket Plus are asked to send their chip back to the Abo-Center by the 5th day of the following month or return it directly to the VVS Customer Service Center of the Deutsche Bahn located at Stuttgart main station.

- **Please note:**  
**SSB** Clients with a subscription for the VVS Jedermann-Ticket are asked to contact the SSB for information on how to return their current transit pass.
- **How do I get my money back if I have paid the VVS-FirmenTicket for a whole year in advance?**  
Clients with a subscription for a personalized VVS-FirmenTicket receive a reimbursement of the excess amounts they paid automatically after the cancellation date. In case of a **transferable pass subscription, you will not receive reimbursement until you have returned the chip at the Abo-Center.** You only receive an invoice for the months that you actually used the VVS-FirmenTicket. This does not cause you any financial disadvantages. Please understand that due to a high number of subscription changes, there might be a delay in reimbursement.
- **Please also note that the JobTicket BW is called "VVS-FirmenTicket" on the order page of the VVS.**