NATIONAL RAILROAD PASSENGER CORPORATION
MAJOR INFORMATION SYSTEMS

Provided below is an index of Amtrak's Major Information Systems. These systems are arranged alphabetically, and a brief description of each system has been provided.

ARROW is Amtrak's automated reservation and ticketing system. It is a multi-functional system that operates in a mainframe environment and is used to maintain train reservation inventory and is accessed by Amtrak agents as well as a variety of distribution channels to create customer reservations. Its features include automatic pricing, low fare finders, automatic printing of ticket coupons, and real-time verification of credit and debit cards. Data is provided to other Amtrak systems for accounting, billing, and statistical analysis purposes. ARROW is also used operationally to produce passenger manifests and to track train departure status.

Client Server Infrastructure (including Active Directory) is the solution that Amtrak uses for the majority of its client-server data repositories, print facilities, and databases. The commercial off-the-shelf server and database solutions include a new industry directory services solution.

Consolidated Electrification and Train Control Systems (CETC) is comprised of applications and technology that provide Amtrak with the ability to manage, monitor, and direct train traffic along the Northeast Corridor (NEC) right-of-way. This system manages both catenary electrification as well as rail traffic control for Amtrak, freight, and commuter trains.

Electronic Transaction Express (eTrax) is a business process system that automates such Amtrak processes as the creation and approval of payment requests, employee expense reports, purchase requisitions, customer service requests (CSRs) and the administrative approval process. Respective Amtrak policies are embedded in the system. Following submittal, requests are routed to the required approvers, based upon the identity of the user and the total amount of the request.

E-mail System: Amtrak's e-mail system is a client-server, distributed system using a commercial, off-the-shelf solution for both individual PC desktops and servers.

Employee Information Management (SAP-EIM) – Amtrak employee information portal for Employee-self-Service/Manager-Self Service to manage personal data, leave request, pay stub, timesheet submission, training, HR forms, workflows and approvals/denials.

Financial Information System (FIS) is Amtrak's customized general ledger system to which all accounting transactions are posted. Transaction postings to FIS occur automatically via automatic feeder subsystems such as payroll, accounts receivable collections, material issuance, and accounts payable. Manual journal entries are also made by a select group of employees.

Internet Booking System (IB) is Amtrak's business-to-customer (B2C) solution that provides internet accessibility for the creation of passenger reservations including eCommerce transactions that allow for pre-payment of reservations.

Paper-Based Systems: Amtrak maintains a decentralized, paper-based filing system to support its administrative functions. Each department creates and maintains paper-based files specific to its area of responsibility. Personnel and medical files are maintained at various sites, depending on the work location of the employee.

Police Incident Management System (PIMS) is Amtrak's system used to manage and report incidents involving the Amtrak Police Department (APD). This includes functionality to manage the entire incident, from initial notification, all of APD's activities to address the incident, as well as the documentation and reporting that is required to finalize the matter. The system also provides functionality to administer APD resource assignments and qualifications.

SAP - Business Suite (SAP-ECC) is Amtrak's Suite of Business applications that are used to manage Enterprise Resource Planning, covering HR, Payroll, Cost Accounting, Financial Reporting, Inventory Management, Accounts Payable, and Accounts Receivable**.**

Work Management Systems (WMS) are used to manage operational strategies to provide a streamlined system for initiating, tracking, and finalizing work orders on various assets. Functionality of the program allows for asset grouping and group projects, routine and preventive maintenance scheduling, activity-based costing, and task level management.

NOTE: Amtrak will continue to evaluate and update its list of major information systems on a periodic basis.

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