

Train Service Accounting Procedures

User Guide

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Introduction

This chapter covers the responsibilities of the Conductor and Assistant Conductor as they relate to the financial accountabilities of their position. The chapter is arranged in chronological order relevant to accounting and revenue responsibilities during a tour of duty (i.e., reporting to work, preparing for a trip, pre-trip activities, en route activities, post-trip activities and remitting).

A. Forms, Documents and Supplies

- a) **During crew briefings**, the Conductor will be responsible for the interpretations of all oral and written instructions.
- b) **The Conductor will review the responsibilities required for the trip** and discuss what documents and supplies they will need while working in revenue service.
- c) **The following revenue items (listed in alphabetical order) are required**, in sufficient quantities: (*Required non-revenue related items can be found in Chapter 6 "Crew Functions & Responsibilities".*)
 - "Advance Paid Ticket Conductor Issuance Record" (NRPC 3152)
 - "Coach Tickets Envelope (Long Haul)" (NRPC 218)
 - "Coach Tickets Envelope (Short Haul)" (NRPC 183)
 - "Conductor/Asst. Conductor Sales Report" (NRPC 193)
 - Conductor On-Board Ticket Stock (COTS)
 - Credit Card Device
 - Discount Table for On-Board Sales
 - eTicketing Mobile Device (eMD)
 - "First Class Tickets Envelope (Long Haul)" (NRPC 219)
 - "First Class Tickets Envelope (Short Haul)" (NRPC 181)
 - Manifest
 - "On-Board Customer Record" (NRPC 3085)
 - "Pass Abuse Incident Report" (NRPC 1502)
 - "Private Car Customer Record" (NRPC 3160)
 - "Record of Tickets Honored But Not Lifted" (NRPC 157)
 - Seat Checks
 - "Self-Certification Of Mobility Impairment" (NRPC 3055)
 - Tariff Books and Supplements
 - Ticket Punch
 - "Train Earnings Reports Envelope" (NRPC 158)
 - "Uncollected Fare Report" (NRPC 3008)

B. Ticket Inspection and Acceptance

1. Ticket Lift Announcement

En Route Departure announcements must include information that customers need regarding the ticket lift process.

2. Random On-Board ID Verification using the eMD

- a) **When randomly prompted by the eMD**, check the customer's identification matches the ticketed name before lifting. (Refer to Figures 8-1 and 8-2)



Figures 8-1 and 8-2 – Random On-Board ID Verification

- b) **If the name on the ticket does not match the name on the ID**, and the customer explains that someone else paid for the ticket at a Quik-Trak kiosk, the Conductor or Assistant Conductor should lift the ticket.
- c) **If the customer does not have valid identification**, or if the customer's identification does not match against the name on the face of the ticket, and there is no reasonable explanation for the discrepancy, the Amtrak police must be notified by the quickest available means away from the customer.
- d) **Failure to possess the proper photo identification** is not, by itself, sufficient reason to have the customer removed from the train.
- e) **Only change the percentage ID check setting** when instructed by your supervisor.
- f) **If all eMD units onboard the train become disabled due to a system failure**, randomly check IDs approximately every 10 customers, alternating between male and female customers.

3. Ticket Lift

- a) **A Ticket Lift is the process of** examining and scanning or punching the ticket (as required) of every customer that just boarded the train, whether at the initial terminal or an en route station.
- b) **Ensure that the ticket being lifted has the following correct information.**
- Date
 - Train Number
 - Origin and Destination
 - Class of Service

- c) **Incorrect ticket lifts can be time-consuming to correct** and cause difficulty for the customer whose ticket was incorrectly lifted.
- d) **Tickets are good:**
 - for transportation of the purchaser or other person for whom originally purchased.
 - between the stations indicated.
 - for the type of service and accommodations paid for.
 - subject to any other restrictions indicated.
 - within the limits stated on the ticket or in Amtrak tariffs.

4. Ticket Sweep

- a) **A ticket sweep is the process of verifying that all tickets have been lifted from each customer** that had previously boarded the train.
 - A sweep is performed after an en route train crew change.
 - A sweep can also be performed if it is believed that there is a stow-away on-board, or that not all tickets have been lifted.
 - The Conductor and Assistant Conductor(s) walk through the train checking ticket receipts (stubs) and corresponding seat checks.
 - During the sweep, some customers waiting in line or seated in the Café or Dining Car may not be able to produce a receipt on the spot. *The crew member should make a mental note and check with them later.*
 - If a customer cannot produce a ticket or ticket receipt, nor can they prove that their ticket was taken, a COTS must be sold. In this situation, the train crew must use utmost discretion.
- b) **Since each Sleeping Car has an assigned OBS Attendant**, there is more control over who is traveling in the car. Therefore, except in extreme situations, it is advisable to avoid a ticket sweep through the Sleeping Cars, thereby minimizing the disturbance of those customers.

C. Ticket Types and Other Permissible Forms of Transportation Documentation

1. Introduction

- a) **The term “ticket” can be used to identify any of the different types of tickets** that are accepted on the train (e.g. eTicket, eTicket Travel Document, eTicket on Smartphone or Tablet Computer, Paper Value Ticket, ARC/ Travel Agency, Book, Commuter Agency, etc.).
- b) **Tickets are evidence of fare paid.**

- c) **Customers must surrender tickets or their equivalent** to the Conductor or Assistant Conductor for cancellation or examination whenever requested.

2. General Instructions

These procedures are to be followed by all Conductors and Assistant Conductors to ensure the proper collection and reporting of on-board sales.

- a) **The Conductor and Assistant Conductor(s) must control the safe flow of boarding** then ensure that all customers are ticketed after boarding.
- The collection of the customer's ticket prior to boarding, on the platform or at the door is not permitted.
 - During station stops, other than the initial terminal, collection of the customer's ticket prior to boarding is not permitted.
 - The collection of the customer's ticket at the door, before the customer has boarded the train, is permitted only on an exception basis at the initial terminal, and only with the approval of the Transportation Superintendent.
 - For short-travel, high volume trains, the most common practices used to collect tickets are for a train crew member to start at each end of the train and meet in the middle or back-to-back with another train crew member starting from the middle and working to each end of the train.
- b) **It is the Conductor's responsibility to have the Assistant Conductor(s) assist with the collection of all revenue** and to verify the origin, destination, accommodation and correct fare type. *(The correct fare type might include the examination of separate documentation, such as some type of pass, permit, signature or age verification.)*
- c) **When the examination of the ticket clearly shows the customer is being dishonest**, the full one-way fare must be collected.
- If there is any doubt, consult with the Conductor or management.
 - If a customer is chronically dishonest with Amtrak, the matter must be taken up with a Customer Services Department Supervisor and/or the Amtrak Police.
 - The Conductor and Assistant Conductor(s) will act on specific instructions and must act as a team to control the situation.
- d) **Paper Value Tickets that** bear any alterations or erasures, or which have more than one destination indicated are invalid, and must be confiscated by the Conductor.

- e) **With the exception of some multi-ride tickets**, tickets are non-transferable and, if presented by anyone other than the customer for whom it was originally purchased, must be confiscated.
- f) **One-way regular un-reserved tickets are good in either direction.** However, the ticket must be used entirely in one direction.
- g) **Individual ticket coupons of all other tickets** are good only in the direction indicated by the stations shown.
- h) **Paper Value Tickets and receipts must be punched** by the Conductor or Assistant Conductor, as required, at the time of collection in view of the customer. *Train Attendants are not permitted to collect Paper Value Tickets or eTicket Travel Documents.*
 - Certain types of tickets are examined and returned, such as:
 - eTicket Travel Documents.
 - monthly tickets.
 - multi-ride.
- i) **Transportation collection/examination includes tickets that:**
 - cover the entire journey.
 - must be accompanied by some type of document, pass or card.
 - cover part of the journey.
 - may or may not cover an accommodation.
 - may be rejected because they are not good for that train (good judgment is required).
 - are recorded but are left with the customer.
 - are station-generated carry orders.
 - can be made good with additional collection.
 - cover groups.
 - are authorized on the manifest, such as for private railroad cars and their occupants.
 - are from a wide variety of sources that look very different.
- j) **Transportation collection/examination can include employee passes that require:**
 - no ticket collection.
 - Amtrak employee photo ID
 - Amtrak RTPC (Rail Travel Privilege Card).
 - permits that are valid without a ticket.
 - documents presented for collection that require certain forms to be completed, such as other railroad companies' orders.

- k) **Employees must carefully examine tickets requiring identification** when there is an obvious reason for doubt. An example would be a young person trying to use a senior citizen discount ticket.
- l) **A Conductor or Assistant Conductor will be held accountable for loss of revenue** due to negligence. *Fraudulent conduct will not be tolerated and will be grounds for dismissal.*
 - Loss of coins and currency.
 - Incorrect or incomplete check and credit card information.
 - Incorrect or incomplete payment due.
 - Incorrect or incomplete railroad bill documents.
 - Incorrect or incomplete fares charged for on-board sales or upgrades.
 - Loss of company property.
 - Loss due to a mathematical error or a mistake in giving change.

3. **Valid, Lost, Stolen, Found, Expired or Counterfeit Paper Value Tickets**

- a) **Valid Amtrak paper value tickets**, good for Amtrak use, are issued by Amtrak, travel agencies or by an airline.
 - A paper value ticket is Amtrak's property until payment is received.
 - A paper value ticket is the customer's property until the customer uses the ticket for travel.
 - A paper value ticket is Amtrak's property once it has been collected by the Conductor or Assistant Conductor.
- b) **Lost or stolen paper value tickets.**
 - Paper value tickets without a name or identifier on the ticket are considered the same as lost cash and, therefore, are the property of the person possessing the tickets.
 - Paper value tickets with a name or identifier on the ticket are considered to be the property of the person who purchased the ticket.
- c) **Paper value tickets found by an Amtrak employee:**
 - must be turned over to a ticket office or the Ticket Receiver's Office.
 - must never be refunded for cash or for the cash value.
- d) **Expired paper value tickets** are Amtrak or non-Amtrak issued tickets with a valid date that has expired.
 - Confiscate the paper value ticket and place it in the "Train Earnings Reports Envelope" (NRPC 158) separate from the "valid" tickets.
 - Issue COTS for a full one-way basic fare including the on-board fare, if applicable.

- e) **Counterfeit paper value tickets are very difficult to duplicate on both sides of the ticket;** therefore, it is important to examine both sides.
- Any indication that the ticket is counterfeit must result in the ticket being confiscated.
 - Paper weight is not card stock.
 - Reverse side is blank.
 - Reverse side has obviously been pasted or glued to the front side.
 - The first 3 digits of the 13 digit tracking number under the barcode is the Julian date of the "Date of Issue".
(Example: 01 OCT 09 has a Julian date of 274.)
 - The stock control number in the lower left portion of the ticket always begins with the digits 096, 097 or 098 and the entire stock control number will have a raised feel to it on both sides of the ticket.
 - Issue COTS for a full one-way basic fare including the on-board fare, if applicable.
 - The Amtrak police or local law enforcement authorities must then be summoned to take appropriate action with the presenter at a station stop prior to his/her ticketed destination.
 - If Amtrak police or local law enforcement authorities do not meet the train, the Conductor, at their earliest convenience, must file a report with the Amtrak police by calling (800) 331-0008.
- f) **Fraud enhancement features for paper value tickets.**
- Watermark located on the front of the ticket resists photocopying. (Refer to Figure 8-3)
 - Thermo-chromatic ink on the back of ticket that when rubbed makes the printing momentarily disappear before reappearing again. (Refer to Figure 8-4)

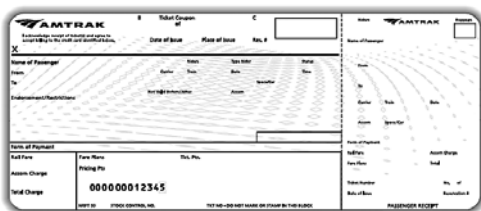


Figure 8-3 – Example of Watermark on Front of Paper Value Ticket



Figure 8-4 – Example of Thermo-Chromatic Ink on Back of Paper Value Ticket

4. **Validity Period for Paper Value Tickets**

- a) **One-way and round-trip paper value tickets sold at regular fares** (including employee Business travel tickets) have a one-year limit from date of sale.
- b) **Special and Discounted Fare ticket limits** vary according to the corresponding fare code rule.
- c) **Employee tickets issued for personal (not business) travel** are valid for 30 days.
- d) **To calculate the validity period for any type of fare**, always count the date of sale for unreserved or open tickets, or first date of travel for reserved tickets, as the first day of validity.
- e) **Ticket limit terminates at 11:59 p.m.** of the last day of the period of validity of a ticket.
- f) **Honoring Tickets After Expiration Date.**
 - When a train scheduled to depart at 11:59 p.m. or earlier is delayed and actually departs after midnight, tickets that expired at 11:59 p.m. are to be honored.
 - Tickets are to be honored for continuous passage without stopover, but including necessary transfers, to final destination of ticket, when such passage has started before midnight on the last date of validity but continues after midnight.

5. **Sign Here is Required for Paper Value Ticket**

- a) **It is the responsibility of the Conductor and Assistant Conductor(s)** to make sure that every paper value ticket purchased with a credit card is signed in the upper-left corner on the signature line above the printed "SIGN HERE." (*Refer to the red circled area in Figure 8-5*)
 - If the customer has not done this, the Conductor or Assistant Conductor must politely ask the customer to sign on "SIGN HERE" line
 - It does not matter if the ticket is a special, discounted or full fare.
- b) **If there is doubt concerning the customer's signature**, have the customer sign the ticket again.
- c) **The objective of this policy is to be able to substantiate the credit card charge** if it is disputed by the customer.
 - The customer's signature is required to avoid a charge-back from the credit card company.
 - The signature line for these types of tickets is located on the upper left hand of the ticket.
 - Right below this line is the notation "Sign Here" which will appear on every ticket requiring the customer's signature.

- d) **All employee tickets require a signature in the upper-left corner for verification.** These tickets are usually marked “Special” and may not indicate “Sign Here.”



Figure 8-5 – Example of “Sign Here” Paper Value Ticket

D. Ticket Types and Other Permissible Forms of Transportation Documentation

(Listed in alphabetical order)

Customers who have not paid for their travel prior to boarding the train, who intend to pay the Conductor on the train, will be charged one of the following two fares regardless of whether the customer says he or she made a reservation at a lower fare. The only way for the customer to obtain the lower fare is for the customer to make payment before boarding the train or by a method other than paying the Conductor.

When there is not an open ticket office available at the time of departure – The full “basic fare,” which is the YOFC or equivalent fare, will be charged by the Conductor. (Refer to Figure 8-8)

When there is an open ticket office available at the time of departure – The full “onboard fare,” which is the “basic fare” plus a surcharge, will be charged by the Conductor. (Refer to Figure 8-6)

The two fares only apply when a customer actually pays the Conductor. If the customer is phoning from the train and paying over the phone with a payment card, the reserved fare applies. The Conductor does not need to issue a COTS and will complete the lift by scanning the customers barcode or do a name lookup in the eMD.

This policy does not apply to the San Joaquins or Pacific Surfliner.



Figure 8-6 - Example of Fare Lookup in eMD

1. Airline

United Airlines is the only airline that has an agreement with Amtrak to accept their tickets under certain circumstances.

- a) **Involuntarily rerouted United Airlines customers** originating in BOS, PVD, EWR, PHL, BWI or WAS destined for any point Amtrak serves between Washington and Boston, including New York to Albany and New Haven to Springfield, may use their United Airlines ticket for passage on Northeast Regional trains without making a reservation.
- b) **Amtrak will only be reimbursed for collecting United Airlines tickets**, not boarding passes or confirmation notices. United Airlines customers boarding without United Airlines tickets must purchase a ticket on board.
- c) **United Airlines tickets are not honored on Acela Express.**
- d) **Conductors and Assistant Conductors will only accept United Airlines tickets** with the following handwritten endorsements on the front of the ticket.
 - INVOL REROUTE
 - INVOL REROUTE TO AMTRAK
 - INVOL REROUTE TO 2V
- e) **The endorsement may also include** the Amtrak reservation number and/or Amtrak train number.
- f) **The Conductor must lift the United Airlines tickets**, verify a valid form of ID, punch the ticket and write the train number for which the ticket was honored on the face of the ticket. The ticket must be placed into the *"Train Earnings Reports Envelope"* (NRPC 158).
- g) **Add customer to the manifest** using the HNF function in the eMD.
- h) **Transportation will be provided to** the Amtrak station nearest the designation shown on the United Airlines ticket.

2. ARC/Travel Agent

- a) **ARC stands for Airline Reporting Corporation.** ARC tickets are thin cardboard, computer generated tickets used by airlines and travel agencies.
- b) **The customer's receipt is the portion to the right of the perforations,** similar to Amtrak's paper value tickets. (Refer to Figure 8-7)
- c) **There are other railroads and government transportation systems offering service** with their own tickets. There are ARC tickets that are good for airline travel (which look very much like ARC tickets good for Amtrak service).
- d) **In some emergency situations,** Amtrak has honored non-Amtrak tickets during an emergency period of time. Train crews must only honor tickets that they are certain are good for Amtrak service.
- e) **Do not honor tickets for other companies or government transportation services** that have not been approved by Amtrak for use on Amtrak or Amtrak-operated services. This authorization typically comes from the Conductor's Memorandum Tariff, a Division notice, Operations Standards Update or "Conductors Carry Authorization" (NRPC 2983).

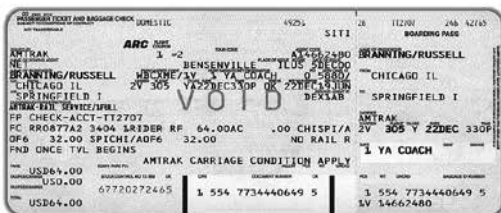


Figure 8-7 – Example of an ARC Ticket

3. Arrow

(Refer to "Paper Value Ticket" in this section)

4. Authority to Board and Ride Amtrak Locomotives and Trains

(Refer to chapter 7 "Policies and Procedures")

5. Book

- a) **Book tickets are carbon-treated paper tickets** printed either by hand or machine.
- b) **Amtrak, travel agencies or airlines** can prepare book tickets.
- c) **The customer's receipt** is the last page of a book. (Refer to Figure 8-8)

- d) **Book tickets are generally used by Amtrak only** when there is a system-wide outage of Arrow.
- e) **Add customer to the manifest** using the HNF function in the eMD.

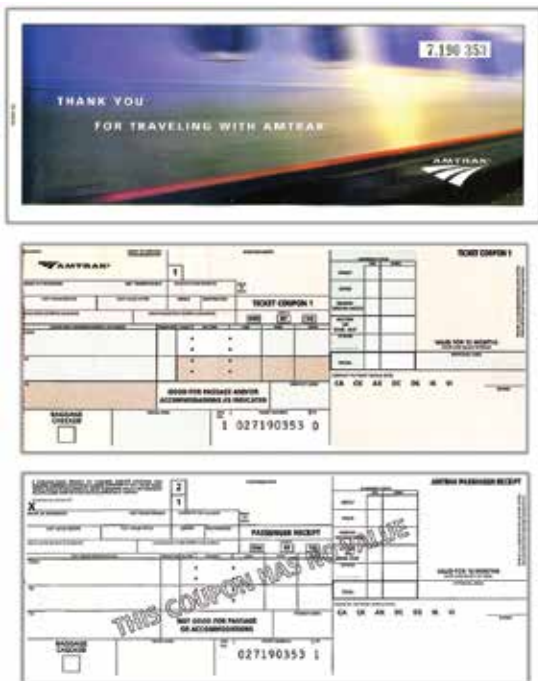


Figure 8-8 – Example of a Book Ticket (three pages)

6. California Rail Pass

- a) **The California Rail Pass is valid for travel throughout California** on the three state-supported corridors: *(Refer to Figures 8-9)*
 - San Joaquin
 - Capitol Corridor
 - Pacific Surfliner

The California Rail Pass is also honored on the Coast Starlight and most Thruway services.
- b) **The pass is available** to both U.S. and foreign citizens.
- c) **The pass must be used** within one year of purchase.
- d) **The pass is attached to a folder** that details the terms and conditions, name/address/ID of the customer, valid dates of travel and a state map of valid routes.
- e) **The pass is valid** for seven (7) calendar days of travel within a 21-consecutive-day period.
- f) **The pass must be accompanied by a valid ticket** for the train on which it will be used.

- g) **The pass is limited to not more than four (4) one-way trips over any route.** The pass is not valid on the Sunset Limited, the Texas Eagle portion of the Sunset Limited, the Southwest Chief, the California Zephyr, and, but not limited to, Altamont Commuter Express, Metrolink, Coaster, any intercity bus service that is not specifically sold in Arrow as Amtrak Thruway, any local public or private transit authorities or operations.



Figure 8-9 – Example of California Rail Pass Attached to Folder.

7. Commuter Agency

- a) **Commuter agency tickets are flash, scan or punch style tickets for customers who often travel to and from the same stations.**
- b) **Commuter agency tickets that are good on specific Amtrak trains** are not valid beyond the stations listed. Consult separate rules on commuter agency tickets and details listed in the Conductor's Memorandum Tariff and authorized notices.
- c) **Commuter agency tickets are often printed on Amtrak's ticket stock** and can look very similar to paper value tickets. Care must be taken to fully examine tickets to determine Commuter tickets vs. Amtrak tickets.

- d) **Customers not having an Amtrak ticket** or tickets that are not lifted must be added to the manifest.
 - Use the “Add HNF” icon button from the bottom navigation bar on the eMD.
 - Complete the appropriate selections. (If the customer falls under a category that is not listed, use “Other”)
- e) **Conductors and Assistant Conductors are expected to know** the rules governing commuter service.
- f) **With Amtrak-operated commuter services**, management at Amtrak Customer Services may decide to honor commuter tickets on Amtrak trains. One possible reason is that Amtrak could be at fault for a specific delay affecting the commuter agency’s train. In honoring the commuter service customers on Amtrak trains, Amtrak is effectively fulfilling the terms of the operating contract. Sometimes, maintaining a favorable relationship with the government agency responsible for the service will be the reason. For whatever reason, a customer service management employee must give the Conductor written authorization using a “*Conductor Carry Authorization*” (NRPC 2983). (Refer to Figure 8-55)

8. Commuter Agency – MARC (Maryland Area Regional Commuter)

MARC customer can use weekly tickets, monthly tickets, a MARC Transit Link Card (TLC), or display their ticket thru the CharmPass Mobile Application that works only with a Smart Phone on Amtrak trains shown in the current MARC timetable. The TLC is an enhanced MARC monthly ticket that allows the use of most WMATA services (Washington Metrorail and Metrobus systems).

- a) **General Information**
 - All MARC ridership must be recorded in the HNF (Honored Not Found) feature of the eMD to ensure accurate rider counts for reimbursement to Amtrak.
 - Select “MARC” in the “Type” field.
 - Only use a “*Record of Tickets Honored But Not Lifted*” (NRPC 157) as a fallback if an eMD system failure should occur.
 - Travel is restricted to the points indicated by the footnotes in the timetable.
 - Only tickets in Figures 8-11 through 8-18 will be honored.
 - One-way tickets are NOT ACCEPTED on regular (non-commuter) Amtrak trains.
 - Weekly, monthly and TLC tickets are NOT valid on

- any premium service (Acela Express), certain reserved Northeast Regional trains or any long-distance trains.
- Amtrak will not honor any MARC tickets on Holidays. *(MARC customers will have to wait for their respective MARC trains or purchase an Amtrak ticket.)*
- No additional step up fee is required on Amtrak trains.
- Weekly, monthly and TLC tickets may be honored for travel between any city pairs within the endpoints specified on the ticket-except for trains that allow travel only between specific endpoints as shown in the Weekday Regional Trains section.

Example:

A MARC ticket good for travel between Washington and Perryville may also be honored for travel between New Carrollton and BWI Airport. However, a MARC ticket good for travel between Washington and Aberdeen MAY NOT be used for travel to Perryville.

- Service restrictions do not apply during periods of service disruptions or equipment failures that would necessitate the carrying of MARC customers when directed by Amtrak management.

b) Weekday Regional Trains

- MARC commuters with the proper weekly, monthly and TLC tickets are authorized to ride Amtrak Northeast Regional trains Monday through Friday, except holidays when MARC does not operate, between the following stations shown in the MARC timetable:
- Train 137 between Baltimore and Washington.
- Train 151 from Perryville, Aberdeen and Edgewood to Baltimore, BWI, New Carrollton and Washington only. *(The Perryville and Edgewood stops are for MARC commuters only and are not published in the Amtrak timetable.)*
- Train 181 from Aberdeen to Baltimore, BWI, New Carrollton and Washington only. *(No local travel between Baltimore and Washington.)*
- Train 85 from Aberdeen to Baltimore only. *(No MARC commuters to be carried south of Baltimore.)*
- Train 148 between Washington and Baltimore to Aberdeen only. *(No local travel between Washington and Baltimore.)*
- Train 188 between Washington and Baltimore to Aberdeen only. *(No local travel between Washington and Baltimore.)*

AMTRAK Ticket Coupon **WO P3** 1 **AMTRAK**

Underlying carrier of service and agent to whom claims for service are to be made.

Class of Service: **WO** P3

Origin: **WASHINGTON, DC**

Destination: **BWI AIRPORT STA, MD**

Service: **MARC SERVICE**

Valid From: **23JUN-29JUN**

Valid To: **29JUN**

Service: **UNRESERVED**

Good On: **GOOD ON SOME AMTRAK SVC AT EXTRA CHG-SEE AGENT**

Fare of Payment: **\$45.00**

Base Fare: **\$45.00**

Amount Charged: **\$45.00**

Total Charge: **\$45.00**

Passenger Name: **JOHNSON/FRANK**

Barcode: **096352175986 1767768015924**

Passenger Receipt: **1767768015924 01 01 26JUN12 1088C0**

Figure 8-11 – Weekly MARC via Amtrak-Amtrak

AMTRAK Ticket Coupon **WO M6** 1 **AMTRAK**

Underlying carrier of service and agent to whom claims for service are to be made.

Class of Service: **WO** M6

Origin: **WASHINGTON, DC**

Destination: **HARPERS FERRY, WV**

Service: **MARC SERVICE**

Valid From: **18MAY-24MAY**

Valid To: **24MAY**

Service: **UNRESERVED**

Good On: **GOOD ON SOME AMTRAK SVC AT EXTRA CHG-SEE AGENT**

Fare of Payment: **\$87.50**

Base Fare: **\$87.50**

Amount Charged: **\$87.50**

Total Charge: **\$87.50**

Passenger Name: **HANCOCK/TRAVELER**

Barcode: **096352198740 1414426003737**

Passenger Receipt: **1414426003737 01 01 21MAY13 2E81B9**

Figure 8-12 – Weekly MARC ticket via CSX-Amtrak

MARC RECEIPT

ODENTON MD-WASHINGTON DC

W 25

06/20/2009

WEEKLY

06/26/2009

W 25

THANK YOU FOR CHOOSING MARC TRAIN SERVICE

1 800 325 RAIL

TXT 114268652 06/22/09

Figure 8-13 – CSX issued MARC weekly

AMTRAK Ticket Coupon **WO P2** 1 **AMTRAK**

Underlying carrier of service and agent to whom claims for service are to be made.

Class of Service: **WO** P2

Origin: **WASHINGTON, DC**

Destination: **ODENTON, MD**

Service: **MARC SERVICE**

Valid From: **SEP 12**

Valid To: **SEP 13**

Service: **UNRESERVED**

Good On: **GOOD ON SOME AMTRAK SVC AT EXTRA CHG-SEE AGENT**

Fare of Payment: **\$106.25**

Base Fare: **\$106.25**

Amount Charged: **\$106.25**

Total Charge: **\$106.25**

Passenger Name: **JONES-TEST CARD/VISA**

Barcode: **096352132730 2294651000116**

Passenger Receipt: **2294651000116 01 01 16JUN12 C7027**

Figure 8-14 – Monthly MARC ticket via Amtrak-Amtrak

AMTRAK Ticket Coupon **WO M7** 1 **AMTRAK**

Underlying carrier of service and agent to whom claims for service are to be made.

Class of Service: **WO** M7

Origin: **WASHINGTON, DC**

Destination: **MARTINSBURG, WV**

Service: **MARC SERVICE**

Valid From: **JUN 13**

Valid To: **JUN 13**

Service: **UNRESERVED**

Good On: **GOOD ON SOME AMTRAK SVC AT EXTRA CHG-SEE AGENT**

Fare of Payment: **\$330.00**

Base Fare: **\$330.00**

Amount Charged: **\$330.00**

Total Charge: **\$330.00**

Passenger Name: **TRAVELER/COMMUTER**

Barcode: **096352198751 1414426003745**

Passenger Receipt: **1414426003745 01 01 21MAY13 2E81B9**

Figure 8-15 – Monthly MARC Ticket via CSX-Amtrak

MARC RECEIPT

ODENTON MD-WASHINGTON DC

JUN 09

MONTHLY

JUN 09

THANK YOU FOR CHOOSING MARC TRAIN SERVICE

1 800 325 RAIL

TXT 114268652 06/22/09

Figure 8-16 – Monthly MARC Ticket



Figure 8-17 – Monthly MARC Transit Link Card (TLC)



BaltimoreLink FlashPass (Day) BaltimoreLink FlashPass (Night) Expired FlashPass
Figure 8-18 – CharmPass – Mobile Ticket

9. Commuter Agency – Metrolink

Metrolink has a cross honoring agreement with Amtrak where Metrolink tickets are accepted on Surfliner trains. The tickets are captured by the eMD device and recorded under HNF; the sub type would be Metrolink.

10. Commuter Agency – Rail2Rail – Amtrak California and Metrolink

Rail2Rail® is a cooperative program provided by Caltrans working in partnership with Amtrak, Metrolink, and COASTER which offers regular pass holders more travel options in Southern California.

a) Pacific Surfliner Pass Holders

Amtrak Pacific Surfliner monthly pass or 10-trip ticket holders may ride any Metrolink train within the station pairs on their pass at no additional charge.

b) Metrolink Monthly Pass Holders

The Rail2Rail program allows Metrolink monthly pass holders along the Orange and Ventura County corridors to travel on Amtrak Pacific Surfliner trains within the station pairs of their pass at no additional charge, including Saturday and Sunday.

- Metrolink customers simply show their monthly pass and board any Amtrak Pacific Surfliner train or Thruway bus to their destination.
- This offer is not available to Metrolink customers with one-way, round trip or 10-trip tickets.
- All Metrolink ticket types are accepted on Amtrak trains between Burbank-Bob Hope Airport and Los Angeles Union Station.
- This also includes shared service trains, Metrolink 158/Amtrak 768 and Metrolink 153/Amtrak 799.
- The Rail2Rail program does not include travel on Coast Starlight trains.

11. Commuter Agency – Shore Line East

The Connecticut Department of Transportation sponsors daily commuter service between New Haven and Old Saybrook, Connecticut. (Refer to Figures 8-19 and 8-20)

- Shore Line East 10-ride and monthly tickets**, including "Unirail" Shore Line East/Metro-North tickets, are accepted on the following Amtrak trains 83, 93, 94, 95, 165, 176, 178, 2151 between New Haven and New London. (Refer to Figures 8-21 and 8-22)
- Travel must be within** the limits of the multi-ride ticket.



Figure 8-19 – Ten Trip Shore Line East Connecticut D.O.T

- Every Amtrak ticket not lifted must be recorded in the HNF (Honored Not Found) feature of the eMD.** Select "Shore Line East" in the "Type" field.



Figure 8-20 – Monthly Shore Line East - Connecticut D.O.T.



Figure 8-21 – Weekly UniRail Ticket



Figure 8-22 – Monthly UniRail Ticket

12. Commuter Agency – Sounder (Seattle WA)

- a) **The cross-honoring agreement between Sounder and Amtrak is called “RailPlus”.** It is only valid for coach travel on the Sounder line between Seattle and Everett, not on the Sounder line between Seattle and Tacoma.
- b) **One way or day pass Sounder tickets are not honored** on Amtrak trains.
- c) **The ORCA Pass and the ORCA Passport Card** are honored as follows:
 - Weekdays when Sounder operates
 - Honored on Amtrak trains 510, 513, 516 and 517 between Seattle, Edmonds and Everett only. (*No reservation is required*)
 - Customer must use the ORCA Pass or the ORCA Passport Card to obtain an Amtrak RailPlus ticket from the Sounder ticket vending machine.
 - ORCA Passes and ORCA Passport Cards come in varying values, and the value must cover the trip taken (*\$3.50/ride value Seattle-Edmonds, \$4.50/ride value Seattle-Everett*).
 - Customer must show both the ORCA Pass or the ORCA Passport Card, and the Amtrak RailPlus ticket, to the Amtrak Conductor.
 - Weekends when Sounder does not operate ORCA Passes and ORCA Passport Cards are not honored on Amtrak trains on weekends.
 - Amtrak tickets on Sounder trains
 - Amtrak tickets are honored on Sounder trains between Seattle, Edmonds and Everett. However, this is not recommended, because – Amtrak fares are three to seven times Sounder fares, and there is no adjustment to an Amtrak ticket if it is used on a Sounder train. (*Sounder tickets are either \$3.50 or \$4.50 and can be bought at ticket vending machines on the route.*)
 - If a customer uses an Amtrak ticket on a Sounder train, he or she is a “no-show” on the Amtrak train for which the ticket is used, and the customer’s entire reservation will cancel upon no-showing

for that Amtrak train. *(If the customer previously cancelled the train for which the ticket was issued, then the Amtrak ticket for that train would have been reversed, would have no value, and could not be used.)*

13. Commuter Agency – VRE (Virginia Railway Express)

The Virginia Railway Express (VRE) commuter service uses a proof-of-payment fare collection system. Tickets are not collected on VRE. *(Refer to Figures 8-28 through 8-31)*

- a) **Tickets MUST be validated** with a ticket vending machine or a ticket validating machine, which is located at the station that prints the current valid date on the ticket.
- b) **Monthly and 10-ride commuter tickets** are good for the period of time printed on the ticket.
- c) **A 5-day ticket** only require a “one-time” validation which is good for five (5) consecutive business day roundtrips with a “valid through” date and time printed on the front of the ticket.

Example:

If a customer purchased a five-day ticket on Monday July 16, and does not validate the ticket until the morning of Wednesday July 18; the ticket is valid until Tuesday evening July 24.

- d) **Only VRE monthly, ten-ride, Transit Link Card (TLC), and five-day tickets**, hereafter identified as “multi-ride tickets”, will be accepted on the following Amtrak trains Monday through Friday and including holidays that fall on a Monday:

Trains	Service Between	Trains	Service Between
66	Fredericksburg & Washington	93	Washington & Fredericksburg
7	Washington & Fredericksburg	94	Fredericksburg & Washington
83	Washington & Fredericksburg	95	Washington & Fredericksburg
84	Fredericksburg & Washington	125	Washington & Fredericksburg
85	Washington & Fredericksburg	171	Washington & Manassas
86	Fredericksburg & Washington	174	Fredericksburg & Washington
87	Washington & Fredericksburg	176	Manassas & Washington

- e) **Valid tickets include:**
 - Monthly tickets signed by the customer and issued for the current month.
 - Amtrak will also honor monthly tickets on the first business day following the month for which they were issued.
 - TLC tickets stamped with the current month’s date.
 - Ten-ride tickets validated with the current date and time.
 - Ten-ride tickets may accommodate multiple customers with a current validation stamp for each rider.
 - Five-day tickets will be accepted for weekday travel until the marked expiration date on its face.

- Single-ride or round-trip tickets, free-ride certificates or other promotional tickets will not be accepted on Amtrak trains.
- f) **If the customer purchases a step-up ticket from a VRE ticket vending machine**, the Conductor collects the step-up ticket and enters the customer's origin and destination in the eLift application through the HNF function.
- If the customer electronically purchases a multiride ticket and associated electronic step-up ticket on the VRE mobile ticketing application, the customer must activate and present the step-up ticket to the Conductor for scanning. (Refer to Figure 8-23)
 - When the step-up ticket is scanned, the "HNF" screen will automatically display and populate the type "VRE," ticket number in the name field and number of customers. (Refer to Figure 8-24)
 - The origin and destination must be valid before lifting. (Refer to Figure 8-25)
 - The VRE boarding zone will convert to the Amtrak city code. (Refer to Figure 8-26)
 - Select lift. (Refer to Figure 8-27)
 - Ticket Details will display "HNF Ticket Lifted". (Refer to Figure 8-27)
 - Fraud prevention.
 - The VRE step-up ticket on the app will be activated by the customer and will only be active and valid for three hours. Expiration time and date will flash on top of the step-up ticket. (The time of activation will be in the barcode.)
 - On the VRE Mobile ticketing application, the VRE step-up ticket will change the background color when touched, the Amtrak logo on the ticket will move based on the tilt of the customer's mobile device, and the expiration time/date of the ticket will flash. (These features will ensure that the ticket is not a screen shot or a recorded movie file.)



Figure 8-23 – VRE Mobile App Step-up Ticket



Figure 8-24 – "HNF" Screen



Figure 8-25 – Origin and Destination Pop-Up Message

- The elift application will be smart enough to know whether the step-up has already been scanned and lifted on the same train. *(An error will be presented to the conductor in this case.)*



Figure 8-26 – VRE Boarding Zone
Converting to the Amtrak City Code



Figure 8-27 – Select Lift
Screen



Figure 8-28 – Ticket
Details

- g) **VRE customers must present a step-up ticket to the Amtrak Conductor in conjunction with a validated 10-ride, Five-day or Monthly VRE ticket.** *Amtrak Conductors are not permitted to sell VRE step-up tickets.*
- h) **If the VRE customer does not have both the step-up ticket and validated 10-ride, Five-day or Monthly VRE ticket,** the Amtrak Conductor will issue a COTS for a full one-way basic fare including the on-board fare for the city pairs.
- i) **If the VRE customer claims they do not have both the step-up ticket and valid VRE ticket because of a malfunctioning VRE Ticket Validation Machine,** the Amtrak Conductor will issue a COTS for the full one-way basic fare for the city pairs. *The Conductor should explain to the VRE customer that VRE should be contacted for assistance. Amtrak has no control over defective VRE Ticket Validation Machines.*
- j) **The step-up tickets will be lifted by the Amtrak Conductors** and will not be returned to the VRE customer.
- k) The Conductor will collect and bundle with a rubber band the step-up tickets and place in the "Train Earnings Reports Envelope" (NRPC 158).
- l) **VRE tickets are honored Mondays through Fridays only,** not weekends.
- m) **Tickets must identify the proper zones of travel.**
- n) **More than one (1) VRE rider may travel on a ten (10)-ride ticket,** as long as there is a current validation and a step-up ticket for each person on the day that they are riding.

- o) **Every Amtrak ticket that is not lifted** must be recorded in the HNF (Honored Not Found) feature of the eMD. Select "VRE" in the "Type" field.
- p) **One child, age 10 and under**, may ride free with a VRE adult holding a valid ticket.
- q) **A step-up ticket is required for each adult rider**, but not for the child. Each child riding should be recorded in the HNF (Honored Not Found) feature of the eMD. Select "VRE" in the "Type" field.



Figure 8-29 – VRE 5-Day Pass



Figure 8-30 – VRE 10-Ride Ticket



Figure 8-31 – VRE Monthly Ticket



Figure 8-32 – VRE Step-Up Ticket

14. Conductor and Assistant Conductor's On-Board Stock (COTS)

COTS are tickets sold on-board by Conductors and Asst Conductors. These tickets can be for a customer's journey within or beyond a train run, for a return journey, for a business class seat, for a sleeping accommodation or for a non-transportation collection.

15. Employee

Employee tickets marked "special" require ID and a signature on the train for verification. (Refer to Figure 8-33)



Figure 8-33 – Example of Employee Ticket

16. eTicket Travel Document

- a) **An eTicket Travel Documents is an electronic document that holds no dollar value**, it is a receipt of monies that have already been paid to Amtrak and a travel reservation. (Refer to Figure 8-34)

- If lost or stolen a duplicate copy can be made.
- In the event the eMD scanner does not work, the Conductor and Assistant Conductor have the ability to look-up and verify travel reservations using a number of methods other than what appears on the eTicket Travel Document.
- eTicket Travel Documents from a station or Quik-Trak kiosk will have the phrase “ETICKET TRAVEL DOCUMENT” at the bottom of the eTicket, and “ETICKET DOCUMENT HAS NO VALUE” in the fare box in the bottom left corner.
- eTicket Travel Documents are not collected by the Conductor or Assistant Conductor and are returned to the customer.



Figure 8-34 – Station or Quik-Trak kiosk eTicket Travel Document

b) Print-at-Home eTicket

The Print-at-Home eTicket can be printed anywhere – home, work or a hotel business center. The eTicket will have the phrases “eTicket” and “Present this document for travel” in the upper right hand corner. (Refer to Figure 8-35)



Figure 8-35 – Print-at-Home eTicket Travel Document

c) Smartphone/Tablet eTicket

The Conductor or Assistant Conductor will scan the smartphone/tablet barcode with the eMD. (Refer to Figure 8-36)



iPhone eTicket

Android eTicket

Samsung Wallet

Windows eTicket



Tablet Computer

Figure 8-36 – eTicket displayed on different types of smartphones/tablets.

17. Golf Bags

a) Golf Bag Tickets

- When lifting customer travel tickets, a golf bag ticket should be lifted for each golf bag that a customer has brought on-board as carry-on baggage. (*Refer to Figure 8-37*)
- Golf bag tickets will be scanned with the eMD in the same manner as any eticket travel document.

b) Completing a Golf Bag COTS (Mid-West Corridor Trains only)

- If a customer did not purchase a golf bag ticket before boarding the train, the Conductor or Assistant Conductor will complete a COTS for the \$10.00 per golf bag charge.
- The origin and destination city codes must be written on COTS in the "FROM" box and the "TO" box.
- DO NOT PUNCH any of the Full and/or Half fare preprinted boxes (1 through 4).
- The "IN CONN WITH" box must be punched.

- In the box titled "ACCOMMODATIONS, FARE CLASS, BASIS, ENDORSEMENT", write "Golf Bag" and the Arrow ticket number.
 - Customers boarding without a transportation ticket and a golf bag ticket must be sold two (2) separate COTS: One (1) for the transportation, and one (1) for the golf bag.
 - If a customer boards at an open staffed station and requires a COTS to be issued, a penalty fee of \$5.00 will be added to the \$10.00 charge.
 - Golf Bag COTS will be placed in the "Train Earnings Reports Envelope" (NRPC 158).
- c) **Golf Bag Types**
- Acceptable golf bags allowed on-board will have to be in an enclosed buttoned or zippered case.
 - Enclosed case with wheels, similar to luggage will be allowed. "Open" golf bags and golf bag push carts are not allowed on board.
- d) **Chicago Hub Trains Charging \$10.00 Per Bag Fee**

Trains Accepting Carry-On Golf Club Bags

Chicago • Carbondale

Illini – Trains 392 and 393 *Saluki* – Trains 390 and 391

Chicago • St. Louis • Kansas City

Lincoln Service – Trains 300, 302, 304 and 306
– Trains 301, 303, 305 and 307

Missouri River Runner – Trains 311, 313, 314 and 316

Chicago • Galesburg • Quincy

Carl Sandburg – Trains 381 and 382
Illinois Zephyr – Trains 380 and 383

Chicago • Port Huron • Pontiac

Blue Water – Trains 364 and 365
Wolverine Service – Trains 350, 352 and 354
– Trains 351, 353 and 355

Chicago • Grand Rapids

Pere Marquette – Trains 370 and 371

Chicago • Milwaukee

Hiawatha Service – Trains 330, 332, 334, 336, 338, 340 & 342
– Trains 329, 331, 333, 335, 337, 339 & 341

Chicago • Indianapolis

Hoosier State – Trains 850 and 851



Figure 8-37 – Example of Arrow-Generated Golf Bag Ticket

18. Lower-Level (Superliner)

- a) **Lower-level seating in Superliner Coaches IS BY RESERVATION ONLY.**
 - Customers seated in this area must have one of three endorsements on the face of their tickets: "LOWR", "ACCESS" or "WCHR."
 - A customer presenting a ticket with the endorsement, "LOWR" may occupy one of the ten (10) non-accessible seats in the lower-level.
 - A ticket with the endorsement, "ACCESS" permits the customer to occupy one of the two (2) accessible (wheelchair transfer) seats in the lower-level.
 - A customer holding a ticket with the endorsement, "WCHR" is entitled to secure his or her wheelchair or Segway in the designated parking space, and to occupy one of the accessible (wheelchair transfer) seats in the lower-level, unless the accessible (wheelchair transfer) seats have been reserved by a customer with an "ACCESS" ticket.
- b) **It is not appropriate for any on-train employee to arbitrarily assign** seating in the lower-levels of Superliner Coaches on the basis of customer appearance or request.
- c) **Conductors, Assistant Conductors and Train Attendants must have a copy of the current manifest in their possession** that lists the names of those customers who have made reservations to sit in the lower-level of the car.
- d) **Customers with non-endorsed tickets may occupy lower-level seats upon request**, only if the manifest indicates that such seating is available for the entire length of their trip, at the discretion of the Conductor.
- e) **Customers occupying lower-level seating without properly endorsed tickets or permission** from the Conductor must be politely directed to the upper-level seating area, with assistance offered and provided in locating open seats and/or handling luggage.

- f) **Customers must be encouraged to make lower-level seating requests when reserving or purchasing future tickets** for travel on Superliner Coaches.

19. Customers with Full Fare Tickets Needing Mobility Impaired Space

A customer needing mobility impaired space may reserve a full fare ticket not knowing that the use of the transfer seat or wheelchair/Segway parking space requires separate ticketing.

- a) **During the boarding process**, if a customer with a wheelchair/Segway is not properly ticketed for use of mobility impaired space, the Conductor must explain to the customer that the mobility impaired space will need to be checked for availability. The Conductor should use the eMD or call the Contact Center Customer Support Desk (800) 205-0711 (the phone number is also on the manifest and should not be given out to customers) to determine if space will be available for the length of the trip.
- Ask the customer if he or she will need the use of the Transfer Seat so that availability can be determined and reserved for their use, if available. *If the customer states they do not need the use of the transfer seat they will be required to use the currently reserved full fare seat.*
 - Space for parking the mobility device will need to be checked for availability and reserved, if available.
 - If needed space is not available (either transfer seat or parking space or both), inform customer that if he or she decides to travel on this train there may be a point during the trip that the mobility space could become unavailable requiring them to exit the train. *Give the customer the option to decide if he or she would like to travel on the currently reserved train or reserve needed mobility impaired space on another train.*
- b) **During the ticket lift process**, if a customer with a wheelchair/Segway is not properly ticketed for use of mobility impaired space, the Conductor must explain to the customer that the mobility impaired space will need to be checked for availability. The Conductor should use the eMD or call the Contact Center Customer Support Desk (800) 205-0711 (the phone number is also on the manifest and should not be given out to customers) to determine if space will be available for the length of the trip.
- Ask the customer if he or she will need the use of the Transfer Seat so that availability can be determined and reserved for their use, if available. *If the customer states they do not need the use of the transfer seat they will be required to use the currently reserved full fare seat.*

- Space for parking the mobility device will need to be checked for availability and reserved, if available.
 - If needed space is not available (either transfer seat or parking space or both), inform customer that the needed mobility impaired space may not be available for the entire length of his or her trip.
 - Ask the customer if he or she would like to continue to travel with the possibility that during the trip the mobility impaired space may become unavailable requiring them to exit the train or would they like to detrain at the next stop or a stop of their choice.
 - Give the customer the option to decide if he or she would like to travel on the currently reserved train or detrain somewhere between the next station stop and the station stop where the space is no longer available.
 - If the customer decides to continue traveling, the Conductor should try to determine what options may be available to accommodate the current mobility impaired customer in the event the advanced mobility impaired customer does board the train with the properly reserved ticket.
 - The Conductor should encourage the current mobility impaired customer to request needed mobility impaired accommodations (transfer seat and wheelchair/Segway parking space) when making future reservations.
- c) **Customer having to detrain should be a last resort** when all other options to safely and comfortably accommodate mobility impaired customers have been exhausted.
- If a customer is detrained, the Conductor must notify CNOC.
 - Customer should not be detrained at an unstaffed station unless customer requests that station as their choice to be detrained.
- d) **Segway users traveling with a full fare ticket** must be asked if the Segway is used as a mobility device due to a disability.
- If the answer is that the Segway is used as a mobility device, the Conductors will follow this policy.
 - If the answer is the Segway is not used as a mobility device, the customer should not be allowed to board or if already onboard will need to detrain at next stop. *(Only customers who use Segways as mobility devices due to a disability are permitted to bring them onboard the train).*

20. Multi-Ride

Multi-ride tickets can be used for multiple trips between specific city pairs (e.g. 6-ride, 10-ride or monthly).

- a) **Multi-ride tickets may not** be used on most long distance trains, certain segments of short-distance trains or Acela Express trains. For long-distance trains that operate in part over various corridors in North Carolina, the Midwest and West Coast where multi-ride fares are published:
 - If a train is not listed but multi-ride fares are listed over part of the route, multi-ride tickets may be used on that train.
 - If a multi-ride fare is not published over any part of a long distance train's route it is not listed. *(Refer to Figure 8-38)*
- b) **Multi-ride tickets** can be eTicket Travel Documents, Print-at-Home eTicket, Smartphone/Tablet eTicket, or Mobile Rider Applications/eTicket. *(Refer to Figures 8-39, 8-40, and 8-41)*

Train Number(s)	Multi-Ride Tickets Restricted Trains
19, 20	Not permitted over entire route
48, 49	Not permitted over entire route
50, 51	Not permitted over entire route
5, 6	Not permitted over entire route
58, 59	Not permitted over entire route
11, 14	Not permitted over entire route
56	Not permitted between PHL & NYP & intermediate points
79	Not permitted between NYP & WAS & intermediate points
80	Not permitted between WAS & NYP & intermediate points
83, 93	Not permitted between NYP & PHL & intermediate points
84	Permitted only between RVR & WAS & intermediate points
87	Permitted only between WAS & RVR & intermediate points
89	Permitted only between NYP & WAS & intermediate points
90	Permitted only between WAS & NYP & intermediate points
91, 92	Not permitted over entire route
94, 194	Permitted only between VAB & WAS & intermediate points and between NLC & BOS & intermediate points
95	Permitted only between BOS & NLC & intermediate points and between WAS & VAB & intermediate points
97, 98	Not permitted over entire route
135, 156	Not permitted over entire route
7, 8, 27, 28, 807, 808	Not permitted over entire route
3, 4	Not permitted over entire route
21, 22, 421, 422	Permitted only between CHI & STL & intermediate points

Figure 8-38 – Multi-Ride Ticket Restricted Trains

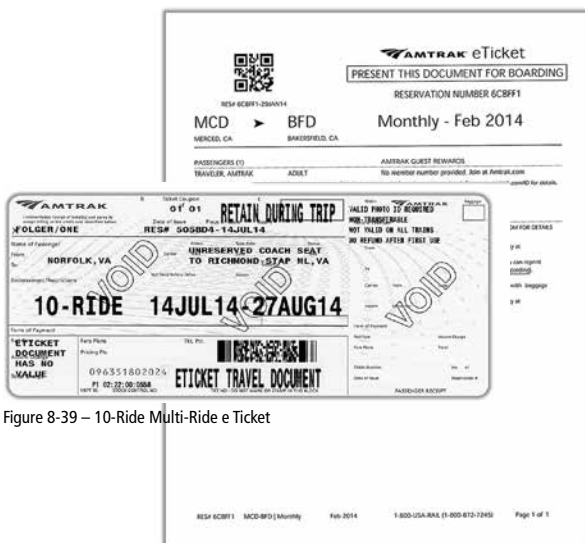


Figure 8-39 – 10-Ride Multi-Ride eTicket



Figure 8-40 – Print-at-Home Multi-Ride Ticket



Figure 8-41 – Mobile Rider eTicket and Reservation Details Screen

- c) **Verify that the ticket has not expired before scanning.** If the ticket has expired, the customer will need to purchase a ticket from the Conductor or call (800) USA-RAIL to purchase a ticket over the phone. (Un-ticketed customers purchasing tickets should be informed that tickets can be purchased (and must be paid for) by phone at a lower fare than the on board fare. Phone sales will automatically be loaded into the eMD for lifting.
- d) **Shareable Tickets.** A few routes offer multi-ride tickets that can be used for more than one customer. The endorsement "May be used for Multiple Riders" will appear on the ticket. For these tickets, the eLift® application will allow Conductors and Assistant Conductors to use the '+' sign on the ticket to adjust the number of riders on the multi-ride ticket. (Refer to Figure 8-42)



Figure 8-42 – Shareable Tickets

If the plan is not shareable an alert “This ticket does not allow multiple customer lifts” will be displayed on the eMD. (Refer to Figure 8-43)



Figure 8-43 – Not Shareable Alert



Figure 8-44 – Multi-Ride Ticket with Connections

- e) **When the ticket is found on the eMD**, the “Ticket Details” screen is displayed.
 - Tap “Lift Ticket” to electronically lift and record one ride.
 - A confirmation message flashes when the ticket is successfully lifted.
- f) **Multi-ride tickets with connections** have fares published between a number of city pairs where a connection are sometimes or always required. (Refer to Figure 8-44)

Example:

PAO-NYP - thru train or connection at PHL. SNA-FNO - train
SNA-LAX, bus LAX-BFD, train BFD-FNO.

- g) **For valid multi-ride tickets with a fixed number of rides** (usually 10) the eMD will deduct one ride for the entire trip.

First Train:

- The Conductor scans the ticket; the eMD will decrement the amount of rides used.
- The eMD will sync with the server to show amount of rides remaining.
- The Conductor can access last ticket usage on the device.
- Yellow color alert is displayed on rides remaining row when two (2) rides or less remains. (Refer to Figure 8-45)
- Yellow color alert is displayed on the validity row when forty eight (48) hours or less is remaining for the current multi-ride. (Refer to Figure 8-46)
- An alert is displayed to restrict ticket lift if the ticket has expired. (Refer to Figure 8-47)



Figure 8-45 – Remaining Rides



Figure 8-46 – Validity Row



Figure 8-47 – Alert Displayed Restricting

Second Train:

- The Conductor scans the multi-ride ticket; no additional ride is decremented.
 - Multi-ride tickets become invalid when the "Not Valid After" date has been exceeded.
 - An alert is displayed to restrict ticket lift if the ticket has expired. (Refer to Figure 8-47)
- h) **If the customer(s) boarded with an invalid multi-ride ticket** at a station where the ticket office was open at departure time, the On-Board Fare (OBF) must be charged.
- i) **Upgrading of multi-ride tickets:**
In certain cases, multi-ride tickets may be upgraded to business class upon payment of the accommodation charge. The following services allow upgrading to business class:
- Pacific Surfliner, Cascades (between PDX and EUG), Missouri River Runner, Illini/Saluki, Illinois Zephyr/Carl Sandburg, Wolverine, Blue Water, Carolinian (travel within the state of North Carolina).

- Multi-ride tickets are not accepted on Acela Express.
- When upgrading a customer to business class that is traveling on a multi-ride ticket, scan the ticket and collect the accommodation charge using a COTS.
- If the customer made a payment before boarding the train or by a method other than paying the Conductor:
 - The customer must present both the multi-ride ticket and the paper upgrade eTicket to the Conductor.
 - The Conductor must scan both tickets (customer name will appear on the manifest twice).
 - When business class accommodation eTicket is scanned an orange warning below the customer's name "MUST SHOW MULTI-RIDE TKT" is displayed; this alerts the Conductor to scan and lift the multi-ride ticket.

j) **Monthly Ticket - Fraud Indicators**

- Fraud indicators on the eMD alert the Conductor of potential fraudulent situations.
- If a number of trips are used within a certain time frame; the ticket status will display a warning in Amber triggering a system mandated ID check. *(Refer to Figure 8-48)*
- If the customer's ID does not match the name on the ticket the conductor will call the CSD at (800) 205-0711 to have the ticket suspended.
- If the scanned ticket displays a warning in Red the ticket is suspended and cannot be lifted or unlifted by the Conductor. *(Refer to Figure 8-49)*
- This Red status will trigger a system ID check.
- If the customer name matches, the Conductor will ask customer to purchase a ticket.
- An information screen is displayed to provide the Conductor with instructions on how to handle the suspended ticket. *(Refer to Figure 8-50)*

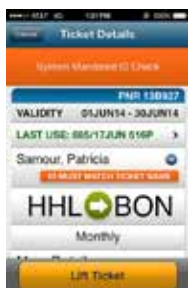


Figure 8-48 – Warning in Amber



Figure 8-49 – Warning in Red is Suspended

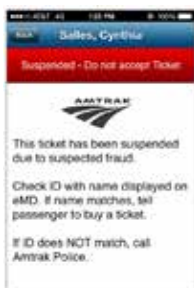


Figure 8-50 – Suspended Information Screen

21. On-Board Customer Record (NRPC 3085)

The Conductor or Assistant Conductor must enter information via the “Add HNF” function of the eMD or receive a completed “On-Board Customer Record” (NRPC 3085) for any customer or employee who has no associated transportation to lift or does not appear on the manifest, including customers purchasing their tickets on-board the train and customers traveling in a group whose name does not appear on the manifest. The “On-Board Customer Record” (NRPC 3085) is available in both a single or two-part version. Only use the “On Board Customer Record” (NRPC 3085) as a fallback if an eMD system failure should occur. (Refer to Figure 8-51)

Figure 8-51 – “On-Board Customer Record” (NRPC 3085)

- a) **The “On-Board Customer Record” (NRPC 3085) is to be used on all reserved trains.**
- b) **The Conductor will ensure all Assistant Conductors have an ample supply of “On-Board Customer Records” (NRPC 3085).**
- c) **Supplies of these forms are available** at all crew base locations.
- d) **Some individuals may board with a completed “On-Board Customer Record” (NRPC 3085).**
- e) **If individuals board without an “On-Board Customer Record” (NRPC 3085),** the Conductor or Assistant Conductor will provide a blank “On-Board Customer Record” (NRPC 3085) for the individual to complete and return back to the train crew.
- f) **The Conductor or Assistant Conductor must ensure** that all of the required information is provided on the form, and must punch the form upon completion in the lower right hand corner to certify the record.
- g) **The Conductor is to place all completed “On-Board Customer Records” (NRPC 3085)** in the “Train Earnings Reports Envelope” (NRPC 158).

- h) **When the two-part version of an “On-Board Customer Record” (NRPC 3085) is used**, the yellow copy is not to be submitted to the station and may be discarded or returned to the customer.
- i) **The following persons may not be ticketed or listed on the manifest’s customer name list:**
- Infants and small children
 - Customers purchasing tickets on-board
 - Railroad officials
 - Government officials
 - Medical personnel
 - Vendors and/or contractors
 - Host railroad employees
 - Amtrak police officer in uniform or plain clothes
 - Amtrak employee using a “Head-End/Train Authorization Permit”
 - Amtrak employee using a “Train Inspection Permit”
 - Amtrak employee using an Amtrak “Temporary Train Authorization Permit” (NRPC 2889)
 - Individual working for a Municipal, State or Federal Regulatory Agency
- j) **All Amtrak employees on business**, deadheading (to or from work) or personal travel must have a ticket or must complete an “On-Board Customer Record” (NRPC 3085). For those employees boarding at stations that are closed, the Conductor or Assistant Conductor must receive a completed “On-Board Customer Record” (NRPC 3085) from the employee.
- k) **All Amtrak employees and pass riders must** provide valid Amtrak photo identification.
- l) **All private car owners are required** to have an “On-Board Customer Record” (NRPC 3085) completed for each person traveling if a “Private Car Customer Record” (NRPC 3160) is not available. Also, each person traveling must provide a valid photo identification.
- m) **An “On-Board Customer Record” (NRPC 3085) must be completed** for each individual providing commentary on-board the train. Those guides currently authorized include:
- National Park Service (through Trails and Rails)
 - California State Railroad Museum
 - Train Host Association
 - Native American
 - All guides must present a valid form of photo identification, valid identification for the organization they are representing, and give the signed “On-Board Customer

Record” (NRPC 3085) to either the Conductor or Assistant Conductor at the time of boarding. If the on-board guide does not have an “On-Board Customer Record” (NRPC 3085) the Conductor or Assistant Conductor must provide one and ensure that it is properly filled out and signed.

- n) **In addition to collecting the “On-Board Customer Record” (NRPC 3085)** the person should be entered into the eMD under the HNF function.

22. Paper Value Ticket (formerly known as an Arrow ticket)

- a) **Paper value tickets** are only generated at Amtrak ticket offices and are generated on thin white cardboard stock.
- b) **The eMD has a ticket indicator** (hole-punch icon with red background) that provides the Conductor a visual indicator that a physical paper value ticket must be presented by the customer before allowing a lift. The indicator will be displayed on the ‘Manifest and Ticket Details’ screens. (Refer to Figure 52)



Figure 8-53 – Paper Value Ticket

Figure 8-52 Ticket Indicator

- c) **Paper value tickets must be punched** by the Conductor or Assistant Conductor and placed in the “Train Earnings Reports Envelope” (NRPC 158).
- d) **The ticket receipt** (portion on the right of the perforation) must be punched and given back to the customer. (Refer to the red dashed area of Figure 8-53)
- e) **Paper value tickets hold a dollar value in the amount printed** in the fare box located in the bottom left corner.
- f) **If a paper value ticket is lost or stolen**, a duplicate ticket cannot be provided to the customer.
- g) **Lost or stolen paper value tickets** must not be lifted with the eMD even if the customer is listed on the manifest. A new ticket must be purchased at the station, by phone or from the Conductor.
- h) **Tickets must not be folded or mutilated.**

23. Quik-Trak

Many stations are equipped with Quik-Trak self-serve ticketing kiosks that generate paper value tickets or eTicket travel documents.

- a) **When a previously made reservation is ticketed at a Quik-Trak kiosk**, the name on the reservation is printed on the ticket, regardless of whose payment card was used to pay for it.
- b) **When a ticket is obtained at a Quik-Trak kiosk without making a prior reservation (a "walk-up sale")**, the name on the paper value ticket or eTicket travel document will be the name on the payment card that was used for the transaction. In this case, the name on the paper value ticket or eTicket travel document may not correspond with the customer's ID if someone else has paid. In order to avoid this situation, a reservation should be made at (800) USA-RAIL or Amtrak.com and then printed at a Quik-Trak kiosk. By doing this, Quik-Trak will print a paper value ticket or eTicket travel document with the name that is on the reservation.
- c) **If the name on the paper value ticket or eTicket travel document does not match the name on the ID**, and the customer explains that someone else paid for the ticket at a Quik-Trak kiosk, the Conductor or Assistant Conductor should lift the paper value ticket or eTicket travel document. The Conductor or Assistant Conductor should use tact and courtesy when explaining that this situation can be avoided in the future by making a reservation prior to purchasing the paper value ticket or eTicket travel document at a Quik-Trak kiosk (*Refer to previous letter "b"*).
- d) **Customers and employees must sign** the upper left corner of paper value tickets generated by a Quik-Trak kiosk.
- e) **Paper value tickets generated by a Quik-Trak kiosk** must be placed in the *"Train Earnings Reports Envelope"* (NRPC 158).
- f) **Ticket Purchase Records must not be collected** by Conductors or Assistant Conductors. Return them to the customer.

24. Railroad Request for Employee Transportation (Form 620)

Amtrak has historically provided billing arrangement to certain freight railroads for the purchase of transportation for their employees traveling on company business. The *"Railroad Request for Employee Transportation"* (form 620) is the only official document utilized for this billing arrangement. (*Refer to Figure 8-55*).

- a) **Amtrak is required to submit a properly signed “Railroad Request for Employee Transportation” (form 620)** to the freight railroad, to authorize payment from the freight railroad for transporting their employee(s).
- b) **Only employees from the following railroads can use “Railroad Request for Employee Transportation” (form 620).**
 - BNSF Railway
 - Canadian National Railway
 - Canadian Pacific Railway
 - Norfolk Southern Railway
 - Union Pacific Railroad
- c) **The back of the COTS provides guidance in the handling incorrect fares** shown on the “Railroad Request for Employee Transportation” (form 620) or if no “Railroad Request for Employee Transportation” (form 620) is presented.
- d) **Instructions for completing the “Railroad Request for Employee Transportation” (form 620):**
 - A properly completed original (not photocopy) “Railroad Request for Employee Transportation” (form 620) must be accepted as transportation for railroad employees when boarding at either an un-staffed station location, or a station that is closed at the time of boarding.
 - In order to be transported, the railroad employee must have a ticket or a properly completed “Railroad Request for Employee Transportation” (form 620).
 - The fare block on the “Railroad Request for Employee Transportation” (form 620) must be blank when the freight railroad employee presents it.
 - Calculate the applicable “One Way Full Fare” for each employee and write the total in the fare block.
 - If the freight railroad employee has completed the fare block, check to see if the amount is correct.
 - It must be the “One Way Full Fare” multiplied by the number of freight railroad employees.
 - If the fare is incorrect, cross out the incorrect fare and write in the correct amount, honor the corrected “Railroad Request for Employee Transportation” (form 620) for travel.
- e) **In the event there is no ticket or “Railroad Request for Employee Transportation” (form 620),** calculate the applicable “One Way Full Fare” for each of the railroad employees. Follow the procedures for “Payment Due” as outlined on the back of the COTS, Instructions for Use 5. Payment Due Summary.
 - Punch the “Payment Due”.

- Write the name of the railroad on the "Name" line.
 - Write the names of the freight railroad employees in the address, and phone fields.
 - Determine the fare due and show in the "Amount" field. It is essential that the fare be calculated and shown — under no circumstances can this be left blank.
 - If no "Railroad Request for Employee Transportation" (form 620) is presented, indicate there is none.
 - Have one of the railroad employee's sign the COTS on the "Customer Signature" line if payment is due. This validates that the employees were carried.
 - For distribution of the COTS coupons, refer to Instructions for Use 7 on the back of the COTS. Coupon distribution instructions for "Railroad Request for Employee Transportation" (form 620) are identified on each page of the "Railroad Request for Transportation" (form 620) set.
- f) **Add freight railroad employee to the manifest** using the HNF (Honored Not Found) function of the eMD.
- Use the "ADD HNF" icon button from the bottom navigation bar on the eMD.
 - Complete the appropriate selections.
 - When the Railroad Order is selected, choose the railroad name from the pre-populated list.
- g) **Conductors must place all "Railroad Request for Transportation" (form 620) into the "Train Earnings Reports Envelope" (NRPC 158).**
- h) **"Railroad Request for Transportation" (form 620) cannot be presented onboard the train for travel to and from Canada.** Only ticketed travel with the cross border information is allow for travel in both directions to and from Canada.

Figure 8-55 – "Railroad Request for Employee Transportation" (form 620)

25. Station Authorization to Carry

Station personnel can issue customers a "Conductor Carry Authorization" (NRPC 2983) for travel. (Refer to Figure 8-56)

- The "Conductor Carry Authorization" (NRPC 2983) is a multi-part form** printed with black and red ink.
- The "Conductor Carry Authorization" (NRPC 2983) identifies who authorized the form and the reason.**

- c) **If there is any question about whether the form is valid**, ask the customer to show some form of identification.
- d) **The Conductor or Assistant Conductor must ask the customer if they have a ticket.**
 - If the station employee kept the paper value ticket, the “*Conductor Carry Authorization*” (NRPC 2983) will be lifted as the transportation document and placed in the “*Train Earnings Reports Envelope*” (NRPC 158) along with adding the customer to the manifest using the HNF function of the eMD.
 - If the customer still has a paper value ticket, the ticket and the “*Conductor Carry Authorization*” (NRPC 2983) will be lifted, punched, clipped together, and placed in the “*Train Earnings Reports Envelope*” (NRPC 158) along with adding the customer to the manifest using the HNF function of the eMD.
 - If the customer has an eTicket, the ticket will be scanned and the “*Conductor Carry Authorization*” (NRPC 2983) will be lifted as the transportation document and placed in the “*Train Earnings Reports Envelope*” (NRPC 158).
- e) **In some instances, an authorized employee may not have time to prepare a “Conductor Carry Authorization” (NRPC 2983)** and must place a customer on-board a train without the proper documentation.
 - The authorized employee will be responsible for providing the Conductor with a total count of such customers. Authorized employees may be Crew Base Management, a Station Supervisor or a Ticket Agent in a small station.
 - The following are examples of legitimate instances:
 - Service disruptions
 - Late train connections
 - Holding trains
 - As with any un-ticketed situation, a COTS must be completed and coupon distributed as per the guidelines.

AMTRAK		Conductor Carry Authorization		
Conductor: You are authorized to carry this guest between the stations specified, without additional collection.		Stock Control Number 2010-0000001		
Guest Name	No. of Guest	Date	Train Number	Accommodation Type
From	To			
Authorized By	Reason			
Title				
Location				
White: Passenger Yellow: Station		NRPC 2983 (12-08) Amtrak is a registered service mark of the National Railroad Passenger Corporation		

Figure 8-56 – “Conductor Carry Authorization” (NRPC 2983)

26. USA Rail Pass

Amtrak's USA Rail Pass provides a defined number of segments of Coach travel within a specified number of days between all points on the Amtrak system (including Amtrak served points in Canada, except cities between the border and Toronto on the VIA Rail Canada portion of the Maple Leaf).

a) **Eligibility**

The USA Rail Pass is available to any person regardless of their nationality or residency. Identification will still be required as per Amtrak's ID requirements.

b) **Types**

- 8 segments of travel over a 15 day period.
- 12 segments of travel over a 30 day period.
- 18 segments of travel over a 45 day period.

c) **Pass Validity**

- Each USA Rail Pass entitles its purchaser to a defined number of segments of Coach travel (does not include Sleeping Car or Business Class accommodation charges) between all points on the Amtrak system (including Amtrak served points in Canada, except cities between the border and Toronto on the VIA Rail Canada portion of the Maple Leaf).
- The pass will not be valid unless it is attached to a USA Rail Pass folder.
- The USA Rail Pass is good only for the personal use of the customer named on the Rail Pass.
- Rail Pass cards and tickets may not be honored before or after the validity period, as entered by the ticket agent in the boxes on the front of the customer's USA Rail Pass folder.
- The validity period must commence within 180 days from the date of Rail Pass issuance, and is from:
 - the "START DATE" is the first day the Rail Pass may be used, through...
 - the "END DATE" is the last day of travel for which the Rail Pass may be used. *This date is the expiration of the validity period, which is in addition to the date of the first use.*
- All travel must be completed by 11:59 p.m. on the last day of validity.

d) **USA Rail Passes are Not Valid on**

- Acela Express.
- Auto Train.
- VIA Rail Canada portions of the trains operated jointly by Amtrak and VIA Rail Canada. *This includes the*

- Non-Amtrak connecting interline services.

Conductor or Assistant Conductor may upgrade tickets on-board using the following supplemental charges:

- Sleeping Car – use the Sleeping Car accommodation charge.
- Business Class – use the Business Class seat charge.

For the purpose of meeting minimum ticket requirements, tickets issued to USA Rail Pass holders will be considered as equivalent in value to one regular rail passage fare. The Conductor will require customer to present tickets endorsed with the USA Rail Pass. USA Rail Pass tickets may be an eticket travel document, paper value ticket or a book ticket if the Arrow system is down at time of issuance. *(Refer to Figure 8-57)*

- The Conductor or Assistant Conductor will request the customer to present a valid form of identification with the name matching that of the Rail Pass and travel ticket.
- The Conductor or Assistant Conductor will not honor USA Rail Pass cards without tickets.
- Rail Pass holders must obtain tickets before boarding trains.
- If the customer does not have the Rail Pass in their possession, the full fare must be collected. The unsupported ticket must be lifted, punched and put in the *"Train Earnings Reports Envelope"* (NRPC 158) attached to the COTS Coupon A (Passage Coupon) with a brief explanation written on the face of the ticket.



Three Amtrak routes cross the U.S./Canadian border: New York to Montreal, New York to Toronto and Seattle to Vancouver.

- # Train Service Accounting Procedures – User Guide

travel documents will be issued since this is an Amtrak operated service. (Refer to Figures 8-58)



Figure 8-58— Amtrak Ticket – Albany/Rensselaer, NY to Montreal, QC

- b) **On trains operating between New York and Toronto,** eTicket travel documents will normally be issued, however, paper value tickets will occasionally be issued under certain circumstances. When paper value tickets are issued they will consist of two paper travel coupons, since this is a joint Amtrak/VIA Rail Canada service.

One paper value ticket coupon will be issued between the U.S. origin or destination and the U.S./Canadian border (CBN) to be lifted by the Amtrak crew. The other paper value ticket Coupon will be issued between the border (CBN) and Canadian origin or destination to be lifted by the VIA crew.

Depending on where the tickets were issued, they may be on Amtrak ticket stock or On VIA Rail Canada ticket stock.

E. Service Classes

A minimum of one rail passage ticket per accommodation is required for all types of accommodations. In addition to the basic rail fares, there are various one-way charges for the actual occupied accommodations (Sleeping Car accommodations, First Class and Business Class seating). Accommodation charges are shown along with the rail fares in Amtrak tariffs and must be added to regular rail fares that are valid for travel in these accommodations. In First Class and Business Class seating, each customer two and over must pay one applicable accommodation charge. If one or two children under two years of age exclusively occupy one First Class or Business Class seat, one accommodation charge must be paid. No reduction is granted to children on Sleeping Car charges, First Class or Business Class seat charges.

When First Class and Business Class seating, each customer two and over must pay one applicable accommodation charge. If one or two children under two years of age exclusively occupy one First Class or Business Class seat, one accommodation charge must be paid. No reduction is granted to children on Sleeping Car charges, First Class or Business Class seat charges.

1. Acela Express

- a) **High speed premium service** between Boston, New York and Washington.
- b) **Fares are higher than Northeast Regional trains** and are not through-priced with other services.
- c) **Two classes of service:**
 - Business Class.
 - First Class.
- d) **Wheelchair accessible seating and restrooms.**
- e) **First Class accommodation charge** is in addition to the rail fare.
- f) **The use of the flash-pass** procedure is prohibited on Acela Express.
- g) **All individuals must have a ticket to ride Acela Express** except for persons who are performing services and/or inspections directly related with Amtrak operations in the following capacity:
 - Amtrak police officer in uniform or plain clothes.
 - Amtrak employee deadheading (compensated time) in conjunction with a job assignment.
 - Amtrak employee using a *"Head End/Train Authorization Permit"*.
 - Amtrak employee using a *"Train Inspection Permit"*.
 - Amtrak employee using a *"Temporary Train Authorization Permit"* (NRPC 2889).
 - Individual working for a Municipal, State or Federal Regulatory Agency.
 - New Jersey State Police, New Jersey Transit Police and New York City Police department officers while on duty and in uniform may ride but only in the body of the train, unless otherwise authorized or approved.
- h) **employees must refrain from congregating or sitting in the Café Car**, which is intended for the use of revenue customers only.
- i) **Conductors have authority to instruct individuals**, who are in violation of this policy, to leave the train at the next scheduled station stop. The Conductor is also required to complete a *"Pass Abuse Incident Report"* (NRPC 1502) and include the yellow copy in the *"Train Earnings Reports Envelope"* (NRPC 158).

2. Auto Train

- a) **Superliner Sleeping Car and Coach** service between Lorton, VA and Sanford, FL.
- b) **Tickets are exchanged for Boarding Passes at each terminal**; no on-board ticket lift.
- c) **Customers are not booked without a vehicle.**

3. Business Class

- a) **Reserved coach seat** on some short and medium distance trains.
- b) **Seats offer more leg-room** and are separate from the Coach section of the train.
- c) **Business Class on Acela Express** would be considered Coach on other trains.
- d) **On-board amenities vary by route.**
- e) **Business Class amenities** (newspaper, beverage) are not available on the VIA Rail Canada portion (Toronto to the U.S./Canadian border) of the Maple Leaf.
- f) **Business Class accommodation charge** is in addition to the rail fare.

4. Coach

- a) **Each Coach seat reservation entitles customers to** occupy only one seat per person.
- b) **An additional seat may be reserved for a Service Assistance Animal** accompanying a blind, deaf or mobility-impaired person at no charge.
- c) **A customer who requires two seats due to a disability**, including obesity, a leg in a cast, a hip operation, may book two seats and pay only one fare.
- d) **A customer who requires two seats due to size alone**, not caused by a disability, may book two seats but must pay the lowest applicable fare for both seats.
- e) **A customer cannot book two seats** simply because they do not want anyone sitting next to them. If the train is full, it is very hard to explain to standing customers why that empty seat cannot be used.
- f) **A customer cannot book a Coach seat and a Sleeping Car accommodation**, just so they can move back and forth between the two spaces.

5. International (VIA Rail Canada)

- a) **VIA Rail Canada is Canada's** national customer rail service.
- b) **Customers and train crew members crossing the border must have** one secure Western Hemisphere Travel Initiative-compliant document.
- c) **Admission into either country is solely at the discretion of border authorities**, and possession of required documentation in no way guarantees entry.
- d) **Customers can connect to other VIA Rail Canada services** at Montreal, Toronto or Vancouver.

6. Sleeping Car

- a) **When several customers share a Sleeping Car accommodation**, they pay only one accommodation charge.
- b) **Customers in Sleeping Cars** (regardless of age) must pay the charge for the accommodations used.
- c) **A customer cannot book a Sleeping Car accommodation and a Coach seat**, just so they can move back and forth between the two spaces.

7. Sleeping Car – Berth Service

For berth service in Sleeping Car rooms, the allowable number of customers permitted in the rooms will be as follows:

- a) **Chart 1 – For rooms containing 2 Regular Berths.**
(Superliner Roomette, Viewliner Roomette, Superliner Accessible Bedroom and Business Travel Roomette)
- b) **Chart 2 – For rooms containing 1 Large Berth and 1 Regular Berth** (Superliner Bedroom, Viewliner Bedroom and Viewliner Accessible Bedroom)
- c) **Chart 3 – For room containing 1 Large Berth, 1 Regular Berth and 2 Small Berths** (Family Bedroom)

CHART 1	
PARTY SIZE (total number of customers in room)	ALLOWABLE PARTY COMPOSITION (makeup of the party)
1	1 Child 1 Adult
2	2 Children 1 Adult + 1 Child 2 Adults
3	3 Children 1 Adult + 2 Children
4	4 Children

CHART 2	
PARTY SIZE (total number of customers in room)	ALLOWABLE PARTY COMPOSITION (makeup of the party)
1	1 Child 1 Adult
2	2 Children 1 Adult + 1 Child 2 Adults
3	3 Children 1 Adult + 2 Children 2 Adults + 1 Child 3 Adults
4	4 Children 1 Adult + 3 Children 2 Adults + 2 Children

CHART 3	
PARTY SIZE (total number of customers in room)	ALLOWABLE PARTY COMPOSITION (makeup of the party)
1	1 Child 1 Adult
2	2 Children 1 Adult + 1 Child 2 Adults
3	3 Children 1 Adult + 2 Children 2 Adults + 1 Child 3 Adults
4	4 Children 1 Adult + 3 Children 2 Adults + 2 Children 3 Adults + 1 Child
5	5 Children 1 Adult + 4 Children 2 Adults + 3 Children 3 Adults + 2 Children
6	6 Children 1 Adult + 5 Children 2 Adults + 4 Children

8. Sleeping Car – Non-Berth Service

- a) **For non-berth service** (use seats only – no beds) in Sleeping Car accommodations, the maximum allowable number of customers permitted to occupy the room is shown in the following chart.

P=Permitted NP=not Permitted

SLEEPING CAR MAXIMUM OCCUPANCY FOR NON-BERTH POLICY – CustomerS WILL USE SEATS ONLY – NO BEDS				
PARTY SIZE (Total number of customers in room)	PARTY COMPOSITION (F = adult; H = child)	ROOMETTES & SUPERLINER ACCESSIBLE (2 seats)	BEDROOMS & VIEWLINER ACCESSIBLE ROOM (4 seats)	SUPERLINER FAMILY ROOM (5 seats)
3	3-H	P	P	P
	1-F & 3-H	P	P	P
	2-F & 1-H	NP	P	P
	3-F	NP	P	P
4	4-H	P	P	P
	1-F & 3-H	NP	P	P
	2-F & 2-H	NP	P	P
	3-F & 1-H	NP	P	P
	4-F	NP	P	P
5	5-H	NP	NP	P
	1-F & 4-H	NP	NP	P
	2-F & 3-H	NP	NP	P
	3-F & 2-H	NP	NP	P
	4-F & 1-H	NP	NP	P
	5-F	NP	NP	P
6	6-H	NP	NP	P
	1-F & 5-H	NP	NP	P
	2-F & 4-H	NP	NP	P
	3-F & 3-H	NP	NP	NP
	4-F & 2-H	NP	NP	NP
	5-F & 1-H	NP	NP	NP
	6-F	NP	NP	NP
7 or more	Any composition	NP	NP	NP

- Although this situation usually occurs during daytime travel, this policy is based on the use of the accommodation – not the time of day or night.
 - For example, under normal conditions three customers can be booked in a Bedroom because the room sleeps one in the regular berth and two in the large berth.
 - If, however, four customers want to travel in the room and use it for seating only, three can sit on the sofa and one in the chair.
 - Therefore, the maximum number of customers increases from three (regular use) to four (non-berth service).
- b) **On-board upgrades.**
- The Conductor or Assistant Conductor will show customers the room and explain that seats only – no berths – will be used.
 - A rail fare must be collected from each customer in addition to one accommodation charge. *The “not more than two child fares per adult fare” rule applies.*
 - Each person in the room, up to the maximum permitted, will receive complimentary meals in the Dining Car.

9. Thruway Services

Amtrak sells Thruway tickets for travel to certain points not served by Amtrak trains under the name “Amtrak Thruway Service.” Discounted fares, including USA Rail Pass and other touring passes may be used. Such services may be operated by bus, ferry or other railroads. In some cases, Amtrak chartsers these services for the exclusive use of Amtrak customers. Through fares to such points may only be sold where the Conductor’s Memorandum Tariffs are used and the fares are shown in that tariff. The station listing in the front of the Conductor’s Memorandum Tariffs indicates points served. In other cases, through fares have been established between Amtrak points and points on regularly scheduled services of other carriers. Such fares are not shown in the Conductor’s Memorandum Tariffs and cannot be sold on-board trains.

F. Other En Route Revenue Situations

(Listed in alphabetical order)

1. Charter Trains

a) Special Train Operations

The Conductor and the sponsor’s Trip Coordinator-in-Charge must jointly review the Transportation Notice before leaving the origin station to make sure that the Trip Coordinator understands all specifics of the train’s operation.

- b) **Evidence of Special Train Sales Price Paid**
- The Trip Coordinator on special trains must keep the block of tickets in their possession at all times, it serves as evidence of charges paid.
 - The ticket is good for the special train, route and date(s) indicated, and is subject to any other conditions shown, within the limits stated on the block ticket or as governed by the Tariff.
 - The Trip Coordinator must surrender block tickets to the Conductor or Assistant Conductor when requested.
 - A *“Train Earnings Reports Envelope”* (NRPC 158) must be prepared for this one ticket, with *“Special Train”* written in the train number blocks.
- c) **Adjustments to the Special Train Sales Price**
Any deviation from service contracted must be documented on the block ticket and endorsed by the Conductor or Assistant Conductor with their employee identification number, date and location.

2. Death of a Customer En Route

- a) **The unused portion of any type of ticket held by a customer who dies en route**, or at destination of a round-trip ticket, will be accepted for transportation of remains via Amtrak Express Service via the route and between points covered by the unused portion of the ticket, provided that these points are authorized express stations that handle human remains as listed in the current Amtrak Express Service Tariff.
- b) **No additional charge will be collected**, unless a vehicle transfer is required.
- c) **Baggage/Express Agents will honor such unused portion of ticket** for issuance of an *“Express Waybill”* (NRPC 147) upon request of recognized authority or appropriate representative of the deceased customer.

3. Fare/Payment Dispute

- a) **In the event of dispute between customers and Conductor** concerning applicable fares, customer must be requested to pay proper fare as determined by Conductor.
- b) **The customer must** take the receipt and submit it with a claim for a refund from Amtrak.
- c) **Such claims can be filed with** any Amtrak agent or mailed to:

**Amtrak Customer Refunds
30th Street Station
Box 70 2955 Market Street
Philadelphia, PA, 19104-2898**

4. Groups

- a) **Discounted group fare tickets are sold** for customers traveling together.
- b) **Separate travel is not permitted.**
- c) **Tickets must be issued prior to boarding the train** since group tickets are not sold on-board.
- d) **A group fare requires a minimum of 20 fares to be collected**, even if there is less than 20 people in the group.
- e) **Under certain circumstances**, a free tour escort ticket may be allowed – one per 20 fare-paying customers.
- f) **Tickets sold at a group fare and endorsed "GROUPS" are valid for travel in Sleeping Cars** providing the accommodation charge has been paid.
- g) **Group-Exclusive Occupancy** is located on the manifest directly under Group Count and Group Name and is designated as GRP- E/O (Group – Exclusive Occupancy).
 - **GRP- E/O APRVD** is shown on the trains manifest to identify groups that have paid for a separate/exclusive car. *The Conductor must designate a separate car for that group. Customers that are not part of the Group will not be allowed to travel in the same car as the group.*
 - **GRP-E/O DENIED** is shown on the trains manifest to identify groups that have not been approved for use of a separate car within the consist. *The Conductor must designate seating for the group within the same car as other ticketed customers.*

5. Member of Congress Frequent Customer Identification Card

- a) **Member of Congress may be issued a Frequent Customer Identification Card** by the Government Affairs department. *(Refer to Figure 8-59)*
- b) **The Member of Congress Frequent Customer Identification Card** when presented with a valid Acela Express or Northeast Regional travel document permits a Member of Congress to travel on any other reserved train on the same day, between the same origin and destination without changing reservations or exchanging travel documents. Train service allowed:
 - Acela Express – Business class, only.
 - Northeast Regional – Coach class, only.
- c) **Downgrades**
 - If a Member of Congress has a reservation for First class and needs to travel on a service that is lesser in value, they may:
 - Exchange reservations at the ClubAcela lounge or at any ticket office prior to boarding.

- Travel on another train, Acela Express business class or Northeast Regional coach, without changing reservations or exchanging travel documents
- Present the travel document for the first class reservation to the Conductor.
- Present his/her Member of Congress Frequent Customer Identification Card.
- The Conductor or Assistant Conductor will provide details of the situation, the customer's name and reservation number to the Contact Center Customer Support Desk (800) 205-0711. *This information will provide an automatic refund of the difference between the ticketed service and the new downgraded accommodation.*

d) **Conditions of use.**

- Card is valid for travel only by a Member of Congress and is not transferable.
- The card is not valid by itself for travel. *It must be presented with an Acela Express or Northeast Regional travel document.*
- If questioned at boarding, the cardholder must present the card along with a travel document.
- Once on board, the cardholder presents the card and travel document to the train crew member. *The travel document will be scanned and the card will be returned.*
- Cardholders waive their rights to on-board compensation privileges should standee conditions occur.
- The card cannot be used to obtain Acela Express First class or Northeast Regional Business class seating. *Travel is valid in Acela Express Business class and Northeast Regional coach seating, only.*
- If a member would like to travel in First Class or Business Class, reservations may be upgraded in advance at the ticket office or ClubAcela lounge.
- The cardholder is entitled to use Amtrak ClubAcela locations in Boston, New York, Philadelphia and Washington, D.C.

e) **Misuse of the card.**

- If a Member of Congress Frequent Customer Identification Card is being misused, employees are not to address the matter with the cardholder.
- Allow the Member of Congress to travel then report the incident of misuse to a Station Manager.
- Managers are responsible for reporting incidents of misuse to Government Affairs and Corporate Communications.

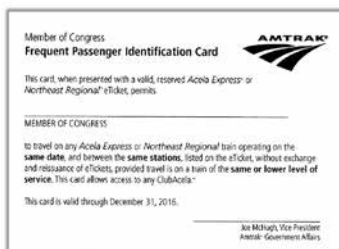


Figure 8-59 – “Member of Congress - Frequent Customer Identification Card”

6. Musical Instruments

Musical instruments will be accepted on-board trains to occupy a seat at the applicable rail fare of the accompanying paying customer, provided the instrument does not present a safety hazard.

7. Private Car Customer Record (NRPC 3160)

- a) **All privately owned railroad cars not owned by Amtrak must** meet minimum Amtrak and AAR (American Association of Railroads) interchange standards.
 - Every privately owned railroad car must move under proper movement and billing authority.
 - This authority is a Transportation Notice, which is usually part of the train manifest.
- b) **Any deviations, whether voluntary or involuntary, from prepaid services must be documented** with a refund form or a Payment Due COTS.
- c) **Private cars are considered isolated** when they are positioned behind a Superliner, Talgo, or Baggage Car that does not allow access through the car, or are located between a locomotive and the above mentioned cars. The following provisions will govern when a Conductor is handling occupied privately owned railroad cars, which are not directly accessible by the train crew during movement.
 - The person-in-charge of the private car must be identified on the private car movement request form when it is submitted to CNOC and their name indicated on the Customer Name Record (PNR).
 - The Conductor must meet with the person-in-charge at the originating point of their trip and must discuss the emergency plan, evacuation plan and method of communication for the private car they are traveling on in the event of an emergency.
 - A “Private Car Customer Record” (NRPC 3160) that identifies all customers that will be on-board the private car must be completed by the person-in-charge

of the private car and faxed to the number on the bottom of the NRPC 3160 form by a Station Agent or Conductor.

- The person-in-charge will give the completed form(s) to the Conductor, who will place these documents in the *"Train Earnings Reports Envelope"* (NRPC 158).
- If the *"Private Car Customer Record"* (NRPC 3160) is unavailable, *"On-Board Customer Record"* (NRPC 3085) may be substituted.
- The person-in-charge of the private car must not be under the influence of alcohol or drugs throughout the trip.
- In the event that a private car owner cannot meet these requirements, Amtrak will provide an additional train crew member to accompany the car at the owners' expense.
- These instructions do not apply to deadhead- private cars that are not occupied.
- A person-in-charge will be identified for all private car moves, even those moves that are not isolated.
- The Conductor must still meet with that individual at the originating point of their trip and they must discuss the emergency and evacuation plan for the private car and a *"Private Car Customer Record"* (NRPC 3160) must be completed and placed in the *"Train Earnings Reports Envelope"* (NRPC 158).

8. Rail Travel Cards Allowed Onboard the Train

Amtrak employees have free or reduced rate travel privileges on Amtrak trains for the purpose of personal travel, subject to certain restrictions. Rail travel privileges are provided as an Amtrak benefit to employees, spouses, dependents and retirees. Certain rail travel cards allow travel onboard designated train without tickets which is also known as *"Flashing Your Pass"* or just *"Flash Pass"*. Baggage fees for various baggage services (excess baggage, golf bags, bicycles, pets, etc.) also apply to pass riders. *(For additional information refer to Amtrak's corporate policy titled "Amtrak employee Pass Policy on the Amtrak Intranet under Library > Policies > Employee Pass, Voucher, and Service Award Trip Policies.")*

a) **Amtrak Employee – Active**

- Active Amtrak employees must use their Smart ID card for rail travel onboard designated train without tickets which is also known as *"Flashing Your Pass"* or just *"Flash Pass"*. *Amtrak employee Smart ID cards have a blue horizontal stripe and a picture of the employee. (Refer to Figure 8-60)*

- Conductors/Assistant Conductors must scan the barcode on the front of the employee Smart ID or swipe the magnetic strip on the back of the employee Smart ID card with the eMD to create an “Honored Not Found (HNF)” record, including the passrider’s origin and destination, on trains that allow employees to “Flash Pass.”



Figure 8-60 – Employee Smart ID Card used without Tickets for Permitted Rail Travel

b) **Spouses and Dependents of Amtrak Employees and Amtrak Retirees (Non-Picture Card)**

Spouses and dependents of Amtrak employees and retirees will use the Amtrak issued non-picture Rail Travel Privilege Card with a Home Railroad number of 950 for rail travel onboard designated train without tickets which is also known as “Flashing Your Pass” or just “Flash Pass.” (Refer to Figure 8-61)

- Conductors and Assistant Conductors must scan the barcode on the front of the Rail Travel Privilege Card on trains that allow travel without tickets. *(The non-picture Rail Travel Privilege card barcode must be scanned using the eMD, from any screen, to add the Rail Travel Privilege cardholder’s name to the manifest.)*
- All dependents, regardless of age, will have a Rail Travel Privilege Card for rail travel privileges which must be shown on trains that allow travel without tickets.
- When spouses or dependents (16 or over) are using the Rail Travel Privilege Card on trains that allow travel without tickets, a current government-issued identification with a photo must be shown for ID verification. (Dependents 15 or younger do not need to show photo identification)
 - Driver’s license
 - State ID card
 - Passport
 - High school issued picture ID (high school students only)



Figure 8-61 – Non-Picture Rail Travel Privilege Card used by Spouses and Dependents of Amtrak Employees and Retirees for Permitted Rail Travel Without Tickets

9. Rail Travel Cards Not Allowed Onboard the Train

a) Freight Railroad Employees

- Amtrak issues Rail Travel Privilege Cards to freight railroad employees that are non-Amtrak employees.
- All Amtrak issued Rail Travel Privilege Card to freight railroad employees are not valid for "Flashing Your Pass" or just "Flash Pass" onboard the train. *(They are only valid for obtaining tickets at a station.)*
- Freight railroad employees having a Rail Travel Privilege Card that looks similar to the card shown in figure 8-61 is not valid for "Flashing Your Pass" or just "Flash Pass" onboard the train. *(Only cards showing the number 950 for the Home Railroad are valid for "Flashing Your Pass" or just "Flash Pass" onboard the train; any other number or name next to Home Railroad is invalid.)*

b) Special Rail Travel Privilege Cards

Amtrak issues special rail travel privilege cards to people who may not be Amtrak employees. Such as:

- Amtrak Board Member
- Executive Committee
- Union Business
- Retired Board Member
- Retired Executive
- Amtrak Board Member – Spouse
- Executive Committee – Spouse
- Retired Board Member – Spouse
- Retired Executive – Spouse

The card examples listed in this section are used for special rail travel privileges that do not allow travel onboard trains without tickets and do not allow "Flashing Your Pass" or just "Flash Pass". *(Refer to Figures 8-62)*

- These special cards do not have a barcode and cannot be used as a "Flash Pass."
- Special Rail Travel Privilege Card holders must obtain tickets before travel.

- If tickets have not been obtained before boarding, cardholder will need to purchase tickets from the Conductor or by calling (800) USA-RAIL.

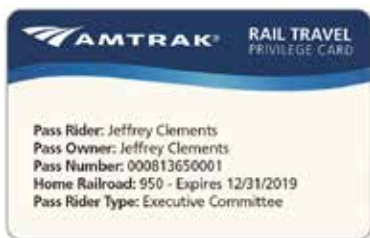


Figure 8-62 – Example of Special Rail Travel Privilege Card

c) **Amtrak Contractors**

AMTRAK CONTRACTORS DO NOT HAVE RAIL TRAVEL PRIVILEGES.

- Amtrak contractor Smart ID cards have a red horizontal stripe and a picture of the employee. (Refer to Figure 8-63)
- DO NOT honor any Smart ID card with a RED stripe for free travel on the train.
- ID card with a RED stripe cannot be used as a "Flash Pass."
- Contract employees must have a ticket for travel.



Figure 8-63 – Contractor Smart ID Card – Not Permitted for Rail Travel

10. Railroad-Owned Business Cars

Non-Amtrak, railroad-owned business cars must have the authority of a Transportation Notice. The following provisions govern transportation of customers in non-Amtrak, railroad-owned business cars that move on Amtrak trains over lines owned by another railroad:

a) **Employees of Owning Railroad**

All employees of the owning railroad, whether customers or members of the business-car crew, are considered railroad officials and administrative personnel and are carried without charge.

- b) **Non-Employees of Owning Railroad**
Anyone who is not an employee of the owning railroad or who is not traveling on free or reduced-rate transportation issued under Amtrak's Pass Policy must pay the one-way rail fare in each direction, between points transported.
- c) **Half Price Fare**
 - Half-price fares for children and other discounts that apply to regular rail fares will also apply.
 - Non-Amtrak owned business cars traveling over a road not owned by that railroad are treated as if they are privately owned cars. *(Refer to section titled "Privately Owned Railroad Cars" in this chapter.)*
 - Amtrak business cars traveling on Amtrak trains will only need the authority of a Transportation Notice.

11. Service Adjustments

- a) **Conductors and Assistant Conductors are empowered** to make service adjustments as a service recovery tool.
- b) **Service adjustments are made when there is a problem with customers**, such as no seats being available on all-reserved trains, equipment malfunctions or service disruptions.
- c) **When encountering customers displaced from ticketed accommodations**, Amtrak's policy is to protect the displaced customers in equal or superior accommodations without additional fare collection regardless of higher accommodation charges or greater minimum ticket requirements. Common reasons for re-accommodations include changes in equipment, malfunctioning equipment, duplicated sales, or selling errors involving wrong car, train or accommodation type, unavailability of Superliner Lower Level seating for the customer who has a reservation for Lower Level Seating and inadequate space for customers who are in wheelchairs.
 - When customers are displaced from accommodations without warning, due to a bad order or oversold condition, the Conductor will carry out the policy.
 - The Conductor, utilizing equal or better accommodations when available, must re accommodate the customer according to policy.
 - Conductors must make a report of the re-accommodation by calling (800) 205-0711, designating the old and new train/car/accommodation, and the reason for the change. This telephone number is for Crew use only and not to be given to customers.
 - No additional fare collection must be made for these involuntary adjustments.

- Authorization is automatic; the filing of the report by the Conductor to CNOC provides after-the-fact authorization.
- d) **All authorized methods must be used to resolve the problem** before a customer is advised to contact Customer Relations.
- Complimentary Food and Non-Alcoholic Beverage Service may be offered to an entire train, a segment or the train's population or an individual or family.
 - The Conductor has latitude, but is expected to apply the principles outlined in this section and in Chapter 9. "Service Recovery".
 - The Manager On-Board Service, CETC, CNOC Customer Service Desk and the Conductor will determine the best course of action for each situation.
 - If attempts to correct the problem do not satisfy the customer, the Conductor or Assistant Conductor must report the service failure by calling (800) 205-0711 and provide the customer's name, reservation number and details of the situation. *This telephone number is for Crew use only and not to be given to customers.*
- e) **When standees are holding tickets for reserved seating or a customer has been displaced from Business or First Class service,** the Conductor or Assistant Conductor must report the service failure by calling (800) 205-0711 and provide the customer's name, reservation number and details of the situation. *This telephone number is for Crew use only and not to be given to customers.*
- Customers affected by the disruption must be directed to call (800) USA-RAIL and ask for Customer Relations.
 - The Conductor and Assistant Conductor(s) must make every effort to find seats for standee or displaced customers by informing seated customers they must move their belongings off seats; informing parents of young children traveling free to put their children in their laps and asking pass riders and non-paying employees to stand.
- f) **When a Conductor or Assistant Conductor wants to document a situation which warrants consideration for a refund,** call (800) 205-0711 and provide the customer's name, reservation number and details of the situation. *This telephone number is for Crew use only and not to be given to customers.*
- Providing the necessary information, verifying that the customer did not receive the service that was paid for, does not guarantee the customer will receive a refund.

- Never quote the amount of the refund that the customer will receive. *The refund will be calculated by Amtrak Customer Refunds.*
- Some common reasons for refunds include:
 - riding short of the ticket station pair
 - fewer customers traveling than ticketed
 - unavailable accommodations
 - involuntary downgrade from Sleeping Car accommodation to Coach
 - involuntary downgrade from Business Class to Coach
 - involuntary downgrade from Acela Express First Class to Acela Express Business Class
 - customer having to detrain prior to planned destination due to illness or personal emergency
- g) **If a customer has received an Exchange Voucher from a ticket office after changing or refunding tickets,** that Voucher may only be used to purchase tickets at an Amtrak ticket office and cannot be used to purchase a ticket on-board the train.
- h) **Ticket Honored for Less than Full Value.** When a ticket is honored in a lower cost type of service, for fewer persons than noted, or from an intermediate starting point, or for a child traveling on an adult ticket, report the situation by calling (800) 205-0711 and provide the customer's name, reservation number and details of the situation. This telephone number is for Crew use only and not to be given to customers.
- i) **Involuntary Downgrade from Sleeping Car to Coach.**
 - Customers who were notified of the downgrade before boarding and exchanged their tickets for a refund are not entitled to Sleeping Car meal amenities.
 - Customers who were notified of the downgrade before boarding, but did not exchange their tickets will be downgraded on-board. *Customers in this situation are entitled to Sleeping Car meal amenities.*
 - If en route Sleeping Car customers are involuntarily downgraded to Coach due to equipment failure or other cause, the customers will still receive the meal amenity portion of the Sleeping Car accommodation.
 - To document the involuntary downgrade and to request a refund, call (800) 205-0711 and provide the customer's name, reservation number and details of the situation. *This telephone number is for Crew use only and not to be given to customers.*
 - The Conductor will notify the LSA-Diner of the downgrade, and identify the customers.

- When an en route failure involves an entire Sleeping Car, call (800) 205-0711 and request refunds for all downgraded customers. *This telephone number is for Crew use only and not to be given to customers.*
 - Customers affected by the disruption must be directed to call (800) USA-RAIL, and ask for Customer Relations.
- j) **Voluntary Downgrade of Accommodation.**
Customers who voluntarily downgrade from Sleeping Cars, Business Class or Acela First Class accommodations do not receive any adjustments or refunds after the train departs, since the customer is already en route.
- k) **When an Acela Express train operates with non-Acela Express equipment,** the Conductor or Assistant Conductor is to make the “*Acela Express Equipment Substitution*” announcement in all cars.
- If the Conductor or Assistant Conductor is approached by a customer that has an issue with the substitute equipment, the Conductor or Assistant Conductor is to inform the individual to call (800) USA-RAIL and ask for the Customer Relations.
 - At no time is the Conductor or Assistant Conductor to make an announcement implying customers will receive a refund.
 - There are to be NO refunds, when an Acela Express Business Class ticket is presented on a non-premium Coach train.
- l) **In situations where a significant number of customers are affected,** such as the blanking of a feature car, etc. the Conductor must:
- Call (800) 205-0711 and report the following (this telephone number is for Crew use only and not to be given to customers):
 - Train number and its location when events occurred.
 - Circumstances or events that necessitated the service adjustments.
 - Make the “Significant Service Failure” announcement
 - Customers affected by the disruption must be directed to call (800) USA-RAIL and ask for Customer Relations.

12. Standee Conditions/No Shows

- a) **A “standee condition” exists only if** every seat in a particular class of service is occupied and customers in that class remain standing. (Class of service is defined as: Coach, Business Class, First Class, etc.).
- Customers who choose not to sit because of vacant seat’s location (e.g., the empty seat at a table on Acela

- Express; seats facing backward, and/or seats in the Quiet Car) are not to be counted as standees.
 - In such cases, the customer has made their decision because of their preference, not because a seat is unavailable.
 - Conductors are required to report “standee conditions” on both reserved and unreserved trains to CNOc at (800) 205-0711.
- b) **In order to ensure that continuing or return space held by no-show customers is made available for future sale,** the Conductor must call CNOc at (800) 205-0711 to release the space.
- c) **For the purpose of this rule,** no-show Sleeping Car space is defined as space not occupied within two hours or within one stop from the boarding point indicated on the manifest, whichever is longer.

13. Stopover

A stopover allows customers to travel part of their journey and finish the rest later.

- a) **Not Allowed**
Stopovers (breaks in a journey for more than 23 hours and 30 minutes) are NOT allowed unless conditions in section “b” are met.
- b) **Exceptional Stopover Authority**
For the time necessary, stopovers will be authorized, when the stopover is necessitated by the following situation:
- **Illness or Injury** - In case of illness or injury which makes traveling dangerous, and when such illness or injury is authenticated by written certificate of the attending licensed physician or when other satisfactory evidence is given. *This will also apply, if necessary, to one or more accompanying members of the family of the holder of tickets.*
 - **Quarantine** - To holders of tickets who become subject to an established quarantine and present proper certification thereto by the quarantining physician or other authorized public health officer.
 - **Unforeseen Delays** - If, due to washouts, obstructions of tracks, operating delays, inability to provide transportation, floods, work interruptions, acts of God, etc., a customer is delayed so that the limit of such customer’s ticket has expired or has elapsed to such an extent as to curtail their stopover privileges, the delay will be certified by endorsement on ticket by the Conductor, Assistant Conductor, or other Amtrak representative.

- **Stopovers will be authorized** for the same number of days as illness, injury, quarantine, or washouts, etc. are certified as delaying the customer.
 - **Stopovers will not be authorized** to customers purchasing tickets between two points with a stopover point for the purpose of taking a medical examination, a course of treatment, undergoing an operation or seeking a more healthful climate.
- c) **Notification**
- Customers desiring to stopover or transfer en route must inform the Ticket Agent, who will provide separate tickets to and from each point of change.
 - Customers desiring to make stopovers or transfers for which separate tickets have not been provided will forfeit any remaining value and must purchase a separate ticket prior to continue their trip.
 - Customer must be informed that they are required to make a reservation before boarding any reserved train to continue their journey.
 - If a customer chooses to stopover from an all-reserved train, the Conductor or Assistant Conductor must call (800) 205-0711 to release the vacated space back into inventory for sale.

14. Train Fare Penalty Waiver (NRPC 2429)

- a) **The OBF (On-Board Fare) will be waived** at all closed stations which are normally open.
- b) **The OBF may also be waived at a boarding station when** the reservations and ticketing system has failed and, in the judgment of station personnel, customers may miss their departing train. In those cases, the station personnel will follow established procedures and issue a *"Train Fare Penalty Waiver"* (NRPC 2429) to the Conductor to waive the fare. (Refer to Figure 8-64)
- If the station does not have sufficient time before the departure of the train to issue a *"Train Fare Penalty Waiver"* (NRPC 2429) for each customer, the Conductor can be given verbal notification from the station that the OBF should be waived.
 - If the OBF is communicated verbally, write each station location where the OBF was verbally waived on the outside of the *"Train earnings Reports Envelope"* (NRPC 158) below the mailing address.
- c) **At stations where bus connections are running late,** if there is not adequate time for the sale of tickets, a waiver will be given to those customers off the late bus so that they do not miss the train connection.

- d) **When the OBF is waived**, the Conductor or Assistant Conductor will punch one of the following codes on the COTS:
- UNSTF – When OBF is waived because of a closed station.
 - STNWV – When station personnel have issued a *“Train Fare Penalty Waiver”* (NRPC 2429).

The image shows a white rectangular form titled "Train Fare Penalty Waiver" with the Amtrak logo at the top left. The form contains the following text and fields:

- Conductor Train # _____ Date _____
- THIS IS YOUR AUTHORITY TO WAIVE THE TRAIN FARE PENALTY TO BEARER OF THIS FORM.
- GOOD ONLY ON DATE AND TRAIN SHOWN ABOVE AND APPLIES ONLY TO TRAINS DEPARTING FROM THIS STATION _____
- Authorized by: _____ Signature & Title _____
- At the bottom right, there is a control number: **A 042506** CONTROL NO.
- At the bottom left, it says: NRPC 2429 (1/81)

Figure 8-64 – “Train Fare Penalty Waiver” (NRPC 2429)

15. Transfer

- a) **A customer who missed an established connection** at a point of transfer from one train to another due to a late Amtrak train arrival will be furnished accommodations of the type called for on the ticket, if available; or accommodations of the nearest type available, on the next train, without additional fare collection for higher accommodation charges or greater minimum ticket requirements. This guarantee does not apply to connections from Amtrak to any other carrier, except dedicated Thruway Service connections.
- b) **Customers traveling at discounted fares**, must board connecting service within 23 hours and 30 minutes of their arrival at the transfer point. Through fares are valid via points of stopover or transfer as authorized above, provided travel continues in the same direction.

16. Uncollected Fare Report (NRPC 3008)

- a) **If, for any reason, transportation collection and examination is not completed and customers detrain**, an *“Uncollected Fare Report”* (NRPC 3008), must be completed. (Refer to Figure 8-65)
- b) **The Conductor or Assistant Conductor(s) must complete the form as follows.**
- The white copy goes to the Ticket Receiver’s station office.
 - Place the canary copy in the *“Train Earnings Reports Envelope”* (NRPC 158).
 - The pink and goldenrod copies can be discarded.

[illegible]

G. Accommodation and Discount Policy Enforcement

(Listed in alphabetical order)

1. Adult

An adult is a customer between the ages of 13 to 61 inclusive (not a child or senior), which is required to pay a full fare.

- a) **The Conductor is only permitted to sell the following discounts onboard to adult customers:**
 - Disability (The Conductor is not permitted to sell a discount for a Companion traveling with customer with a disability on-board the train)
 - Mobility Impaired (The Conductor is not permitted to sell a discount for a Companion traveling with customer with a mobility impaired on-board the train)
 - No other adult discounts are available onboard the train by the Conductor.
- b) **If a customer boards the train without a ticket,** and intends to purchase a ticket from the Conductor with a discount not sold onboard train, the discount is not applicable, nor will the discount be granted retroactively.
 - If a customer boards at an un-staffed station with or without a valid reservation for a discount not sold on-board the train, issue a COTS at the full basic fare. *(Exception: The San Joaquin and Pacific Surfliner service will issue a COTS at the full reserved fare, if boarding with a valid reservation.)*
 - If a customer boards at a staffed station with or without a valid reservation for a discount not sold on-board the train, issue a COTS at the full "onboard fare," which is the "basic fare" plus a surcharge. *(Exception: The San*

Joaquin and Pacific Surfliner service will issue a COTS at the full reserved "onboard fare" if boarding with a valid reservation.)

2. Child

a) **Children 2 to 12 inclusive**

- One child ages 2 through 12, may travel at approximately one-half the adult fare.
- A child paying an adult fare counts as an adult fare for the purpose of allowing additional half-fare. Children with *(Unaccompanied minor tickets, issued at adult rate, do not qualify as adult tickets for this purpose.)*
- Additional children beyond the one-per-adult fare maximum will be charged adult fare.
- To determine the child's fare, apply the adult fare to the "50% Discount" column in the Discount Tables for On-Board Sales publication.

b) **Children under 2**

- One child under two not occupying a separate seat may travel free with each customer paying an adult fare.
- Children under two in excess of this number will be charged the fare for children ages 2 through 12, subject to the one-per-adult fare maximum.
- Nothing in this rule is intended to prevent a child under two years of age traveling free from occupying a vacant seat aboard trains until it is needed for a paying customer.
- *The seat must then be vacated promptly for the paying customer*

3. Disability and Companion

a) **Eligibility**

Such customers are defined as persons who have a physical or mental impairment that substantially limits one or more major life activities.

- Anyone who has a mental or physical impairment that limits their access to the use of Amtrak's customer services is qualified to receive the benefits of the reduced fare policy.
- They must, however, show identification indicating they are disabled to take advantage of a discount.

b) **Documentation**

A person with a disability must possess one of the following documents in order to receive the discounted fare for customers with a disability, any of which will be considered sufficient. The document must be presented to the Conductor with the ticket. Unless the documentation contains a photograph, another piece of identification must also be requested which has a photograph or signature to match.

- An identification card from a disability organization. (e.g. Foundation for the Blind)
- A Medicare card, if under 65. (*Only people with disabilities get Medicare cards under that age, so this is sufficient documentation.*)
- Written documentation, notice or identification issued by a local, state or federal government attesting to the disability. (*This includes transit authority cards for persons with disabilities.*)
- Documentation from a medical institution stating that the customer has a disability. (e.g. a letter from a Veteran's Administration hospital)
- A Veteran's Administration Veterans Identification Card with the words "Service Connected" on it, which means the person has a service-connected disability.
- A certification from a treating physician stating the customer has a disability.
- Disabled parking placard issued by a State Department of Motor Vehicles. (*A photocopy of a disabled parking placard would also be acceptable to permit the individual to leave the original placard in the car and park in a blue space.*)

c) **Discounted Adult Fares**

The discount for persons with disabilities is 10% off the lowest fare available for the customer's itinerary and applies to:

- regular full fares.
- special one-way fares.
- Acela Express fares.
- group fares.

d) **Discounted Children Fares**

- A child with a disability, ages 2-12, is eligible for half fare, which is one half the discount fare for an adult with a disability.
- One child may travel at “half-fare” with each member of the same party paying an adult fare.
- A child paying an adult fare counts as an adult fare for the purpose of allowing additional half-fare children. *(Unaccompanied minor tickets, issued at adult rate, do not qualify as adult tickets for this purpose.)*
- For manual calculation, apply a 10% discount to the applicable adult fare.
- The child’s fare is approximately half the adult with disabilities fare – this is a 55% discount.

e) **Fares Where Discounts do NOT Apply**

- Auto Train *(Exception: Refer to the section titled “Mobility Impaired and Companion” in this chapter)*
- Through fares on trains operated jointly by Amtrak and VIA Rail Canada.
- Fares already discounted by customer type, such as Military or Travel Agent’s Familiarization fares.
- Acela Express Child Discount on weekdays (Monday-Friday). Child Discounts will apply on holiday and weekend trains that have train numbers that are in the 2200 series (2201-2297).
- Multi-ride fares.
- Fares issued by Fares Order, unless specifically authorized.
- Government special fares (e.g., ‘FOGM’).
- USA Rail Pass.
- Non-Amtrak fares or interline fares.
- Privately-owned railroad car and special train charges.
- Pass rider reduced rates, except Amtrak Red, White and Blue pass rider fares.
- Accommodation charges. *(Exception: Refer to the section titled “Mobility Impaired and Companion” in this chapter)*
- Other carriers’ service.

f) **Endorsements**

- Manually issued tickets will be endorsed “Disability Discount” and “Evidence of Disability Required on Train.”
- Arrow generated tickets will carry the proper endorsements.

g) **Good for Travel in Most Accommodation**

- Disability discount fare tickets are good for travel in all accommodations offered by Amtrak except the accessible accommodations saved for customers with mobility impairments.

- Advance reservations may be made at any time.
 - Appropriate full accommodation charges must be collected.
- h) **Stopovers**
- Stopovers are permitted only where the fare plan permits.
 - Companions
 - All disabled customers including those with mobility impairments will be able to bring one traveling companion at discounted rail fare.
 - This companion discount is not available for sale by the Conductor onboard the train.

4. **Military**

Military discount tickets will not be sold by the Conductor and must be purchased by other means than through the Conductor.

5. **Mobility Impaired and Companion**

These policies apply on all Amtrak trains, including Acela Express and Auto Train. VIA Rail Canada policies continue to apply on the Canadian portion of the Maple Leaf.

a) **Rail Fare Discount**

Adult customers with mobility impairments are entitled to a 10% rail fare discount, and children ages 2 through 12 with mobility impairments are entitled to one-half of that rate. This is the same discount allowed for all customers with disabilities. *(Refer to "Amtrak Customer Types" in the front of your Discount Tables for On-Board Sales booklet).*

b) **Adult Companion**

- Companion discount tickets cannot be sold by the Conductor and must be purchased by means other than through the Conductor.
- The companion may travel in the same space as the mobility-impaired customer; that is, both may occupy an Accessible Bedroom or both may sit in 'XY' (or other level of 'X') Accessible Coach seats.

c) **Self-Certification**

- In order to receive the special Accessible Bedroom discounts, described above, a mobility-impaired customer traveling in an Accessible Bedroom may be required to self-certify that they require one or more of the access features of that accommodation by completing the two-part form "Self-Certification of Mobility Impairment" (NRPC 3055). *(Refer to Figure 8-66)*
- The Conductor and Assistant Conductor(s) on trains equipped with Sleeping Cars must have a supply of "Self-Certification of Mobility Impairment" (NRPC 3055) forms with them while on-duty.

- The *"Self-Certification of Mobility Impairment"* (NRPC 3055) is not required for customers with mobility impairments in 'W' or 'X' accessible Coach accommodations or customers without mobility impairments who pay non-discounted prices for Accessible Bedrooms (Superliners) or Bedrooms (Viewliners).
- Customers who have received this discount at a ticket office must give the white copy of the *"Self-Certification of Mobility Impairment"* (NRPC 3055), and their ticket, to the Conductor or Assistant Conductor when requested or when the tickets are lifted.
- For customers who board without the *"Self-Certification of Mobility Impairment"* (NRPC 3055) a member of the train crew must provide one to be completed by the customer, and sell the fare and accommodation at the appropriate discount.
- The yellow copy of the *"Self-Certification of Mobility Impairment"* (NRPC 3055) is given to the customer.
- Assistant Conductors must give the white copy of the *"Self-Certification of Mobility Impairment"* (NRPC 3055) to the Conductor to put in the *"Train Earnings Reports Envelope"* (NRPC 158) with sorted non-Arrow tickets.
- The customer is not required to indicate the nature of the mobility impairment, only that they require access to the features of that accommodation due to having mobility impairment.

Amtrak

**SELF-CERTIFICATION
OF MOBILITY IMPAIRMENT**

For purposes of receiving the rail fare and bedroom discounts available as a result of the class-action settlement in *Ferreira v. National Railroad Passenger Corp.* ("Amtrak"), Civ. No. 96-2704-FMS (N.D. Cal.), I certify that I am a person with a mobility impairment --- a physical impairment that substantially limits one or more major life activities and results in a need for one or more of the access features of Amtrak's accessible accommodations, which include, among other features, more maneuvering room, grab bars and rest room facilities.

I certify under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on This Date: _____

Printed Name: _____

Signature: _____

OPTIONAL INFORMATION

Address: _____

City: _____ State: _____ Zip: _____

Telephone No. _____

NRPC 3055 **White Copy - Amtrak** **Yellow Copy - Passenger**

Figure 8-66 – "Self-Certification of Mobility Impairment" (NRPC 3055)

6. Senior Citizen

a) Eligibility

- Persons who are 65 years of age or older are eligible for the Senior Citizen discount.

- Senior Citizen must present proof of age to the Conductor or Assistant Conductor at time of ticket collection.
 - Proof of age may be in the form of a driver's license, passport, birth certificate, resident alien card or any other official document issued by local, state or federal government that bears the customer's birth date.
 - A Medicare Card issued by the Social Security Administration, may also be used as "proof of age." This is the only form acceptable which does not bear the customer's birth date.
- b) **Fares**
- The Senior Citizen Discount is approximately 10% off published one-way fares.
 - All rules applying to the fare against which the discount is taken must be observed.
- c) **Validity Period**
Senior citizen discount tickets are subject to the same blackouts, fees, restrictions and validity limits as the fare plan used.
- d) **Endorsements**
- Manually issued tickets will be endorsed "SR. CITIZEN."
 - Arrow-generated tickets will carry the proper endorsement.
- e) **Auto Train**
Senior Citizen discounts are not good for travel on Auto Train.
- f) **Acela Express**
- Senior Citizen discounts are not good for travel on *Acela Express*.
- g) **Types of Accommodations**
- The Senior Citizen discount can be applied to the rail fare (only) with the purchase of most accommodation types; some restrictions apply. Senior Citizen discount does not apply to the accommodation charge.
 - The Senior Citizen discount is not valid for travel in accessible space for the mobility impaired except within the limited parameters allowed for accessible Sleeping Cars (*reservations made within 14 days of travel when all other Bedroom accommodations are sold out*).
 - Advance reservations for all but accessible Sleeping Cars may be made at any time.

7. Unaccompanied Minor (13-15 years of age)

The minors must be between 13 and 15 years of age and mature enough to make the trip. Unaccompanied travel is not permitted under any circumstances for children under 13 years of age.

- a) **An unaccompanied minor is a child customer 13 through 15 years old** who is not accompanied by a customer who is at least 18 years old.
- Unaccompanied travel is not permitted under any circumstances for children under 13 years of age.
 - When an unaccompanied minor is traveling on an Amtrak train under a cross-honoring ticket agreement, the rules stipulated under Amtrak's unaccompanied minor policy apply.
- b) **Conditions for Travel**
- Unaccompanied minors may only travel between the hours of 5:30 a.m. and 9:30 p.m. on the same day.
 - Both origin and destination stations must be staffed by an Amtrak employee at the time of boarding and detraining.
 - No transfers are permitted.
 - For minors with life-threatening or severe allergies, note that Amtrak is unable to guarantee a peanut-free or allergen-free trip, and therefore, we encourage unaccompanied minor to take necessary medical precautions to prepare for the possibility of exposure. *(Parents/Guardians must ensure unaccompanied minors travel with all necessary medications (including, for example, epinephrine auto-injectors) and be capable of self-administering these medications.)*
 - The Conductor or Assistant Conductor must obtain an "Unaccompanied Minor Notification and Release" form (NRPC 770) signed by the responsible adult for each unaccompanied minor on board the train. *(Refer to Figure 8-67)*
 - An "Unaccompanied Minor Wristband" (NRPC 3150) contains the Amtrak toll free number and reservation number of the minor must be fastened around the wrist of each unaccompanied minor on board the train. Only the adult meeting the child at the destination station may remove the "Unaccompanied Minor Wristband" (NRPC 3150). *(Refer to Figure 8-68)*
 - The station agent must accompany the minor to the train.
 - The adult bringing the minor to the origin station is expected to accompany the minor to trainside and remain until the train has departed.
 - The adult meeting the minor at the destination station is allowed on the platform. This is an authorized exception to the current visitor restriction on platforms.

- The adult meeting the minor must show identification to the station employee, Conductor/Assistant Conductor before being allowed to depart with the minor.
 - If an unaccompanied minor leaves the train at a station other than the station for which they are ticketed, the Conductor/Assistant Conductor must contact the Customer Service Desk at CNOC (302) 683-2299 or (800) 424-0217 (option 6) to report the incident so local authorities can be notified.
- c) **The Conductor or Assistant Conductor must:**
- Note the minor's location on the train.
 - Ensure that the minor's location allows sufficient time to prepare for detraining.
 - Ensure that the minor departs at the correct destination.
 - Periodically check on the minor or, if necessary, have a Train Attendant periodically check on the minor.
- d) **If the train crew encounters a minor between the ages of 13 and 15 that does not have proper documentation, the following procedures apply:**
- The Conductor or Assistant Conductor must contact the Customer Service Desk at CNOC (302) 683-2299 or (800) 424-0217 (option 6) to report the incident and provide the reservation number. *This information will be turned over to the Customer Relations Desk.*
 - The minor should complete the trip through to the ticketed staff station and be turned over to the parent/guardian or station agent/supervisor.
 - If the destination is an unstaffed station, and the parent or guardian is not there to meet the minor, carry the minor to the next staffed station and turn the minor over to the station agent or supervisor.
 - Upon arrival at the destination (ticketed or otherwise), release the minor to the parent, guardian or station personnel.
 - The Conductor will receive one copy of the "Unaccompanied Minor Notification and Release" (NRPC 770) from the boarding Station Agent that must be given to the destination Station Agent where the unaccompanied minor detrains. *(The Conductor will not keep a copy of the "Unaccompanied Minor Notification and Release" (NRPC 770) for their own records.)*

[illegible]

- Blackout dates
- Ticketing restrictions
- Reservation requirements
- Stopovers
- Ticket endorsements
- Special conditions

4. Accommodation Charges

- A minimum of one rail fare ticket per accommodation is required** for all types of accommodations.
- In addition to the basic rail fares**, there are various one-way charges for the actual occupied accommodations (Sleeping Car rooms, First Class and Business Class seating).
- Accommodation charges are shown along with the rail fares** in Amtrak tariffs and must be added to regular rail fares that are valid for travel in these accommodations.
- In First Class and Business Class seating**, each customer two years of age and over must pay one applicable accommodation charge.
- If one or two children under two years of age** exclusively occupy one First Class or Business Class seat, one accommodation charge must be paid.
- No reduction is granted to children on Sleeping Car charges**, First Class or Business Class seat charges.

I. Ticket Lift

1. Introduction

Lifting a ticket is the process of scanning an eTicket Travel Document or punching and scanning a Paper Value Ticket. Both types of tickets must be lifted immediately. "Punching" a ticket is also referred to as "canceling." Relief train crews are responsible for making sure all customers that previously boarded have valid and properly canceled and scanned paper value ticket receipts or seat checks. A ticket or fare must be collected if the customer cannot prove their ticket was lifted; however, utmost discretion must be used. Once scanned, eTicket Travel Documents must be returned to the customer. Paper Value Tickets have a separate payment receipt for the entire amount of the transaction that is punched (canceled) and returned to the customer.

2. Conductor's Punch

- Each Conductor's ticket punch** has a unique design.
- A lost or stolen ticket punch must be reported** to the Transportation Supervisor and to the Amtrak Police Department (either in person, or by calling 1-800-331-0008).

If a report is filed with a local police agency, provide the Amtrak Police with the report number and the local agency that was contacted. A police report does not exempt an employee from any possible restitution and/or disciplinary action.

- c) **If a loaner punch is issued it must be turned in at the end of the trip**, not exceeding 48 hours after the end of the work assignment. If two days of relief commences within 24 hours of the work assignment, the limit will be 72 hours.
 - Loaner punches must be turned in at the location where they were issued.
 - If the lost or stolen punch has been found, that punch must not be used until the loaner punch is returned.
 - Employees are prohibited from using more than one punch on an assignment.
- d) **If a Conductor or Assistant Conductor finds a punch** that is not theirs, the punch must be turned in to the Transportation Supervisor.

3. Announcements

(Refer to Chapter 10 "On-Board Announcements & Signage")

4. Lifting eTicket Travel Documents

- a) **All eTicket Travel Documents must be lifted with the eMD** in the following order:
 - Scan the barcode (fastest and preferred method). If unsuccessful, then...
 - Search by customer name (local search). If unsuccessful, then...
 - Search Arrow remotely by reservation number (PNR) (requires network connectivity, last resort)
- b) **If eMD cannot locate customers reservation** a COTS must be issued.
- c) **Unpaid reservations**
If the customer has an unpaid reservation listed on the paper manifest, the customer is Unticketed. (Unpaid reservations will not load on the eMD).
- d) **Unticketed Customers - Reserved Trains**
 - If the customer does not have a valid eTicket or paper value ticket the customer must purchase a ticket.
 - If the customer wishes to pay with cash, first inform the customer that they may get a lower price if they can pay by credit card by calling (800) USA-RAIL.
 - Customers paying by credit card should be directed to call (800) USA-RAIL to reserve space and pay for their ticket.

- If space is not available, the customer must be advised that they may need to stand until seats become available.
- Ticket sales made with a payment card will be loaded automatically into the eMD for lifting.
- If customer paid with a payment card, find and lift the customer ticket on the eMD.
- If the customer is paying with cash, sell a COTS ticket using the Basic (boarded at an unmanned station) or Onboard (boarded at a manned station) fare; whichever applies.
- If the customer refuses to purchase a ticket, they must be removed from the train at the next staffed station.
- In the case of exceptional hardship where a customer is unable to purchase a ticket, the Conductor or Assistant Conductor must notify CNOC and may issue a "Payment Due" COTS.
- If a COTS is issued, add an Honored Not Found (HNF) entry to account for the customer to whom the ticket is sold.

e) **Unticketed Customers - Unreserved Trains**

- If the customer does not have a valid eTicket or paper value ticket the customer must purchase a ticket.
- If the customer is paying with a payment card and has a smart phone, advise the customer that they are able to use the Amtrak App to purchase a ticket at the same fare by selecting the next scheduled train.
- If a customer paying by payment card does not have a smart phone, direct the customer to call (800) USA-RAIL to pay for their ticket. *(This policy does not apply to the Capitol Corridor trains. Refer to "Selling a Ticket Through the Amtrak App – Capitol Corridor Only").*
- Find and lift the ticket the customer just purchased on the eMD.
- If the customer is paying with cash, sell a COTS ticket using the OBF (On-Board Fare).
- If the customer refuses to purchase a ticket, they must be removed from the train at the next staffed station.
- In the case of exceptional hardship where a customer is unable to purchase a ticket, the Conductor or Assistant Conductor must notify CNOC and may issue a "Payment Due" COTS.
- If a COTS is issued, add an Honored Not Found (HNF) entry to account for the customer to whom the ticket is sold.

5. eTicketing Instructions for Customer Removal

- a) **If the customer voluntarily leaves the train:**
 - If during the ticket lift, the customer voluntarily leaves the train or indicates a desire to leave the train before their ticketed destination; scan and lift the ticket.
 - The Conductor must change the destination to the location the customer voluntarily left the train on the Ticket Details screen of the eMD.
 - Advise the customer that any refund or fare adjustment is determined by the Amtrak Customer Refunds department on a case-by-case basis based upon the fare plan and any restrictions of that plan.
- b) **If the customer is involuntarily removed from the train en route:**
 - If the customer's ticket has not already been lifted, the Conductor must scan the ticket and change the destination to the station where the customer is taken off the train, before lifting the ticket.
 - If the ticket has already been lifted, the Conductor must delete the lift on the Ticket Details screen of the eMD.
 - Change the destination in the eLift ticket record from the ticketed destination to the station code where the customer is taken off the train and re lift the ticket with the modified destination.
 - Advise the customer that any refund or fare adjustment is determined by the Amtrak Customer Refunds department on a case-by-case basis based upon the fare plan and any restrictions of that plan.

6. eMD Rescue Train Feature

- a) **The Rescue Train Feature** provides the Conductor with the ability to download tickets for customers of a disabled train or late train without having to end their current trip session.
 - The Conductor will enter and submit the train number and the train origin date for the desired train.
 - A progress bar will be shown while the new tickets are downloaded.
 - The downloaded tickets will not be merged with the current trip's tickets via the onboard manifest view, but are available to the Conductor via expected, search and barcode scanning.
- b) **The Rescue Train feature is session specific**, meaning that EVERY Conductor must enter the information on their device if they encounter a Rescue Train Operation along their route, or if a previous crew has performed a Rescue

Train Operation. eLift® will track all Rescue Train operations entered on one device during the current trip.

7. Lifting Paper Value Ticket (formerly known as an Arrow ticket)

- a) **Unless otherwise indicated on the ticket**, the target of the ticket punch must be top center.
- b) **The receipt portion of a customer's ticket must also be punched.**
- c) **There is no specific target for the receipt punch.**
- d) **On paper value tickets**, the letters C and B are printed along the top edge. Punch the "C" for Cancellation.
- e) **On book tickets**, there is a number in the upper-center endorsement area that corresponds with the ticket coupon number.
 - Punch the number through all of the coupons as well as the last page.
 - On multi-coupon book tickets, the last page is the customer's receipt, and will show a punch for each coupon lifted.

8. Seat Checks

- a) **Seat checks must be used to ensure** that all tickets have been collected and to indicate each customer's destination.
- b) **Unused seat checks must never** be kept where the customers have access to them.
- c) **The use of seat checks can vary** by route or crew base, and must be discussed during the job briefing. Some variations include:
 - Seat checks are identified by date or pre-determined code and destination so other train crew members know that the seat check was issued by a train crew member on that specific train.
 - To reduce attempts to ride dishonestly on a seat check from a different train, the Conductor and Assistant Conductor(s) must know each other's punch design.
 - A relieving train crew may replace the previous train crew's seat checks with their own, making it easier to ensure customers detrain at the correct destination.
 - Different colors may be used for different stations.
 - Seat checks can be torn, folded, or punched in a controlled manner.
- d) **Trains operating through New York to Boston or Washington, DC.**
 - Relieving Conductors and Assistant Conductors boarding at New York will perform a ticket sweep.

- Relieving Conductors and Assistant Conductors boarding at Washington, DC will perform a ticket sweep.
 - Conductors and Assistant Conductors working trains 19, 51, 79, 89, 91 and 97 will issue and place a white seat check, noting the destination with a black marker, above the seat of customer's traveling past Washington, DC.
 - Lime green "*Special Assistance Seat Check*" (NRPC 3242) will only be used for special assistance as required.
- e) **Trains operating south of Washington, DC.**
- Conductors and Assistant Conductors will use one (1) single color check for all destinations for their respective crew segment and single white seat check for destinations beyond their crew change point.
 - Lime green "*Special Assistance Seat Check*" (NRPC 3242) will only be used for special assistance as required.
 - Relieving Conductors and Assistant Conductors will perform a ticket sweep and will replace all white seat checks with their respective color within their work segment.
 - Conductors and Assistant Conductors working trains 19, 20, 79, 80, 89, 90, 91, 92, 97, 98, 1, 2, 50, 51, 171, 58, 59, 176, 145, 147, 156, 94, 95, 66, 67, 194, 99 and 83 will implement the seat check plan for the respective crew segment.
 - One seat check will be issued to each individual ticketed customer and a notation will be made on seat check for any unticketed infant.
 - Conductors and Assistant Conductor will place the seat check, noting the destination station code with a black marker, above the respective customer's seat.
 - During a ticket lift, a customer is permitted to pass a Conductor or Assistant Conductor without a seat check.
 - The Conductor or Assistant Conductor must verify that the customer's ticket has been lifted by scanning the eticket travel document or paper value ticket receipt.
 - If a customer presents a ticket and wants to pass by the Conductor or Assistant Conductor, lift the paper value ticket or scan the eticket travel document and then issue a seat check.
- f) **If a seat check appears to have been altered or is questionable,**
- ask to examine the customer's eticket travel document or paper value ticket receipt.
 - the seat check must be compared to information on the eticket travel document or paper value ticket receipt.
 - ask the customer to pay if it is determined that the seat check is a fraud.

- refer to the rules describing customer removal if they refuse to pay.
 - have another train crew member as a witness while dealing with the situation.
- g) **Seat checks can be used to mark a customer's seat location** for completing a transaction later.
- If a time-consuming transaction will prevent a fare collection, prepare a special seat check for that customer.
 - This seat check can be a different color, torn in half or unique identifying character (\$ to indicate cash fare).
 - If there is a question about a customer's form of payment or ticket authenticity, their seat location must be marked so the Conductor or Assistant Conductors can confer with another employee.
- h) **"Special Assistance Seat Check" (NRPC 3242)**
(Refer to Figure 8-69)
- Customers must either be identified on the manifest that they need special assistance, or indicate to a train crew member that they need special assistance before a "Special Assistance Seat Check" (NRPC 3242) can be issued.
 - The "Special Assistance Seat Check" (NRPC 3242) is to be placed with the destination seat check above the customer's seat.
 - Situations that warrant the use of a "Special Assistance Seat Check" (NRPC 3242) include, but are not limited to:
 - Unaccompanied minors.
 - Customer indicates they have difficulty hearing announcements.
 - Sight impaired customer requests assistance navigating.
 - Customer using service animals requests assistance.
 - Customer indicates they need meal service at their seat.
 - Customers request assistance:
 - With a wheelchair or mobility device.
 - Boarding/Detraining.
 - With baggage.
 - To/from restroom.
 - Reading a menu.
 - All Train Service employees and Train Attendants (working in Coaches) are required to carry an ample supply of the "Special Assistance Seat Check" (NRPC 3242) while on duty. These seat checks are available at every crew base.
- i) **"Animal On-Board" (NRPC 3448) Seat Check.** (Refer to Figure 8-70)

- Must be used to identify customers with their pets or service animals, so that the Amtrak Police K-9 Unit can easily identify that an animal is present at this location.
- The “*Animal On Board*” (NRPC 3448) seat check is to be placed with the destination seat check above the customer’s seat.



Figure 8-69– “Special Assistance Seat Check” (NRPC 3242)

Figure 8-70 – “Animal On-Board” Seat Check (NRPC 3448)

- j) **Used seat checks**, or any portion of a seat check, must be placed in trash receptacles.

9. ID Verification

The identification verification process applies only to customers eighteen (18) years of age or older. If during the course of executing the “Random On-Board Ticket Verification Procedure” the customer’s age comes into question. Ask the customer their age.

- If the customer responds they are 18 or older** and do not have valid identification, or the identification does not match against the name on the face of the ticket, and there is no reasonable explanation for the discrepancy, the Amtrak police must be notified by the quickest available means away from the customer. Failure to possess the proper photo identification is not, by itself, sufficient reason to have the customer removed from the train.
- If the customer responds they are 17 or younger and do not have valid identification**, the Conductor must accept the age of the customer.
 - The Conductor, at their discretion, may contact the Amtrak police for assistance, away from the customer, if:
 - The customer has physical features that make them appear to be older than 17.
 - They suspect that the customer is older than they claim.
 - The customer has no way to prove their age.

- In this situation, failure to verify a customer's age or possess the proper photo identification is not, by itself, sufficient reason to have the customer removed from the train.
- c) **Amish and Mennonite persons are not required to have photo identification.** Any person stating that they are Amish or Mennonite, and wears the distinctive dress of these communities, may present non-photo identification containing a physical description of the individual.
- d) **Parolees from correctional facilities** are provided with current, dated release papers, but may have no photo identification. These papers may be accepted for verification, if the name matches the one on the ticket.

10. Correcting an Incorrect Punch

- a) **When a punch is made in error on any type of ticket other than a COTS,** correct the error by drawing a tight circle around the punch cut on the face of the ticket.
- b) **Near the circle write:** the train number, date and sign it.
- c) **A COTS may not be corrected in this manner.**
- d) **The COTS must be voided** and a new COTS issued.

11. HNF (Honored Not Found)

- a) **Recording Un-Ticketed Customers**
 - The Honored Not Found (HNF) feature is used to record any customer or employee without an associated ticket to lift or anyone not appearing on the manifest. This includes:
 - Customers purchasing tickets from the Conductor or Assistant Conductor who issues a COTS. *(Un-ticketed customers purchasing tickets should be informed that tickets can be purchased and must be paid for) by phone at a possible reduced fare over what the fare that the Conductor would charge. Phone sales will automatically be loaded into the eMD for lifting.)*
 - Commuter tickets.
 - Infants and small children under the age of 2.
 - Authorized Amtrak employees. (The employee's Amtrak Smart ID card can be scanned by the eMD, to add the employee's SAP number to the manifest)
 - Host railroad employees. (Select the railroad name from the pre-populated list)
 - Groups (Although they are ticketed, they do not appear on the manifest)
 - Use the "Add HNF" icon button from the bottom navigation bar on the eMD. *(Refer to Figure 8-71)*
 - Complete the appropriate selections.

- When Group is selected, it is required to enter the Group Name indicated on the manual ticket or the group leader's name. (Refer to Figure 8-72)



Figure 8-71 – Select HNF on Bottom Navigation Screen



Figure 8-72 – Enter the Group or Leader's Name

b) **Recording un-Ticketed working employees assigned to a specific train on the Manifest**

- Amtrak Employees assigned to a specific train who are a member of the crew and in service on-board the train, are accounted for and do not need to have their Amtrak Smart ID card scanned by the Conductor or Assistant Conductor.
- Amtrak employees Deadheading (compensated time) in conjunction with a job are accounted for when assigned to a specific train and do not need to have their Amtrak Smart ID card scanned by the Conductor or Assistant Conductor.
- To avoid duplicating assigned crews, the Conductor or Assistant Conductor must ask the Deadheading employee if they are assigned to that particular train before scanning their Amtrak Smart ID card.
- If the employee chooses not to ride his/her assigned train, they must receive permission from Crew Management (CMC), Crew Base or their direct supervisor before changing assignment. *(After boarding the train they must have their Amtrak Smart ID card scanned by the Conductor or Assistant Conductor to update the train manifest.)*

c) **Add Un-ticketed Customers to the Manifest**

To avoid duplicating names on the manifest, add new ticket sales only to the eMD manifest. Do not add on-board sales for upgrades or multi-ride tickets.

- Use the "Add HNF" icon button from the bottom navigation bar on the eMD.
- Complete the appropriate selections, then tap the "Submit"

button. (If the customer falls under a category that is not listed, use "Other") (Refer to Figure 8-73)



Figure 8-73 – Complete the appropriate selections, then tap "Submit"

J. Conductor On-Board Ticket Stock (COTS)

COTS, also referred to as cash fare receipts or as ticket stock, are chargeable items. Always keep the tickets/COTS documents in a secure place (on your person or in a locked place) so that they cannot be picked up or seen by a casual observer.

1. Drawing and using pads of COTS

- a) **When COTS pads are issued**, the Conductor or Assistant Conductor must complete the required information on the invoice receipts (two copies) attached to the top of each pad.
- b) **Conductors and Assistant Conductors are responsible** for verifying that the COTS pads have 25 consecutively numbered tickets.
- c) **Legibly print:**
 - your name
 - crew base three-letter code
 - employee SAP number
 - date
 - station's six-digit number
 - ticket punch number
- d) **Conductors and Assistant Conductors must** sign and punch the receipts for the COTS.
- e) **COTS pads must be used sequentially.**
- f) **COTS pads must be used in the order** in which they were drawn.
- g) **Employees must not transfer COTS between train crew members;** if one train crew member runs out of COTS another employee must complete the fare(s).

2. Lost, Stolen or Found COTS

- a) **Lost or stolen COTS must be immediately reported** to your Supervisor and to the Amtrak Police Department either in person, or by calling (800) 331-0008.

- b) **If a report is filed with a local police agency**, provide the Amtrak Police with the report number and the local agency that was contacted.
- c) **Police reports must include** the lost or stolen COTS ticket numbers.
- d) **Describe the incident** and include the police location, date, incident number and stock numbers on the *"Conductor/Asst. Conductor Sales Report"* (NRPC 193).
- e) **The "Conductor/Asst. Conductor Sales Report" (NRPC 193)** which lists the stock missing, and a copy of the police report, must then be presented to the Conductor's or Assistant Conductor's supervisor for their signature, date and handwritten notation of "OK to Issue Additional Stock."
- f) **The completed and signed "Conductor/Asst. Conductor Sales Report" (NRPC 193)**, along with a copy of the police report, must then be presented by the Conductor or Assistant Conductor to a station agent or ticket receiver for issuance of replacement COTS pads.
- g) **If COTS becomes missing**, and then found, the Conductor or Assistant Conductor must void the COTS and remit on a *"Conductor/Asst. Conductor Sales Report"* (NRPC 193).
- h) **The Amtrak police must be notified** that the COTS was found (with the original incident report information).

3. Out-Dated COTS

- a) **COTS are not valid for sale after two (2) years** has elapsed from the book's issuance date.
 - The issuance date can be found on the outside front cover of the front of the book, above the grid area, in a box titled "Agent's Stamp Here."
 - All tickets (consisting of all four (4) coupons) within the expired book must be voided and submitted on a *"Conductor/Asst. Conductor Sales Report"* (NRPC 193) to a Ticket Agent or Ticket Receiver on the two year (2) anniversary from the issuance date, or the first opportunity thereafter.
 - The ticket agent will return the pink copy of the *"Conductor/Asst. Conductor Sales Report"* (NRPC 193) as the Conductor or Assistant Conductor's receipt.
- b) **The "Conductor/Asst. Conductor Sales Report" (NRPC 193)**, and associated COTS Auditor's Coupons, will be taken into possession by the Station Remittance Clerk accepting the remittance. The station will be responsible for forwarding these documents to the Amtrak Finance Department as part of the Station Sales Report.

- c) **Conductors or Assistant Conductors leaving customer service.**
- If a Conductor or Assistant Conductor leaves customer service and does not expect to return to ticket collecting within six months, all chargeable COTS must be voided and remitted and the ticket punch must be returned to their supervisor.
 - The chargeable COTS must have written on the cover:
 - Your name
 - Employee identification number (SAP)
 - Date
 - Reason for turning the COTS
 - A separate “*Conductor/Asst. Conductor Sales Report*” (NRPC 193) will be used to document this return.

4. Working With Multiple Sets of COTS

- a) **The Conductor or Assistant Conductor must make a note**, in the comments area, on the first “*Conductor/Asst. Conductor Sales Report*” (NRPC 193) that they are working with additional COTS, when turning in the additional COTS.
- b) **The notation must include** the name of the supervisor and the number of additional COTS received and returned.
- c) **The Conductor/Assistant Conductor must understand** exactly when the extra COTS must be turned in.
- d) **To reduce the number of chargeable COTS**, the Conductor/Assistant Conductor must void all unused of COTS and record the voided numbers in the comments area of a separate “*Conductor/ Asst. Conductor Sales Report*” (NRPC 193) until they have the authorized amount of COTS.
- e) **If chargeable stock is ruined**, each piece must be voided and remitted with the “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).
- f) **COTS is not valid for sale after two (2) year** has elapsed from its issuance date.
- g) **All COTS must be voided and returned on its two-year anniversary** (or the first opportunity thereafter), using a separate “*Conductor/Asst. Conductor Sales Report*” (NRPC 193).

5. COTS Layout

- a) **COTS have been printed so that** the punch targets are aligned.
- Spot carbon has been provided so that information imprinted on Coupon A will appear on Coupons B, C and D with only the last four digits of the credit card.
 - The pads of COTS come with a cardboard cover long

enough to place between COTS to shield the spot carbon of the COTS below. (Refer to Figures 8-74)

Figure 8-74 – “Conductor’s/Asst. Conductor’s On Board Ticket Stock” (COTS)

- b) **All applicable blocks must be punched completely** within the blocks.
- c) **Written information must be contained** within the spot carbon area.
- d) **The Endorsement Box** must contain the following information:
 - The fare class for the type of accommodation occupied (e.g., Coach, Room/ Car Number for Sleeping Car, Business Class seat, etc.).
 - The fare basis (e.g., military, promotional, etc.).
 - The alphanumeric fare code as listed in the Conductor’s Memorandum Tariff (e.g., YOFC, DOF1, EB, DS, etc.).
 - Ticket number of other ticket if COTS is issued in conjunction with another ticket (e.g., on-board upgrade, extended travel, etc.).
 - “Pd by Ck” if customer paid with a personal check.
 - Customer reservation number, or “No Res #” if customer did not have a reservation.
 - The fare code does not need to be indicated for an adult traveling alone at the regular one-way fare.
- e) **The fare class and fare basis do not need to be indicated** if travel is in Coach and is not discounted.
- f) **The three-letter city code or the entire city name** must be entered for the customer’s origin and destination in the “From” and “To” boxes under the Endorsement Box.
- g) **The total fare must be handwritten** in the space under the “From” and “To” boxes.
- h) **Punch the 1, 2, 3 or 4 in the top row** for the number of full-fare customers and the bottom row for the number of half-fare customers. If there are more than four in any category, use the spot carbon area to write in the information.
- i) **Punch the “Unstaffed/Closed Station” or “Station Override” box** if either is applicable.
- j) **Punch the “In Conn With” box** when additional collection is necessary. This tells Revenue Accounting that this was only a monetary transaction - not an additional customer for recording ridership.

- Customers who want to travel beyond their ticketed destination or board before their ticketed origin. *If a journey is extended, indicate the "From" and "To" for the extension.*
 - Customers who want to upgrade to better accommodations.
 - Customers who want to use restricted/blacked-out tickets on the restricted/blacked-out time or date.
 - Use for non-transportation charges.
- k) **Punch the train check box** if the customer is traveling to a destination they will reach via a Thruway bus connection.
 - l) **Punch the month and date** in the calendar area.
 - m) **If the appropriate station city-codes are listed on the COTS**, punch the "From" origin station in the blue shaded column, and punch the "To" destination station in the white column.
 - n) **Punch the total amount of the fare** using the blue amount boxes in the upper right corner of the COTS.
 - o) **If payment is by credit card**, circle the type of card used.
 - p) **Always print the customer's name on the COTS**, as well as other information if required (e.g., payment due, etc.).
 - q) **For credit card and payment due**, have the customer sign the COTS on the line provided.
 - r) **If the punches on the COTS do not clearly represent the intent**, use the spot carbon area to explain the details.
 - s) **The ticket number is printed vertically in the center of the COTS**. Do not include the single digit that stands alone – that is a control number and is not part of the ticket number.
 - t) **"Round Tip" and "Paid by Check" boxes are no longer used.**

K. Conductor's Memorandum Tariff

On most routes, fares to be used by train crews are uploaded to the eMD. On a few select routes, the fares and charges shown in Conductor's Memorandum Tariff are reproduced from Arrow for the use and convenience of train crews in collecting fares from customers. These fares and charges are subject to all of the rules and regulations published in Arrow and in the Conductor's Memorandum Tariff.

1. City Arrangement

- a) **Cities are arranged in the order they occur geographically**, from North to South or East to West.
- b) **Fares are shown only once for each pair of cities**, but apply in either direction.

2. Fares

- a) **Rail passage fares shown in the Conductor's Memorandum Tariff** apply for direct-route travel between the points shown along with discounted fares and accommodation charges.
- b) **Each customer of fare-paying age** must pay a rail passage fare.
- c) **Accommodation charges must also be paid to occupy** Sleeping Cars, First Class and Business Class seats. Acela Express Business Class seats do not require an accommodation charge since these seats are comparable to Coach class on regular trains.
- d) **Some fares that are published in Arrow may not appear in the Conductor's Memorandum Tariffs.** Most of these fares cannot be sold on-board and include Multi-ride (monthly and varying multiple trip tickets).
- e) **Fares are applicable daily**, except as otherwise noted in the fare code rules.

3. Non-Negotiable On-Board Fare (OBF)

- a) **The non-negotiable OBF** is higher than the regular fare.
- b) **Customers are advised**, through various means of communication, that tickets are less expensive when purchased in advance versus purchasing from the Conductor, on-board the train at a premium price.
- c) **The "basic fare" is the basic Amtrak price** for the train in question, not including any on-board increase.
- d) **The OBF is the basic fare plus a surcharge.**

4. Tariff Examples

The Conductor's Memorandum Tariff book lists the OBF in italics below the basic fare for the city pair. It appears where at least one of the locations is designated as a "Staffed Stations."

Example 1:

A customer traveling BOS – NLC boards without a ticket. The basic fare is YOFC - \$60.00 for Northeast Regional service or KOAE - \$108.00 on Acela Express. The customer is charged the OBF of \$69.00 for Northeast Regional s ervice or \$117.00 for Acela Express (basic fare plus surcharge), which is printed in the tariff as follows:

BTWN BOSTON, MA (SOUTH STATION BOS) AND NEW LONDON, CT (NLC) NEW LONDON, CT (NLC)

NEW LONDON, CT (NLC)	
YOFC 0	\$60.00 <i>\$69.00</i>
KOAE 0	\$108.00 <i>\$117.00</i>

Example 2:

A customer traveling WPK–ORL boards without a ticket. The highest basic fare is YOFC -\$15.00. The customer is charged the highest OBF of \$22.50 (basic fare plus surcharge) that is printed in the tariff as follows:

WINTER PARK, FL (WPK) AND ORLANDO, FL (ORL)

MATTOON, IL (MAT)	
YOFC 0	\$15.00
	\$22.50

L. Selling Ticket Using Conductor On-Board Ticket Stock (COTS)

1. Preparing/Punching COTS

- a) **A COTS for the exact amount of the fare** must immediately be completed in the presence of the customer(s), and the customer receipt portion of the COTS given to the customer at the end of the transaction.
- b) **Prepare a COTS, completing all spaces.**
- c) **Conductors and Assistant Conductors must charge the exact fare** listed in the eMD or the Conductor Memorandum Tariff; whichever is applicable.
 - Failure to charge the exact fare can result in the Conductor or Assistant Conductor being issued a debit for the difference and/or Disciplinary action.
 - Sale of fares beyond the run of the train is not allowed.
 - If an error is made punching the COTS, void it and start again.
 - To void COTS, simply write "VOID" on all coupons and then cancel the COTS by single punching the ticket.
 - All voided coupons MUST be remitted with the "Conductor/Asst. Conductor Sales Report" (NRPC 193) with the voided ticket number(s) entered in the comments section.
 - If the train is sold out, a customer without a reservation must be advised that if carrying them causes any standing conditions they will have to stand, since they did not have a reservation for the train.
 - In the event space is sold on-board trains, the Conductor/Assistant Conductor must call (800) 205-0711 (the phone number is also on the manifest) and provide customer name, origin and destination, train number, room and car number, and any other pertinent information requested.
- d) **Customers not having an Amtrak ticket must be added to the manifest.** To avoid duplicating names on the manifest, add new ticket sales only to the eMD

manifest. Do not add on-board sales for upgrades or multi-ride tickets.

- Use the "Add HNF" icon button from the bottom navigation bar on the eMD.
 - Complete the appropriate selections, then tap the "Submit" button. *(If the customer falls under a category that is not listed, use "Other")*
- e) **If an error is made punching the COTS, void it and start again.**
- f) **To void COTS, simply write "VOID"** on all coupons and then cancel the COTS by single punching the ticket.
- g) **All voided coupons MUST be remitted** with the "Conductor/Asst. Conductor Sales Report" (NRPC 193) with the voided ticket number(s) entered in the comments section.
- h) **If the train is sold out**, a customer without a reservation must be advised that if carrying them causes any standing conditions they will have to stand, since they did not have a reservation for the train.
- i) **In the event space is sold on-board trains**, the Conductor/Assistant Conductor must call (800) 205-0711 (the phone number is also on the manifest) and provide customer name, origin and destination, train number, room and car number, and any other pertinent information requested.

2. One-Way

- a) **A regular one-way ticket is issued at the published fare** between most points where Amtrak provides direct service (no change of trains).
- b) **Regular one-way fares** may also be shown between certain other points where the fare is designated as a connection/transfer fare.
- c) **Tickets are good for travel at any time for one year**, including the date of sale.

3. Incorrectly Issued Ticket to Canada on the Maple Leaf

- a) **When a hand written ticket is sold** by an Amtrak station or travel agency from a U.S. point to a Canadian point without a coupon break at the border, the single-coupon ticket presented must be lifted and a zero COTS issued.
- b) **The exchange ticket origin must** read from U.S./ Canadian border (CBN).
- c) The destination must be the same as the one shown on the lifted ticket.
- d) **Punch the date and other applicable blocks**, but do not punch or write any revenue amount. This is a zero value COTS.

- e) **Write any appropriate information needed** by the VIA Rail Canada Conductor or Assistant Conductor in the spot carbon area.
- f) **Enter the customer under HNF** to add them to the manifest.
- g) **Unticketed customer** traveling from origin point in U.S. to a destination beyond Niagara Falls Ontario on the Maple Leaf:
- A customer boards the Maple Leaf without a ticket and requests a destination on VIA Rail Canada territory.
 - If the customer is paying with a payment card, instruct them to call (800) USA-Rail to purchase a ticket.
 - If the customer is paying with cash, issue a COTS ticket; however two COTS must be completed.
 - The first COTS ticket must list the actual origin U.S. station and U.S./Canadian border (CBN).
 - The full through fare must be punched and written on the first COTS.
 - Additionally, the "In Conn With" box must be punched, and in the endorsement spot carbon area, the next COTS ticket number must be referenced.
 - The second COTS ticket must show an origin station of U.S./Canadian Border, (CBN) and the actual destination city on VIA Rail Canada.
 - There must be no amount recorded (zero value) on this second COTS.
 - The "In Conn With" box must be punched, and the ticket number of the first COTS must be referenced in the spot carbon endorsement area.
- h) **Coupon distribution:**
- First COTS:
 - Coupon A (Passage Coupon from Amtrak portion COTS) *Always placed in the "Train Earnings Reports Envelope" (NRPC 158).*
 - Coupon B (Customer Receipt from both COTS) *Always given to customer.*
 - Coupon C (Auditor's Coupon from both COTS) *Always remitted to Station Ticket Agent/Ticket Receiver.*
 - Coupon D (Billing Coupon from both COTS) *Always remitted to Station Agent/Ticket Receiver.*
 - Second COTS:
 - Coupon A (Passage Coupon from VIA Rail Canada portion COTS) *Always give to the Customer for lift by VIA Rail Canada.*
 - Coupon B (Customer Receipt from both COTS) *Always given to customer.*

- Coupon C (Auditor's Coupon from both COTS) *Always remitted to Station Ticket Agent/Ticket Receiver.*
- Coupon D (Billing Coupon from both COTS) *Always remitted to Station Agent/Ticket Receiver.*

4. Farther Destinations

- A customer wanting to travel to a destination beyond that shown on their ticket** may purchase an additional ticket from the Conductor. The new ticket will begin from the destination on the customer's original ticket to the new destination based on the basic fare. Conductors should inform customers that tickets can be purchased (and must be paid for) by phone at a possible reduced fare over what the basic fare from the Conductor may charge.
- A customer may extend his or her journey** to a farther destination on the same train or in through cars operated on the same or connecting trains provided accommodations are available and a passage ticket is bought or held for passage to the new destination.

5. Thruway Services

- Amtrak sells Thruway tickets for travel to certain points not served by Amtrak trains** under the name "Amtrak Thruway Service."
- Discounted fares**, including USA Rail pass and other touring passes may be used. Such services may be operated by bus, ferry or other railroads.
- In some cases**, Amtrak charts these services for the exclusive use of Amtrak customers. Through fares to such points may only be sold where the Conductor's Memorandum Tariffs are used and the fares are shown in that tariff.
- The station listing in the front** of the Conductor's Memorandum indicates points served.
 - In other cases, through fares have been established between Amtrak points and points on regularly scheduled services of other carriers.
 - Such fares are not shown in the Conductor's Memorandum Tariffs and cannot be sold on-board trains.
- Locations currently using The Conductor's Memorandum Tariffs:**
 - San Joaquin
 - Pacific Surfliner

6. Sleeping Car Accommodations

- When a customer has a reservation and boards without a ticket.**

- The Conductor or Assistant Conductor may need to issue a COTS.
 - Call the Contact Center Customer Support Desk (800) 205-0711 (the phone number is also on the manifest and should not be given out to customers) to determine the fare in the PNR.
 - The fare that is determined by the Contact Center Customer Support Desk will be the fare that is charged to the customer.
 - If the customer has a payment card, the customer can make the payment directly with the Contact Center Customer Support Desk over the phone; no COTS will be issued.
 - If the customer is paying with cash, the Conductor will need to issue a COTS.
- b) **When a customer does not have a reservation** and boards without a ticket.
- Call the Contact Center Customer Support Desk (800) 205-0711 (the phone number is also on the manifest and should not be given out to customers) to determine the current selling bucket level and associated fare.
 - All Sleeping Car sales conducted on-board (including advanced reservations boarding at unstaffed stations and selling Sleeping Car accommodations to customers with mobility impairments) will be processed through the Contact Center Customer Support Desk.
 - The Contact Center Customer Support Desk will provide the appropriate fare including any applicable discount
 - All Sleeping Car accommodations will be sold at the current selling bucket level fare as provided by the Contact Center Customer Support Desk.
 - The customer requesting the Sleeping Car reservation must be present when calling the Contact Center Customer Support Desk for accommodation availability and rates.
 - The customer requesting the Sleeping Car reservation must accept or decline the quoted rate during the call to the Contact Center Customer Support Desk.
 - Reserving room for potential future upgrades is not permitted.
 - If the customer has a payment card, the customer can make the payment directly with the Contact Center Customer Support Desk over the phone; no COTS will be issued.
 - If the customer is paying with cash, the Conductor will need to issue a COTS and collect the appropriate

accommodation charge as indicated by the Contact Center Customer Support Desk.

- Complete the COTS.
- The Conductor must ensure that the TASC (Train Attendant Sleeping Car) has been notified of the upgrade so the customer can be added to the car diagram for proper tracking and detraining notification.

7. Accessible Bedroom

a) **Onboard Sales of Accessible Bedrooms**

Customers with mobility impairments are entitled to travel in an Accessible Bedroom at the price that would otherwise be charged for a Roomette for the same trip.

b) **When a customer does not have a reservation** and boards without a ticket.

- Call the Contact Center Customer Support Desk (800) 205-0711 (the phone number is also on the manifest and should not be given out to customers) to determine the current selling bucket level and associated fare.
- All Sleeping Car sales conducted on-board (including advanced reservations boarding at unstaffed stations and selling Sleeping Car accommodations to customers with mobility impairments) will be processed through the Contact Center Customer Support Desk.
- The Contact Center Customer Support Desk will provide the appropriate fare including any applicable discount.
- All Sleeping Car accommodations will be sold at the current selling bucket level fare as provided by the Contact Center Customer Support Desk.
- The customer requesting the Sleeping Car reservation must be present when calling the Contact Center Customer Support Desk for accommodation availability and rates.
- The customer requesting the Sleeping Car reservation must accept or decline the quoted rate during the call to the Contact Center Customer Support Desk.
- Reserving room for potential future upgrades is not permitted.
- If the customer has a payment card, the customer can make the payment directly with the Contact Center Customer Support Desk over the phone; no COTS will be issued.
- If the customer is paying with cash, the Conductor will need to issue a COTS and collect the appropriate accommodation charge as indicated by the Contact Center Customer Support Desk.

- Complete the COTS.
 - The Conductor must ensure that the TASC (Train Attendant Sleeping Car) has been notified of the upgrade so the customer can be added to the car diagram for proper tracking and detraining notification.
- c) **On-Board Sales of Accessible Bedrooms for Mobility-Impaired Customers with Advance Reservations**
- For mobility-impaired customers with advance reservations who are paying on-board the Conductor or Assistant Conductor may need to issue a COTS.
 - Call the Contact Center Customer Support Desk (800) 205-0711 (the phone number is also on the manifest and should not be given out to customers) to determine the fare in the PNR.
 - The fare that is determined by the Contact Center Customer Support Desk will be the fare that is charged to the customer.
 - If the customer has a payment card, the customer can make the payment directly with the Contact Center Customer Support Desk over the phone; no COTS will be issued.
 - If the customer is paying with cash, the Conductor will need to issue a COTS and collect the appropriate accommodation charge as indicated by the Contact Center Customer Support Desk.
 - Complete the COTS.
- d) **On-Board Sales of Accessible Bedrooms for Non-Mobility-Impaired Customers with Advance Reservations**
- For non-mobility-impaired customers with advance reservations who are paying onboard for an accessible Sleeping Car space, the Conductor or Assistant Conductor may need to issue a COTS.
 - Call the Contact Center Customer Support Desk (800) 205-0711 (the phone number is also on the manifest and should not be given out to customers) to determine the fare in the PNR.
 - The fare that is determined by the Contact Center Customer Support Desk will be the fare that is charged to the customer.
 - If the customer has a payment card, the customer can make the payment directly with the Contact Center Customer Support Desk over the phone; no COTS will be issued.
 - If the customer is paying with cash, the Conductor will need to issue a COTS and collect the appropriate

accommodation charge as indicated by the Contact Center Customer Support Desk.

- Complete the COTS.

8. Coupon Distribution

- Coupon A (Passage Coupon)** (Refer to Figure 8-75) always placed in the "Train Earnings Reports Envelope" (NRPC 158) except when Coupon A is used for a "train check" (when the conductor writes a ticket for a Thruway bus connection), and the customer gets Coupon A to give to the bus driver.
- Coupon B (Customer Receipt)** (Refer to Figure 8-76) is given to the customer as their receipt except in OFF customer removal situations.
- Coupon C (Auditor's Coupon)** (Refer to Figure 8-76) always remitted to Station Ticket Agent/Ticket Receiver along with the "Conductor/Asst. Conductor Sales Report" (NRPC 193).
- Coupon D (Billing Coupon)** (Refer to Figure 8-76) always remitted to Station Ticket Agent/Ticket Receiver along with the "Conductor/Asst. Conductor Sales Report" (NRPC 193).
- If the Conductor or Assistant Conductor has voided COTS**, all four (4) coupons of the COTS form must be remitted.

The diagram shows a COTS Coupon A form with various fields and sections labeled with arrows. The labels are as follows:

- Endorsement Box
- Origin
- Handwritten Amount
- Number of Full Fares
- Number of Half Fares
- Special Ticketing Situation and "Paid by Check"
- Calendar
- FROM (origin) Station and TO (destination) Station
- Customer Signature Line
- Credit Card Imprint Area
- Destination
- Amount Boxes
- Station Unstaffed, Closed and Override
- PEL (Prior Erroneous Lift)
- OFF (Customer Removal)
- DHD (Deadhead)
- RET (Return Carry-By)
- PMT DUE (Payment Due)
- 9-Digit Ticket Number
- Credit Card Types
- Customer Information

Figure 8-75 – COTS Coupon A

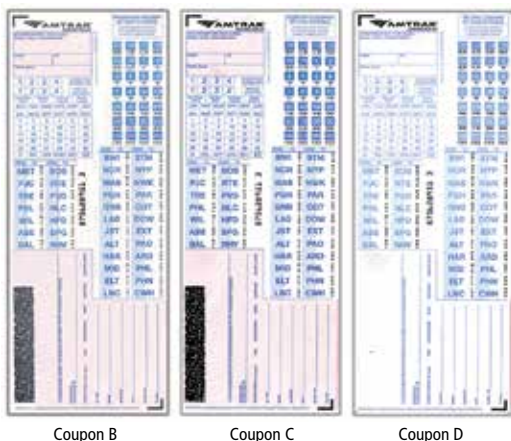


Figure 8-76 – Example of COTS

M. Onboard Upgrades

1. General Upgrade Instructions

If a customer has made an upgrade request and space is available on the manifest, the Conductor must complete the following steps.

- a) **The Conductor will calculate the total fare** for the requested upgrade; onboard upgrades are not allowed for Amtrak Guest Reward Redemption tickets (tickets obtained using Amtrak Guest Reward points).
- b) **Only after the requesting customer has agreed to the quoted upgrade fare** will the Conductor call the Contact Center Customer Support Desk to verify that the space listed on the manifest is still available.
- c) **When the Conductor calls**, all of the following information must be given to the Contact Center Customer Support Desk; otherwise the space will remain open for future sale.
 - Conductor's Name
 - Train's Name and Number
 - Type of Upgrade
 - Customer's Name
 - PNR (Res. #)
 - Location the upgrade will begin
 - Location the upgrade will end
- d) **If the customer is paying cash.**
 - The Contact Center Customer Support Desk will obtain the COTS ticket number from the Conductor.
 - The Conductor will complete the COTS for the upgrade charge only.

- Do not add the customer under the HNF screen to avoid duplicate entries of the same customer on the manifest.
- If needed, assist with transferring the customer to the new accommodations.

2. Upgrade from Acela Express Business Class to Acela Express First Class or from Coach to Business Class

The Conductor or Assistant Conductor must take the following steps to upgrade a customer from Acela Express Business Class to Acela Express First Class:

- Check the manifest for available space.**
- Call the Contact Center Customer Support Desk** (800) 205-0711 (the phone number is also on the manifest and should not be given out to customers) to verify that the space listed on the manifest is still available. The onboard telephone in the Conductor's office can also be used (recall/23/send).
- If the customer is paying cash.**
 - The Contact Center Customer Support Desk will obtain the COTS ticket number from the Conductor.
 - The Conductor will complete the COTS for the First Class accommodation charge only.
 - Do not add the customer under the HNF screen to avoid duplicate entries of the same customer on the manifest.
 - If needed, assist with transferring the customer to the new accommodations.
- If the customer uses a different payment card from the one used for the original purchase and calls** (800) USA-RAIL to upgrade his/her accommodation after the ticket has been lifted, the Conductor must delete the prior ticket lift on the eTicketing Mobile Device (eMD) to avoid duplicate entries of the same customer on the manifest.
- If the customer has a payment card,** the payment can be made directly with the Contact Center Customer Support Desk over the phone.
- Customer-type discounts** (child, senior, etc.) are never applied to accommodation charges.

3. Upgrade from Coach to Business Class

The Conductor or Assistant Conductor must take the following steps to upgrade a customer from Coach to Business Class.

- Check the manifest for available space.**

- b) **Call the Contact Center Customer Support Desk** (800) 205-0711 (the phone number is also on the manifest and should not be given out to the customers) to verify that space is still available.
 - If the customer is paying cash.
 - The Contact Center Customer Support Desk will obtain the COTS ticket number from the Conductor.
 - The Conductor will complete the COTS for the Business Class accommodation charge only.
 - Do not add the customer under the HNF screen to avoid duplicate entries of the same customer on the manifest.
 - If needed, assist with transferring the customer to the new accommodations.
- c) **If the customer has a payment card**, the payment can be made directly with the Contact Center Customer Support Desk over the phone.
- d) **Customer-type discounts** (child, senior, etc.) are never applied to accommodation charges.

4. Sleeping Car Upgrade

The Conductor or Assistant Conductor must take the following steps to upgrade a customer to Sleeping Car accommodations or from one Sleeping Car accommodation to another Sleeping Car accommodation.

- a) **Call the Contact Center Support Desk** (800) 205-0711 (the phone number is also on the manifest and should not be given out to customers) to determine the current availability level and associated fare. All Sleeping Car sales conducted on-board by the Conductor (including advanced reservations boarding at unstaffed stations and selling Sleeping Car accommodations to customers with mobility impairments) will be processed through the Contact Center Customer Support Desk. The Contact Center Customer Support Desk will provide the appropriate fare including any applicable discount.
 - If the customer is paying cash the Contact Center Customer Support Desk will obtain the COTS ticket number from the Conductor.
 - All Sleeping Car accommodations will be sold at the current availability and associated fare as provided by the Contact Center Customer Support Desk.
 - There is a \$50 minimum applicable fare for all Sleeping Car upgrades.
- b) **The customer requesting the Sleeping Car upgrade must be present** when calling the Contact

Center Customer Support Desk for accommodation availability and rates.

- c) **The customer requesting the Sleeping Car upgrade must accept or decline the quoted rate during the call** to the Contact Center Customer Support Desk. Reserving room for potential future upgrades is not permitted.
- d) **Collect the appropriate accommodation charge** as indicated by the Contact Center Customer Support Desk.
- e) **Complete the COTS if the customer is paying cash.**
 - The Contact Center Customer Support Desk will obtain the COTS ticket number from the Conductor.
 - Complete the COTS for the Sleeping Car upgrade.
 - Do not add the customer under the HNF screen to avoid duplicate entries of the same customer on the manifest.
 - If the customer has a payment card, the payment can be made directly with reservations by calling (800) USA RAIL to complete the accommodation upgrade.
 - The Conductor will not lift the customer's current ticket until changes to the reservation have been made.
 - If the customer uses a different payment card from the one used for the original purchase and calls (800) USA RAIL to upgrade their accommodation after the ticket has been lifted, the Conductor must delete the prior ticket lift on the eTicketing Mobile Device (eMD) to avoid duplicate entries of the same customer on the manifest.
 - If needed, assist with transferring the customer to the new accommodations.
 - The Conductor must ensure that the TASC (Train Attendant Sleeping Car) has been notified of the upgrade so the customer can be added to the car diagram for proper tracking and detraining notification.

N. Selling a Ticket Through the Amtrak App – Capitol Corridor Only

1. Selling Tickets

- a) **To sell a ticket through the Amtrak app on the eMD**, the Conductors and Assistant Conductors need to do the following:
 - Obtain the customer's credit card and ask him/her to discreetly write down his/her e-mail address, telephone number, and billing address on a piece of seat check printer paper (but not the credit card number).
 - Launch the Amtrak app on the eMD and use the information to purchase a ticket.
 - Select "Buy Tickets/Schedule."

- Enter the "From" (origin) and "To" (destination) information for the customer(s).
 - Select the "Depart" date, if not already set to the date of travel.
 - Increase the number of adults or children, if more than one adult is purchasing the ticket in a single transaction.
 - Tap "Search." *(The app will calculate the fare to be charged for the ticket(s). No onboard surcharge will be added to the ticket.)*
 - Select the first train option listed in the results shown by the app. *(The train on which the customer is riding will not be shown because the app assumes that train has already departed).*
 - Continue to the customer information screen as a Guest and enter the customer's name, telephone number and e-mail address (all three are required).
 - The e-mail address must be entered twice.
 - Do not log in with a user ID; credit card numbers must not be associated with an account and must not be saved in the app.
 - If the customer does not have an email address, the Conductor must enter any email address.
 - Tap "Done" to move to the payment screen and enter the name on the credit card, the expiration date, the security code, the billing address and the billing Zip code.
 - Tap "Buy Tickets."
 - If the credit card is accepted, a confirmation with a reservation number will be displayed.
 - Write down the reservation number on a piece of paper (such as a seat check).
- b) **If the reservation number becomes displaced**, the Conductor needs to end trip in eLift and sign back into eLift for his/her train.
 - c) **If ticket still cannot be found**, call the Support Desk (800) 205-0711 for assistance.
 - d) **Launch eLift and search for the ticket** sold by reservation number and complete the ticket lift.
 - e) **After the ticket lift has been completed**, return the written customer information back to the customer.
 - f) **No COTS ticket needs to be issued.** *(A receipt will be automatically e-mailed to the customer's e-mail address entered with the payment information.)*
 - g) **The Conductor or the Assistant Conductor do not need to make an Honored Not Found (HNF) entry** to account for the customer to whom the ticket is sold through the Amtrak app or remit anything corresponding to the ticket sold through the Amtrak app.

- h) **The Conductor or the Assistant Conductor should go to Crew Assignment** (listed on the main SignOn dashboard on their eMD), tap their name listed under the assigned crew members, and enter as a comment the reservation number for the ticket sold as a record of the ticket sold onboard.

2. Misplaced Sold Ticket Through the Amtrak App

If the reservation number for the ticket sold through the Amtrak app is misplaced or not remembered, do the following: In the event the confirmation window in the Amtrak app that lists the reservation number is closed and the reservation number needs to be looked up, the reservation number can be found in the e-mail confirmation sent to the e-mail address provided in the sales transaction, or the Conductor or the Assistant Conductor needs to end trip in eLift and sign back into eLift for their train.

0. COTS as Other Documentation

1. Deadhead (DHD)

- a) **Under no circumstances are non-Amtrak deadheading train crew members allowed to travel** without a completed COTS unless they have a ticket or an original (not photocopy) *"Railroad Request for Employee Transportation"* (form 620).
- b) **The COTS must have the "DHD" and "Payment Due"** blocks punched.
- c) **Distribute Coupons as follows:**
- Coupon A (Passage Coupon) goes in the *"Train Earnings Reports Envelope"* (NRPC 158).
 - Coupon B (Customer Receipt) is given to the deadheading employee(s).
 - Coupon C (Auditor's Coupon) and Coupon D (Billing Coupon) must be remitted to the Station Ticket Agent or Ticket Receiver cashier along with the *"Conductor/ Asst. Conductor Sales Report"* (NRPC 193).

2. Payment Due (PYMT DUE)

- a) **Complete a Payment Due COTS** for unticketed customers who are required to pay a fare yet do not have funds to pay, and the train has left the station.
- b) **If customer chooses to detrain as soon as possible and return to their origin**, complete a separate *"Payment Due"* COTS for the return train, noting the exact return train number in the Credit Card block.
- c) **If the customer can only pay a portion of the fare due**, complete a COTS for the amount paid, and complete a separate Payment Due COTS for the balance due. Note

the partial payment on the paid COTS, and cross-reference the associated COTS ticket number on both COTS.

- d) **Legibly print** the customer's name, complete address, phone number.
- e) **Record the Type and Number of the ID presented by the customer.**
 - Do not record credit card numbers.
 - Determine fare to the customer's requested destination(s), only using fares that are permissible for onboard sales.
- f) **Write and Punch the value of the customer's journey.**
- g) **Punch the PYMT DUE block.**
- h) **Obtain customer signature on COTS**
- i) **Advise customer to forward payment due within 10 days** to the address on the back of the Customer Receipt and advise that there will be no further bill/invoice sent.
- j) **If customer refuses to sign the COTS**, write Refused to Sign on the COTS.
- k) **Distribute Coupons as follows:**
 - Coupon A (Passage Coupon) goes in the *"Train Earnings Reports Envelope"* (NRPC 158).
 - Coupon B (Customer Receipt) is given to the deadheading employee(s).
 - Coupon C (Auditor's Coupon) and Coupon D (Billing Coupon) must be remitted to the Station Ticket Agent or Ticket Receiver cashier along with the *"Conductor/ Asst. Conductor Sales Report"* (NRPC 193).

3. Prior Erroneous Lift (PEL)

Complete a COTS in the event a customer's ticket was previously lifted in error, cannot be "unlifted", and are carrying the customer to his destination.

- a) **Write N/A in the fare blocks.**
- b) **Punch the PEL block.**
- c) **Write a brief explanation** and provide the ticket number lifted in error.
- d) **Customer signature is not necessary.**
- e) **Distribute Coupons as follows:**
 - Coupon A (Passage Coupon) goes in the *"Train Earnings Reports Envelope"* (NRPC 158).
 - Coupon B (Customer Receipt) is given to the deadheading employee(s).
 - Coupon C (Auditor's Coupon) and Coupon D (Billing Coupon) must be remitted to the Station Ticket Agent or Ticket Receiver cashier along with the *"Conductor/ Asst. Conductor Sales Report"* (NRPC 193).

4. Return Carry-By (RET)

Complete a COTS to document and describe a Carry-By for a customer carried past their destination and is being returned to the destination on another train, free of charge.

- a) **The "FROM" and "TO"** must read in the direction of the return journey.
- b) **Write N/A in the fare blocks.**
- c) **Punch the "RET" block.**
- d) **Inform the customer** of the train number and time of his return journey.
- e) **Complete "Customer Incident Report" (NRPC 3200).**
- f) **Distribute Coupons as follows:**
 - Coupon A (Passage Coupon) goes in the *"Train Earnings Reports Envelope"* (NRPC 158).
 - Coupon B (Customer Receipt) is given to the deadheading employee(s).
 - Coupon C (Auditor's Coupon) and Coupon D (Billing Coupon) must be remitted to the Station Ticket Agent or Ticket Receiver cashier along with the *"Conductor/ Asst. Conductor Sales Report"* (NRPC 193).

5. Train Check

A train check situation occurs when a customer wants to purchase travel for a destination only reached on a Thruway Bus connection. The Conductor can only cut a COTS on routes that are still authorized to use the Conductor Memorandum Tariff for on-board ticket fares. These steps must be taken when cutting a COTS.

- a) **Indicate the origin and destination** as if the customer was only traveling between the stop-off point and the final destination.
- b) **Charge the fare from the original boarding station** to the final destination.
- c) **Punch the "Train Check" box** and write the original boarding station in the spot carbon area.
- d) **Complete and punch the COTS** as in any other situation.
- e) **The customer receives** Coupon A (Passage Coupon) and Coupon B (Customer Receipt).
- f) **Tell the customer to present both coupons** to the Conductor or Assistant Conductor on the bus, and that the new crew will retain Coupon A (Passage Coupon) as the ticket.
- g) **Since Coupon A (Passage Coupon) will be used as the ticket on the bus**, record the COTS in HNF (Honored Not Found) feature of the eMD. Make the appropriate selection from the "Type" field in the eMD.

- h) **Auditor and Billing Coupons** go with the “Conductor/Asst. Conductor Sales Report” (NRPC 193).

P. Forms of Payment

(Listed in alphabetical order)

1. Canadian Currency

- a) **Canadian paper bills (no coins)** are the only foreign currency accepted on trains that cross the US – Canada border.
- b) **Ask customers to pay with US currency first.**
- c) **Canadian currency can be properly adjusted** using the latest Canadian/US Currency Conversion Table.
 - The current Canadian/US Currency Conversion Table is distributed using an “Operations Service Advisory” (OSA) and is available at Crew Bases with trains crossing the US/Canadian border.
 - The current Canadian/US Currency Conversion Table is also available on Amtrak’s Intranet at <http://intranet.nrpc> > Library > Service Standards > Resources or on the Internet at <http://customerservice.amtrak.com> > Resources.
 - An example of the Canadian/US Currency Conversion Table can be seen in Figure 8-77.

NATIONAL RAILROAD PASSENGER CORPORATION CANADIAN/US CURRENCY CONVERSION TABLE			
\$1.00 Canadian = \$0.8166 US Effective Rate from 01/01/09 to 03/31/09			
IF CANADIAN CURRENCY IS	U.S. EQUIVALENT EQUALS	IF CANADIAN CURRENCY IS	U.S. EQUIVALENT EQUALS
1.00	0.82	45.00	36.75
2.00	1.63	50.00	40.83
3.00	2.45	55.00	44.91
4.00	3.27	60.00	49.00
5.00	4.08	65.00	53.08
10.00	8.17	70.00	57.16
15.00	12.25	75.00	61.25
20.00	16.33	80.00	65.33
25.00	20.42	85.00	69.41
30.00	24.50	90.00	73.49
35.00	28.58	95.00	77.58
40.00	32.66	100.00	81.66

Figure 8-77– Canadian/US Currency Conversion Table

- d) **The US equivalent of Canadian currency** is taken as the value toward payment.
- e) **When making change** for Canadian paper bills, use Canadian currency first before using US currency .
- f) **The preferred method** is to take the smallest amount in Canadian paper bills that will cover the sale.

2. Cash

Amtrak accepts US currency on all trains.

3. Payment Cards (Credit Cards and Debit Cards)

- a) **Policy applies to the Capitol Corridor trains only.**
- b) **Credit cards and debit cards** that carry a clearly displayed valid logo of one of the following brands are the only payment cards accepted by Amtrak on-board trains:
 - MasterCard
 - Visa
 - American Express
 - Discover

4. Payment Due

(Refer to P.2. "Payment Due (PYMT DUE)")

5. Un-accepted Forms of Payment

- a) **Non-U.S. Currency** (unless otherwise noted)
- b) **Cashier's Checks**
- c) **Money Orders**
- d) **Travel Vouchers**
- e) **eVoucher**
- f) **Personal or Business Checks**
- g) **Travelers Checks**
- h) **Gift Cards** (all types including Amtrak)
- i) **Payment Cards** with brand logos other than the brands listed in Q.3. "Payment Cards (Credit Cards and Debit Cards)".
- j) **Payment Cards** requiring a PIN

Q. Train Earnings Reports Envelope (NRPC 158)

1. Originating Conductor

- a) **The originating Conductor is responsible for** securing and identifying the "*Train Earnings Reports Envelope*" (NRPC 158) by recording the train number, scheduled departure date, random ID number, train origin and destination on the front of the envelope.
- b) **The originating and each succeeding Conductor will** record their name, employee identification number, the date they are scheduled to begin the run and the work assignment origin and destination.
- c) **Conductor/Assistant Conductor(s) are responsible for** ensuring that all customers who had previously boarded have valid and properly cancelled ticket receipts by performing a train sweep, check seat checks or by verifying cancelled tickets in the "*Train Earnings Report Envelope*" (NRPC 158).

- d) **On trains that begin as one train and separate into two or more trains** along the route, the originating Conductor will secure and identify a *"Train Earnings Report Envelope"* (NRPC 158) for each route.
- e) **On trains that remain as one train** but having special accounting needs where collections need to be separate, the originating Conductor is responsible for securing and identifying each separate *"Train Earnings Report Envelope"* (NRPC 158).
- f) **At the station where a relieving train crew takes over**, it is the responsibility of the two Conductors to exchange the *"Train Earnings Report Envelope"* (NRPC 158). The originating Conductor must inform the relieving Conductor of any important situations.
- g) **While the Conductor is responsible for the *"Train Earnings Reports Envelope"* (NRPC 158)**, they must also brief other train crew members on the location of the envelope.
- h) ***"Train Earnings Reports Envelope"* (NRPC 158) must be kept in a place** that provides protection from heat, water, or impact damage in the event of a train emergency.

2. Content

The general rule is that if it does not record revenue or ridership, it does not belong in the *"Train Earnings Reports Envelope"* (NRPC 158).

- a) **The following documents are to be placed in the *"Train Earnings Reports Envelope"* (NRPC 158).**
 - Paper value and ARC tickets rubber banded together, all facing upward in the same direction – no staples.
 - Commuter tickets bundled separately.
 - Book tickets, COTS, and *"On-Board Customer Record"* (NRPC 3085) clipped together – no staples.
 - Tickets that have not been lifted on a train on which the customer has already traveled, with a note stating, "Not From This Train" and, if possible, the previous train number and date of travel.
 - Copy of *"Tickets Honored But Not Lifted"* (NRPC 157), if used.
 - The last page of the train manifest, only if it contains long gun case tracking information.
 - Yellow copy of the *"Pass Abuse Incident Report"* (NRPC 1502), if used.
 - A copy of the Transportation Notice whenever a private car is in the consist.

- A *Private Car Customer Record*” (NRPC 3160), if available, for each private car in the consist. If not available, an *“On-Board Customer Record”* (NRPC 3085) must be included for each customer on the private car(s).
- b) **Operating documents are not to be included in the “Train Earnings Reports Envelope” (NRPC 158).** Such documents are, but not limited to: (*Refer to Figure 8-78*)
- Wheel reports.
 - Time reports.
 - Accident reports.
 - Matrix reports.
 - Delay reports.
 - Found items.
 - Ticket Purchase Record.

IMPORTANT NOTE: "Instructions" on Pouch Flap for Ticket Sorting Procedures **MUST** be adhered to in their entirety.

FEDEX ONLY

TRAIN EARNINGS REPORTS
AMTRAK/ACS REVENUE OPERATIONS
6 FOUNDERS BLVD., SUITE E
EL PASO, TX 79906

	Conductor's Name	Employee ID No.	Date Worked	Conductor's Origin	Conductor's Destination
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Figure 8-78 – “Train Earnings Reports Envelope” (NRPC 158)

3. Disabled Trains


- When a train becomes disabled** and a transfer of customers takes place, the *“Train Earnings Reports Envelope”* (NRPC 158) must be given to the Conductor of the relief train.
- The Conductor of the disabled train** will seal the *“Train Earnings Reports Envelope”* (NRPC 158) and write “Disabled Train” on the front cover before turning over to the Conductor of the relief train.
- The Conductor of the relief train** will use their *“Train Earnings Reports Envelope”* (NRPC 158) for all tickets received from this point forward including tickets that were intended for the disabled train.
- Once the “Train Earnings Reports Envelope” (NRPC 158) has been sealed** from the disabled train, no additional tickets will be added.
- The Conductor of the relief train** will now be responsible for submitting both the disabled train and their *“Train Earnings Reports Envelope”* (NRPC 158) upon the completion of the trip.

4. Disposition

- a) **At final destination**, the Conductor must submit the *"Train Earnings Reports Envelope"* (NRPC 158) only to the proper depository location immediately after the customers have detrained only if the envelope contains remittable documents.
- b) **If the last Conductor finds that the *"Train Earnings Reports Envelope"* (NRPC 158) is torn**, the string tie is missing or the safety of the contents is in any way jeopardized, any available envelope(s) may be used.
- c) **Make sure that these substitute envelope(s) are hand deposited in the proper location**, with a full explanation of the circumstances that surrounds the substitute envelope(s).
- d) **If a station representative is available**, hand deliver the substitute envelope(s) to them and explain the reason for the substitute envelope(s).
- e) **The station representative will then be responsible** for properly labeling the substitute envelope(s) and forwarding it to Amtrak Revenue Operations in El Paso, Texas by FedEx delivery service.

R. Conductor/Asst. Conductor Sales Report (NRPC 193)

1. Form Layout (Refer to Figure 8-79)

Conductor / Asst. Conductor Sales Report										16117773	
NAME LAST FIRST MIDDLE		CORRELATION		OFFICIAL NUMBER		LAST TRAINING NUMBER					
		APPROX. DATE	TYPE	TRAINING CODE	OFF. NUMBER	COUNCIL NO.	GRADE				
EMPLOYEE ID NUMBER		TRAIN NUMBER		ISSUE DATE		ISSUE TYPE		DATE & CHECK			
EMPLOYEE ID 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00		TRAIN 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00		ISSUE 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00		TYPE 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00		DATE & CHECK 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00			
EMPLOYEE NAME		TRAIN NAME		ISSUE DATE		ISSUE TYPE					
EMPLOYEE NAME 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00		TRAIN 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00		ISSUE 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00		TYPE 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00		DATE & CHECK 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00			
EMPLOYEE STATUS		EMPLOYEE NUMBER		TRAIN NAME		ISSUE DATE		ISSUE TYPE			
EMPLOYEE STATUS 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49											

- Chicago, Zone 8 = CZ8
 - Washington, Zone 5 = WZ5
 - Los Angeles, Zone 12 = LZC
 - CSX Transportation = CSX
- f) **Print the 3-letter city code where train was "WORKED FROM."**
- g) **Print the 3-letter city code where train was "WORKED TO."**
- h) **Print the work date.** If the employee begins in the p.m. of one day and finishes in the a.m. of the next, use the p.m. date.
- i) **Print the 3-letter city code where you remit** with the exceptions of these Ticket Receiver's offices, which are:
- New Haven = NTR
 - New York = NYR
 - Washington = WTR
 - Chicago = CTR
- j) **Print the six-digit station number where remitting** (this must be posted at the site; if not, ask an agent).
- k) **Print the remittance date.**
- l) **Punch the applicable block** for a Conductor or Assistant Conductor.
- m) **Sign the "Conductor/Asst. Conductor Sales Report" (NRPC 193).** Signing acknowledges that all statements and blocks are filled in correctly.
- n) **Print the number from the ticket punch.** If your ticket punch does not have a number, turn it in for one that does.
- o) **For each sequence of used COTS,** print the full opening number, this includes voided COTS.
- For stock whose form number is not the first two digits of the number, include the form number (without the NRPC or NRPT).
 - Do not include the check digit (the number set off by a dash or a space), so the COTS numbers will run in consecutive order.
- p) **For each sequence of used COTS numbers,** print the last three digits of the closing number-the number of the last ticket actually used.
- This includes voided COTS.
 - Do not include the check digit.
 - If no COTS were used or voided, do not write a number in the space.
 - A "Conductor/Asst. Conductor Sales Report" (NRPC 193) without sales would only be completed if the PTT system is not functioning.

- q) **For each sequence of COTS**, print the total number used/issued. This includes voided COTS.
- r) **The “Comments” lines** are for any notation relating to sales, voided tickets, lateness of the report, overages or shortages, or any revenue-related issue.
- s) **Complete the money blocks** of the *“Conductor/Asst. Conductor Sales Report”* (NRPC 193).
- “CASH & CHECKS” blocks are for the total of cash being remitted.
 - “US EQUIVALENT OF CANADIAN” blocks are for THE VALUE OF THE Canadian currency collected.
 - “CREDIT CARD CHARGES” blocks are for the total amount of credit card charges.
 - DIRECT BILL” blocks are for Payment Due by customer(s) carried on a COTS
 - TOTAL SALES” blocks are for the total of all payments being remitted; “US Equivalent of Canadian,” credit card charges, and direct bills. *This is the total sale for a particular train.*
- t) **The Conductor or Asst. Conductor will give the completed “Conductor/Asst. Conductor Sales Report” (NRPC 193) to the Ticket Agent/Receiver for validation and handling.**
- The Ticket Agent or Ticket Receiver stamp validates that the station, as reported, received the sales.
 - This validation makes the COTS a receipt.
 - The Ticket Agent/Ticket Receiver who receives the sales collections will sign the receiving agent signature line.
 - The Ticket Agent/ Receiver who receives the sales must punch the “Amount Received by Agent” blocks on the *“Conductor/Asst. Conductor Sales Report”* (NRPC 193).
 - The “Amount Received by Agent” is the actual amount of the total sales received.
 - The “No Sales” block will be punched by the station agent only if the PTT is not functioning.
- u) **The Ticket Agent or Ticket Receiver will distribute the four coupons** of the *“Conductor/Asst. Conductor Sales Report”* (NRPC 193) as follows:
- The first (Sales Report Copy) and second (Station Accounting Copy) coupons will be retained by the Ticket Agent or Ticket Receiver.
 - In some locations, the third copy (Station Agent Copy) will be returned to the Conductor or Assistant Conductor to immediately put in the drop box outside the cashier’s window.
 - The fourth copy (Conductor/Asst. Conductor Copy) will be returned to the Conductor or Assistant Conductor.

- The Ticket Agent or Ticket Receiver will punch the Control Grid of the COTS pad. (Refer to Figure 8-80)
- The Ticket Agent or Ticket Receiver will confirm the opening and closing numbers of the used COTS.
- The Ticket Agent/Receiver will punch the boxes on the Control Grid that corresponds to the last two digits of the used COTS number (excluding the check digit).
- The Conductor or Assistant Conductor must check the amount of total sales and the Control Grid for accuracy when returned by the agent.

PRINT NAME: 875628951 3 - 875628975 6

EMPLOYEE ID NUMBER

AGENT'S STAMPHOLE

01 26	02 27	03 28	04 29	05 30	06 31	07 32	08 33	09 34	10 35	11 36	12 37
81 78	82 77	83 76	84 75	85 80	86 81	87 82	88 83	89 84	90 85	91 86	92 87
13 38	14 39	15 40	16 41	17 42	18 43	19 44	20 45	21 46	22 47	23 48	24 49
63 68	64 69	65 70	66 71	67 72	68 73	69 74	70 75	71 76	72 77	73 78	74 79
											25 50

Figure 8-80 – Example of Control Grid on COTS

3. “No Sale” Entered in Paperless Time Ticket (PTT) System

- Train service employees who have worked trains where no revenue has been collected on-board, must now make a “No Sales” entry in the Paperless Time Ticket (PTT) system for that day. (Refer to Figure 8-81)**

AMTRAK

Grand Central 161 Sales Request (for 8:00 a.m. only)

Date: 10/10/07 Time: 08:00 Location: 0000

Buttons: Add Entry, Cancel, Back

Figure 8-81 – “No Sales” entry in the Paperless Time Ticket (PTT) system

- The entry process will then validate the “No Sales” transaction(s). (Refer to Figure 8-82)**

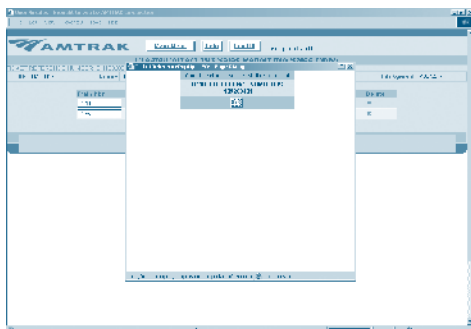


Figure 8-82 – Validate of “No Sales” transaction(s)

- c) **Once entered**, “No Sales” reports cannot be changed. Employees who must make changes to their “No Sales” reports previously entered into the PTT system must notify their supervisor.
- d) **All requirements in this section pertaining to the use of the “No Sales” block on the “Conductor/Asst. Conductor Sales Report” (NRPC 193)** still apply, during those instances when that form must be used to record “No Sales.”