



AMTRAK B2B PROGRAM

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Amtrak Online for Third Party Booking Tools

Amtrak is pleased to expand the convenience of Amtrak.com and Amtrak Mobile Applications to reservations created through corporate booking tools, the Amtrak RailAgent family of sites, and to Global Distribution Systems connecting to the railroad through the Amtrak B2B Program.

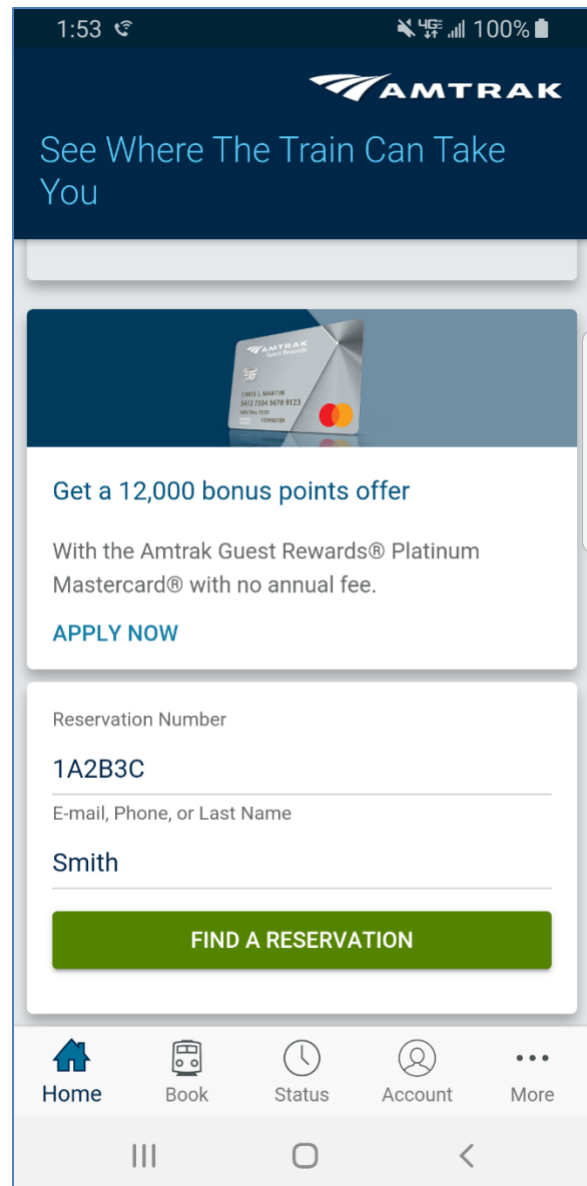
The Convenience of Amtrak applications

With the Amtrak application for iPhone® and Android™ travelers can get simple and intuitive access to all the travel information needed throughout the rail journey.

With these omni-channel enhancements, Amtrak applications will expand features to B2B reservations.

Users can now:

- View reservations booked through 3rd Party booking tools
- Access eTickets issued through 3rd party booking tools via the app for travel
- Modify reservations via the app
- Modify seat assignments via the app
- Redeem upgrade coupons via the app
- Cancel and Refund reservations via the app
- Search for station information
- Check train status
- Review service and station advisories
- Save eTickets to your Apple Passbook™



Features now available for customers that book through 3rd party booking tools.

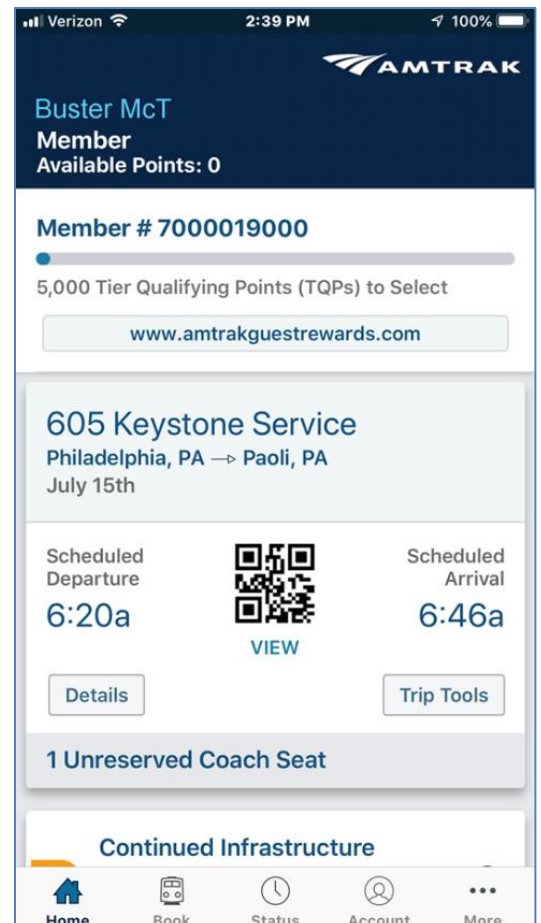
These features are available to users that include their **Amtrak Guest Rewards** number at the time of booking.

Launch an Amtrak mobile application

Information for your upcoming trip will appear on the applications home page automatically when the application is launched.

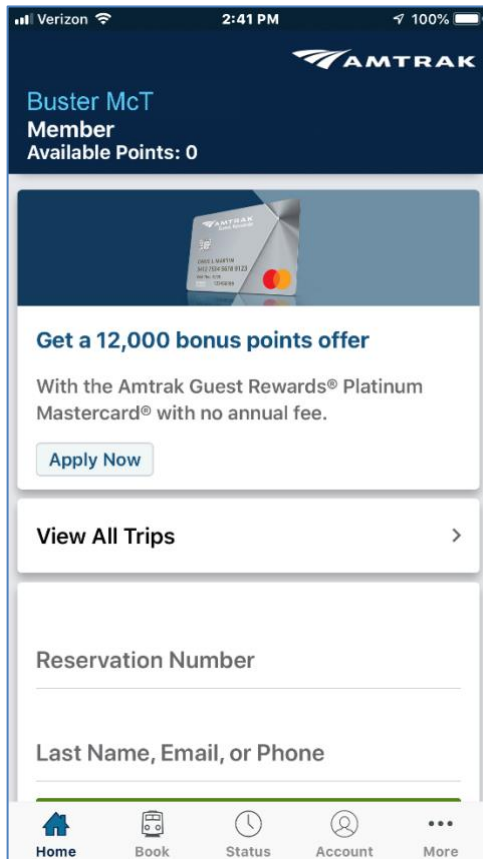
From there the user can easily manage reservations on the Amtrak application.

- Modify Trips
- Cancel / Refund Trips
- View and change your seat assignments
- Upgrade to Business or First Class Seats
- View Train status
- View Service Advisories for reservations
- Redeem Amtrak Guest Rewards Upgrade Coupons
- Redeem Amtrak eVouchers for upgrades
- Redeem Amtrak Gift Cards for upgrades



Note: Omni-channel enhancement (My Trip features for 3rd party booking tools)

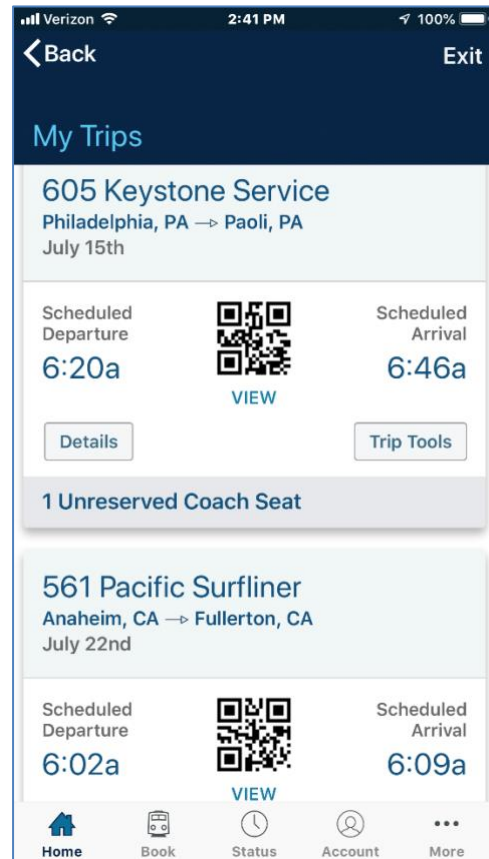
VIEW ALL TRIPS



View All Trips - This link provide access to all existing active trips that have been paid via Amtrak points of sale and those managed by 3rd party booking tools.

Tap on “View All Trips” and navigate to →

UPCOMING TRIPS



My Trips - customers that include their Amtrak Guest Rewards number at the time of booking will find upcoming active trips that have been paid.

The user then can use all features available via the application to manage the reservation listed in My Trips.

FIND A RESERVATION

AMTRAK

Welcome To Amtrak
Break The Travel Quo

Get A 20,000 Bonus Points Offer

With the Amtrak Guest Rewards® World Mastercard®

APPLY TODAY

Reservation Number

B3AF4C

E-mail or Phone

bustermct@amtrak.com

FIND A RESERVATION

Home Book Status Amtrak More

Find A Reservation allows a passenger to view reservations created via Corporate Booking Tools, Travel Management Companies and Travel Agencies **when the reservation does not contain** an Amtrak Guest Rewards Number.

The passenger must be able to provide the **Reservations Number**; and, **Last Name, E-mail** or **Phone Number** associated to the reservation.

ETICKET

2100 Acela Express

Washington, DC → New York, NY

November 1st

SCHEDULED DEPARTURE 5:40a

SCHEDULED ARRIVAL 8:52a

QR Code

Reservation Number: B3AF4C

1 First Class Seat 3F

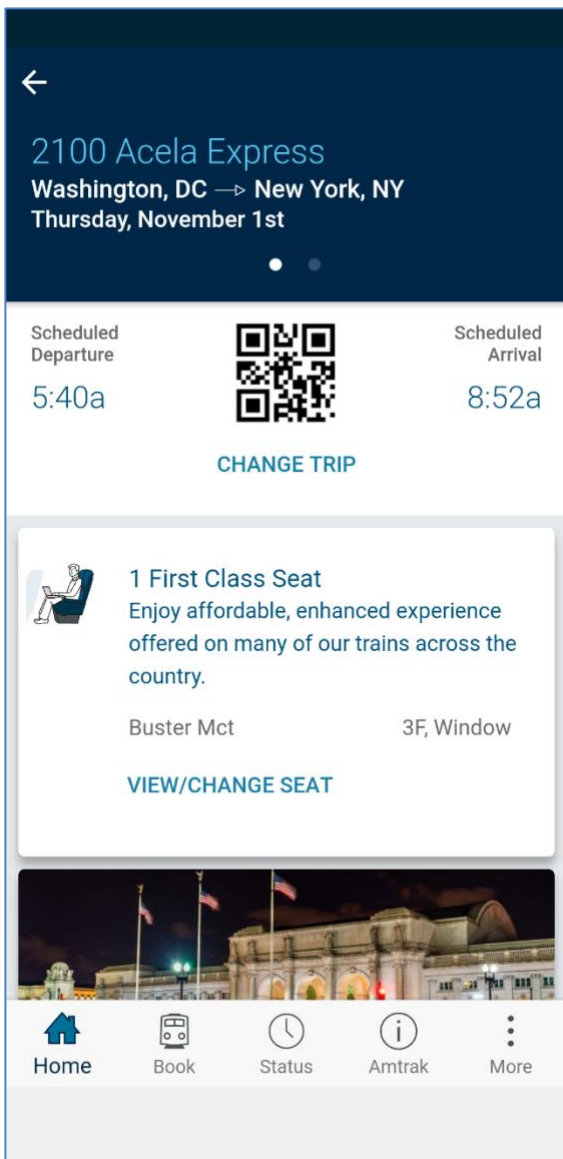
Buster Mct

Home Book Status Amtrak More

eTicket provided in the Amtrak Mobile Application is all that is needed to board the train and travel.

No need for the passenger to visit Quik-Trak; or, print the PDF document for presentation on board the train.

CHANGE TRIP

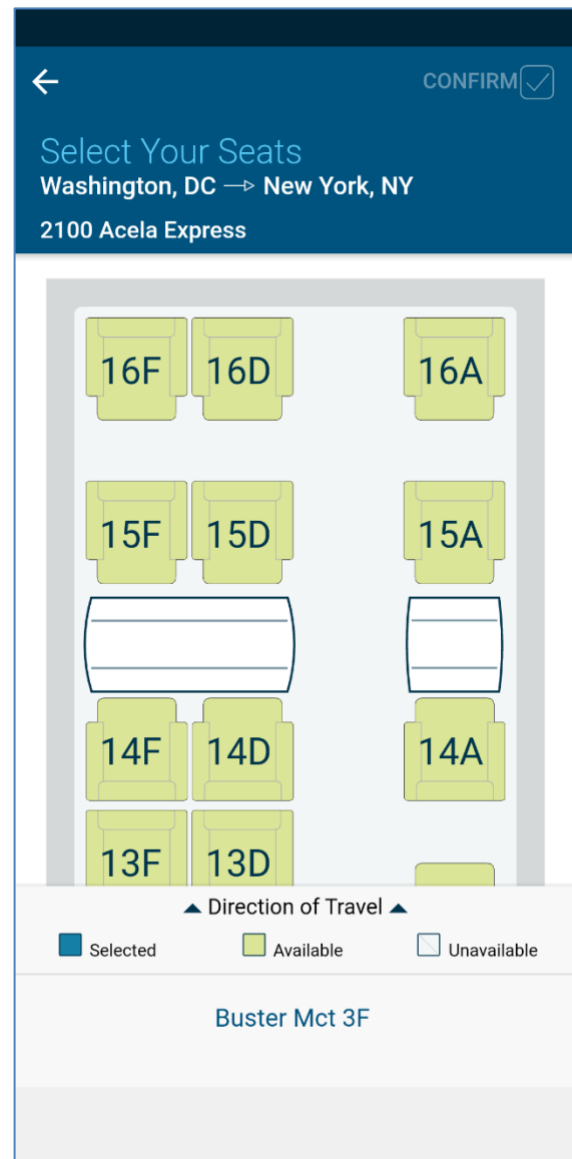


Change Trip allows a passenger to change travel dates, change travel times, upgrade & downgrade accommodations.

The passenger must be able to provide the form of payment used to purchase the ticket when attempting to make changes that result in an additional collection of money. *(Or use an alternate Amtrak form of payment such as AGR Upgrade coupon, eVoucher or Gift Card)*

Note: Omni-channel enhancement (view / change Seats Assignments)

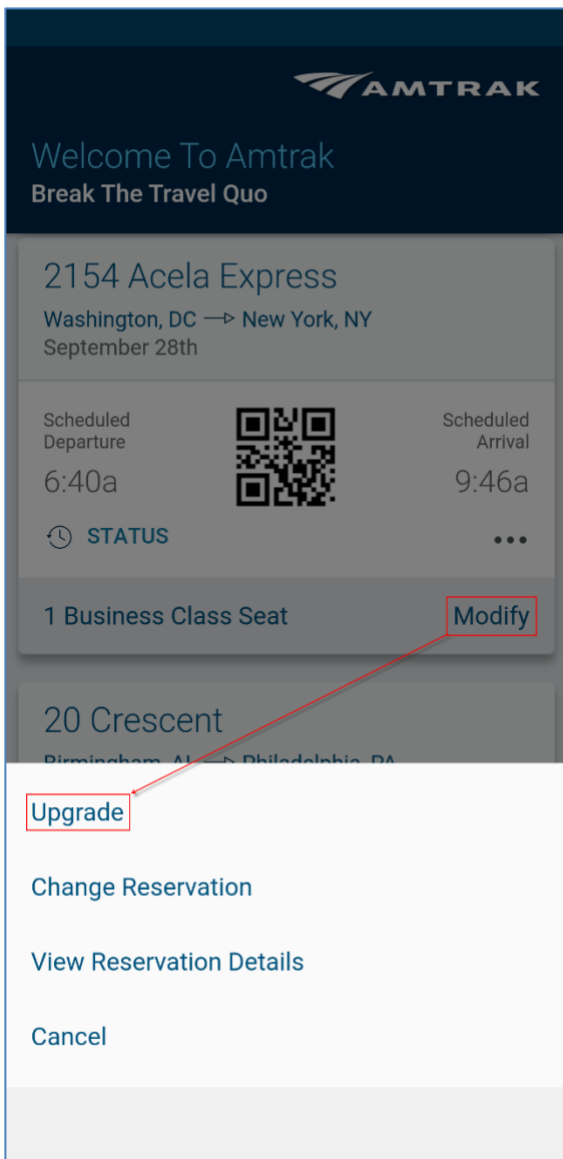
VIEW / CHANGE SEAT



View / Change Seat allows a passenger to change the location of a seat assignment associated to a reservation.

Seat Assignment for Acela First Class is automatically applied by Amtrak at the time of booking for all reservations. Those seat assignments can be changed by the passenger via the Amtrak Mobile Applications.

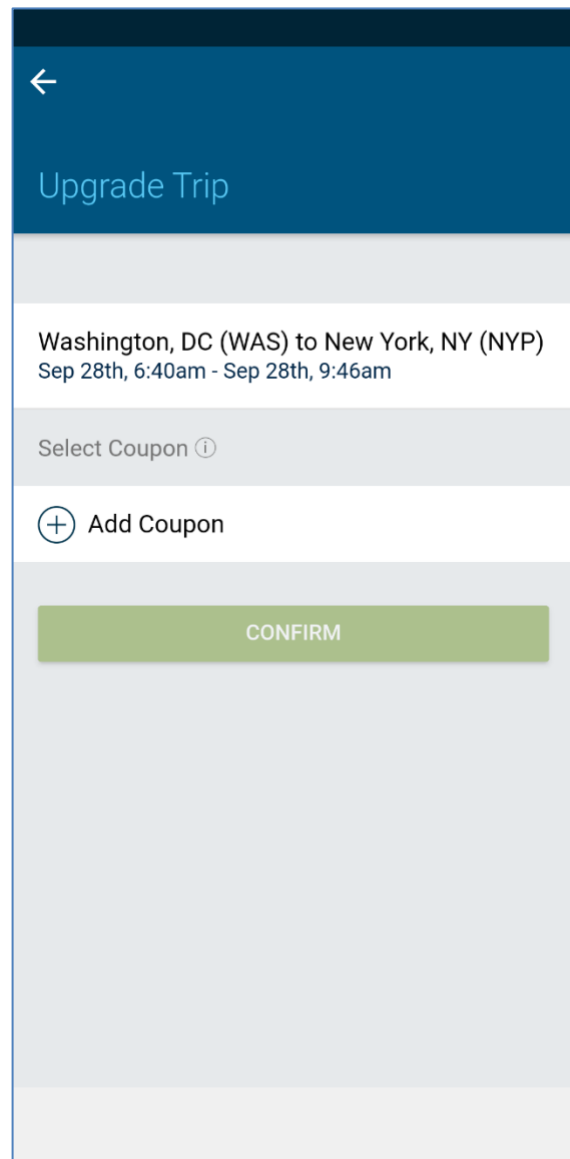
MODIFY / UPGRADE



Modify / Upgrade allows a passenger to upgrade their travel when the itinerary is eligible, and the traveler has a valid upgrade coupon.

Profiled Amtrak Guest Rewards customers will find their available upgrade coupons when they login to their account.

UPGRADE COUPONS



Add Coupon option is provided to the passenger in the upgrade process.

When not stored in the user profile the customer may input the Upgrade Coupon number that was provided by Amtrak Guest Rewards; or, via Amtrak's Marketing and Sales team.

The Convenience of Amtrak.com

Amtrak.com will now provide access to reservations booked through third party booking tools. Visit Amtrak.com and navigate to the MY TRIP option in upper right hand corner next to TRAIN STATUS. Populate the form field with the reservation number and contact field used at the time the reservation was created (Last name, E-mail address or Telephone number). If Amtrak.com can establish a match to the information contained within the reservation, the user will be provided options to Modify Trip, Cancel Trip or Generate a new Travel Document.

Features:

- Modify Trip – Change travel dates, change travel times, upgrade & downgrade accommodations
 - Redeem eVoucher for additional collection on upgrade
 - Redeem Gift Certificate for additional collection on upgrade
 - Redeem Upgrade Coupons for eligible itineraries.
- Modify Seat Assignment – Change location for reservations where Amtrak has assigned a seat.
- Cancel Trip – Cancel and refund reservation
- Send Travel Document – Resend the PDF travel document to present to the conductor

The screenshot shows the Amtrak website's 'Modify Your Trip' interface. At the top, the Amtrak logo is on the left, and navigation links for 'Join', 'Sign In', 'English', 'Need help? Ask Julie', 'Live Chat', 'TRAIN STATUS', 'MY TRIP', and a 'BOOK NOW' button are on the right. Below this, a header bar displays 'Modify Your Trip' followed by 'WAS → NYP | Feb, 07' and a user icon. The main content area asks 'How would you like to modify your trip?' and provides three radio button options: 'Entire Trip', 'WAS → NYP 10:00a Tue, Feb 07', and 'NYP → WAS 03:00p Thu, Feb 09'. Below these options are three buttons: 'Date & Time', 'Traveler' (which is highlighted in blue), and 'Cancel'. To the right of these buttons is a 'MODIFY OPTIONS' section with two links: 'Change Seats' (with a subtext 'View or change your assigned seat.') and 'View/Share Details' (with a subtext 'Share your trip info with family and friends.').

FAQ - Amtrak Online for Third Party Booking Tools

FAQ - Amtrak Online for Third Party Booking Tools

Bookings Channels

Retrieving Reservations via Amtrak.com & Amtrak applications

Corporate Booking Tools

Reservations created through these corporate booking tools can be retrieved online.

Amtrav
Atriiis GTP
Certify
Corporate Travel Management (CTM)
Cytric by Amadeus
Egencia
Etta by Deem
GetThere
Kayak for Business
Melon by Corporate Traveler
Neo by AMEX GBT
Reed & MacKay
SAP Concur
TripActions
TripEasy

RailAgent Booking Tools

Reservations created through these travel agents booking tools can be retrieved online.

- Amtrak RailAgent (AAA, Amadeus, Travel Leaders Network, International Tour Operators)

Global Distribution System (GDS)

Reservations created through these Global Distributing Systems can be retrieved online.

- Sabre Rail for Amtrak
- Travelport Smartpoint for Amtrak

Online Travel Agent (OTA)

Reservations created through these Online Travel Agencies can be retrieved online.

Omio
RailOnline
Rome2Rio.com
Wanderu.com

Can 3rd party booking tools see changes made via Amtrak.com & Amtrak applications

Amtrak does not restrict 3rd party booking tools from retrieving updates to reservations made via Amtrak.com and Amtrak applications. The 3rd party booking tools may handle updates differently when reservations are retrieved. Please consult with technology partners for direction on how updates should be managed when a reservation has been changed.

Amtrak will not “push” data to partners for reservations modified or canceled via Amtrak.com and Amtrak applications. The partners must retrieve the reservations to see the updated reservation.

What travel agent booked reservations can I expect to be accessible via Amtrak.com & Amtrak applications.

RailKey Technologies – Amtrak reservations booked via RailKey are accessible via Amtrak.com & Amtrak applications (RailAgent)

Sabre – Amtrak reservations booked via the **Sabre Rail App** are accessible via Amtrak.com & Amtrak applications.

SilverRail Technologies – Amtrak reservations booked via the **SilverCore** platform are accessible via Amtrak.com & Amtrak applications.

Travelport – Amtrak reservations booked via the **Travelport Smartpoint App for Rail** regardless of Travelport host system are accessible via Amtrak.com & Amtrak applications.

Accessing Reservations Online

Can all B2B reservations be retrieved at Amtrak.com and Amtrak applications?

Paid Reservations - Amtrak.com and Amtrak applications provide access to paid reservations only.

Unpaid Reservations - Amtrak.com and Amtrak applications do not currently provide access to unpaid reservations.

Point-to-Point Corridor Services - Amtrak.com and Amtrak applications are well suited to handle nearly all reservations for travel over our network of corridor service.

Long Distance Leisure - Amtrak.com and Amtrak applications can handle many point-to-point long distance services including those with sleepers. There may be instances where multi-segment itineraries will require the attention of a sales agent and will not be retrievable.

Customers booked through Amtrak Vacations

To provide the best Amtrak Vacation Experience possible, Amtrak prefers that travelers coordinate all changes to reservations directly with Amtrak Vacations at 1-800-268-7252. Access to Amtrak Vacation Reservations is not available through Amtrak.com or Amtrak applications.

Customers in the Corporate Account Program

Amtrak.com and Amtrak applications are capable of handling Cancellations, Refunds and Modification of reservations booked through the Amtrak Corporate Account program. Modifications to reservations in the Amtrak Corporate Account program are fulfilled at rates outlined in agreements.

Customers in the Amtrak Government Travel Program

Amtrak.com and Amtrak applications are capable of handling Cancellations, Refunds and Modification of reservations booked through the Amtrak Government Travel Program. Modifications to reservations in the Amtrak Government Travel Program are fulfilled at rates outlined in agreements.

Customers priced using Membership Programs

Amtrak.com and Amtrak applications are capable of handling Cancellations / Refunds and Modification of reservations booked with discounts such as NARP. Modification to reservations will be subject to the terms and conditions outlined in the membership program.

Customers booked through Greyhound.com

To provide the best interline experience possible, Amtrak prefers that travelers coordinate all changes to reservations directly with Greyhound. Access to Greyhound.com Reservations is not available through Amtrak.com or Amtrak applications.

Amtrak Guest Rewards number submitted at the time the reservation is created

A large majority of corporate booking tools will store the travelers Amtrak Guest Rewards Numbers and automatically submit the loyalty number with every booking at the time the reservations is created. Please review the user profile maintained by the corporate booking tool if there are issues storing Amtrak Guest Rewards numbers in Amtrak reservations.

Amtrak includes Name field validation with the Amtrak Guest Rewards program. If you are having issues with reservations being credited to your Amtrak Guest Rewards account, please validate that profiles in the corporate booking tool has the same name stored as the one stored in the Amtrak Guest Rewards Program.

i.e: **Robert Smith** is not the same as **Rob Smith**. There must be a match on the first and last name to receive credit for the purchase.

Contact field used at the time the reservation is created (E-mail address or Telephone number)

A large majority of corporate booking tools will pass the travelers email and phone field through to Amtrak when the reservation is created. Please review the user profile maintained by the corporate booking tool if there are issues validating contact information stored in Amtrak reservations.

Amtrak.com and Amtrak applications provide the option to retrieve a reservation using the Amtrak reservation number; and, an E-mail address – or – Phone number. If retrieval cannot be validated with one contact field, try with the other.

Reservations accessible through Amtrak Mobile applications may not be accessible via Amtrak.com

Amtrak.com has specific validation of the contact fields. Often reservations will have multiple Email and phone fields. Validation against the primary email or primary phone field in the reservation is required at Amtrak.com.

Amtrak Mobile applications provide validation against multiple fields including Last Name, email or phone fields in the reservation.

Payment Processing by Credit Card or eVoucher

Payment processing via Amtrak.com & Amtrak applications is limited to the collection of additional funds when a change to itinerary results in a higher fare.

Payment details required to process additional charges via Amtrak.com & Amtrak applications

When changes to reservations results in an increase in fare the user will be prompted to supply the following:

- The full credit card number used to purchase the original tickets
- The expiration date associated with said credit card
- The security codes (CVV/CID) number associated with said card
- Billing Address

Travelers are not permitted to use a different credit card to process an additional collection.

Payment of upgrades when a Corporate Ghost Card is used as the original form of payment

Amtrak.com and Amtrak applications do not provide for payment processing of upgrades using a Corporate Ghost Card. All transaction at Amtrak.com and Amtrak applications require the following to process a charge:

- The full credit card number used to purchase the original tickets
- The expiration date associated with said credit card
- The security codes (CVV/CID) number associated with said card
- Billing Address

If the form of payment does not have an expiration date and CVV/CID associated with the card number, the additional collection will not be possible.

Travelers are not permitted to use a different credit card to process an additional collection.

The use of eVouchers and Gift Cards as a form of payment at Amtrak.com and Amtrak applications

An Amtrak eVoucher ad Gift Cards may only be used at Amtrak.com, for 3rd Party bookings, when a change to itinerary results in the collection of funds for an increase in fare.

Unpaid reservation cannot be retrieved at Amtrak.com and Amtrak applications, therefore an eVoucher or Gift Card cannot be used to pay for the total cost of a B2B reservation.

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