Sabre Rail Amtrak is a Sabre application to easily shop, book and refund Amtrak railway content. Sabre Rail Amtrak is available to all Sabre subscribers having a distribution agreement with Amtrak with no additional cost. Request the app in the Sabre® Red™ Apps Centre.

**Benefits**

Sabre Rail Amtrak enables you to shop and book rail journeys more efficiently.

With Sabre Rail Amtrak, increase productivity and reduce training time with an easy to use graphical workflow.

**Features**

Integrates with Sabre® Red™ Workspace making it easier to move between classic view and Rail

- Allows importing traveler and contact data from a Sabre PNR
- Keyboard driven (no need for mouse)
- Displays fare and last seat availability on one screen
- Shows comprehensive tariff grouping by product and passenger type
- Offers easy to use processes for cancellation and refunds
- Improves PNR merge-back data quality and synchronization processes
- Supports multiple ticket delivery types (ETK & TOD)

**Navigate Through the Application**

Sabre Rail Amtrak application design is based on wizard workflows, which helps you to follow all required steps and complete all necessary data.

Select Amtrak from the Sabre Rail Applications panel.

You can start the booking process by using four different paths:

1. You can create a new Amtrak reservation from scratch by clicking New PNR.
2. You can start booking a new Amtrak reservation by clicking New PNR with Profile if your traveler information is stored in Sabre.
3. You can retrieve Amtrak reservation by using the record locator and clicking Search.
4. Display PNR - Retrieve the Amtrak reservation from Sabre PNR (assuming that Amtrak reservation was previously synchronized to Sabre)
The booking process contains the following actions:

- **Availability** – searching available offers
- **Offer selection** – review and selection of returned offers with prices
- **Itinerary** – review and confirmation of the selected itinerary
- **Passengers** – adding passengers data
- **Contact info** – provide traveler's contact details
- **Finalize** – review and finalize all provided data, including confirmed full price for the journey
- **PNR Summary** – review Amtrak PNR summary or your recent actions

### Availability Search Criteria

- **One-way trips** – provide only outbound connection details and times
- **Return trips** – provide outbound and inbound details of the trip

**Note:** Multiple segments (circle trips) are not yet supported.

### Station location:

**Request availability:** From/To. Provide direction of your travel giving origin and destination rail station.

You can request availability for a National or international trip just by typing the first three letters of your station code or city.

Click the magnifier and select the station code from the list of stations.
Select Date

Specify date and time of travel:

Use the calendar to specify your departure or arrival date.

If you select “By Arrival” your search will return trains that will reach your desired destination at specified date and time.

If you enter the date manually move your cursor over the format to see the complete list of input format available.

Note: US date and time formats can be configured in the Red App settings.

Select time

Use CTRL + SPACE to open the list and select your customer journey time.
Number of travelers

Provide the number of travelers. If you want to specify traveler types (Senior, Military, etc.) you can do it later on during the booking process.

Corporate Discount Promo Code

Specify your traveler corporate discount or promo code adding the number.

Train Type

You can narrow your search results by searching for specific trains:
- Provide train number
- Limit display to Acela or regular trains only
- Add class of service

Click Search
Search results. Outbound offers

This step allows you to select the best option for your traveler. Amtrak displays available connections presenting all important details including:

- direction of travel (From/To),
- time of departure and arrival (Time)
- duration of the trip (Duration)
- exact train number (Train no) and type (Train category). Click best fares or all fares.

Best fares View

- This view shows you the best offers for Amtrak journeys. Your journey may consist of one or more segments. This view does not show sleeping classes.
- Lowest Fare column - represents the 2nd class in case of regular trains, and Business for Acela express.
- Upgrade column – this column contains higher class offers: Business class for regular trains and 1st class for Acela Express.
- The Price in brackets represents the total price for all travelers.

Select your preferred fare if you do not need a bedroom.
compartment.

**All Fares View**

This view shows detailed information per each segment of each offer.

- You can select the number of sleeping compartments you need. Sleeping options: Bedroom, Viewliner Roomette, Superliner Family Bedroom, Superliner Roomette.
- One offer for a specific journey leg.
- Class code
- Price: it represents the additional amount to be paid for a specific travel class or bedroom compartment
- You can now select Golfing equipment or Bicycle –Self Carry. The price of the ancillary will be added to the total price.

Click **Details** to view detailed information, such as seat availability and cancellation fare rules.
Journey details

Check your journey details before selecting your preferred

![Journey details screenshot]

Itinerary

Estimated total price

Click origin and destination links.

fare.

Review origin and destination stations, date of travel, trip duration,
train number, amenities and remarks.

Also, review fare conditions, class type, number of seats and
price.

Click Close to select your fare.
Add number of bedroom compartments needed and click Select

Confirm your selected train and travel fare details:

- your origin and destination cities
- class of service selected
- Date of travel  Time
- Trip duration  Train number  Amenities: snack, Quiet car, etc.
The system displays information about your origin and/or destination stations:

- Station address
- Station building details
- Opening hours and days
- Baggage information
- Lounge information
- Accessibility options available

Click Close

**Passengers**

Provide your traveler(s) details:

- Traveler type (Adult, Senior, Veteran, etc.)
- Name and Surname
- Amtrak Guest Rewards number (optionally)
- Membership ID — this is required for traveler types such as AAA, NARP or Veteran

You can provide Corporate discount or Promo code at this point. If you did it on the availability screen, the information will be copied (it will be populated automatically).

**Contact information**

Amtrak requires at least one email address and one contact telephone number.

Email address - this email will be used to obtain the E-ticket (Print at home), Refund voucher and Refund receipt

Phone number — For agency phone please select "AGENCY" type.
MODIFY YOUR ITINERARY

If you decide to cancel your itinerary, you receive a prompt to confirm.

If you need to make a change to any of your itinerary segments, you have to cancel your Itinerary and then rebook.
PAYMENT

Click Pay to process your payment.

Delivery mode

There are three delivery modes available:
- Email – electronic ticket delivery
- Quick-track vending machine
- Ticket office

If you select ticket by email, please provide your email address.

Payment

If you are accessing Amtrak via managed channel (agencies with access to corporate discount fares), the billing address and/or CVV will not be required.

All other agencies using Sabre Rail Web services require passing a CVV at all times. Billing data will be displayed in Sabre PNR and IUR.

Card data – Select “Non US/Canadian credit card” checkbox if your credit card was issued abroad (outside US or Canada).

Process payment by clicking Pay.

You will receive your Amtrak eTicket by email.
Sabre Virtual Payments is an innovative technology, now available via the Sabre Rail Amtrak Red app. Sabre Virtual Payments provides you with a unique virtual card number that is generated on demand for a specific travel event, helping to control travel program costs and prevent fraud. The electronically obtained number includes an expiration date and CVV.

### Getting Started

If you are already a Sabre Virtual Payments customer and have either a multi-use card account, or a rail merchant category controlled account, please email the Sabre Virtual Payment’s team at virtualpayments@sabre.com so your account can be activated for Sabre Rail Amtrak.

If you are not a Sabre Virtual Payment’s customer, do not have a multi-use card account or a rail merchant category controlled account, please contact your Sabre Account Director or email the Sabre Virtual Payment’s team at virtualpayments@sabre.com for assistance.

Once you have a Sabre Virtual Payments account activated for Sabre Rail Amtrak, send your Customer Account Code, Agent ID and Booker ID to RailActivations@sabre.com. The Sabre Rail Team will make the necessary updates so Sabre Virtual Payments is available within the application’s paying process.

**Using Sabre Virtual Payments within Sabre Rail Amtrak:**

After completing the Amtrak booking process, select Sabre Virtual Payments from the form of payment drop down menu on the paying screen.

Once you have selected the Sabre Virtual Payments form of payment and provided your agency data, simply select **pay** to complete the process.
If you need to cancel your reservation after issuing the ticket, you have to follow the refund process.

You can refund the whole reservation (all segments, all travelers). **There is no possibility to refund part of your reservation.**

**Refund Details**

You can review your refund details, such as Refund cost, fee or possible refund by clicking Refund detail pricing.

Click **Refund.**

You will receive the Refund confirmation to your email address and Sabre PNR is updated with the refund information, as shown below.

You may select **Refund to e-voucher.**

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**E-Voucher**

If you decide to refund the money to an e-voucher, the information about it will be send to your primary customer’s email.

You can also see the voucher data on the PNR overview, under “Vouchers”. This information will be sent your customer’s primary email.
You may also exchange your reservation.

- Click **Exchange**
- Select new dates
- Select an offer for your journey
- Review exchanged offers and confirm, as shown below

Once you click **Confirm**, the Exchange summary is displayed.

You can still Exchange dates again, refund the new itinerary, or Resend your ticket.

The exchange process is also synchronized with **Sabre**.
II. NEW PNR WITH PROFILE

Create your Sabre profile:

Click **Sabre Profiles** in **Sabre Red Workspace**

Click **New** to create your customer’s profile

Continue with the steps to create your rail trip.

Click **Sabre Profiles** in **Sabre Red Workspace**

The system displays your customer’s PNR

Click **New PNR with Profile** in **Amtrak Sabre Red**

Continue with the steps to create your rail trip.

**Note:** credit card information needs to be added manually, although is stored in **Sabre Profiles**

**Sabre Helper Apps**
Display your customer profile:

Sabre Helper Apps
• Select your PCC
• Add your customer’s last name   Click Find Profiles

app

Your customer information is displayed in the Passenger screen and in the Payment screen:
• First and Last name
• Amtrak Guest Rewards, if applicable
• Membership ID
• Form of payment
Such options as automatic synchronization or DIN command (available as checkboxes) might be pre-set up in the Application menu. You can select these options to be selected or deselected by default.

To set up default behavior, go to Tools > Options, or simply press Ctrl+G key combination.

Navigate to Sabre Red Apps settings > Sabre Rail.

**Options:** selected by default

**Options:** de-select by default setting

**DIN Checkbox**

If selected, PNR will be automatically sent to back-office system.

DIN option is available after Payment and Refund processes
Keyboard shortcuts

Each button in the application has keyboard shortcut defined.

Shift + Ctrl to view available combinations.

ADDITIONAL REFERENCES

Find additional information in Format Finder.
Refer to Sabre Rail Apps quick reference in agencyeservices.