

Sabre Rail Amtrak

Sabre

Quick Reference

OVERVIEW

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.

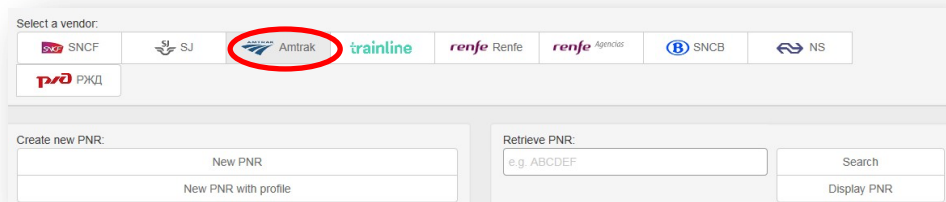
FEATURES

- 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.



The screenshot shows the 'Select a vendor:' panel in the Sabre Rail Amtrak application. The panel contains a grid of vendor logos: SNCF, SJ, Amtrak (highlighted with a red circle), trainline, renfe Renfe, renfe Agencias, SNCB, and NS. Below the grid, there are two sections: 'Create new PNR:' with buttons for 'New PNR' and 'New PNR with profile', and 'Retrieve PNR:' with a text input field containing 'e.g. ABCDEF', a 'Search' button, and a 'Display PNR' button.

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)

I. BOOKNEWRESERVATION

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.

The screenshot shows the 'New PNR' form with the following details:

- Start:** PNR
- Title:** New PNR
- Subtitle:** Provide availability search criteria
- Navigation:** Availability > Outbound Offers > Itinerary > Passengers > Contact Info > Finalize
- Search for trains:** One-way trip (selected), Return trip
- From:** [BOS] BOSTON
- To:** [ONA] ONTARIO
- Departure date:** 12-07-2016
- Time:** MORNING
- BY DEPARTURE:** (dropdown menu)

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.

This is an identical screenshot to the one above, showing the 'New PNR' form with search criteria for a one-way trip from Boston to Ontario.

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.

New PNR
Provide availability search criteria

Availability > Outbound Offers > Itinerary > Passengers > Contact Info > Finalize

Search for trains: ☒ One-way trip ☐ Return trip

From *
[BOS] BOSTON

To *
[ONA] ONTARIO

Departure date *
12-07-2016

Time *
[Calendar Pop-up]

Train no.
[Empty]

Fares criteria

Travelers
The maximum number of travelers is 10.

Adult	Child
2	0

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

Departure date *
DD-MM-YYYY

Time *
HH:MM

BY DEPARTURE

[DD/MM/YYYY] [DD.MM.YYYY] [DD-MM-YYYY]
15FEB [Sabre format: February 15th]
1502 [February 15th]
15 [15th of the current month / next month]
Mo [next Monday]
+1 [in one day]

Select time

Use CTRL + SPACE to open the list and select your customer journey time

Departure date *
12-07-2016

Time *
BY DEPARTURE

MORNING
AFTERNOON
EVENING
06:00
08:00
10:00
12:00
14:00
16:00
18:00
20:00
22:00

Hint: Use CTRL + SPACE to open the list

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



Fares criteria

Travelers

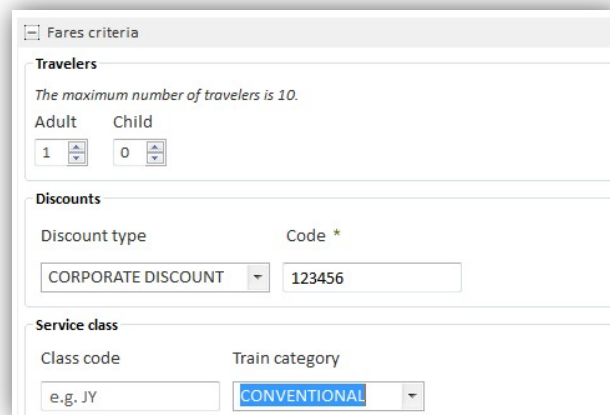
The maximum number of travelers is 10.

Adults Children

1 1

Corporate Discount Promo Code

Specify your traveler corporate discount or promo code adding the number



Fares criteria

Travelers

The maximum number of travelers is 10.

Adult Child

1 0

Discounts

Discount type Code *

CORPORATE DISCOUNT 123456

Service class

Class code Train category

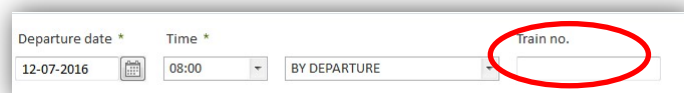
e.g. JY CONVENTIONAL

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**

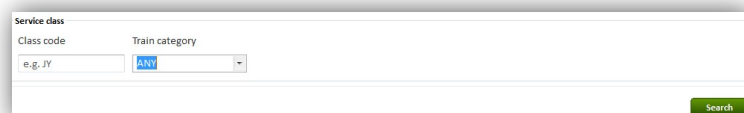


Departure date * Time *

12-07-2016 08:00

BY DEPARTURE

Train no.



Service class

Class code Train category

e.g. JY ANY

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**.

New PNR
Select an offer for outbound journey

Availability > **Outbound Offers** > Itinerary > Passengers > Contact Info > Finalize

Boston (South Station) -> Ontario

best fares * all fares

From/To	Date	Time	Duration	Train	Reserved Coach Class Seat	Lower Level Reserved Coach Class Seat	Business Class Seat	Bedroom	Hardroom Roomette	Superior Family Bedroom	Superior Roomette	Bicycle Selfie
Boston (South Station) Albany Horseshoe	14-07-2016	12:50	9h 10min (18:00)	449 LAKE SHO...	Details	YB	N/A	N/A	N/A	N/A	N/A	N/A

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

Boston (South Station) -> Ontario

best fares all fares

From/To	Date	Time	Duration	Train	Lowest Fare	Upgrade
Boston (South Station)	14-07-2016	12:50	3d 18h 4min	449 LAKE SHO...	Details \$186	N/A
Ontario	18-07-2016	03:54		421 TEXAS EAGLE		
Boston (South Station)	14-07-2016	08:15	3d 22h 39min	171 NORTHEAS...	Details \$332	\$446
Ontario	18-07-2016	03:54		19 CRESCENT 1 SUNSET LIM...		

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.

New PNR
Select an offer for outbound journey

Availability > **Outbound Offers** > Itinerary > Passengers > Contact Info > Finalize

best fares all fares

From/To	Date	Time	Duration	Train		Coach		Premium		Sleeping				
						Reserved Coach	Class Seat	Lower Level	Reserved Coach	Business Class	Bedroom	Viewliner Roomette	Superliner Family Bedroom	Superliner Roomette
Boston (South Station)	14-07-2016	12:50	5h 10min	449 LAKE SHO...	Details	VE		N/A	N/A	N/A	N/A	N/A	N/A	N/A
Albany-Rensselaer	14-07-2016	18:00												
Albany-Rensselaer	14-07-2016	19:05	15h 40min	449 LAKE SHOR...	Details	VE		N/A	N/A		DB \$683	VS \$481	N/A	N/A
Chicago (Chicago Union Station)	15-07-2016	09:45									0 25	0 25	N/A	N/A
Chicago (Chicago Union Station)	15-07-2016	13:45	2d 16h 9min	421 TEXAS EAGLE	Details	VE	DP	N/A			DA \$1100		PS	ES \$725
Ontario	16-07-2016	03:54									0 25		Sold out	0 25
Boston (South Station)	14-07-2016	08:15	4h 5min	171 NORTHEAS...	Details	VD		N/A	JT \$39		N/A	N/A	N/A	N/A
New York (Penn Station)	14-07-2016	14:15	1d 6h 17min	19 CRESCENT	Details	VD		N/A	JT \$75		DC \$539	VC \$329	N/A	N/A
New Orleans	15-07-2016	19:32									0 25	0 25	N/A	N/A
New Orleans	16-07-2016	09:00	1d 20h 54min	1 SUNSET LIM...	Details	VD	DP	N/A			DS		PS	EA \$561
Ontario	18-07-2016	03:54									Sold out		Sold out	0 25

Journey details

Check your journey details before selecting your preferred

Journey details						
Journey						
From/To	Date	Time	Duration	Train	Amenities	Remarks
Albany-Rensselaer Chicago (Chicago Union Station)	14-07-2016 15-07-2016	15:05 09:45	15h 40min	49 LAKE SHORE LIMITED	Baggage, Lounge, Dining, Network	
Fares						
Segment	Class	Class type	Seats	Res. class	Price	
Albany-Rensselaer Chicago (Chicago Union Station)	Reserved Coach Class Seat - YE	LowFareClass	30	RES		
Non-refundable. E-tickets available. Full value, no fees. Saver fares are the lowest available fares and include deeply discounted offers (14-day advance purchase, flash fares, web only). Saver fares are non-refundable but can be cancelled with the ticket value stored as credit in an e-ticket that can be used for future Amtrak travel. If not cancelled before the scheduled departure from the origin (no show), the entire amount is forfeited and cannot be applied toward future travel. The Saver Fare is not available on all trains and buses. The number of seats available on each train at the Saver Fare is limited.						
Albany-Rensselaer Chicago (Chicago Union Station)	Bedroom - DB	AccomUpgradeClass	4	RES	683 USD	
If cancelled 15 or more days before the scheduled departure from the origin, sleeping accommodation charges are refundable less a 10% refund fee. If cancelled 14 days or fewer before the scheduled departure from the origin, sleeping accommodation charges are not refundable but the ticket value can be stored as credit in an e-ticket that can be used for future Amtrak travel. If not cancelled before the scheduled departure from the origin (no show), the entire amount is forfeited and cannot be applied toward future travel.						
Albany-Rensselaer Chicago (Chicago Union Station)	Viewliner Roomette - VS	AccomUpgradeClass	3	RES	461 USD	

best fares		all fares					
Coach		Premium		Sleeper			
Reserved Coach Class Seat	Lower Level Reserved Coach Class Seat	Business Class Seat	Bedroom	Viewliner Roomette	Superliner Family Bedroom	Superliner Roomette	Bicycle - Self C
YE	N/A	N/A	N/A	N/A	N/A	N/A	N/A
YE	N/A	N/A	DB \$683	VS \$461	N/A	N/A	N/A
YE	LY	N/A	DA \$1100	FS	ES \$725	N/A	N/A

Itinerary

Start **PNR**

Sales End

New PNR

Review your selected itinerary

Availability > Outbound Offers > **Itinerary** > Passengers > Contact info > Finalize

From/To	Class	Date	Time	Duration	Train	Amenities	Services
<div><div>1</div><div><div>BOS</div><div>Boston (South Station)</div><div>Albany-Rensselaer</div></div></div>	Reserved Coach Class Seat - YB	14-07-2016	12:50 18:00	5h 10min	449 LAKE SHORE LIMITED	Baggage	-
<div><div>2</div><div><div>ALB</div><div>Albany-Rensselaer</div><div>Chicago (Chicago Union Station)</div></div></div>	Reserved Coach Class Seat - YB	14-07-2016 15-07-2016	18:05 09:45	15h 40min	49 LAKE SHORE LIMITED	Baggage, Lounge, Dining, Network	-
<div><div>3</div><div><div>CHI</div><div>Chicago (Chicago Union Station)</div><div>Ontario</div></div></div>	Reserved Coach Class Seat - YE	15-07-2016 18-07-2016	13:45 00:54	2d 18h 30min	421 TEXAS EAGLE	Lounge, Dining, WiFi	-

Estimate total price: 267.00 USD
(Base price 267.00 USD + accommodation 0.00 USD)

Next

Previous

Exit

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**

Station details

Boston (South Station)
Massachusetts

Station address
2 South Station
Summer Street & Atlantic Avenue
Boston, 02110, MA
United States

Station Building (with waiting room)

Opening hours
☒ Ticket ☐ Station ☐ MeetAndAssist ☐ QuikTrak ☐ Parking ☐ Lounge ☐ Express ☐ Baggage

Day	Hours
Monday	04:45 - 21:40
Tuesday	04:45 - 21:40
Wednesday	04:45 - 21:40
Thursday	04:45 - 21:40
Friday	04:45 - 21:40
Saturday	05:45 - 21:40
Sunday	05:45 - 21:40

Baggage

Assist Available	Parcel Check Available	Baggage Storage Available
Shipping Boxes Available	Bike Boxes Available	Ski Boxes Available

Business Center Between Tracks 12-13

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).

Start PNR

New PNR
Complete passenger data. Required fields are marked with green stars.

Availability > Outbound Offers > Itinerary > **Passengers** > Contact Info > Finalize

1 ADULT MR Last name * First name * Amtrak Guest Rewards Membership ID

Additional options

Discounts

Discount type Code

NONE

Confirm **Previous** **Quit**

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.

Availability > Outbound Offers > Itinerary > Passengers > **Contact Info** > Finalize

Contact information

Email *
Additional Email

Telephones

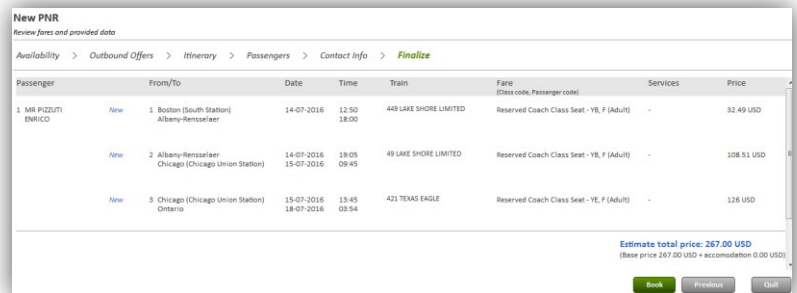
Type	Area City Code *	Primary Phone Number *	Extension
AGENCY	e.g. 215	e.g. 3334444	e.g. 1234
Type	Country Code	Additional Phone Number	
INTERNATIONAL	e.g. 215	e.g. 3334444	

Finalize

At this point you may review fares and the final price for your booking.

Your Amtrak reservation will be automatically merged to Sabre and your PNR locator will be presented on top of the application screen, and displayed in your active host session (*A)

Click **Book**



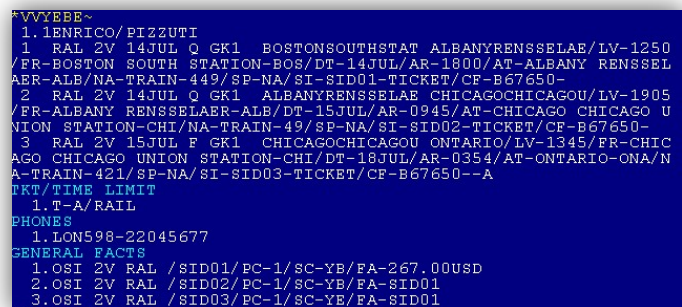
The screenshot shows the 'New PNR' interface with a 'Review fares and provided data' section. The 'Finalize' tab is selected. A table lists the itinerary segments with columns for Passenger, From/To, Date, Time, Train, Fare, Services, and Price. The total price is \$267.00 USD.

Passenger	From/To	Date	Time	Train	Fare (Class code, Passenger code)	Services	Price
1 MR PIZZUTI ENRICO	1 Boston (South Station) Albany-Rensselaer	14-07-2016	12:50 18:00	449 LAKE SHORE LIMITED	Reserved Coach Class Seat - YB, F (Adult)	-	\$2.49 USD
	2 Albany-Rensselaer Chicago (Chicago Union Station)	14-07-2016 15-07-2016	19:05 09:45	49 LAKE SHORE LIMITED	Reserved Coach Class Seat - YB, F (Adult)	-	108.51 USD
	3 Chicago (Chicago Union Station) Ontario	15-07-2016 18-07-2016	15:45 09:54	421 TEXAS EAGLE	Reserved Coach Class Seat - YE, F (Adult)	-	126 USD

Estimate total price: 267.00 USD
(Base price 267.00 USD + accommodation 0.00 USD)

Buttons: Book, Previous, Next

Your PNR is displayed in Sabre with a Sabre Record locator.



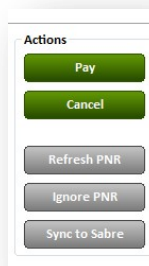
The screenshot shows a Sabre Record locator display with the following text:

```
~VVVYEEB~
1.1ENRICO/PIZZUTI
1 RAL 2V 14JUL Q GK1 BOSTONSOUTHSTAT ALBANYRENSSELAELV-1250
/FR-BOSTON SOUTH STATION-BOS/DT-14JUL/AR-1800/AT-ALBANY RENSSSEL
AER-ALB/NA-TRAIN-449/SP-NA/SI-SID01-TICKET/CF-B67650-
2 RAL 2V 14JUL Q GK1 ALBANYRENSSELAELV-1905
/FR-ALBANY RENSSSELAER-ALB/DT-15JUL/AR-0945/AT-CHICAGO CHICAGO U
NION STATION-CHI/NA-TRAIN-49/SP-NA/SI-SID02-TICKET/CF-B67650-
3 RAL 2V 15JUL F GK1 CHICAGOCHICAGO ONTARIO/LV-1345/FR-CHIC
AGO CHICAGO UNION STATION-CHI/DT-18JUL/AR-0354/AT-ONTARIO-ONA/N
A-TRAIN-421/SP-NA/SI-SID03-TICKET/CF-B67650--A
TKT/TIME LIMIT
1.T-A/RAIL
PHONES
1.LON598-22045677
GENERAL FACTS
1.OSI 2V RAL /SID01/PC-1/SC-YB/FA-267.00USD
2.OSI 2V RAL /SID02/PC-1/SC-YB/FA-SID01
3.OSI 2V RAL /SID03/PC-1/SC-YE/FA-SID01
```

MODIFY YOUR ITINERARY

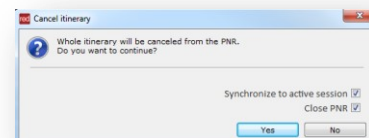
If you decide to cancel your itinerary, you receive a prompt to confirm.

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



The screenshot shows the 'Actions' menu with the following buttons:

- Pay
- Cancel
- Refresh PNR
- Ignore PNR
- Sync to Sabre



The screenshot shows the 'Cancel Itinerary' dialog box with the following text:

Whole itinerary will be canceled from the PNR.
Do you want to continue?

Synchronize to active session ☒
Close PNR ☒

Buttons: Yes, No

PAYMENT

Click **Pay** to process your payment

Actions

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.

Paying
 Select delivery mode
Delivery mode > Payment
☒ Email - Electronic Ticket Delivery (\$0.00)
 ☐ Quik-Trak Vending Machine (\$0.00)
 ☐ Ticket Office (\$0.00)

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.

Delivery mode > **Card Payment**

Card data
☒ Non-US / Canadian credit card
 Card type * Card number *
 Card holder name *
 Expire date * Card security code

Billing Address
 Address City
 Postal code
 Country
 State

☐ Synchronize to active session
☐ Close PNR
☐ Execute DIN command


 RESP B67650-03JUN16
BOS ➔ **ONA**
 BOSTON SOUTH STA, MA ONTARIO, CA
One-Way
 JULY 14, 2016
 RESERVATION NUMBER B67650

TRAIN	LAKE SHORE LIMITED	BOSTON SOUTH STATION - ALBANY-ROSELAND	DEPARTS	ARRIVES (Thu Jul 14)
449	Jul 14, 2016	12:50 PM	6:00 PM	
TRAIN	LAKE SHORE LIMITED	ALBANY-ROSELAND - CHICAGO (CHICAGO UNION STATION)	DEPARTS	ARRIVES (Fri Jul 15)
49	Jul 14, 2016	7:05 PM	9:45 AM	
TRAIN	TEXAS EAGLE	CHICAGO (CHICAGO UNION STATION) - ONTARIO	DEPARTS	ARRIVES (Mon Jul 18)
421	Jul 15, 2016	1:45 PM	3:54 AM	

PASSENGERS (1)
 ENRICO, PIZZUTI
 ADULT
 No member number provided. Join at Amtrak.com
 Proper identification is required for all passengers. This document is valid for only passengers listed. See www.amtrak.com for details.

IMPORTANT INFORMATION
 * NOT VALID ON OTHER DATES/TRAINS
 AMTRAK GUEST REWARDS
 EXCHANGES PERMITTED FOR OTHER RAIL FAIR PURCHASES

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*.

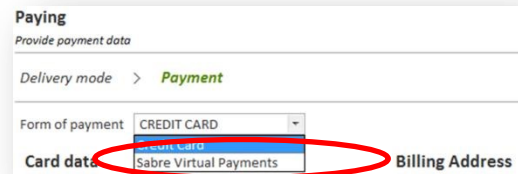
If you are not a *Sabre Virtual Payment's* customer, do not have a multi-use card account or a rail merchant category controlled account, please contact your Sabre Account Director or email the Sabre Virtual Payment's team at virtualpayments@sabre.com for assistance.

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.



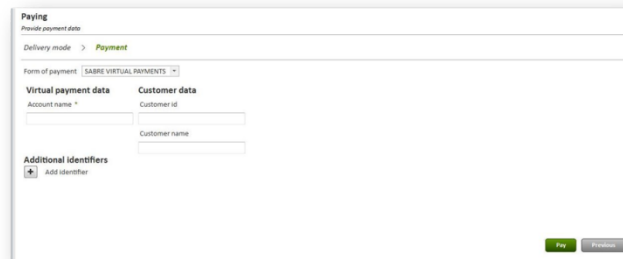
Paying
Provide payment data

Delivery mode > **Payment**

Form of payment: CREDIT CARD

Card data: Sabre Virtual Payments

Billing Address



Paying
Provide payment data

Delivery mode > **Payment**

Form of payment: SABRE VIRTUAL PAYMENTS

Virtual payment data

Account name *

Customer data

Customer id

Customer name

Additional identifiers

Add identifier

Pay Process

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**.

Play completed
Successfully synchronized with Sabre PNR
Amtrak PNR locator: **B67650**
Sabre PNR locator: **VVYEBE**

From/To	Date	Time	Fares
1. BOS Boston (South Station) ALB Albany-Rensselaer	14-07-2016	12:50 18:00	Reserved Coach Class Seat - 1Y
1. ALB Albany-Rensselaer CHI Chicago (Chicago Union Station)	14-07-2016 15-07-2016	18:05 08:45	Reserved Coach Class Seat - 1Y
1. CHI Chicago (Chicago Union Station) ONT Ontario	15-07-2016 16-07-2016	13:45 05:54	Reserved Coach Class Seat - 1Y

Amount: 267.00 USD
Rail Fare: 267.00 USD
Accommodation Fare: N/A

Buttons: Exchange, Refund (highlighted), Refund Detail, Refund Price, Ignore PNR, Save to Favorites

Refund

From/To	Date	Time	Fares
1. PIZZUTI ENRICO BOS Boston (South Station) ALB Albany-Rensselaer	14-07-2016 15-07-2016	12:50 18:00	449 LAKE SHORE LIMITED Reserved Coach Class Seat - 1Y, F (Adult)
2. ALB Albany-Rensselaer CHI Chicago (Chicago Union Station)	14-07-2016 15-07-2016	18:05 08:45	49 LAKE SHORE LIMITED Reserved Coach Class Seat - 1Y, F (Adult)
3. CHI Chicago (Chicago Union Station) ONT Ontario	15-07-2016 16-07-2016	13:45 05:54	421 TEXAS EAGLE Reserved Coach Class Seat - 1Y, F (Adult)

Refund amount: 267.00 USD
(Refund Fee 0.00 USD)

Buttons: Refund (highlighted), Cancel

Reservation Number - **B67650**

Your transaction has resulted in a credit. We have created an eVoucher (electronic voucher) showing this credit. This eVoucher is redeemable for future travel and in some cases may also have refund value. For more information, including conditions for use, go to www.amtrak.com/evoucher or call 800-USA-RAIL.

eVouchers Created

PIZZUTI ENRICO

eVoucher V414387631 Issued 06/03/16 Refundable Amount: \$267.00 Expires 06/02/17 Expires: 06/02/17

Total eVoucher Dollar Value: \$267.00

```
*VVYEBE~
1.1ENRICO/PIZZUTI
1 RAL 2V 18JUL M GK1 RAIL RAIL/SI-SID04-REFUND/CF-B67650--B
TKT/TIME LIMIT
1. T-A/RAIL
PHONES
1. LON598-22045677
REMARKS
1./2V PIZZUTI ENRICO
2./2V 1 SEAPORT LN
3./2V BOSTON 02210
4./2V MA
ACCOUNTING DATA
1.B 2V0000/VCH/ 0/267.00/0/D0.00/ALL/CF/1-V414387631
2.B 2V0000/RFD/ 0/267.00/0/D0.00/ALL/CCAX0000000000000009
/1
3.B 2V0000/FEE/ 0/0.00/0/D0.00/ALL/CCAX0000000000000009/1
RECEIVED FROM - RAIL CONSOLIDATOR
9587.9587*AMH 1215/03JUN16 VVYEBE H
```

E - VOUCHER

If you decide to refund the money to an e-voucher, the information about it will be sent 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.

Amtrak PNR locator: **B67650**
Sabre PNR locator: **VVYEBE**

Amount: 267.00 USD

Buttons: Itinerary, Passengers, Payment, Cancel Info, Vouchers

Voucher	Amount
eVoucher - V414387631	267.00 USD

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

Start PNR: 6B4D33

Exchange
Review exchanged offer and confirm

Exchange > Availability > Outbound Offers > **Finalize**

	From/To	Class	Date	Time	Duration	Train	Services
Exchange	Boston (South Station) Philadelphia (30th St)	Business Class Seat - K	19-04-2016	05:05 10:07	5h 2min	2151 ACELA EXPRESS	-
New	Boston (South Station) Philadelphia (30th St)	Business Class Seat - KB	29-04-2016	05:05 10:07	5h 2min	2151 ACELA EXPRESS	-

☐ Return all to e-voucher

Amount: -118.00 USD
Exchanged tickets amount: -564.00 USD Issued amount: 446.00 USD

Synchronize to active session ☒
Close PNR ☒
Execute DIN command ☐

Exchange Previous Cancel

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

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

Start PNR: 6B4D33

The exchange operation was successful
Successfully synchronized with Sabre PNR

Amtrak PNR locator: **6B4D33**
Sabre PNR locator: **YRTMCE**

Summary

	From/To	Date	Time	Fares
1	BOS Boston (South Station) PHI Philadelphia (30th St)	29-04-2016	05:05 10:07	Business Class Seat - KB

Amount: -118.00 USD
Exchanged tickets amount: -564.00 USD Issued amount: 446.00 USD

Actions

Exchange
Refund
Resend ticket

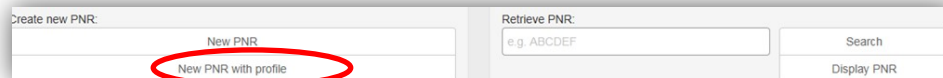
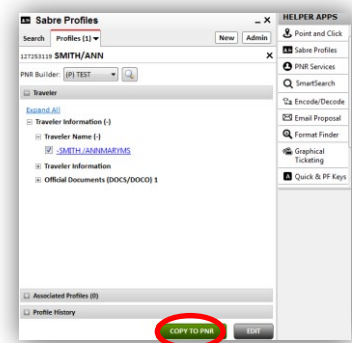
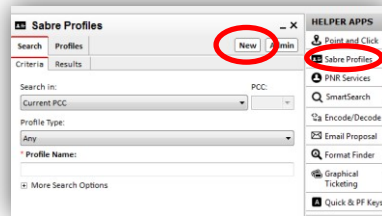
Refresh PNR
Ignore PNR
Sync to Sabre

The exchange process is also synchronized with *Sabre*.

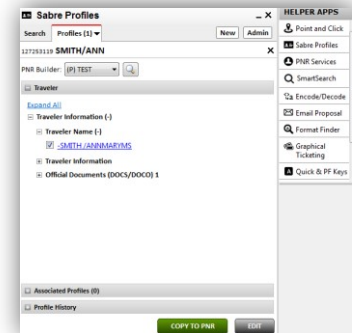
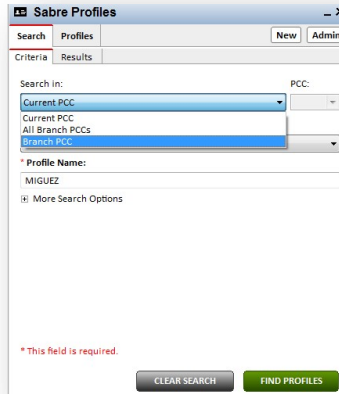
II. NEW PNR WITH PROFILE

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.



Start PNR

New PNR


Complete passenger data. Required fields are marked with green stars.

Availability > Outbound Offers > Itinerary > **Passengers** > Contact Info > Finalize

	Last name *	First name *	Amtrak Guest Rewards	Membership ID
1 ADULT	MR SMITH	ANN MARY MS		

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

Sabre Helper Apps

- 
- Save it
 - Click **Copy to PNR**
 - Click **New PNR with Profile** in *Amtrak Sabre Red app*

Display your customer profile:

Sabre Helper Apps

- Select your PCC
- Add your customer's last name □ Click **Find Profiles**

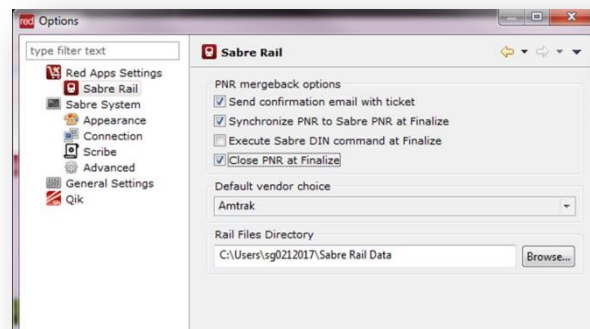
app

Your customer information is displayed in the Passenger screen and in the Payment screen:

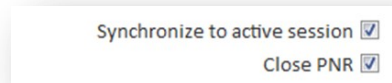
- First and Last name
- Amtrak Guest Rewards, if applicable
- Membership ID
- Form of payment

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.

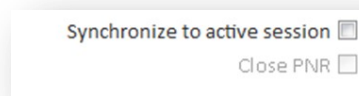
- To set up default behavior, go to Tools > Options, or simply press Ctrl+G key combination.
- Navigate to *Sabre Red Apps* settings > *Sabre Rail*.



Options: selected by default



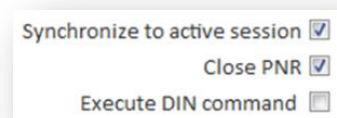
Options: de-select by default setting



DIN CHECKBOX

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

DIN option is available after Payment and Refund processes



Keyboard shortcuts

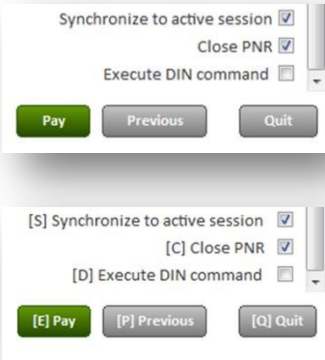
Each button in the application has keyboard shortcut defined.

- ▢ **Shift + Ctrl** to view available combinations.

ADDITIONAL REFERENCES

Find additional information in *Format Finder*.

Refer to [Sabre Rail Apps](#) quick reference in agencieservices.



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