

Travelport Smartpoint Booking App for Amtrak

Apollo/Galileo

User Guide

September 28, 2017

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Document Revisions

September 28, 2017 Changes:

Change to App	Description	Page Number
Discount number	Updated to show that the OSI field can also contain a Discount number	6
Guest Reward	Updated to show that the MP field can also contain the Guest Reward number	6
Email addresses	Updated to show that the Phone field and PNR Remarks can also contain email addresses	7
Ticket number	Updated to highlight that the Amtrak ticket number is returned and documented in the PNR	33-34, 38
Documents	Updated to confirm that new documents are sent by Amtrak for changes, refunds, etc.	60, 73
Routes and train stations	Changed description to point to the Amtrak website for the latest routing and train station information	77,78

November 7, 2016 Changes:

Change to App	Description	Page Number
Add warning to Address tab and Form of Payment tab	Amtrak validation of credit card is by credit card billing address—added to Address tab. Validate address is the credit card billing address –added to FOP tab.	26, 29
Remove CVV required for TP type	If a TP credit card is selected, since there is no CVV available, the CVV is no longer required	N/A
Remove CVV required * on modify, if CVV is not required	For some Modify transactions, the CVV is not required so it is now handling those situations properly	N/A
Correctly allowing times to be entered	When entering times 9A, 9P, 10A, these times are now properly converted to 09:00AM, etc.	17
Corporate ID	Validation is now performed on the number of numeric characters used when a corporate ID is entered	11
Address	Fixed parsing address when traveler name is not in the address	N/A
Phone type	Fixed phone type not prepopulated properly and added a message “Valid phone number required”	N/A
Zip code	Zip code field increased to maximum length (15)	N/A
Addresses	Fixed scenario where City = “King of Prussia” that was using “of” as the state code.	N/A
Addresses	Fixed D- and W- to allow for addresses with “no name in the first address field” and still place	N/A

	street address in the correct address box on the Address tab.	
Amtrak station information	Display Amtrak station information with links off of the station name to station info on the Amtrak web site.	21-22
Disable the DOB textbox if ADT PTC is used	If PTC input is ADT, the DOB box is now disabled so that no DOB can be entered, which ensures accurate pricing being returned by Amtrak	25
Allow bookings for discount and regular fare combination	A new message is displayed: This fare combination may result in a different price after booking. The “Select” button is enabled, so the agent can proceed and complete the booking.	48

September 28, 2016 Changes:

Change to App	Description	Page Number
Supported train routes	Added additional routes that are supported	13
AAA Discounts	Details on how to properly input a AAA discount number	19
Modify documents	Note about documents not sent after Modify	58
Modify documents	Note about documents not sent after Modify	72
Supported train routes	Added additional routes that are supported	76
Supported train stations	Added additional stations that are supported	78

Introduction

The Travelport Smartpoint Booking App for Amtrak was developed to replace the legacy connection to Amtrak that was retired in September 2016 and allows for the issuance of “electronic” tickets versus paper tickets on Amtrak. Since Amtrak supplies their content to Travelport via the Travelport Universal API, an App has been built to utilize that connectivity.

The App will “interact” with other Travelport Americas Solutions Consultancy Apps, such as the Passive App, that can be configured for a specific agency’s invoice/itinerary, mid-office, and/or back-office file finishing. This enables a seamless end to end workflow for the agent, reducing keystrokes and the need for additional scripts, increasing productivity, and improving profitability per transaction.

Using the Travelport Smartpoint Booking App for Amtrak

Top Tool Bar Menu

Menu options:

1. Availability Search: To search for Amtrak’s availability

2. Itinerary: To review the booked itinerary
3. Record Search: To search by the traveller's name
4. Setup: To set default values
5. Close: To close the application

Select “Setup”

Rail Setup 7.2.217.0

AVAILABILITY SEARCH ITINERARY RECORD SEARCH **SETUP** CLOSE

▼ Default phone, email, and address

Default Phone

Phone Type: Number:

Default Email

Email Type: Email Address:

Default Address

Street:

City:

State Code:

Postal Code:

Country:

▶ Formats: discount, guest reward, and email

▶ Ticketing Format

▶ RMU Format

▶ Transactions log

Discounts

Type: * Number: * Description: *

[ADD](#)

Remove	Type	Account	Description

[Import](#) | [Export](#)

[SAVE](#)

[Travelport Amtrak Support Prod](#)

Default Phone: You can enter the Agency or Branch phone number here. When making the reservation, a phone number is required, and you have the option to copy this default phone when creating the reservation.

Default Email: You can enter your email address or your customer's email address. When making the reservation, an email address is required and you have the option to copy this default email when creating the booking. Amtrak emails the eTicket and receipt with the PDF document for boarding, so it will be a best practice to enter the traveler's email address here. Up to three (3) email addresses are supported.

Default Address. You can enter the agency's address here—an address is required in the booking process. You have the option to copy this default address when creating the booking.

Formats : discount, guest reward, and email

Discount: If you specify the format, the application can retrieve the corporate discount number from the PNR.

For example corporate discount format: CORPORATE DISCOUNT: ([A-Z0-9]{5,15})

The App will look in the PNR/Profile in the following sections:

- PNR remarks section ([]:5)
- OSI

For example, if your agency creates a Remark or OSI and calls it “CORPORATE DISCOUNT: “, you can configure the App to look for this verbiage. Following your agency’s description of the Discount number you need to indicate to the App to look for alpha characters A-Z and numbers 0-9 and {5,15} means to match at least 5 characters and no more than 15 characters, or whatever range your discount number requires. The parenthesis (“ ”) is to get what it is inside. For example, in the PNR below we have CORPORATE DISCOUNT: 123456, the corporate discount 123456 will be automatically placed in the “Discount Number” field:

Guest Reward: If you specify the format, the application can retrieve the Amtrak guest reward number from the PNR. For example:

The App will look in the PNR/Profile in following sections:

- PNR Remarks
- MP field

For example, if your agency creates a Remark or MP field and calls it “AMTRAK REWARD:“, you can configure the App to look for this verbiage. Following your agency’s description of the Amtrak Reward you need to indicate to the App to look for alpha characters A-Z and numbers 0-9 and {5,15} means to match at least 5 characters and no more than 15 characters, or whatever range your discount number requires. The parenthesis (“ ”) is to get what it is inside. For example, in the PNR below we have AMTRAK REWARD: 123456, so the Reward Number 123456 will be automatically placed in the “Reward Number” field:

Traveler	Phone	Email	Address	Form Of Payment	Guest Reward	Itinerary	Finish
<div> <div>Reward Number:</div> <div>123456</div> </div> <div> <div>Rail Vendor Code:</div> <div>2V</div> </div>							

Email:

The App will look for email addresses in the PNR/Profile that are:

- In the MT field
- Phone (P) field
- PNR Remarks

Below is an example of inputs that can be placed into the application so that it locates the appropriate data in the PNR and imports that data into the application:

▼ Formats: discount, guest reward, and email

Discount Format

☒ Corporate
☐ AAA

2V CORP DISC: ([0-9]{5,12})

Guest Reward Format

2V AMTRAK REWARD: ([0-9]{5,12})

Email Format

☒ Apply

[-0-9a-zA-Z._+]+@[[-0-9a-zA-Z._+]+\.[a-zA-Z]{2,4}

Ticketing Format:

▼ Ticketing Format

T:TAU/[CurrentDate]

This only applies when making a reservation on hold

Samples:

1. T:TAW/[TicketingDate]-[TicketingTime]/AMTRAKAPP
2. T:TAU/[CurrentDate]/AMTRAKAPP
3. T:TL[StationCode]/2V[TicketingTime]/[TicketingDate]/AMTRAKAPP

RMU Format:

▼ RMU Format

AMTRAK [SupplierLocator] TOTAL [TotalPrice]

Sample: AMTRAK [SupplierLocator] TOTAL: [TotalPrice]

Important: Click the save button to save default phone, default email, default address, and the discount, guest reward, email, ticketing, and RMU formats.

Discounts: This section is to maintain a list of discounts, in particular for corporate discounts.

Type: Options are: Corporate, Promo Code, Military, Military Child and Veterans Advantage
"AAA" discounts are no longer used

Discounts

Type: *Nu

Corporate

Corporate

Promo Code

AAA Adult

AAA Child

NARP

Veterans Advantage

Number: The discount number.

Description: The discount name or description.

Enter the type, number, and description and click the “Add” button. The new record will be added to the list:

Discounts

✓ Restart plugin in order to reflect changes in the AVAILABILITY SEARCH 'Discount Number'

✕

Type: *

Number: *

Description: *

Corporate

Add

Remove	Type	Account	Description
<input type="checkbox"/>	Corporate	123456	My test corporate discount

To remove, select the check box and click “Remove”

Remove	Type	Account	Description
<input checked="" type="checkbox"/>	Corporate	123456	My test corporate discount
<input checked="" type="checkbox"/>	Corporate	234234	XYZ Corporation

If the list of discounts is the same for all users or group of users, you could create a list from one workstation and select the “Export” option. This will allow you to create and save a file that can be imported by the other users by selecting the “Import” option.

Discounts

Type: *
Corporate


Number: *

Description: *

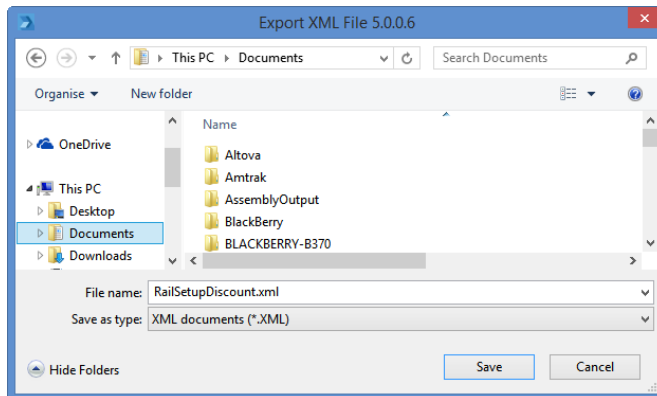
Add

Remove	Type	Account	Description
<input type="checkbox"/>	Corporate	123456	My test corporate discount
<input type="checkbox"/>	Corporate	234234	XYZ Corporation

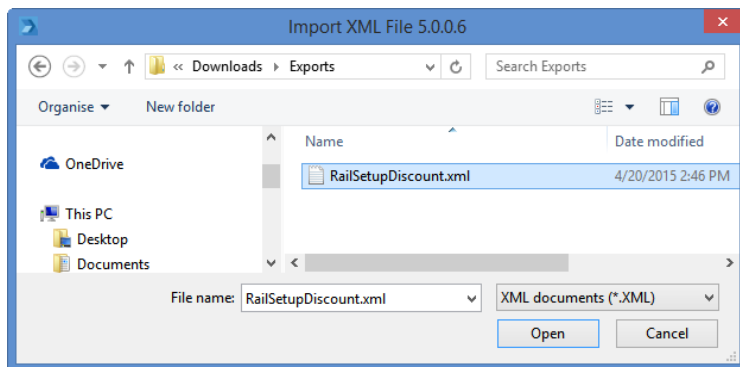
[Import](#) | [Export](#)



Export: By clicking the “Export” hyperlink, the following Export XML File dialog appears; simply select the location where you want to save the RailSetupDiscount.xml file.

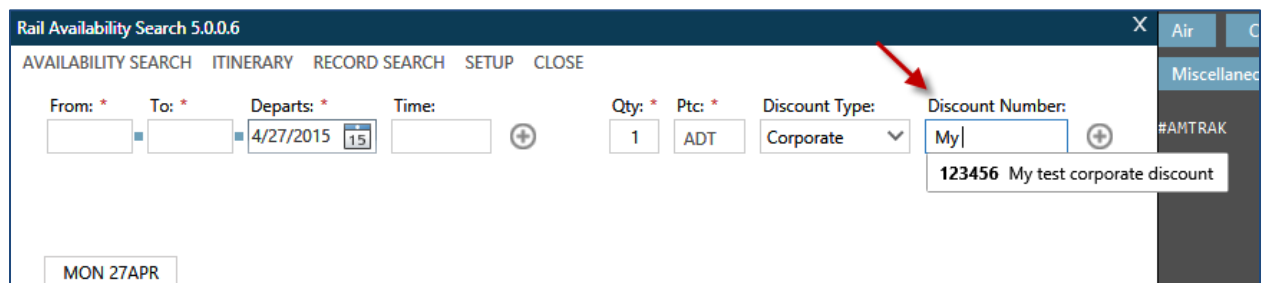


Import: By clicking the “Import” hyperlink, the Import XML File dialog appear. Navigate to the RailSetupDiscount.xml file and click the “Open” button.

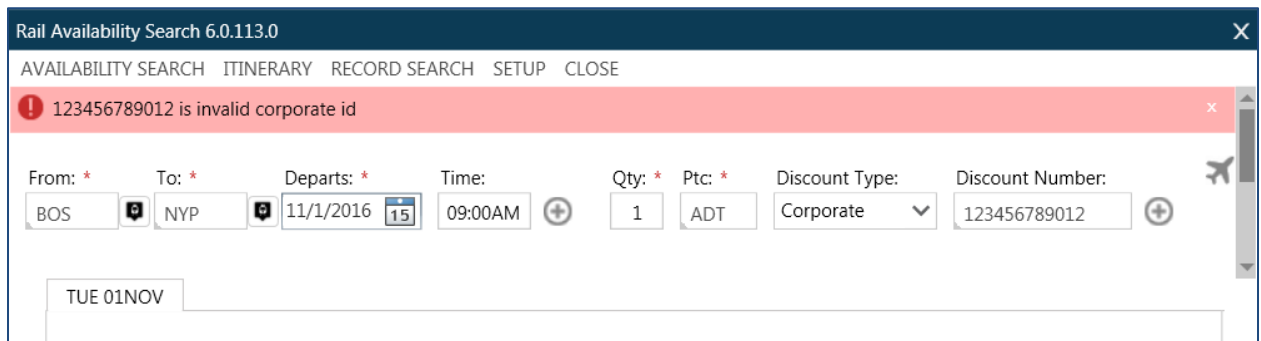
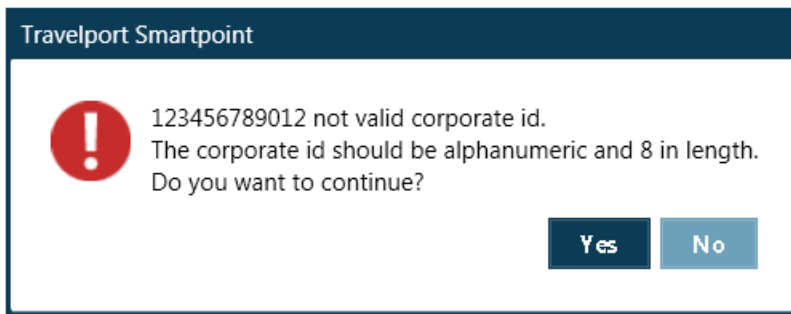


Why do I need the Discount list?

This list is optional, but it could make bookings easier by having a list if you do not place the discount number in the traveler’s profile and always move the profile. You will be able to search in the Discount Number input field by entering part of the corporate name or description; this will bring a list of corporate discounts that match your first 1-4 entered characters. Then you can just select from the list and the discount number will be placed automatically in the input field.



Note: A valid discount number must be entered or the App will return an error. The App only validates on the number/type of characters entered.



Searching With the Travelport Smartpoint Booking App for Amtrak

To start the App, enter in the Smartpoint terminal window #2V or #AMTRAK. This opens the following popup Window, where the initial default screen is the Availability Search:

Rail Availability Search 5.0.67.2

AVAILABILITY SEARCH

ITINERARY

RECORD SEARCH

SETUP

CLOSE

From: *

To: *

Departs: *

Time:

Qty: *

Ptc: *

Discount Type:

Discount Number:

4/18/2016

15

1

ADT

Corporate

MON 18APR

SEARCH

CANCEL

[Americas Consultancy 1V Copy](#)

Availability Search

Rail Availability Search 7.2.217.0

AVAILABILITY SEARCHITINERARYRECORD SEARCHSETUPCLOSE

From: *

To: *

Departs: *

Time:

Qty: *

Ptc: *

Discount Type:

Discount Number:

PHL

PAO

10/12/2017

15

+

1

ADT

Corporate

+

THU 12OCT

From: The origin for the Amtrak’s rail station code. Enter Amtrak’s 3-letter rail station code or enter part of the rail station’s name.

To: The destination for the Amtrak’s rail station code. Enter Amtrak’s 3-letter rail station code or enter part of the rail station’s name.

When entering the rail station's name, a list of matching stations will be displayed where you can select your option from the drop down list; this will place the rail station’s code in the corresponding input field.

Rail Availability Search 7.2.217.0

AVAILABILITY SEARCHITINERARYRECORD SEARCHSETUPCLOSE

From: *

To: *

Departs: *

Time:

Qty: *

ph

PAO

10/12/2017

15

+

1

PHA

PHA Phoenix City-to-City Transport Desk, Terminals 2, 3 or 4

PHG

PHG Phoenix Rail Station

PHL

PHL Philadelphia 30th Street Station

PHN

PHN Philadelphia Broad St. and Glenwood Avenue

PHB

PHB Philadelphia

DAM

DAM Damariscotta Waltz Pharmacy

OCP

OCP Berlin Rite Aid Pharmacy

PXN

PXN Phoenix North Phoenix

You can also click the train icons to bring up a map.

Rail Availability Search 7.2.217.0

AVAILABILITY SEARCH

ITINERARY

RECORD SEARCH

SETUP

From: *

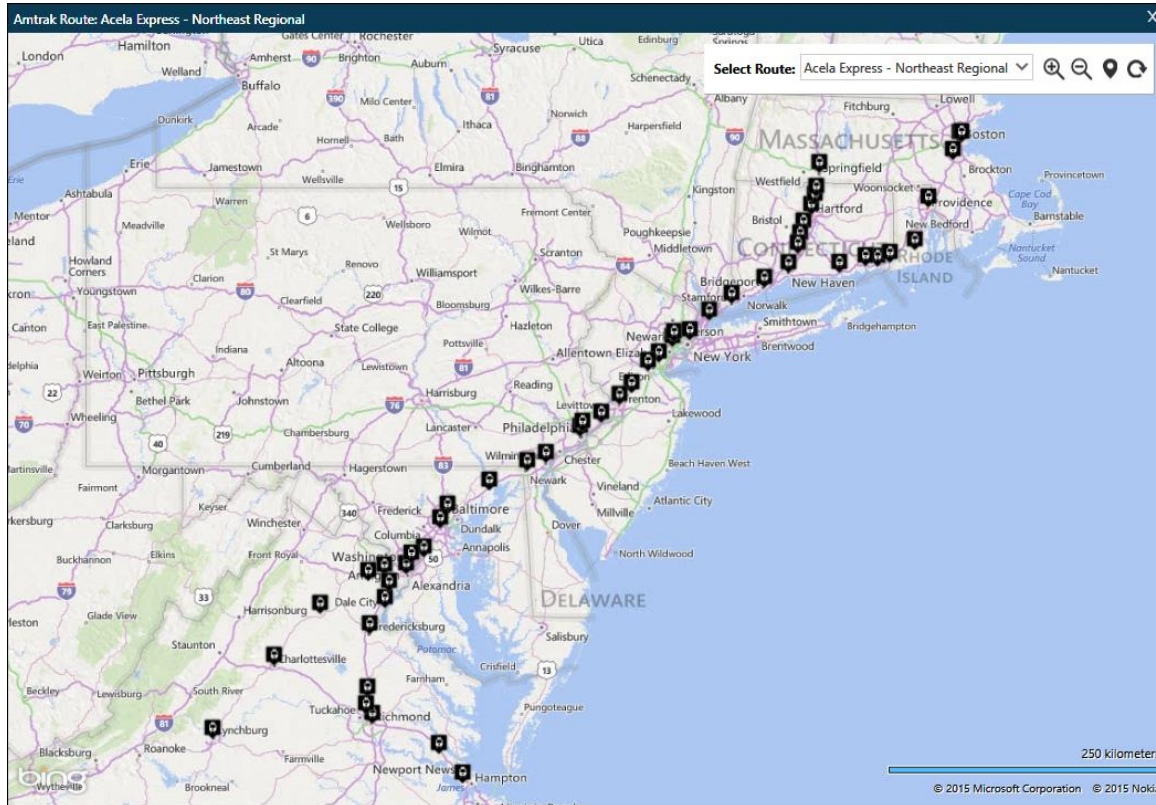
To: *

Departs: *

Time:

10/12/2017

15



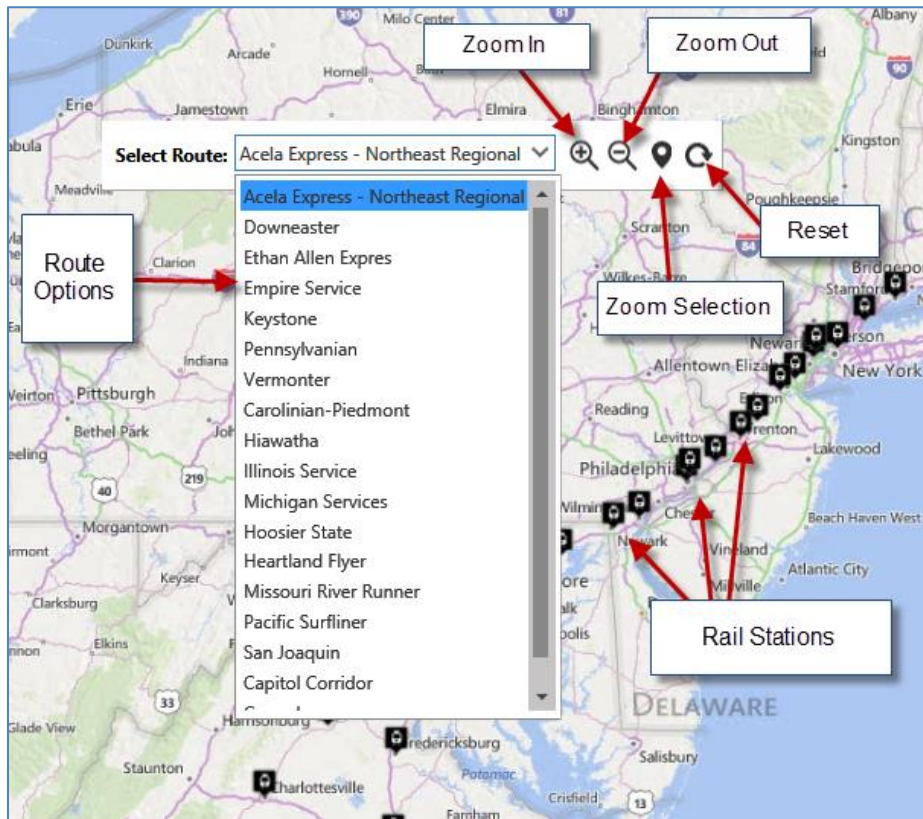
Map

This map can help you visualize Amtrak’s routes and rail station locations and select a particular rail station.

You can hover over any train icon to display a brief description of an Amtrak rail station.

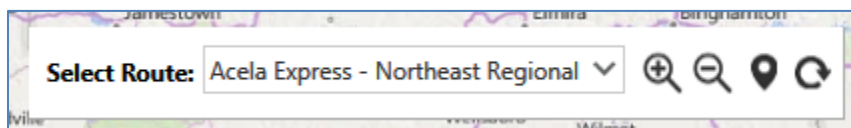


To Select a rail station, click the train icon; this will close the map and place the rail station code in the corresponding “From” or “To” input fields.



Map Floating Menu Bar

You can drag and move the menu bar in any part of the Map.



Rail Stations Near Airports

Finally, if you want to know the nearby rail stations to an airport code, click on the airplane icon in the far right corner of the search screen:

Rail Availability Search 7.2.217.0

AVAILABILITY SEARCH

ITINERARY

RECORD SEARCH

SETUP

CLOSE

From: *

To: *

Departs: *

Time:

Qty: *

Ptc: *

Discount Type:

Discount Number:

10/12/2017

15

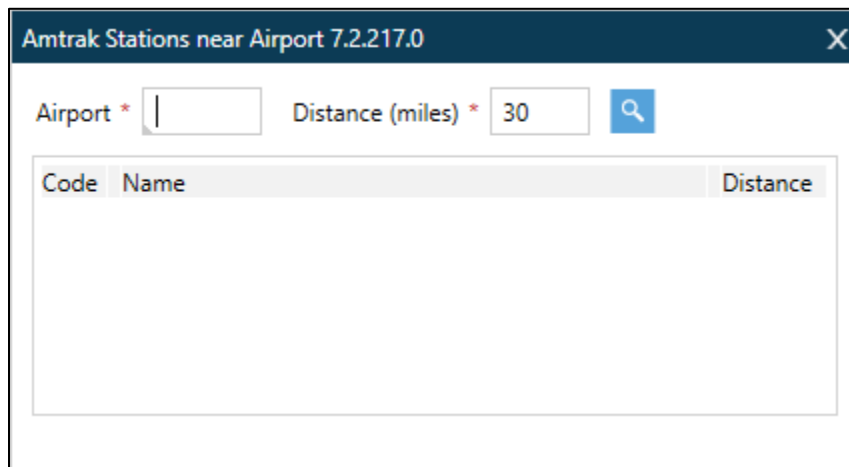
1

ADT

Corporate

✈️

Amtrak Stations near Airport

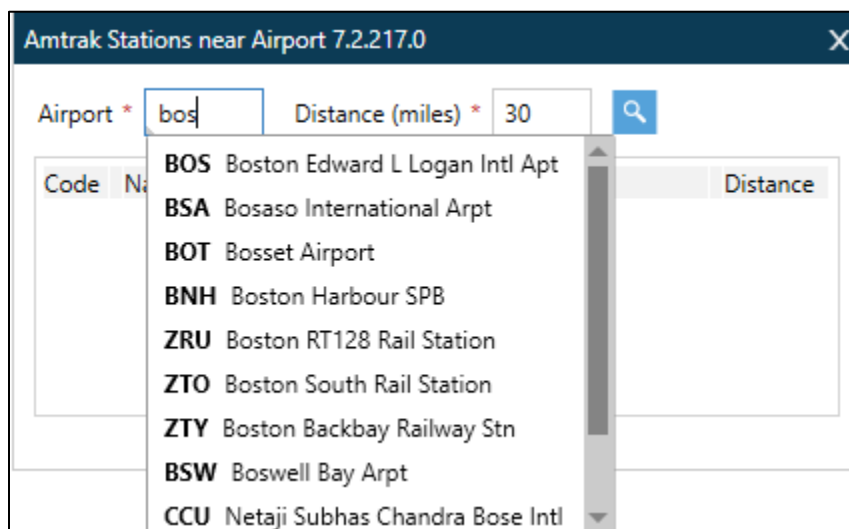


Amtrak Stations near Airport 7.2.217.0

Airport * Distance (miles) * 30

Code	Name	Distance
------	------	----------

Type in the airport code and then click on the one you want and then click on the search icon:



Amtrak Stations near Airport 7.2.217.0

Airport * bos Distance (miles) * 30

Code	Name	Distance
BOS	Boston Edward L Logan Intl Apt	
BSA	Bosaso International Arpt	
BOT	Bosset Airport	
BNH	Boston Harbour SPB	
ZRU	Boston RT128 Rail Station	
ZTO	Boston South Rail Station	
ZTY	Boston Backbay Railway Stn	
BSW	Boswell Bay Arpt	
CCU	Netaji Subhas Chandra Bose Intl	

From here you can click on the map icon, next to the search icon, and view the rail stations on a map.

Departs: Enter the departure date. You can select the departure date from the calendar or by manually entering the date. If you are manually entering the date, you are not required to enter the year.

Example:

System is setup to Region “English (United States)”
Based on a today’s date of August 10, 2015, and departure date of January 11, 2016
You could enter the departure date on any of the following formats below:

1. 1.11

2. 1/11
3. 1-11
4. 11JAN
5. JAN11

Time: The departure time is optional. The time will be automatically formatted into a 12-hour format.

For example:

10A	10:00AM
7P	07:00PM
12A	12.00AM
9:30	09:30AM
4:15P	04:15PM

Adding the Return

Click the “+” icon to add a new row; this also adds a new tab that displays the date and the day of the week.

Click the “-“ icon to remove a row.

You can add a maximum of 2 rows at this time as the App only supports one-way and mirrored round trip itineraries.

Important. You will be able to select an option from each result tab to build the trip and have a total price; however, each segment will generate a separate Amtrak reservation. The App will create the passive segments in the same host PNR—this will be covered in more detail later in this document.

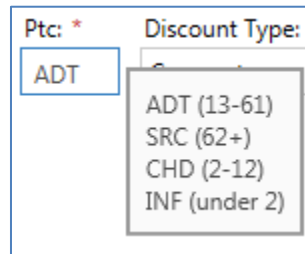
Qty: Enter a number from 1 – 9. Amtrak supports a maximum of 9 passengers.

Ptc: Valid options:

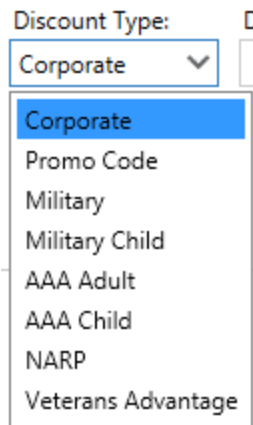
ADT	Adult	Age 16+
-----	-------	---------

SRC	Senior	Age 62+
CHD	Child	Age 2-15
INF	Infant	Age under 2 - Free

You are able to hover in the right side of the Ptc box and will receive the following tool tip:



Discount Type: Corporate discount type is selected by default.



Military and Military Child discount types do not require a discount number. For all other types, the discount number is required; for those without a discount number, the discount will not be included in the search.

Discount Number: In order to have the corporate discount included in the availability search, a corporate discount number must be entered.

Note: AAA Discounts are no longer used

For more detail and up-to-date passenger type and membership discount, please refer to this link:

http://www.amtrak.com/servlet/Satellite?SnippetName=IBLegacy&pagename=am/AM_Snippet_C/SnippetWrapper&ibsref=preffare

Adding Other Passenger Types

Click the “+” icon to add a new row, where you can enter a different passenger type. You can keep adding more rows, but just remember that the maximum number of passengers can not exceed 9. Additional lines are only needed if there are additional passenger types (PTCs). If all passengers are the same PTC then simply change the quantity (Qty).

Qty: *	Ptc: *	Discount Type:	Discount Number:	
<input type="text" value="1"/>	<input type="text" value="ADT"/>	<input type="text" value="Corporate"/> ▼	<input type="text"/>	<input type="button" value="+"/>
<input type="text" value="1"/>	<input type="text" value="INF"/>	<input type="text" value="Corporate"/> ▼	<input type="text"/>	<input type="button" value="-"/> <input type="button" value="+"/>

To remove a line click the “-“ icon.

One-Way Availability Search

Sample availability search PHL-PAO on 10/12/2017 for 1 Adult. Enter the information and select the “Search” button.

The availability result is sorted by times, from the earliest to the latest:

Rail Availability Search 7.2.217.0

AVAILABILITY SEARCH

ITINERARY

RECORD SEARCH

SETUP

CLOSE

From: *

To: *

Departs: *

Time:

Qty: *

Ptc: *

Discount Type:

Discount Number:

BOS

WAS

8/28/2017

15

1

ADT

Corporate

MON 28AUG

05:05 AM - 11:53 AM

6 hr, 48 min

2151 ACELA EXPRESS Train

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

06:05 AM - 12:53 PM

6 hr, 48 min

2153 ACELA EXPRESS Train

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

06:10 AM - 02:00 PM

7 hr, 50 min

95 NORTHEAST REGIONAL Train

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

07:15 AM - 01:53 PM

6 hr, 38 min

2155 ACELA EXPRESS Train

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

Amtrak

Amtrak

Amtrak

276.00 USD

417.00 USD

244.00 USD

385.00 USD

177.00 USD

268.00 USD

276.00 USD

417.00 USD

KA Business *

PA First *

KB Business

PB First

YA Economy

JY Business

KA Business

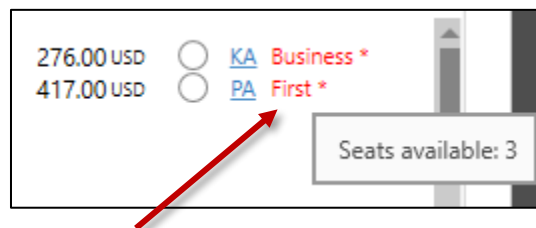
PA First

SEARCH

CANCEL

[Travelport Amtrak Support Prod](#)

If you hover over the cabin class, it displays a popup with the information of seats available. If the cabin class is red and with an asterisk, then there are less than 4 seats available.



Amtrak returns a 1-2 letter class code – you can click the class code to display the fare rules for that particular class.

Amtrak

194.00 USD

210.00 USD

334.00 USD

350.00 USD

KB Business

KC Business

PB First *

PC First *

PE Economy

Acela Express First class and non-Acela Express Business class tickets are fully refundable without a fee if canceled before the scheduled departure from the origin. If not canceled before the scheduled departure from the origin ("no show"), the ticket is refundable less a 20% refund fee.

WED 01JUL

Times

05:05 AM - 11:53 AM

06 hr, 48 min

2151 Metroliner/Acela Express

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Duration

Train Type

Destination Station

Origin Station Name

If you hover over the Origin Station Name or the Destination Station you will be prompted to "Click to see rail station features":

SUN 12FEB

06:40 AM - 02:25 PM

7 hr, 45 min

195 NORTHEAST REGIONAL Train

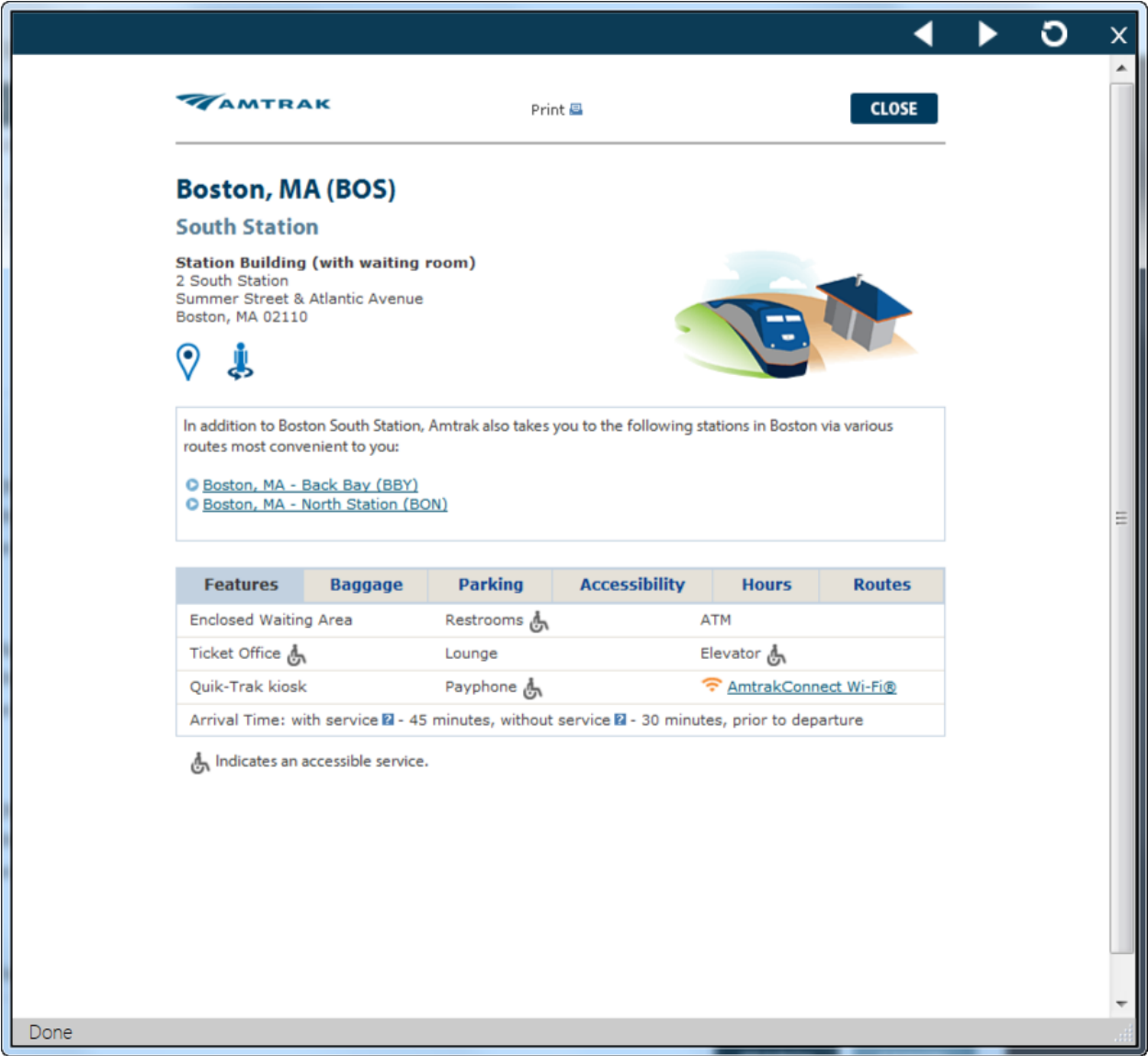
BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

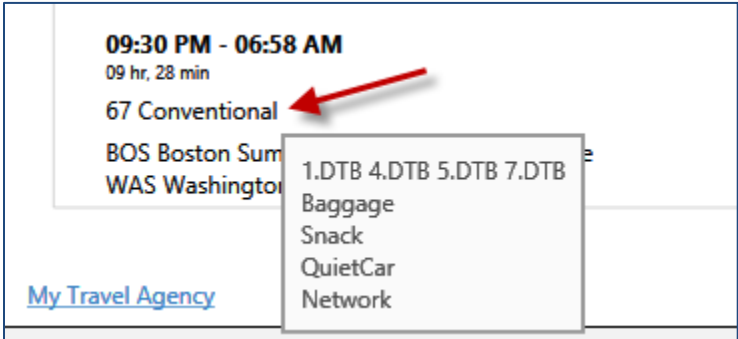
Amtrak

Click to see rail station features

Clicking will take you to the Amtrak site for station details:



If you hover over the train type, a popup of the available amenities for the rail equipment indicated will be displayed.

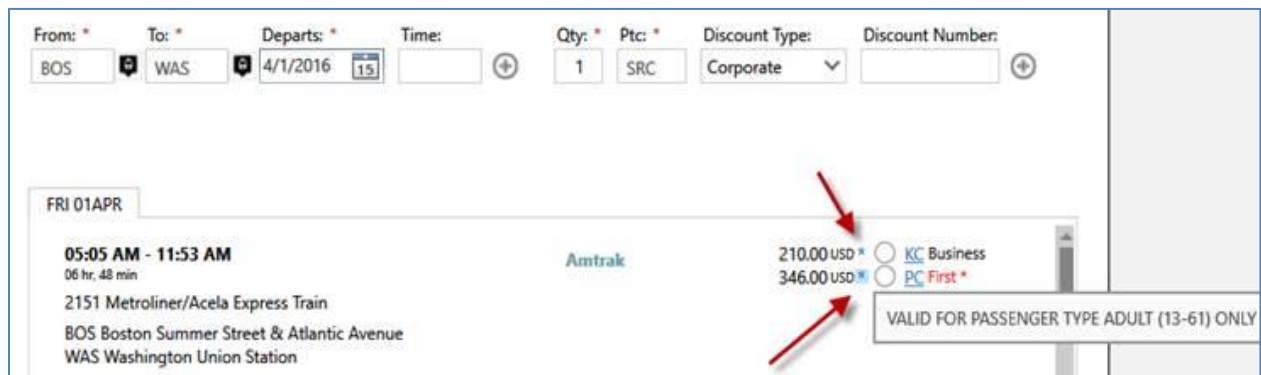


Corporate discounts are displayed in green and with hash mark in the rate results. Hover over the rate to see a description of the rate components.



Note1: When searching for a specific PTC, for example SRC, and no SRC fare exists on the returned results, a fare note will be displayed via a blue asterisk (*) next to the currency. By placing your mouse over the asterisk, you will be able to view the fare note.

The below fare note indicates that while the search was for a senior PTC (SRC), the returned fare only applies to ADT:



Note 2: Some Amtrak reservations include a bus segment that then connects to the train segment. The bus details will be included in the left side of the Availability screen along with the train segment. Clicking on the radio button beside the fare will allow you to select both the bus and the train segment with the Select button. For example:

From: *	To: *	Departs: *	Time:	Qty: *	Ptc: *	Discount Type:	Discount Number:
RCK	SPI	6/1/2016		1	ADT	Corporate	11953499

WED 01JUN

WED 01JUN 04:10 AM - 05:50 AM
01 hr, 40 min

8956 Conventional Bus

RCK Rockford Van Galder Bus Station
CHI Chicago Rail Station

WED 01JUN 07:00 AM - 10:15 AM
03 hr, 15 min

301 Conventional Train

CHI Chicago Rail Station
SPI Springfield Rail Station

Amtrak

58.00 USD

Select

58.00 USD

☒ T Economy

Making a One Way Reservation

Click the radio button of the fare, and a “Select” button appears where you can select to book.

<p>08:15 AM - 04:18 PM 8 hr, 03 min</p> <p>171 NORTHEAST REGIONAL Train</p> <p>BOS Boston Summer Street & Atlantic Avenue WAS Washington Union Station</p>	<p>Amtrak</p> <p>79.00 USD</p> <p>Select</p>	<p>79.00 USD</p> <p>134.00 USD</p> <p><input checked="" type="radio"/> YE Economy</p> <p><input type="radio"/> JE Business *</p>
---	--	--

When you click the “Select” button, the below popup appears:

Traveler(s) 6.0.115.0

CZERWINSKI/SALLY

<div>Traveler</div> <div>Phone</div> <div>Email</div> <div>Address</div> <div>Form Of Payment</div> <div>Guest Reward</div> <div>Itinerary</div> <div>Finish</div>	<p>Traveler</p> <p>CZERWINSKI, SALLY</p> <p>Phone</p> <p>Business: 303-370-4281</p> <p>Email</p> <p>Other: SCOTT.HEMPHILL@GALILEO.COM Other: SCOTT.HEMPHILL@TRAVELPORT.CO...</p> <p>Address</p> <p>300 GALLERIA PARKWAY ATLANTA, GA 30339 US</p> <p>Form Of Payment</p> <p>Guest Reward</p>
--	---

Ptc:	Last Name: *	First Name: *	Gender:	Dob:
<input checked="" type="radio"/> ADT	CZERWINSKI	SALLY		

Note: When the PTC is ADT, the DOB field is automatically greyed out and no DOB can be entered.

Traveler Tab: Enter the last name and first name of the passenger. Gender and date of birth are optional if passenger type code (PTC) is “ADT”. You will need to enter the date of birth if the passenger type code is SRC, CHD, or INF. Currently, the application does not validate if the age does not match the PTC. Age always overrides the PTC in the booking today. If no date of birth is entered, Amtrak assumes an adult passenger.

Note: If you have an active PNR open or have moved a Profile, the last name and first name are automatically entered.

The right panel shows the selected traveler summary information. This information will refresh as you enter/update in the input fields and make selections. If you started with a PNR/profile move, pertinent information from that PNR will be moved into the application. For this example, we only have one traveler shown here, but we could have a maximum of 9 travelers.

The screenshot shows a web application window titled "Traveler(s) 5.0.67.2". The window has a dark blue header bar with the title and a close button (X). Below the header, there is a tabbed interface with the following tabs: "Traveler", "Phone", "Email", "Address", "Form Of Payment", "Guest Reward", "Itinerary", and "Finish". The "Traveler" tab is currently selected. The main content area of the "Traveler" tab contains the following fields:

- Ptc:** A radio button is selected for "ADT".
- Last Name: *** A text input field containing "Czerwinski".
- First Name: *** A text input field containing "Sally".
- Gender:** A dropdown menu with a single visible option "I".
- Dob:** A date input field.

On the right side of the window, there is a sidebar titled "CZERWINSKI/SALLY". It contains a list of links: "Traveler", "Phone", "Email", "Address", "Form Of Payment", and "Guest Reward". A red arrow points from the "Traveler" link in the sidebar to the "Traveler" tab in the main content area.

Phone Tab: At least one phone number is required and it must be a valid phone number.

Phone type options:

- Business
- Home
- Fax
- Mobile
- Other

Traveler(s) 6.0.115.0

Traveler
Phone
Email
Address
Form Of Payment
Guest Reward
Itinerary
Finish

Valid phone number required.

[Copy Default Phone](#)

Phone Type: *
Number: *

Business
303-370-4281

HEMPHILL/SCOTT

Traveler
HEMPHILL, SCOTT

Phone
Business: 303-370-4281

Email
Other: SCOTT.HEMPHILL@GALILEO.COM
Other: SCOTT.HEMPHILL@TRAVELPORT.CO...

Address
300 GALLERIA PARKWAY
ATLANTA, GA 30339
US

Form Of Payment

Guest Reward

Copy Default Phone: This appears only if you have set up a default phone. In the event that you do not have the traveler’s phone number, or you want to add a secondary phone of your agency, you can just click “Copy Default Phone” to copy it to the empty phone line number.

Note: If an active PNR is open, the application is going to attempt to get the phone(s) from the PNR.

Email Tab: At least one email address is required.

Email type options:

Business
Home
Fax
Mobile
Other

Traveler(s) 5.0.67.2

CZERWINSKI/SALLY

Traveler Phone Email Address Form Of Payment Guest Reward Itinerary Finish

Confirmation email is sent only with payment, Amtrak supports up to 3 emails
Please check emails were entered correctly

You will not be able to correct/update email after booking was made

[Copy Default Email](#)

Email Type: * Email Address: *

Business
joe.agent@mytravelagency.com

[Traveler](#)
Czerwinski, Sally

[Phone](#)
Business:

[Email](#)
Business:

[Address](#)

[Form Of Payment](#)

[Guest Reward](#)

Copy Default Email: This appears only if you have set up a default email. In the event that you do not have the traveler's email address, or you want to add a secondary email of your agency, you could just click "Copy Default Email" to copy it into the empty email address field.

Note: If an active PNR or Profile is open, the application is going to attempt to get the email(s) from the PNR. Also note that the email or emails must all be input and input correctly at this point in the booking process as noted in the warning messages. There is no opportunity to change them or add an email after the booking is made. It is also important to note that for any direct contact with Amtrak concerning a booking made in this App, Amtrak utilizes the **first** email address input into the initial booking. For calls to Amtrak or at Amtrak.com, only the first email address is used by Amtrak to retrieve the booking along with the Amtrak record locator.

Address Tab: The address is required and the delivery address is optional. Please note that Amtrak validates the credit card by the credit card billing address.

Traveler(s) 6.0.115.0
HEMPHILL/SCOTT

Traveler Phone Email Address Form Of Payment Guest Reward Itinerary Finish

Address

Amtrak validation of credit card is by credit card billing address.
If this fails, call Amtrak to submit payment at 1-800-USA-RAIL or 1-800-872-7245

[Copy Default Address](#)

Street * 300 GALLERIA PARKWAY
City * ATLANTA
State Code * GA
Postal Code * 30339
Country * US

Traveler

HEMPHILL, SCOTT

Phone

Business: 303-370-4281

Email

Other: SCOTT.HEMPHILL@GALILEO.COM
Other: SCOTT.HEMPHILL@TRAVELPORT.CO...

Address

300 GALLERIA PARKWAY
ATLANTA, GA 30339
US

Form Of Payment

Guest Reward

Copy Default Address: This appears only if you have set up a default address. In the event that you do not have the traveler’s address, you could just click “Copy Default Address” to copy the default address.

Note: If an active PNR is open, the Amtrak application is going to attempt to get the address from the PNR.

Form of Payment Tab: Amtrak supports only Credit Card or Hold Reservation. No radio button is selected by default—the agent must click to select.

Please note that Amtrak validates the credit card by the credit card billing address.

Traveler(s) 6.0.115.0
HEMPHILL/SCOTT

Traveler Phone Email Address Form Of Payment Guest Reward Itinerary Finish

☐ Credit ☐ Hold Reservation

Credit Card

Validate address is the credit card billing address

Name on card *
Number *
Type * Expiration * Cvv *

Traveler

HEMPHILL, SCOTT

Phone

Business: 303-370-4281

Email

Other: SCOTT.HEMPHILL@GALILEO.COM
Other: SCOTT.HEMPHILL@TRAVELPORT.CO...

Address

300 GALLERIA PARKWAY
ATLANTA, GA 30339
US

Form Of Payment

Guest Reward

Name on card: The traveler's name as shown on the credit card.

Number: The credit card number.

Type: The 2-letter credit card code. Credit cards supported:

AX	American Express
VI	Visa
CA	Master Card
DS	Discover
TP	Universal Air Travel Plan

Expiration: The expiration date is expected in the format of MMY, i.e. 1218 (December of 2018)

CVV: The credit card security number is required by Amtrak

If Hold Reservation is selected, the reservation will be completed with Amtrak and the PNR updated to indicate that there is a held reservation that must be ticketed by a certain date/time.

HOLD BOOKING TICKET BY 07JUN16 12:00 AM

This means that Amtrak will cancel the booking if it is not ticketed by 23:59 of the date indicated. In the above example this would be 07 June.

Guest Reward Tab: The traveler's Amtrak Guest Reward number.

Traveler(s) 5.0.67.2
X

CZERWINSKI/SALLY

Traveler Phone Email Address Form Of Payment Guest Reward Itinerary Finish

Reward Number: Rail Vendor Code:

| 2V

[Traveler](#)
Czerwinski, Sally

[Phone](#)
Business:

[Email](#)
Business: joe.agent@mytravelagency.com

[Address](#)

[Form Of Payment](#)
Credit Card
Name: Sally M. Czerwinski
Type: VI Number: 11112222333444
Expiration: 0118

[Guest Reward](#)

Itinerary Tab: To review the selected itinerary:

Traveler(s) 5.0.67.2

CZERWINSKI/SALLY

Traveler	Phone	Email	Address	Form Of Payment	Guest Reward	Itinerary	Finish
FRI 01JUL 08:15 AM - 04:18 PM 08 hr, 03 min 171 Conventional Train BOS Boston Summer Street & Atlantic Avenue WAS Washington Union Station				Amtrak 79.00 USD	79.00 USD YE Economy	<div> Traveler Czerwinski, Sally </div> <div> Phone Business: </div> <div> Email Business: joe.agent@mytravelagency.com </div> <div> Address </div> <div> Form Of Payment Credit Card Name: Sally M Czerwinski Type: VI Number: 111122223333444 Expiration: 0118 </div> <div> Guest Reward </div>	

Finish Tab: This is the final tab, where you should be ready to click the “Book” button if all the required information is entered. Check for Dupes looks to see if there are other reservations for the same traveler name on the same dates.

Traveler(s) 6.0.115.0

HEMPHILL/SCOTT

Traveler	Phone	Email	Address	Form Of Payment	Guest Reward	Itinerary	Finish
							<div> Traveler HEMPHILL, SCOTT </div> <div> Phone Business: 303-370-4281 </div> <div> Email Other: SCOTT.HEMPHILL@GALILEO.COM Other: SCOTT.HEMPHILL@TRAVELPORT.CO... </div> <div> Address 300 GALLERIA PARKWAY ATLANTA, GA 30339 US </div> <div> Form Of Payment Credit Card Name: Scott Hemphill Type: AX Number: XXXXXXXXXX0000 Expiration: 0119 Cvr: 1234 </div> <div> Guest Reward </div>

☒ Check for Dupes
Fulfillment Type: Ticketless
Book

Fulfillment Type options:

Ticketless: Indicates an Amtrak E-Ticket.

Ticket on Departure: Indicates a pick up at the rail station, either the QuikTrak machine or the Amtrak window.

The App will validate that the required fields were entered. If not, you will see errors (see example of errors below).

The screenshot shows the 'Traveler(s) 5.0.67.2' application window. The 'Finish' tab is selected. A red error banner at the top left lists three required fields: 'First Name is required', 'Phone Number is required', and 'Country is required'. The right sidebar shows the traveler's details for 'CZERWINSKI', including links for 'Traveler', 'Phone', 'Email', 'Address', 'Form Of Payment', and 'Guest Reward'. The 'Form Of Payment' section shows 'Credit Card' with details: Name: Sally M Czerwinski, Type: VI Number: 111122223333444, Expiration: 0118. The 'Guest Reward' section is empty. At the bottom, the 'Fulfillment Type' is set to 'Ticketless' and a 'Book' button is visible.

You should easily be able to find the missing entries as the application shows the input box with a red border.

The screenshot shows a form with fields for 'Ptc:', 'Last Name: *', 'First Name: *', 'Gender:', and 'Dob:'. The 'Ptc:' field has a radio button selected for 'ADT'. The 'Last Name: *' field contains 'Czerwinski'. The 'First Name: *' field is empty and has a red border. The 'Gender:' and 'Dob:' fields are also empty.

The screenshot shows the 'Address' section of the form. It includes a link 'Copy Default Address'. The fields are: 'Street *' (containing 'Some Street Here'), 'City *' (containing 'Some City'), 'State/Province *' (containing 'FL'), 'Postal Code *' (containing '33027'), and 'Country *' (empty with a red border).

After entering the needed information, you can try again to select “Book”.

If the booking is successful, either for a Hold Reservation or a Credit payment, you will see the “Success” message below and the following confirmations:

Universal Record Locator: This is the Travelport Universal API record locator

Amtrak Record Locator(s): This is the Amtrak record locator

Apollo Record Locator: This is the Apollo record locator

The screenshot displays the 'Traveler(s) 5.0.67.2' application window. The top navigation bar includes tabs for Traveler, Phone, Email, Address, Form Of Payment, Guest Reward, Itinerary, and Finish. A green success message box is visible, stating: 'Success', 'Universal Record Locator: 06J306', 'Amtrak Record Locator(s): 7C32D5', and 'Apollo Record Locator: SGGNPM'. On the right side, the traveler's details for 'CZERWINSKI/SALLY' are listed, including links for Traveler, Phone, Email, Address, Form Of Payment, and Guest Reward. The Form Of Payment is set to 'Hold Reservation'. A 'View Reservation' button is located at the bottom right of the screen.

When View Reservation is clicked, the following Itinerary Display screen appears. Please note that the ticket number from Amtrak is returned:

Rail Itinerary 7.2.211.0

AVAILABILITY SEARCHITINERARYRECORD SEARCHSETUPCLOSE

Retrieve Universal Record

Itinerary

K9GM4M

TV-1K44

CANNON/CATHY

Mobile206-369-5169

OtherCATHY.CANNON@...

SAT 08JUL 08:41 AM - 09:05 AM

0 hr 24 minEconomy Class

660 KEYSTONE SERVICE

Paoli Lancaster Pike & North Valley Road

Philadelphia 30th Street Station

Amtrak

9.00 USD

952837Locator

REFUND

MODIFY

TOTAL 9.00 USD *** Ticket Number: 1010955001845 ***

Payment:

9.00


CATHY CANNON AX *****0005 2017-12

9.00

Americas Consultancy TV Copy

A confirmation email will be emailed with the sales receipt:

SALES RECEIPT



Purchased: 04/23/2015 10:39 AM PTThank you for your purchase.

1. Retain this receipt for your records.
2. Print the attached eTicket and carry during your trip.

Merchant ID 0022260 Massachusetts AvenueWashington, DC 20002800-USA-RAILAmtrak.com

Reservation Number - B74464BOSTON SOU STA, MA
- WASHINGTON, DC (One-Way)APRIL 23, 2015
Billing Information

SALLY CZERWINSKISOME STREET HERESOME CITY, FL 33027

American Express ending in 0005 (Purchase)Authorization Code 0571

Total \$79

Purchase Summary - Ticket Number 1130222003083

Train 95: BOSTON (SOUTH STATION), MA - WASHINGTON, DCDepart 6:10 AM, Wednesday, July 1, 2015
1 RESERVED COACH SEAT

\$79.00

Ticket Terms & ConditionsNOT VALID ON OTHER DATES/TRAINSNON-REFUNDABLE, EXCHANGES PERMITTED FOR OTHER RAIL FARE PURCHASES

Subtotal

\$79.00



Total Charged by Amtrak

\$79.00

Passengers

Sally Czerwinski

If the Ticketless fulfillment option was selected in the booking, the email will contain the eTicket PDF file that can be used for boarding:

PRESENT THIS DOCUMENT FOR BOARDING

RESERVATION NUMBER B74464
 RES# B74464-23APR15

BOS
BOSTON SOU STA, MA

➤

WAS
WASHINGTON, DC

One-Way
JULY 1, 2015

TRAIN	NORTHEAST REGIONAL	BOSTON (SOUTH STATION) - WASHINGTON	DEPARTS	ARRIVES (Wed Jul 1)
95	Jul 1, 2015	1 Reserved Coach Seat	6:10 AM	2:00 PM

PASSENGERS (1)
 CZERWINSKI, SALLY ADULT

AMTRAK GUEST REWARDS
 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/ID for details.

IMPORTANT INFORMATION
 • NOT VALID ON OTHER DATES/TRAINS

• NON-REFUNDABLE, EXCHANGES PERMITTED FOR OTHER RAIL FARE PURCHASES

- Tickets are non-transferrable.
- Changes to your itinerary may affect your fare.
- Reserved Service:** eTickets are only valid for the services listed. Unreserved (Capitol Corridor, Pacific Surfliner, Hiawatha, Keystone between Harrisburg and Philadelphia): eTickets for Coach seats on unreserved trains may be used on any unreserved train on the same route within one year of purchase, unless restricted by the fare paid. Pacific Surfliner and Keystone trains require reservations during Thanksgiving.
- Refund and exchange restrictions and penalties for failure to cancel unwanted travel may apply. If your travel plans change, call us before departure to change your reservation. If you do not board your train, your entire reservation from that point will be canceled. If you board a different train without notifying us, you will have to pay for it separately; the conductor cannot apply the money paid for your prior reservation. For all travel on or after March 1, 2014, for most Acela Express Business class reservations and Reserved Coach class reservations, you must cancel your reservation at least 24 hours prior to the train's departure in order to be eligible for a full refund. If the reservation is canceled within 24 hours of departure, a refund fee will apply. If the reservation is not canceled prior to scheduled departure ('no show'), the entire amount paid for the reservation will be forfeited. See the refund/exchange policy at Amtrak.com/refund.
- Your latest eTicket shows the services you reserved. If you change your reservation but do not reprint the eTicket, it will not reflect your current itinerary. You can obtain an updated copy of your eTicket at Quik-Trak or a ticket office, or you can reprint it at home. At some stations, a gate agent may need to view your eTicket prior to boarding (learn more at Amtrak.com/boarding).
- When should you arrive at the station? Check the recommended arrival times for your departure station at Amtrak.com/stations. Allow additional time if you are boarding at a Canadian station, or require ticketing/baggage services or boarding assistance.
- Carry-on baggage limited to 2 pieces per passenger, 28x22x14" / 50lbs per piece (strictly enforced). See the baggage policy at Amtrak.com/baggage.
- Check the departure board or ask an Amtrak employee where to board your train.
- To change your travel plans or for any other matter, call Amtrak at 1-800-USA-RAIL (1-800-872-7245) or TDD/TTY (1-800-523-6590).

RES# B74464 BOS-WAS | One-Way Travel Date: Jul 1, 2015 1-800-USA-RAIL (1-800-872-7245)
Page 1 of 1

To view the created reservation, click “View Reservation” button. The traveler’s popup window closes and the itinerary is displayed:

Rail Itinerary 5.0.0.7

AVAILABILITY SEARCHITINERARYRECORD SEARCHSETUPCLOSE

Retrieve Universal Record

Itinerary

[ZX11H0](#)

Czerwinski/SallyBusiness3051231233Businessjulio.geng@travelp...

WED 01JUL 06:10 AM - 02:00 PM

07 hr, 50 min

95 Conventional

Boston Summer Street & Atlantic Avenue

Washington Union Station

Amtrak

B281A4Locator

REFUNDMODIFY

79.00 USDEconomy/Rail Fare

Payment:

79.00SALLY CZERWINSKI AX *****0005 2015-12

79.00

[My Travel Agency](#)

September 2017

Page 38

Passive Segments

The Travelport Smartpoint App for Amtrak installer contains a companion Passive App that is automatically installed and manages the segment creation and formatting of the remarks.

Below shows how the passive segment looks in Smartpoint. Associated Itinerary Remarks are created programmatically.

KNX61G/12 HDQTL A098012 AG 14537482 05AUG
 1.1CZERWINSKI/SALLY*TESTAMTRAK
 1. 2V 95 Y 12SEP BOSWAS BK1 610A 203P
 MO

*ALL *PP *FOP *PD *PW *T *PA *PR
 EM RM *P

NOTE -2V CORP DISC: 11953499
 2. AMTRAK GUEST REWARDS: 7011735672
 3. AMTRAKAPP CONTROL 150AF4 P5DYWF

** ITINERARY REMARKS **
 ASSOCIATED ITINERARY REMARKS
 1. 2V 95Y 12SEP BOS WAS
 1. AMTRAK LOCATOR: 150AF4
 2. YE ECONOMY USD79.00
 3. HOLD BOOKING TICKET BY 12SEP 12:00 AM

UNASSOCIATED ITINERARY REMARKS
 4. AMTRAK 150AF4 TOTAL USD79.00

Important: Do not remove the Note that contains “AMTRAKAPP CONTROL”. This is used to cross-reference with the Universal Record created, so you or the app will be able to retrieve the Universal Record that contains the Amtrak reservation.

The ticket number is returned by Amtrak and the App places this into the PNR:
 (Please note that the below screen capture is for illustration purposes only)

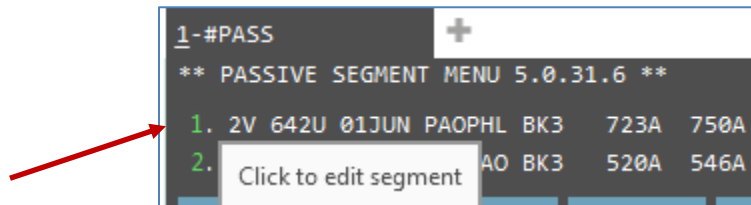
```

TRMK-TKT NO-0948568451
*** PROFILE ASSOCIATIONS EXIST *** >*PA.
*** ITINERARY REMARKS EXIST *** >RM*.
*** EMAIL ADDRESS EXISTS *** >*EM.
FONE-SFOAS/510-521-8573 IATA 12345678-SCOTT
2 DENB/303-370-4281
DLVR-SCOTT HEMPHILL#300 GALLERIA PARKWAY#ATLANTA GA#Z/30339
FOP:-S
TKTG-T/AMTRAK
RMKS-2V CORP DISC: 11953499
2 AMTRAK GUEST REWARDS: 7011735672#
3 AMTRAKAPP CONTROL 28CF3E F9F8WM
TRMK-TKT NO-0948568451
ACKN-2V 28CF3E 25AUG 1945
    
```

Retrieve Amtrak Reservation

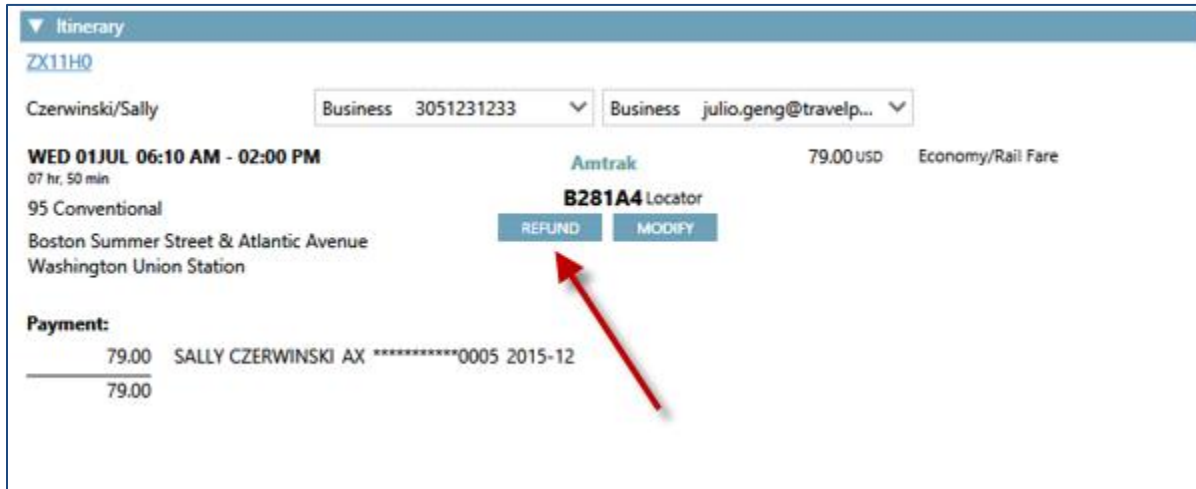
With the PNR open in Smartpoint, you have two ways to retrieve the Amtrak Reservation:

1. Click on the train icon in your Smartpoint PNR Viewer window:
2. Enter #PASS in the Terminal window, then click on the Amtrak segment number. This will launch the Amtrak app and your Amtrak PNR will be displayed in the Itinerary view.



Note: reservations are able to be retrieved on the Amtrak.com website. Modification can be done there or by using the Travelport Smartpoint App for Amtrak.

Cancel a Reservation



Itinerary

ZX11HQ

Czerwinski/Sally Business 3051231233 Business julio.geng@travelp...

WED 01JUL 06:10 AM - 02:00 PM
07 hr, 50 min

95 Conventional

Boston Summer Street & Atlantic Avenue
Washington Union Station

Amtrak 79.00 USD Economy/Rail Fare

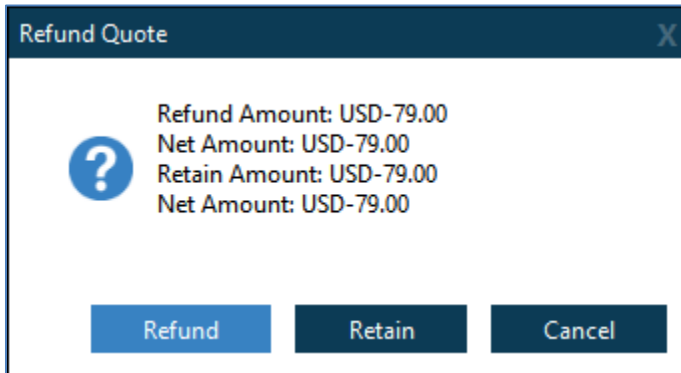
B281A4 Locator

REFUND **MODIFY**

Payment:

79.00	SALLY CZERWINSKI AX *****0005 2015-12
79.00	

In the Itinerary view, select the “REFUND” button to begin a cancellation. A Refund Quote popup appears displaying the following information:



Refund Quote

Refund Amount: USD-79.00
Net Amount: USD-79.00
Retain Amount: USD-79.00
Net Amount: USD-79.00

Refund **Retain** **Cancel**

Options:

Refund: Amount will be credited back to the credit card used at time of purchase.

Retain: This option is used to issue an eVoucher. An eVoucher can be redeemed only at Amtrak.com, an Amtrak ticket office, or by phone.

Cancel: No refund to issue—closes the popup.

Refund a Reservation

If you select “Refund,” the refund process starts and the Amtrak reservation will be cancelled.

▼ Itinerary

Supplier Locator Code: B74383
HOST RECORD LOCATOR ZX11H0
FUNDS REFUNDED USD 79.00 TO ORIGINAL FORM OF PAYMENT

[ZX11H0](#)

CZERWINSKI/SALLY

Business
3051231233
▼

Business
julio.geng@travelp...
▼

Payment:

79.00

The passive segment is removed and the associated remarks are copied to the general remarks with the refund information.

ZX11H0/08 MIASS C703088 AG 14537482 21APR
1.1CZERWINSKI/SALLY

*ALL


*PP

*PR

*PI

FONE-MIAB/3051231233
NOTE -FUNDS REFUNDED USD 79.00 TO ORIGINAL FORM OF PAYMENT
2. VENDOR LOCATOR: B74383
3. AMTRAK RAIL RESERVATION
4. UNIVERSAL RECORD LOCATOR CODE: M9MWNX

Amtrak will email a confirmation of the refund receipt.

REFUND RECEIPT


Purchased: 04/23/2015 8:33 AM PTModified: 04/23/2015 10:27 AM PTThank you for your business.

60 Massachusetts AvenueWashington, DC 20002800-USA-RAILAmtrak.com

Reservation Number - B74383

Billing Information

FRANK FASSISOME STREET HERESOME CITY, FL 33027	
American Express ending in 0005 (Credit)	\$79
Total Refunded to Credit Card	
	\$79.00

Change Summary

Original Amount Paid	
	\$79.00
Reservation Canceled	
Total Refunded to Credit Card	
	\$79.00


Passengers

Sally Czerwinski

Retain a Reservation

If you select “Retain”, the retain process starts and the Amtrak reservation will be cancelled.

Itinerary


Supplier Locator Code: B74464
HOST RECORD LOCATOR ZX11H0
FUNDS RETAINED USING EVOUCHER USD 79.00 NUMBER V742478622 ISSUED TO CZERWINSKI/SALLY

[ZX11H0](#)

CZERWINSKI/SALLY
Business 3051231233
Business julio.geng@travelp...

Payment:
79.00

The passive segment is removed and the associated remarks are copied to the general remarks with the retain information.

ZX11H0/08 MIASS C703088 AG 14537482 21APR
1.1CZERWINSKI/SALLY

*ALL *PP *PR *PI

FONE-MIAB/3051231233
NOTE -FUNDS RETAINED USING EVOUCHER USD 79.00 NUMBER V742478622 ISSUED TO CZERWINSKI/SALLY
2. VENDOR LOCATOR: B74464
3. AMTRAK RAIL RESERVATION
4. UNIVERSAL RECORD LOCATOR CODE: KBW8FD

Amtrak will again email the eVoucher information.

Thank you for choosing Amtrak. Please save or print this page for your records.

An electronic voucher (eVoucher) was created to hold the value of the unused travel (excluding any fees or penalties) in your reservation. This eVoucher may be used as payment toward future Amtrak travel. Please review the following eVoucher information:

- eVouchers are redeemable at station ticket offices, by phoning 800-USA-RAIL, or at Amtrak.com.
- An eVoucher may only be redeemed by the person to whom it was issued (with proper identification); however, the owner may choose to apply it toward another person's travel.
- The eVoucher will expire one year after issuance.
- If you do not use the entire value of your eVoucher, any unused amount will remain in that eVoucher. Use that same eVoucher number again next time to apply the remaining value to another trip.
- If this eVoucher is refundable (see below) and you wish to receive the refundable amount shown rather than apply the total value of the eVoucher towards future travel, please mail in a refund request to:

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

eVoucher Number:	V742478622
Reservation Number:	B74464
Reservation Creation Date:	23 APR 15
eVoucher Issued To:	SALLY CZERWINSKI
Issue Date:	23 APR 15
eVoucher Expiration Date:	21 APR 16
Total Value:	\$79.00
Refundable Amount:	\$79.00
Refundable Expiration Date:	21 APR 16

A separate email with the cancellation confirmation and refund receipt will be sent(in this case the refund is in the form of an eVoucher). The Amtrak eVoucher can be redeemed only at Amtrak.com, an Amtrak ticket office, or by phone.

REFUND RECEIPT



Purchased: 04/23/2015 10:39 AM PT Modified: 04/23/2015 10:48 AM PT Thank you for your business.

60 Massachusetts Avenue Washington, DC 20002 800-USA-RAIL Amtrak.com

Reservation Number - B74464

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

SALLY CZERWINSKI

eVoucher V742478622 Issued 04/23/15 Refundable Amount: \$79.00 Expires 04/21/16 Expires: 04/21/16

\$79

Total eVoucher Dollar Value

\$79.00

Change Summary

Original Amount Paid

\$79.00

Reservation Canceled

eVoucher

(\$79.00)

Total

Round Trip Availability Search

Sample:

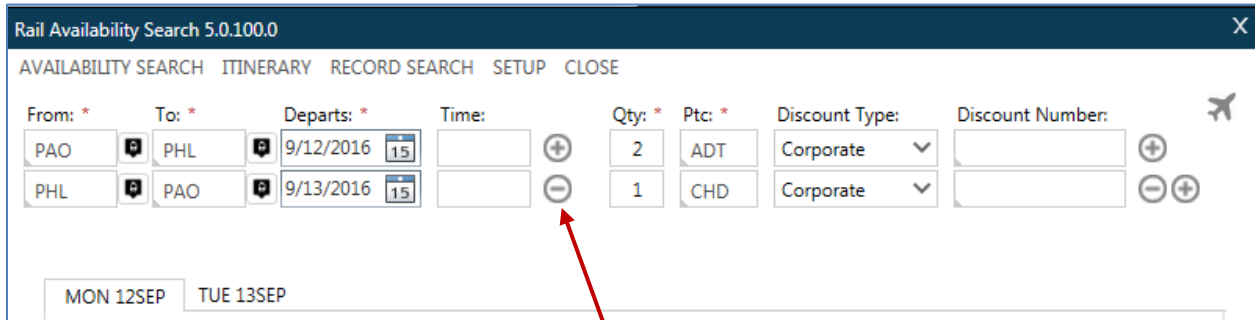
Outbound: PAO-PHL on 6/1/2016

Return: PHL-PAO on 6/3/2016

2 Adults

1 Child

Enter the information and select the “Search” button.



The screenshot shows the 'Rail Availability Search 5.0.100.0' window. The 'AVAILABILITY SEARCH' tab is active. The search parameters are as follows:

From: *	To: *	Departs: *	Time:	Qty: *	Ptc: *	Discount Type:	Discount Number:
PAO	PHL	9/12/2016 15		2	ADT	Corporate	
PHL	PAO	9/13/2016 15		1	CHD	Corporate	

At the bottom, there are buttons for 'MON 12SEP' and 'TUE 13SEP'. A red arrow points to the minus sign button between the two rows of the search table.

Note: Amtrak currently supports only one way or mirrored round trip itineraries. Notice that there is no ability to add more than two segments.

The availability search result shows 2 tabs:

Rail Availability Search 5.0.67.2

AVAILABILITY SEARCH

ITINERARY

RECORD SEARCH

SETUP

CLOSE

From: *

To: *

Departs: *

Time:

Qty: *

Ptc: *

Discount Type:

Discount Number:

PAO

PHL

6/1/2016

2

ADT

Corporate

PHL

PAO

6/3/2016

1

CHD

Corporate

WED 01JUN

FRI 03JUN

06:19 AM - 06:45 AM

00 hr, 26 min

Amtrak

17.50 USD

☐

U Economy

640 Conventional Train

PAO Paoli Lancaster Pike & North Valley Road

PHL Philadelphia 30th Street Station

07:23 AM - 07:50 AM

00 hr, 27 min

Amtrak

17.50 USD

☐

U Economy

642 Conventional Train

PAO Paoli Lancaster Pike & North Valley Road

PHL Philadelphia 30th Street Station

08:09 AM - 08:35 AM

00 hr, 26 min

Amtrak

17.50 USD

☐

U Economy

600 Conventional Train

PAO Paoli Lancaster Pike & North Valley Road

PHL Philadelphia 30th Street Station

09:10 AM - 09:35 AM

00 hr, 25 min

Amtrak

17.50 USD

☐

U Economy

644 Conventional Train

PAO Paoli Lancaster Pike & North Valley Road

PHL Philadelphia 30th Street Station

SEARCH

CANCEL

Americas Consultancy 1V Copy

Click on the radio button of the outbound option you want to select. The Option tab appears:

WED 01JUN

FRI 03JUN

OPTION

07:23 AM - 07:50 AM

00 hr, 27 min

Amtrak

17.50 USD

☒

U Economy

642 Conventional Train

PAO Paoli Lancaster Pike & North Valley Road

PHL Philadelphia 30th Street Station

17.50 USD

Remove

The Option tab now contains the selected outbound segment.

WED 01JUN	FRI 03JUN	OPTION
WED 01JUN 07:23 AM - 07:50 AM 00 hr, 27 min 642 Conventional Train PAO Paoli Lancaster Pike & North Valley Road PHL Philadelphia 30th Street Station		
Amtrak 17.50 USD Select		17.50 USD U Economy

Select the return option from the 2nd tab by clicking in the radio button:

WED 01JUN	FRI 03JUN	OPTION
05:20 AM - 05:46 AM 00 hr, 26 min 601 Conventional Train PHL Philadelphia 30th Street Station PAO Paoli Lancaster Pike & North Valley Road		
Amtrak 20.00 USD Remove		20.00 USD <input checked="" type="radio"/> U Economy

Now the Option tab contains the outbound and return segments:

WED 01JUN	FRI 03JUN	OPTION
WED 01JUN 07:23 AM - 07:50 AM 00 hr, 27 min 642 Conventional Train PAO Paoli Lancaster Pike & North Valley Road PHL Philadelphia 30th Street Station		
Amtrak 37.50 USD Select		17.50 USD U Economy 20.00 USD U Economy
FRI 03JUN 05:20 AM - 05:46 AM 00 hr, 26 min 601 Conventional Train PHL Philadelphia 30th Street Station PAO Paoli Lancaster Pike & North Valley Road		

You can go back to the outbound and return tabs to change your selections. The “Remove” button removes the selection from the Option tab.

Making a Round Trip Reservation

From the round trip availability search after selecting the outbound and return, select the “Select” button.

WED 01JUN	FRI 03JUN	OPTION
WED 01JUN 07:23 AM - 07:50 AM 00 hr, 27 min 642 Conventional Train PAO Paoli Lancaster Pike & North Valley Road PHL Philadelphia 30th Street Station		
Amtrak 37.50 USD Select		17.50 USD U Economy 20.00 USD U Economy
FRI 03JUN 05:20 AM - 05:46 AM 00 hr, 26 min 601 Conventional Train PHL Philadelphia 30th Street Station PAO Paoli Lancaster Pike & North Valley Road		

Note: There may be situations where a discount or promo code can only be utilized on one segment and not both. In these cases, a warning is displayed indicating that pricing may be different once the booking is completed:

Rail Availability Search 6.0.115.0
 X

AVAILABILITY SEARCH ITINERARY RECORD SEARCH SETUP CLOSE

From: * To: * Departs: * Time: Qty: * Ptc: * Discount Type: Discount Number:

CHI WIP 1/1/2017 15 1 ADT Promo Code XXXX

WIP CHI 1/7/2017 15

SUN 01JAN SAT 07JAN OPTION

! This fare combination may result in a different price after booking.

SUN 01JAN 02:00 PM - 10:07 AM (Mon, Jan 02)
 21 hr, 07 min
 5 CALIFORNIA ZEPHYR Train
 CHI Chicago Rail Station
 WIP Fraser Rail Station

Amtrak
258.00 USD
 Select

158.00 USD YB Economy
 # 100.00 USD YD Economy

SAT 07JAN 03:50 PM - 02:50 PM (Sun, Jan 08)
 22 hr, 00 min
 6 CALIFORNIA ZEPHYR Train
 WIP Fraser Rail Station
 CHI Chicago Rail Station

SEARCH CANCEL

[Americas Consultancy 1V Copy](#)

Since we now have 3 travelers, this is the only section that is different from “Making a One Way Reservation”. You need to enter the Last Name and First Name in this screen for each traveler. Passenger type codes CHD, SRC, and INF need to have a date of birth if not the booking is not supposed to be processed as an ADT, as the resulting booking may not have correct rates without the date of birth:

Traveler(s) 5.0.67.2 X

CZERWINSKI/SALLY

Traveler Phone Email Address Form Of Payment Guest Reward Itinerary Finish

Ptc:	Last Name: *	First Name: *	Gender:	Dob:
<input checked="" type="radio"/> ADT	Czerwinski	Sally		
<input type="radio"/> ADT	Czerwinski	Peter		
<input type="radio"/> CHD	Czerwinski	Child		6/5/2009

Traveler
Czerwinski, Sally

Phone
Business: 303-222-1111

Email
Business: joe.agent@mytravelagency.com

Address
888 street
Miramar, FL 33027
US

Form Of Payment
Credit Card
Name: Sally W Czerwinski
Type: VI Number: 4443332221111
Expiration: 0118

Guest Reward

You only need to add information on the other tabs for the primary traveler. The primary is the first traveler in the list: in the above example, it is "Sally". Make sure that the correct passenger is selected when entering information in to the other tabs. You can see which traveler tab is being edited by the radio button selected, and also by the name on the top right side where the summary information is located. Click on the Finish tab when all the information is entered and select Book.

Traveler(s) 5.0.67.2

CZERWINSKI/SALLY

Traveler Phone Email Address Form Of Payment Guest Reward Itinerary Finish

Success

Universal Record Locator: 06J306
Amtrak Record Locator(s): 7C32D5
Apollo Record Locator: SGGNPM

Traveler

Czerwinski, Sally

Phone

Business: 303-222-1111

Email

Business: joe.agent@mytravelagency.com

Address

888 street
Miramar, FL 33027
US

Form Of Payment

Hold Reservation

Guest Reward

View Reservation

With a successful Amtrak reservation, you will have 3 different record locators:

1. A Universal Record locator that will be utilized when the app needs to be used to retrieve a reservation for modifying or cancelling.
2. The Amtrak Record Locator—there is one locator created for your Amtrak booking.
3. The Apollo Record Locator is the record locator created by the app when it creates the Apollo PNR with the Amtrak passive segments.

Rail Itinerary 6.0.115.0

AVAILABILITY SEARCHITINERARYRECORD SEARCHSETUPCLOSE

Retrieve Universal Record

Itinerary

M2NRFE 1P-P60

CZERWINSKI/SALLY	Business	770-563-4800	▼	Other	SALLY.CZERWINSK...	▼
CZERWINSKI/PETER	Business	303-222-1111	▼	Business	joe.agent@mytrav...	▼
CZERWINSKI/CHILD	Business	303-222-1111	▼	Business	joe.agent@mytrav...	▼

THU 01JUN 07:23 AM - 07:50 AM

0 hr, 27 min Economy Class

642 KEYSTONE SERVICE

Paoli Lancaster Pike & North Valley Road

Philadelphia 30th Street Station

Amtrak

21.25 USD

000F4B Locator

ADD PAYMENT

Cancel Hold

SAT 03JUN 07:25 AM - 07:50 AM

0 hr, 25 min Economy Class

611 KEYSTONE SERVICE

Philadelphia 30th Street Station

Paoli Lancaster Pike & North Valley Road

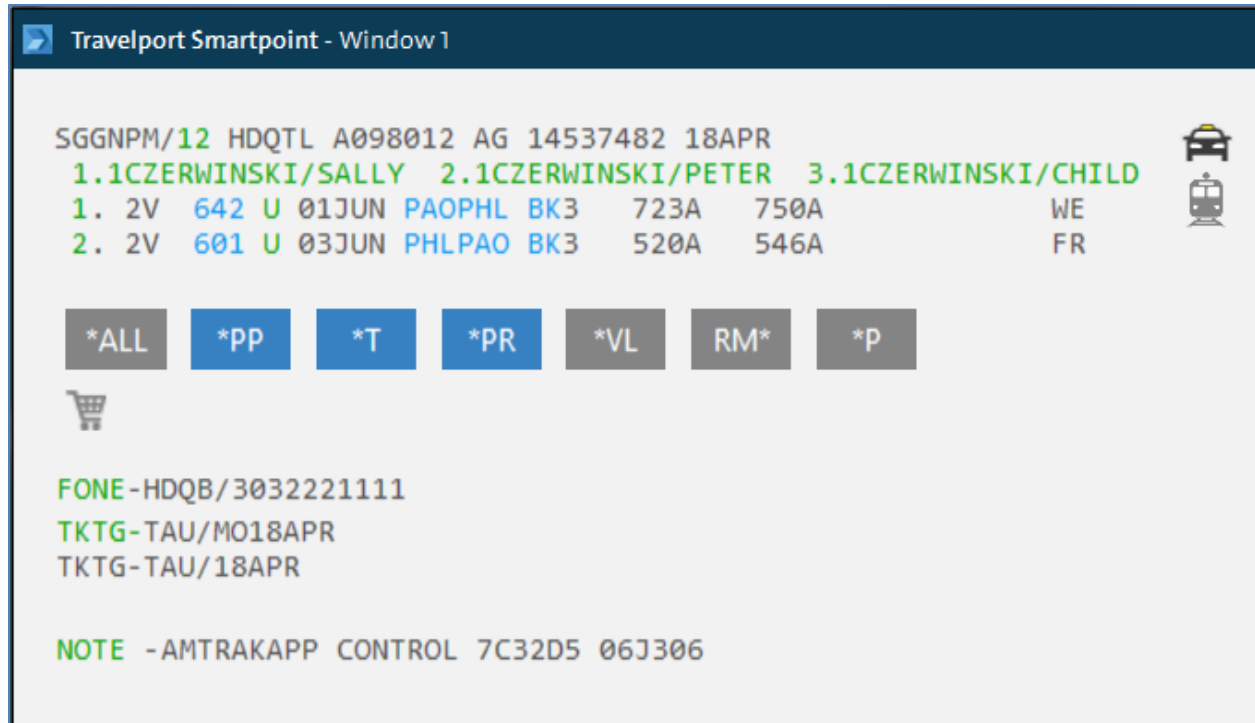
21.25 USD

TOTAL DUE 42.50 USD

HOLD BOOKING TICKET BY 01JUN 12:00 AM

Americas Consultancy 1V Copy

P60



Modify and Exchanges

For an Amtrak booking, any modification must include all travelers in the booking. The following characteristics can be modified:

1. Train number
2. Travel date
3. Class of service

Modify

Retrieve the Amtrak reservation (refer to page 34 on how to retrieve a reservation) and select the “MODIFY” button.

Rail Itinerary 5.0.0.8

AVAILABILITY SEARCHITINERARYRECORD SEARCHSETUPCLOSE

Retrieve Universal Record

Itinerary

J5L04Q

Czerwinski/SallyBusiness3022331233Businessjulio.geng@travelp...

TUE 01SEP 06:10 AM - 02:00 PM

07 hr, 50 min

95 Conventional

Boston Summer Street & Atlantic Avenue

Washington Union Station

Amtrak

105.00 USD

53.00 USD

Business/Rail Fare

Business/Accommodatio...

REFUND

MODIFY

Payment:

158.00

SALLY CZERWINSKI AX *****0005 2018-12

158.00

INT1 1V

The popup window below appears where you can submit with the same date, or alter the booking to a new date and time.

Rail Modify 5.0.0.8

Date: *

9/1/2015

15

Time:

TUE 01SEP 06:10 AM - 02:00 PM

07 hr, 50 min

95 Conventional

Boston Summer Street & Atlantic A...

Washington Union Station

105.00 USD

53.00 USD

Business/Rail Fare

Business/Accommodation Fare

TUE 01SEP

SEARCH

CANCEL

Here we modified the date to 9/15/2015 instead and selected “SEARCH”. Below are the results.

Note: The availability search result for the exchange quote may not contain up-to-date info. For example in some instance the seats availability information is not accurate.

September 2017

Page 56

Rail Modify 5.0.0.8

X

Date: *

9/15/2015

15

Time:

TUE 01SEP 06:10 AM - 02:00 PM

07 hr, 50 min

95 Conventional

Boston Summer Street & Atlantic A...

Washington Union Station

105.00 USD

53.00 USD

Business/Rail Fare

Business/Accommodation Fare

TUE 15SEP

11:10 AM - 05:53 PM

06 hr, 43 min

2163 Metroliner/Acela Express

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

236.00 USD

369.00 USD

☐ KB Business

☐ PB First

11:15 AM - 06:51 PM

07 hr, 36 min

173 Conventional

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

79.00 USD

158.00 USD

☒ YE Economy

☐ JD Business

09:15 AM - 03:53 PM

06 hr, 38 min

2159 Metroliner/Acela Express

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

206.00 USD

339.00 USD

☐ KC Business

☐ PC First

09:30 AM - 05:15 PM

07 hr, 45 min

93 Conventional

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

79.00 USD

158.00 USD

☐ YE Economy

☐ JD Business

07:15 AM - 01:53 PM

236.00 USD

☐ KR Business

SEARCH

CANCEL

Select the new option by selecting on the radio button and click the “Select” button.

11:15 AM - 06:51 PM

07 hr, 36 min

173 Conventional

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

79.00 USD

158.00 USD

☒ YE Economy

☐ JD Business

79.00 USD

Select

Note: If a round trip reservation is being modified, **both** the outbound and the return segments need to be selected, even if one of the segments is not being changed. For example, if you want to change the return, you will need to select the same train/time for the outbound, then select the desired change for the return. Amtrak will review the entire itinerary and only change the pricing for the segment that was changed.

Now the system is submitting a new exchange quote with the selected option. The information in the exchange window will have the most up-to-date information.

The default opening tab is the “Form of Payment” tab. Since this is a refund exchange you can skip this as well as the Address tab. Please select the Itinerary tab.

September 2017

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Refund USD-79.00

version 5.0.0.8

X

Form Of Payment

Address

Itinerary

Finish

☒ Credit

☐ Cash

☐ Check

☐ Hold Reservation

☒ Reuse

Credit Card

Name on card

SALLY CZERWINSKI

Number

*****0005

Type

Expiration

1218

Cw

There are 2 options:

1. Refund: The exchange amount, in this case USD-79.00 will be applied to the credit card.

2. Refund eVoucher: The exchange amount is applied to an eVoucher.

Refund USD-79.00

version 5.0.0.8

X

Form Of Payment

Address

Itinerary

Finish

TUE 15SEP 11:15 AM - 06:51 PM

00 hr, 00 min

173 Conventional

BOS Boston Summer Street & Atlan...

WAS Washington Union Station

-79.00 USD

YE

Economy

☐ USD79.00 Refund

-79.00 USD

YE

Economy

☐ USD79.00 Refund eVoucher

For this particular sample, we have selected the refund option.

-79.00 USD

YE Economy

☒

USD79.00 Refund

-79.00 USD

YE Economy

☐

USD79.00 Refund eVoucher

Select the “Exchange” button in the Finish tab.

Refund USD-79.00 version 5.0.0.8

Form Of Payment
Address
Itinerary
Finish

Fulfillment Type: Ticketless

Exchange

You will now be taken to the Itinerary view and you should see the new reservation created and the old one removed.

Rail Itinerary 5.0.0.8

AVAILABILITY SEARCHITINERARYRECORD SEARCHSETUPCLOSE

Retrieve Universal Record

Itinerary

J5L04Q

Czerwinski/Sally

Business3022331233

Businessjulio.geng@travelp...

TUE 15SEP 11:15 AM - 06:51 PM

07 hr, 36 min

173 Conventional

Boston Summer Street & Atlantic Avenue

Washington Union Station

Amtrak

79.00 USD

Economy/Refund

B755E8Locator

REFUND

MODIFY

Payment:

158.00SALLY CZERWINSKI AX *****0005 2018-12

79.00VI *****0005

237.00

INT1 1V

The passive segment should also reflect the change with general remarks added about the refund. New documents will be generated by Amtrak and sent to the email address(es) in the booking.

J5L040/08 MIASS C703088 AG 14537482 25APR
1.1CZERWINSKI/SALLY
1. 2V 173 T 15SEP BOSWAS BK1 1115A 651P TU

*ALL *PP *T *PR RM* *PI

FONE-MIAB/3022331233
TKTG-T*

NOTE -REFUND USD-79.00 25APR 11:46 AM
2. VENDOR LOCATOR: B755E8
3. AMTRAK RAIL RESERVATION USD158.00
4. UNIVERSAL RECORD LOCATOR CODE: DWDPR

** ITINERARY REMARKS **
ASSOCIATED ITINERARY REMARKS
1. 2V 173T 15SEP BOS WAS
1. VENDOR LOCATOR: B755E8
2. AMTRAK RAIL RESERVATION USD79.00
3. UNIVERSAL RECORD LOCATOR CODE: DWDPR

NO UNASSOCIATED REMARKS EXIST

Even Exchange

Retrieve the Amtrak reservation and select “MODIFY” button.

Rail Itinerary 5.0.0.8

AVAILABILITY SEARCH ITINERARY RECORD SEARCH SETUP CLOSE

Retrieve Universal Record

Itinerary

J5L686

czerwinski/sally Business 3022331233 Business julio.geng@travelp...

MON 20JUL 07:25 AM - 03:15 PM
07 hr, 50 min
172 Conventional
Washington Union Station
Boston Summer Street & Atlantic Avenue

Amtrak
B755EA Locator
REFUND MODIFY

105.00 USD Economy/Rail Fare

Payment:
105.00 SALLY CZERWINSKI AX *****0005 2018-12
105.00

INT1 TV

The popup window below appears where you can submit with the same date or change to a new date and time.

Rail Modify 5.0.0.8

Date: *7/20/201515

Time:

MON 20JUL 07:25 AM - 03:15 PM

07 hr, 50 min

172 Conventional

Washington Union Station

Boston Summer Street & Atlantic A...

105.00 USD

Economy/Rail Fare

MON 20JUL

SEARCH

CANCEL

In this example, we have modified the date to 7/24/2015 instead and selected “SEARCH”. Below are the results.

Note: The: availability search result for the exchange quote may not contain up-to-date info. For example in some instance the seat availability information is not accurate.

Rail Modify 5.0.0.8

X

MON 20JUL 07:25 AM - 03:15 PM

07 hr, 50 min

172 Conventional

Washington Union Station

Boston Summer Street & Atlantic A...

105.00 USD

Economy/Rail Fare

Date: * 7/24/2015 15

Time:

FRI 24JUL

10:00 AM - 04:40 PM

06 hr, 40 min

2160 Metroliner/Acela Express

WAS Washington Union Station

BOS Boston Summer Street & Atlantic Avenue

Amtrak

206.00 USD

339.00 USD

☐ KC Business

☐ PC First

10:20 AM - 06:30 PM

08 hr, 10 min

174 Conventional

WAS Washington Union Station

BOS Boston Summer Street & Atlantic Avenue

Amtrak

105.00 USD

158.00 USD

☐ YD Economy

☐ JD Business

08:40 AM - 04:35 PM

07 hr, 55 min

86 Conventional

WAS Washington Union Station

BOS Boston Summer Street & Atlantic Avenue

Amtrak

105.00 USD

158.00 USD

☐ YD Economy

☐ JD Business

09:00 AM - 03:42 PM

06 hr, 42 min

2158 Metroliner/Acela Express

WAS Washington Union Station

BOS Boston Summer Street & Atlantic Avenue

Amtrak

206.00 USD

339.00 USD

☐ KC Business

☐ PC First

07:00 AM - 01:40 PM

206.00 USD

☐ KC Business

SEARCH

CANCEL

Select the new option by selecting the radio button and click the “Select” button.

08:40 AM - 04:35 PM

07 hr, 55 min

86 Conventional

WAS Washington Union Station

BOS Boston Summer Street & Atlantic Avenue

Amtrak

105.00 USD

158.00 USD

☒ YD Economy

☐ JD Business

105.00 USD

Select

Now the system submits a new exchange quote with the selected option. The information in the exchange window will have the most up-to-date information.

The default opening tab is the “Form of Payment” tab. Since this is an even exchange, you can skip this as well as the Address tab. Please select the Itinerary tab.

September 2017

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Review the exchange information, in this case the exchange amount is USD0.00 for the even exchange.

Form Of Payment	Address	Itinerary	Finish
FRI 24JUL 08:40 AM - 04:35 PM 00 hr, 00 min 86 Conventional WAS Washington Union Station BOS Boston Summer Street & Atlan...		0.00 USD YD Economy	Exchange Amount: USD0.00 Rail Fare USD105.00 Original Fare USD105.00

Select the “Exchange” button in the Finish tab.

Even Exchange version 5.0.0.8 X

Form Of Payment	Address	Itinerary	Finish
<div>Fulfillment Type: Ticketless ▼ Exchange</div>			

You will next be taken to the Itinerary view where you should see the new reservation created and the old one removed. Currently there is an issue displaying the correct payment information for the even exchange on the cc information.

Rail Itinerary 5.0.0.8

X

AVAILABILITY SEARCH

ITINERARY

RECORD SEARCH

SETUP

CLOSE

▶ Retrieve Universal Record

▼ Itinerary

J5L686

czerwinski/sally

Business

3022331233

▼

Business

julio.geng@travelp...

▼

FRI 24JUL 08:40 AM - 04:35 PM

07 hr, 55 min

86 Conventional

Washington Union Station

Boston Summer Street & Atlantic Avenue

Amtrak

105.00 USD

105.00 USD

Economy/Rail Fare

Economy/Original Fare

REFUND

MODIFY

Payment:

105.00

0.00

105.00

SALLY CZERWINSKI AX *****0005 2018-12

SALLY CZERWINSKI VI *****0005 2018-12

INT1 1V

The passive segment should also reflect the change with general remarks added about the even exchange. New documents will be sent to the email address(es) in the booking.

September 2017

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J5L6B6/08 MIASS C703088 AG 14537482 25APR

1.1CZERWINSKI/SALLY

1. 2V 86 T 24JUL WASBOS BK1 840A 435P FR

*ALL

*PP

*T

*PR

RM*

*PI



FONE-MIAB/3022331233

TKTG-T*

NOTE -EVEN EXCHANGE 25APR 12:04 PM

2. VENDOR LOCATOR: B755EA

3. AMTRAK RAIL RESERVATION USD105.00

4. UNIVERSAL RECORD LOCATOR CODE: DWDPRQ

** ITINERARY REMARKS **

ASSOCIATED ITINERARY REMARKS

1. 2V 86T 24JUL WAS BOS

1. VENDOR LOCATOR: B755EA

2. AMTRAK RAIL RESERVATION USD105.00

3. UNIVERSAL RECORD LOCATOR CODE: DWDPRQ

NO UNASSOCIATED REMARKS EXIST

Add Collect Exchange

Retrieve the Amtrak reservation and select “MODIFY” button.

Rail Itinerary 5.0.0.8

[AVAILABILITY SEARCH](#)
[ITINERARY](#)
[RECORD SEARCH](#)
[SETUP](#)
[CLOSE](#)

Retrieve Universal Record

Itinerary

[J5LB1G](#)

Czerwinski/Sally

Business 3022331233

Business julio.geng@travelp...

SAT 20JUN 09:30 PM - 06:36 AM
09 hr, 06 min
65 Conventional
Boston Summer Street & Atlantic Avenue
Washington Union Station

Amtrak
B755EB Locator

REFUND

MODIFY

79.00 USD Economy/Rail Fare

Payment:
79.00 SALLY CZERWINSKI AX *****0005 2018-12
79.00

[INT1 1V](#)

The popup window below appears, where you can re-submit with the same date, or change the reservation to a new date and time.

Rail Modify 5.0.0.8

SAT 20JUN 09:30 PM - 06:36 AM

09 hr, 06 min

65 Conventional

Boston Summer Street & Atlantic A...

Washington Union Station

79.00 USD

Economy/Rail Fare

Date: * 6/20/2015 15

Time:

SAT 20JUN

SEARCH

CANCEL

In this example, we left the date for the same date 6/20/2015 and selected “SEARCH”. Below are the results.

Note: The availability search result for the exchange quote may not contain up-to-date info. For example in some instance the seats availability information is not accurate.

Rail Modify 5.0.0.8

Date: * 6/20/2015 15 Time:

SAT 20JUN 09:30 PM - 06:36 AM

09 hr, 06 min

65 Conventional

Boston Summer Street & Atlantic A...

Washington Union Station

79.00 USD

Economy/Rail Fare

SAT 20JUN

03:00 PM - 11:34 PM

08 hr, 34 min

165 Conventional

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

105.00 USD

158.00 USD

☐ YD Economy

☐ JD Business

04:35 PM - 12:35 AM

08 hr, 00 min

167 Conventional

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

105.00 USD

158.00 USD

☐ YD Economy

☐ JD Business

11:40 AM - 07:40 PM

08 hr, 00 min

163 Conventional

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

105.00 USD

158.00 USD

☐ YD Economy

☐ JD Business

01:40 PM - 09:40 PM

08 hr, 00 min

135 Conventional

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

105.00 USD

258.00 USD

☐ YD Economy

☐ JY Business

09:40 AM - 05:35 PM

105.00 USD

☐ YD Economy

SEARCH

CANCEL

Select the new option by selecting the radio button, and click the “Select” button.

11:10 AM - 05:57 PM

06 hr, 47 min

2253 Metroliner/Acela Express

BOS Boston Summer Street & Atlantic Avenue

WAS Washington Union Station

Amtrak

432.00 USD

Select

176.00 USD

432.00 USD

☐ KD Business

☒ PK First

Next, the system submits a new exchange quote with the selected option. The information in the exchange window will have the most up-to-date information.

The default opening tab is the “Form of Payment” tab.

Add Collect USD353.00version 5.0.0.8

Form Of Payment

Address

Itinerary

Finish

☒ Credit

☐ Cash

☐ Check

☐ Hold Reservation

☒ Reuse

Credit Card

Name on card

SALLY CZERWINSKI

Number

*****0005

Type

Expiration

1218

Cw

Uncheck the “Reuse” check box and enter the credit card information. Please make sure you re-enter the credit card number again. The “Reuse” feature will be available in the future so that it will not be necessary to re-enter the credit card information.

Add Collect USD353.00version 5.0.0.8

Form Of Payment

Address

Itinerary

Finish

☒ Credit

☐ Cash

☐ Check

☐ Hold Reservation

☐ Reuse

Credit Card

Name on card

SALLY CZERWINSKI

Number

378282246310005

Type

AX

Expiration

1218

Cw

Review the exchange and itinerary in the Itinerary tab.

Form Of Payment	Address	Itinerary	Finish
SAT 20JUN 11:10 AM - 05:57 PM 00 hr, 00 min 2253 Metroliner/Acela Express BOS Boston Summer Street & Atlan... WAS Washington Union Station		353.00 USD PK First	Exchange Amount: USD353.00 Original Fare USD79.00 Rail Fare USD432.00

Select “Exchange” in the Finish tab.

Add Collect USD353.00 version 5.0.0.8 ✕

Form Of Payment	Address	Itinerary	Finish
-----------------	---------	-----------	--------

Fulfillment Type: Ticketless ▼

Exchange

Important: If you receive the error below, you will need to provide the CVV or credit card security code.

Add Collect USD353.00 version 5.0.0.8

Form Of Payment Address Itinerary **Finish**

Request errored at RCH end. reason: RCH Supplier unknown error, Short text: 578REQUIRES VERIFICATION NUMBER

Fulfillment Type: Ticketless

Exchange

You will be taken to the Itinerary view where you should see the new reservation created and the old one removed.

Rail Itinerary 5.0.0.8

X

AVAILABILITY SEARCH

ITINERARY

RECORD SEARCH

SETUP

CLOSE

▶ Retrieve Universal Record

▼ Itinerary

J5LB1G

Czerwinski/Sally

Business

3022331233

▼

Business

julio.geng@travelp...

▼

SAT 20JUN 11:10 AM - 05:57 PM

06 hr, 47 min

2253 Metroliner/Acela Express

Boston Summer Street & Atlantic Avenue

Washington Union Station

Amtrak

432.00 USD

79.00 USD

First/Rail Fare

First/Original Fare

REFUND

MODIFY

Payment:

79.00

SALLY CZERWINSKI AX *****0005 2018-12

353.00

SALLY CZERWINSKI AX *****0005 2018-12

432.00

INT1 1V

The passive segment should also reflect the change. Some general remarks are added about the “add collect” exchange. New documents will be sent to the email address(es) in the booking.

September 2017

Page 73

J5LB1G/08 MIASS C703088 AG 14537482 25APR

1. ICZERWINSKI/SALLY

1. 2V 2253 T 20JUN BOSWAS BK1 1110A 557P SA

*ALL

*PP

*T

*PR

RM*

*PI



FONE-MIAB/3022331233

TKTG-T*

NOTE -ADD COLLECT USD353.00 25APR 12:23 PM

2. VENDOR LOCATOR: B755EB

3. AMTRAK RAIL RESERVATION USD79.00

4. UNIVERSAL RECORD LOCATOR CODE: DWDPRV

** ITINERARY REMARKS **

ASSOCIATED ITINERARY REMARKS

1. 2V 2253T 20JUN BOS WAS

1. VENDOR LOCATOR: B755EB

2. AMTRAK RAIL RESERVATION USD432.00

3. UNIVERSAL RECORD LOCATOR CODE: DWDPRV

NO UNASSOCIATED REMARKS EXIST

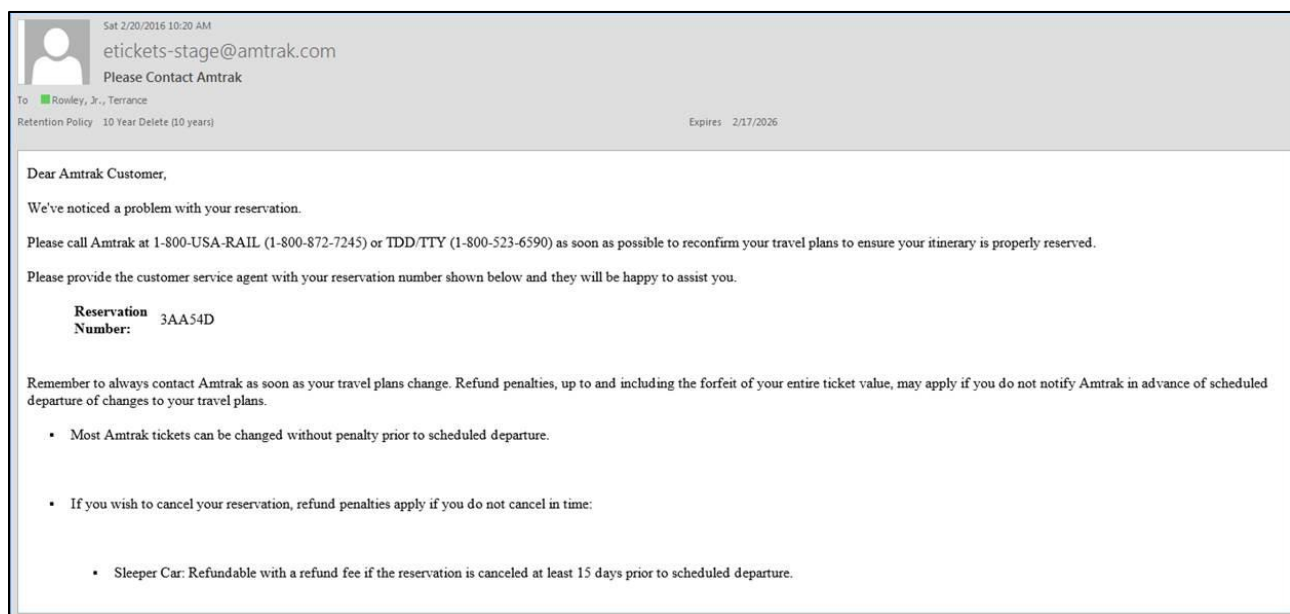
Miscellaneous Amtrak Information

No Shows

With a no-show the entire reservation is canceled. Amtrak will generate an eVoucher equally in value to the refund that may be due. Three email messages are generated if the agency takes no action at all. All of these messages go to the first email address in the PNR.

First Email


Please Contact Amtrak



Second Email

Refund Receipt


This email details the financials: Value of the eVoucher, refund fees, forfeit amounts if any apply.



Thu 4/28/2016 3:13 PM

etickets-stage@amtrak.com

Amtrak: Refund Receipt

To:  Rowley, Jr., Terrance

Retention Policy: 10 Year Delete (10 years)

Expires: 4/26/2026

If there are problems with how this message is displayed, click here to view it in a web browser.

REFUND RECEIPT

Purchased: 04/28/2016 9:36 AM PT Modified: 04/28/2016 12:12 PM PT Thank you for your business.

60 Massachusetts Avenue Washington, DC 20002800-USA-RAIL Amtrak.com

60 Massachusetts Avenue Washington, DC 20002800-USA-RAIL Amtrak.com

Reservation Number - 8C46AB


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

CJ SAPONG
eVoucher V904309530 Issued 04/28/16 Expires 04/27/17

Total eVoucher Dollar Value


\$501.70



Third Email

Amtrak eVoucher Information


This email details if the eVoucher may be refunded.



Thu 4/28/2016 3:13 PM

etickets-stage@amtrak.com

Amtrak eVoucher Information

To:  Rowley, Jr., Terrance

Retention Policy: 10 Year Delete (10 years)

Expires: 4/26/2026

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[Get more apps](#)

- An eVoucher may only be redeemed by the person to whom it was issued (with proper identification); however, the owner may choose to apply it toward another person's travel.
- The eVoucher will expire one year after issuance.
- An eVoucher may only be redeemed by the person to whom it was issued (with proper identification); however, the owner may choose to apply it toward another person's travel.
- The eVoucher will expire one year after issuance.
- If you do not use the entire value of your eVoucher, any unused amount will remain in that eVoucher. Use that same eVoucher number again next time to apply the remaining value to another trip.
- If this eVoucher is refundable (see below) and you wish to receive the refundable amount shown rather than apply the total value of the eVoucher towards future travel, please mail in a refund request to:

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

Supported Train Routes

Please note:

1. As of September, 2016, trans-border bookings to Canada are not supported.
2. If your agency needs to book trains with sleeper accommodations, please search My Travelport articles for details on how to make these reservations.

To ensure that you have the most up-to-date supported train route information, please refer to the below URL which will take you to the Amtrak site:

<https://www.amtrak.com/find-train-bus-stations-train-routes>

Route	Major Cities	Region
Acela Express	Boston - New York - Philadelphia - Washington, D	Northeast
Adirondack	Montreal - Saratoga Springs - Albany - New York	Northeast
Amtrak Cascades	Vancouver, BC - Seattle - Tacoma - Portland - Salem - Eugene	Northwest
Auto Train	Lorton, VA (Washington, DC) - Sanford, FL (Orlando)	Northeast
California Zephyr	Chicago - Denver - Glenwood Springs - Emeryville (San Francisco)	Midwest
Capitol Corridor	Auburn - Sacramento - Emeryville (San Francisco) - Oakland - San Jose	California
Capital Limited	Washington, DC - Pittsburgh - Cleveland - Chicago	East
Cardinal	New York - Washington, DC - Indianapolis - Chicago	East
Carolinian / Piedmont	New York - Raleigh - Charlotte	Northeast
City of New Orleans	Chicago - Memphis - New Orleans	Midwest
Coast STarlight	Seattle - Portland - Los Angeles	West
Crescent	New York - Atlanta - New Orleans	East
Downeaster	Portland - Boston	Northeast
Empire Builder	Chicago - St. Paul - Portland/Seattle	Midwest, West
Empire Service	New York - Albany - Syracuse - Rochester - Buffalo - Niagara Falls	Northeast
Ethan Allen Express	Rutland - Albany - New York	Northeast
Heartland Flyer	Oklahoma City - Fort Worth	Midwest
Hiawatha	Milwaukee - Chicago	Midwest

Hoosier State	Chicago-Indianapolis	Midwest
Illinois Service	Chicago - Quincy/St.Louis/Carbondale	Midwest
Keystone	New York - Philadelphia - Harrisburg	Northeast
Lake Shore Limited	New York/Boston - Albany - Chicago	East
Maple Leaf	Toronto - Niagara Falls - New York	East
Michigan Services	Chicago - Grand Rapids/Port Huron/Detroit - Pontiac	Midwest
Missouri River Runner	St. Louis - Kansas City, MO	Midwest
Northeast Regional	Boston - Hartford - New York - Philadelphia - Washington, DC - Richmond - Lynchburg / Virginia Beach	Northeast
Pacific Surfliner	San Luis Obispo - Santa Barbara - Los Angeles - San Diego	California
Pennsylvanian	New York - Pittsburgh, PA	East
San Joaquins	San Francisco Bay Area/Sacramento - Bakersfield/Southern California	California
Silver Service/ Palmetto	New York - Washington, DC - Savannah - Orlando - Tampa / Miami	East
Southwest Chief	Chicago - Albuquerque - Los Angeles	Midwest
Sunset Limited	New Orleans - San Antonio - Los Angeles	South
Texas Eagle	Chicago - St. Louis - Dallas - San Antonio - (Los Angeles)	Midwest
Vermont	St. Albans - Burlington - Springfield - New York - Washington, DC	Northeast

Supported Rail Stations

Please refer to the below URL for the latest information on the rail stations that are served by the various Amtrak routes:

<https://www.amtrak.com/find-train-bus-stations-train-routes>