Travelport Smartpoint Booking
App for Amtrak

Apollo/Galileo

User Guide

September 28, 2017
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**Document Revisions**

September 28, 2017 Changes:

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

November 7, 2016 Changes:

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

<table>
<thead>
<tr>
<th>Amtrak station information</th>
<th>Display Amtrak station information with links off of the station name to station info on the Amtrak web site.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disable the DOB textbox if ADT PTC is used</td>
<td>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</td>
</tr>
<tr>
<td>Allow bookings for discount and regular fare combination</td>
<td>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.</td>
</tr>
</tbody>
</table>

September 28, 2016 Changes:

<table>
<thead>
<tr>
<th>Change to App</th>
<th>Description</th>
<th>Page Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supported train routes</td>
<td>Added additional routes that are supported</td>
<td>13</td>
</tr>
<tr>
<td>AAA Discounts</td>
<td>Details on how to properly input a AAA discount number</td>
<td>19</td>
</tr>
<tr>
<td>Modify documents</td>
<td>Note about documents not sent after Modify</td>
<td>58</td>
</tr>
<tr>
<td>Modify documents</td>
<td>Note about documents not sent after Modify</td>
<td>72</td>
</tr>
<tr>
<td>Supported train routes</td>
<td>Added additional routes that are supported</td>
<td>72</td>
</tr>
<tr>
<td>Supported train stations</td>
<td>Added additional stations that are supported</td>
<td>78</td>
</tr>
</tbody>
</table>

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”

![Setup Screen](image)

**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 ([i]: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:

![Discount Number in PNR](image)

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:

![Reward Number in PNR](image)

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:

<table>
<thead>
<tr>
<th>Traveler</th>
<th>Phone</th>
<th>Email</th>
<th>Address</th>
<th>Form Of Payment</th>
<th>Guest Reward</th>
<th>Itinerary</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Reward Number:</td>
<td>Rail Vendor Code:</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>123456</td>
<td>2V</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Ticketing Format:

- T:TAU/[CurrentDate]

This only applies when making a reservation on hold

Samples:

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

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

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

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

<table>
<thead>
<tr>
<th>Type</th>
<th>Account</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate</td>
<td>123456</td>
<td>My test corporate discount</td>
</tr>
<tr>
<td>Corporate</td>
<td>234234</td>
<td>XYZ Corporation</td>
</tr>
</tbody>
</table>

[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:
MON 18APR

SEARCH  CANCEL
Availability Search

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.

You can also click the train icons to bring up a map.
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.
(ABE) Aberdeen, MD Amtrak/MARC Station
18 East Bel Air Avenue
Amtrak/MARC 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:
Type in the airport code and then click on the one you want and then click on the search icon:

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:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>10A</td>
<td>10:00AM</td>
</tr>
<tr>
<td>7P</td>
<td>07:00PM</td>
</tr>
<tr>
<td>12A</td>
<td>12:00AM</td>
</tr>
<tr>
<td>9:30</td>
<td>09:30AM</td>
</tr>
<tr>
<td>4:15P</td>
<td>04:15PM</td>
</tr>
</tbody>
</table>

**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:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ADT</td>
<td>Adult</td>
<td>Age 16+</td>
</tr>
<tr>
<td>SRC</td>
<td>Senior</td>
<td>Age 62+</td>
</tr>
<tr>
<td>-----</td>
<td>--------</td>
<td>---------</td>
</tr>
<tr>
<td>CHD</td>
<td>Child</td>
<td>Age 2-15</td>
</tr>
<tr>
<td>INF</td>
<td>Infant</td>
<td>Age under 2 - Free</td>
</tr>
</tbody>
</table>

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.

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 cannot 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).

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:
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.
If you hover over the Origin Station Name or the Destination Station you will be prompted to “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.
Note 1: 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:
Making a One Way Reservation

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

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

**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
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
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.
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.
**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:

<table>
<thead>
<tr>
<th>Code</th>
<th>Credit Card Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>AX</td>
<td>American Express</td>
</tr>
<tr>
<td>VI</td>
<td>Visa</td>
</tr>
<tr>
<td>CA</td>
<td>Master Card</td>
</tr>
<tr>
<td>DS</td>
<td>Discover</td>
</tr>
<tr>
<td>TP</td>
<td>Universal Air Travel Plan</td>
</tr>
</tbody>
</table>

**Expiration:** The expiration date is expected in the format of MMYY, 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.
**Itinerary Tab:** To review the selected itinerary:

![Itinerary Tab Image]

**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.

![Finish Tab Image]

**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).

You should easily be able to find the missing entries as the application shows the input box 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

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 SEARCH | ITINERARY | RECORD SEARCH | SETUP | CLOSE

CANYON/CATHY

SAT DECE, 05 04 AM - 09 05 AM

1st Class Coach, 1st Class, Economy Class

660 Keystone Service

Total: $9.00 USD

Ticket Number: 10190550048945

Payment:

- $9.00 CATH/CANNON JR *******0005 2017.12
A confirmation email will be emailed with the sales receipt:

**SALES RECEIPT**

Purchased: 04/23/2015 10:39 AM
Thank 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 Avenue
Washington, DC 20002800-USA-RAILAmtrak.com

**Reservation Number - B74464**
**BOSTON SOU STA, MA**
**WASHINGTON, DC (One-Way)**
**APRIL 23, 2015**

**Billing Information**

<table>
<thead>
<tr>
<th>SALLY CZERWINSKI</th>
<th>SOMET STREET</th>
<th>HERESOME CITY, FL 33027</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>American Express</strong></td>
<td>ending in 0005 (Purchase)</td>
<td>Authorization Code 0571</td>
</tr>
<tr>
<td><strong>Total $79</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Purchase Summary - Ticket Number 1130222003083**

<table>
<thead>
<tr>
<th>Train 95: BOSTON (SOUTH STATION), MA - WASHINGTON, DC</th>
<th>Depart 6:10 AM, Wednesday, July 1, 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 RESERVED COACH SEAT</td>
<td></td>
</tr>
</tbody>
</table>

**Ticket Terms & Conditions**

NOT VALID ON OTHER DATES/TRAINS NON-REFUNDABLE, EXCHANGES PERMITTED FOR OTHER RAIL FARE PURCHASES

<table>
<thead>
<tr>
<th>Subtotal</th>
<th>$79.00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Charged by Amtrak</td>
<td>$79.00</td>
</tr>
</tbody>
</table>

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

![Rail Itinerary Screenshot](image_url)
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 programatically.

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)
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

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

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.

The passive segment is removed and the associated remarks are copied to the general remarks with the refund information.
Amtrak will email a confirmation of the refund receipt.

![REFUND RECEIPT]

Amtrak will email a confirmation of the refund receipt.

**Amtrak**


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

**Reservation Number - B74383**

Billing Information

<table>
<thead>
<tr>
<th>FRANK FASSISOME STREET HERESOME CITY, FL 33027</th>
</tr>
</thead>
</table>

**American Express** ending in 0005 (Credit) $79

<table>
<thead>
<tr>
<th>Total Refunded to Credit Card</th>
</tr>
</thead>
<tbody>
<tr>
<td>$79.00</td>
</tr>
</tbody>
</table>

**Change Summary**

<table>
<thead>
<tr>
<th>Original Amount Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>$79.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reservation Canceled</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Refunded to Credit Card $79.00</td>
</tr>
</tbody>
</table>

**Passengers**

Sally Czerwinski

**Retain a Reservation**

If you select “Retain”, the retain process starts and the Amtrak reservation will be cancelled.
The passive segment is removed and the associated remarks are copied to the general remarks with the retain information.

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 20002-8000
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

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  
2 Adults  
1 Child

Enter the information and select the “Search” button.

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:

![Availability Search Result](image)

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

![Option Tab](image)

The Option tab now contains the selected outbound segment.
Select the return option from the 2nd tab by clicking in the radio button:

Now the Option tab contains the outbound and return segments:

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.
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:
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:

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 into 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.
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 SEARCH ITINERARY RECORD SEARCH SETUP CLOSE

Retrieve Universal Record

CZERWINSKI/SALLY
Business 770-563-4800
Other SALLY.CZERWINSK...

CZERWINSKI/PETER
Business 303-222-1111
Business joe.agent@mytravel...

CZERWINSKI/CHILD
Business 303-222-1111
Business joe.agent@mytravel...

THU 01JUN 07:23 AM - 07:50 AM
Amtrak 21.25 USD
04 min U Economy Class
642 KEYSTONE SERVICE
Paoli Lancaster Pike & North Valley Road
Philadelphia 30th Street Station

SAT 03JUN 07:25 AM - 07:50 AM
21.25 USD
04 min U Economy Class
511 KEYSTONE SERVICE
Philadelphia 30th Street Station
Paoli Lancaster Pike & North Valley Road

TOTAL DUE 42.50 USD
HOLD BOOKING TICKET BY 01JUN 12:00 AM

Amtrac 000F4B Locator
ADD PAYMENT
Cancel Hold

Americas Consultancy XV 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.

The popup window below appears where you can submit with the same date, or alter the booking to a new date and time.
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.
Select the new option by selecting on the radio button and click the “Select” button.

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.
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.

For this particular sample, we have selected the refund option.
Select the “Exchange” button in the Finish tab.

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

Retrieve the Amtrak reservation and select “MODIFY” button.
The popup window below appears where you can submit with the same date or change to a new date and time.

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.
Select the new option by selecting the radio button and click the "Select" button.

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

<table>
<thead>
<tr>
<th>Form Of Payment</th>
<th>Address</th>
<th>Itinerary</th>
<th>Finish</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRI 24 JUL 08:40 AM - 04:35 PM</td>
<td>00 hr, 00 min</td>
<td>86 Conventional</td>
<td>Start From Washington Union Station to Boston Summer Street &amp; Atlantic...</td>
</tr>
<tr>
<td>0.00 USD</td>
<td>YD Economy</td>
<td>Exchange Amount: USD0.00</td>
<td>Rail Fare USD105.00</td>
</tr>
</tbody>
</table>

Select the “Exchange” button in the Finish tab.

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.
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.
J5L6B6/08 MIASS C703088 AG 14537482 25APR
1.1CZERWINSKI/SALLY
1. 2V 86 T 24JUL WASBOS BX1 840A 435P FR

*ALL  *PP  *T  *PR  RM*  *PL

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.

The popup window below appears, where you can re-submit with the same date, or change the reservation to a new date and time.
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.
Select the new option by selecting the radio button, and click the "Select" button.

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.
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.
Review the exchange and itinerary in the Itinerary tab.

![Itinerary Tab]

Select “Exchange” in the Finish tab.

![Exchange Tab]
**Important:** If you receive the error below, you will need to provide the CVV or credit card security code.

![Error Message]

You will be taken to the Itinerary view where you should see the new reservation created and the old one removed.
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.
JSBIG/R8 NIASS C703888 A8 14537402 25APR
1. ICZERWINSKI/SALLY
   1. ZV 2253 T 20JUN BOS NY 110A 557P SA

FONE-MIAB/3822331233
TKT6-T

NOTE: ADD COLLECT USD353.00 25APR 12:23 PM
2. VENDOR LOCATOR: B7558E
3. AMTRAK RAIL RESERVATION: USD79.00
4. UNIVERSAL RECORD LOCATOR CODE: DMOPRV

** ITINERARY REMARKS **
ASSOCIATED ITINERARY REMARKS
1. ZV 2253 T 20JUN BOS NY
   1. VENDOR LOCATOR: B7558E
   2. AMTRAK RAIL RESERVATION: USD432.00
   3. UNIVERSAL RECORD LOCATOR CODE: DMOPRV

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

Dear Amtrak Customer,

We’ve noticed a problem with your reservation.

Please call Amtrak at 1-800-USA-RAIL (1-800-872-7245) or TDD/TTY (1-800-528-6590) as soon as possible to reconfirm your travel plans to ensure your itinerary is properly reserved.

Please provide the customer service agent with your reservation number shown below and they will be happy to assist you.

[[Reservation Number: 1AA34D]]

Remember to always contact Amtrak as soon as your travel plans change. Refund penalties, up to and including the forfeit of your entire ticket value, may apply if you do not notify Amtrak in advance of scheduled departure of changes to your travel plans.

- Most Amtrak tickets can be changed without penalty prior to scheduled departure.

- If you wish to cancel your reservation, refund penalties apply if you do not cancel in time:
  - Sleeper Car: Refundable with a refund fee if the reservation is canceled at least 15 days prior to scheduled departure.

Second Email

Refund Receipt

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

**Amtrak eVoucher Information**

This email details if the eVoucher may be refunded.

- 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 19104-2899
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

<table>
<thead>
<tr>
<th>Route</th>
<th>Major Cities</th>
<th>Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acela Express</td>
<td>Boston - New York - Philadelphia - Washington, D</td>
<td>Northeast</td>
</tr>
<tr>
<td>Adirondack</td>
<td>Montreal - Saratoga Springs - Albany - New York</td>
<td>Northeast</td>
</tr>
<tr>
<td>Amtrak Cascades</td>
<td>Vancouver, BC - Seattle - Tacoma - Portland - Salem - Eugene</td>
<td>Northwest</td>
</tr>
<tr>
<td>Auto Train</td>
<td>Lorton, VA (Washington, DC) - Sanford, FL (Orlando)</td>
<td>Northeast</td>
</tr>
<tr>
<td>California Zephyr</td>
<td>Chicago - Denver - Glenwood Springs - Emeryville (San Francisco)</td>
<td>Midwest</td>
</tr>
<tr>
<td>Capitol Corridor</td>
<td>Auburn - Sacramento - Emeryville (San Francisco) - Oakland - San Jose</td>
<td>California</td>
</tr>
<tr>
<td>Capital Limited</td>
<td>Washington, DC - Pittsburgh - Cleveland - Chicago</td>
<td>East</td>
</tr>
<tr>
<td>Cardinal</td>
<td>New York - Washington, DC - Indianapolis - Chicago</td>
<td>East</td>
</tr>
<tr>
<td>Carolinian / Piedmont</td>
<td>New York - Raleigh - Charlotte</td>
<td>Northeast</td>
</tr>
<tr>
<td>City of New Orleans</td>
<td>Chicago - Memphis - New Orleans</td>
<td>Midwest</td>
</tr>
<tr>
<td>Coast Starlight</td>
<td>Seattle - Portland - Los Angeles</td>
<td>West</td>
</tr>
<tr>
<td>Crescent</td>
<td>New York - Atlanta - New Orleans</td>
<td>East</td>
</tr>
<tr>
<td>Downeaster</td>
<td>Portland - Boston</td>
<td>Northeast</td>
</tr>
<tr>
<td>Empire Builder</td>
<td>Chicago - St. Paul - Portland/Seattle</td>
<td>Midwest, West</td>
</tr>
<tr>
<td>Empire Service</td>
<td>New York - Albany - Syracuse - Rochester - Buffalo - Niagara Falls</td>
<td>Northeast</td>
</tr>
<tr>
<td>Ethan Allen Express</td>
<td>Rutland - Albany - New York</td>
<td>Northeast</td>
</tr>
<tr>
<td>Heartland Flyer</td>
<td>Oklahoma City - Fort Worth</td>
<td>Midwest</td>
</tr>
<tr>
<td>Hiawatha</td>
<td>Milwaukee - Chicago</td>
<td>Midwest</td>
</tr>
<tr>
<td>Route</td>
<td>Route Details</td>
<td>Region</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Hoosier State</td>
<td>Chicago-Indianapolis</td>
<td>Midwest</td>
</tr>
<tr>
<td>Illinois Service</td>
<td>Chicago - Quincy/St.Louis/Carbondale</td>
<td>Midwest</td>
</tr>
<tr>
<td>Keystone</td>
<td>New York - Philadelphia - Harrisburg</td>
<td>Northeast</td>
</tr>
<tr>
<td>Lake Shore Limited</td>
<td>New York/Boston - Albany - Chicago</td>
<td>East</td>
</tr>
<tr>
<td>Maple Leaf</td>
<td>Toronto - Niagara Falls - New York</td>
<td>East</td>
</tr>
<tr>
<td>Michigan Services</td>
<td>Chicago - Grand Rapids/Port Huron/Detroit - Pontiac</td>
<td>Midwest</td>
</tr>
<tr>
<td>Missouri River Runner</td>
<td>St. Louis - Kansas City, MO</td>
<td>Midwest</td>
</tr>
<tr>
<td>Pacific Surfliner</td>
<td>San Luis Obispo - Santa Barbara - Los Angeles - San Diego</td>
<td>California</td>
</tr>
<tr>
<td>Pennsylvanian</td>
<td>New York - Pittsburgh, PA</td>
<td>East</td>
</tr>
<tr>
<td>San Joaquins</td>
<td>San Francisco Bay Area/Sacramento - Bakersfield/Southern California</td>
<td>California</td>
</tr>
<tr>
<td>Silver Service/ Palmetto</td>
<td>New York - Washington, DC - Savannah - Orlando - Tampa / Miami</td>
<td>East</td>
</tr>
<tr>
<td>Southwest Chief</td>
<td>Chicago - Albuquerque - Los Angeles</td>
<td>Midwest</td>
</tr>
<tr>
<td>Sunset Limited</td>
<td>New Orleans - San Antonio - Los Angeles</td>
<td>South</td>
</tr>
<tr>
<td>Texas Eagle</td>
<td>Chicago - St. Louis - Dallas - San Antonio - (Los Angeles)</td>
<td>Midwest</td>
</tr>
<tr>
<td>Vermonter</td>
<td>St. Albans - Burlington - Springfield - New York - Washington, DC</td>
<td>Northeast</td>
</tr>
</tbody>
</table>

### 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