



Amtrak Direct Connect Education Session



Amtrak Direct Connect – Introduction

Amtrak has joined with Concur to offer the newest way to access content via the Amtrak Direct Connect. This will allow travelers to purchase travel on Amtrak directly (not through a 3rd party vendor).

Key features include:

- Expanded route map (all key business corridors)
- Passage of Amtrak Guest Rewards
- Corporate discounts supported
- Mixed air and rail display
- Multi-segment trips (future release)
- Ability to cancel trips
- Payment and ticketing (no longer require agency intervention)
- Support of passenger type codes, providing access to AAA, GOV, MIL and senior rates
- Available on Concur Mobile

Amtrak Route Map

- While the Amtrak direct connect will not offer ~all~ routes, it will offer all business corridors. The routes will not include cross country travel or cross border travel.
- Cliqbook will also automatically filter out trains which have travel times longer than 24 hours.
- Details on specific routes are at the end of the presentation.

Booking Process – Rail Only Search

- Users can request a rail only reservation for Amtrak.
- Users will be able to request direct trains only (not shown) but the check box is defaulted to unchecked.
- Users can book a one way, round trip, open jaw or multi-segment trip.
- Users can also search air and rail simultaneously (shown on next slide).

The screenshot shows a web interface for booking rail travel. At the top, there are navigation tabs: Flight, Car, Hotel, Ride, Rail (highlighted), Flight Status, and Dining. Below the tabs is a 'Rail Vendor' section with radio buttons for Amtrak (selected), Deutsche Bahn, SNCF, VIA Rail, and UK Rail. Underneath are options for Round Trip (selected), One Way, and Multi-Segment. The 'Departure Station' is set to 'New York - Penn Station, NY' and the 'Arrival Station' is 'Boston - South Station, MA'. There are 'Departure' and 'Return' time selection fields with dropdown menus set to 'Morning' and 'Afternoon' respectively. At the bottom, there are radio buttons for 'Search rail by: Price' (selected) and 'Schedule', and a 'Search' button.

Booking Process – Mixed Air and Rail

Chicago to Detroit route showing Amtrak alongside air:

Concur™

Travel Reporting Administration Profile Help Log Out

Home Arrangers Trip Library Templates Policy Profile Tools

Chicago, IL To Detroit, MI 10 Sep - 17 Sep [Print / E-mail](#)

Click on a column, row, or cell in the grid below to filter your results. [Hide matrix](#)

All 25 results	American	Amtrak	Delta	Southwest	United	Frontier
Nonstop 23 results	3 results	1 results	10 results	4 results	5 results	..
1 stop 2 results	518.80 2 results

Displaying: 1 out of 25 results. The least cost item is: 72.00 [Baggage Fee Policies](#)

Sort: Policy Price Carrier Depart Duration

Carrier	Depart	Arrive	Duration	Class
Amtrak 350	10 Sep 07:30 Chicago, IL (CHI)	10 Sep 14:08 Detroit, MI (DET)	Stops: 0	Business Class Seat: JD
Amtrak 355	17 Sep 18:18 Detroit, MI (DET)	17 Sep 23:03 Chicago, IL (CHI)	Stops: 0	Coach Reserved Seat: YD

Business Class Seat / Coach Reserved Seat \$72.00
 Coach Reserved Seat / Business Class Seat \$72.00
 Coach Reserved Seat / Coach Reserved Seat \$60.00

\$72.00 [Reserve](#) [Compare](#) (Amtrak)

Cabin classes allowed: First class, Business class when Marketing airline is in Amtrak, Deutsche Bahn, SNCF, Eurostar

Booking Process – Search by Schedule







Search by schedule will show list of trains and available classes of service:

All 14 results	Amtrak							
Nonstop 14 results	14 results							
Outbound Return								
Displaying: 6 out of 6 results.								
<input type="radio"/>	Amtrak #2190	NYP	>	BOS	6:20am	10:08am	Stops: 0	Business ▾
3h 48m; Regional; (Amtrak)								
<input type="radio"/>	Amtrak #190	NYP	>	BOS	6:55am	11:08am	Stops: 0	Economy ▾
4h 13m; Regional; (Amtrak)								
<input type="radio"/>	Amtrak #2150	NYP	>	BOS	8:03am	11:37am	Stops: 0	Business ▾
3h 34m; Regional; (Amtrak)								
<input type="radio"/>	Amtrak #170	NYP	>	BOS	8:30am	12:54pm	Stops: 0	Economy ▾
4h 24m; Regional; (Amtrak)								
<input type="radio"/>	Amtrak #2154	NYP	>	BOS	10:03am	1:37pm	Stops: 0	Business ▾
3h 34m; Regional; (Amtrak)								
<input type="radio"/>	Amtrak #172	NYP	>	BOS	11:00am	3:15pm	Stops: 0	Economy ▾
4h 15m; Regional; (Amtrak)								

Note: drop down for allowed classes of service


Booking Process – Search by Price

- Search by price will provide options based on the time window and policy.

All 84 results	 Amtrak				
Nonstop 84 results	192.00 84 results				
Shop by Fares		Shop by Schedule		Sorted By: Policy - Most Compliant	
Displaying: 84 out of 84 results.					
\$192.00	 Amtrak	NYP > BOS BOS > NYP	8:30am 12:54pm 3:25pm 7:45pm	Stops: 0 / 4h 24m Stops: 0 / 4h 20m	Compare More like this
\$192.00	 Amtrak	NYP > BOS BOS > NYP	8:30am 12:54pm 5:35pm 9:50pm	Stops: 0 / 4h 24m Stops: 0 / 4h 15m	Reserve Show details
\$192.00	 Amtrak	NYP > BOS BOS > NYP	8:30am 12:54pm 6:45pm 10:45pm	Stops: 0 / 4h 24m Stops: 0 / 4h	Reserve Show details
\$192.00	 Amtrak	NYP > BOS BOS > NYP	8:30am 12:54pm 9:25pm 2:20am	Stops: 0 / 4h 24m Stops: 0 / 4h 55m	Reserve Show details
\$192.00	 Amtrak	NYP > BOS BOS > NYP	11:00am 3:15pm 3:25pm 7:45pm	Stops: 0 / 4h 15m Stops: 0 / 4h 20m	Reserve Show details

Booking Process – Show Details

- Show details will drill down to show class of service, duration, train type, etc:


\$192.00  Amtrak

NYP > BOS 2:40am 8:05am Stops: 0 / 5h 25m [Reserve](#)


BOS > NYP 8:15am 12:16pm Stops: 0 / 4h 1m

[Compare](#) **NR** [More like this...](#) [Hide details](#)

Outbound flight: , (NYP) - , (BOS) Sep 21

 **Amtrak undefined** Depart: 2:40am Arrive: 8:05am
New York - Penn Station Boston - South Station
Stops: 0 Duration: 5h 25m | Business Class Seat: JD
Northeast Service

Return flight: , (BOS) - , (NYP) Sep 22

 **Amtrak undefined** Depart: 8:15am Arrive: 12:16pm
Boston - South Station New York - Penn Station
Stops: 0 Duration: 4h 1m | Business Class Seat: JD
Northeast Service

<input checked="" type="radio"/> Business Class Seat / Business Class Seat \$192.00	<input type="radio"/> Business Class Seat / Coach Reserved Seat \$145.00	<input type="radio"/> Coach Reserved Seat / Business Class Seat \$145.00
<input type="radio"/> Coach Reserved Seat / Coach Reserved Seat \$98.00		

(Amtrak)
 Cabin classes allowed: First class, Business class when Marketing airline is in Amtrak, Eurostar

[Reserve](#)

Booking Process – Fare Rules

The fare rules are standard across all fare types and noted on the price page:

 Amtrak 184	Sep 21 9:25am Washington, DC (WAS)	Sep 21 12:41pm New York, NY (NYP)	3h 16m	Northeast Service Coach Reserved Seat: YE
 Amtrak 2121	Sep 22 2:00pm New York, NY (NYP)	Sep 22 4:47pm Washington, DC (WAS)	2h 47m	Acela Express Acela First Class Seat: PC
<input checked="" type="radio"/> Coach Reserved Seat / Acela First Class Seat			<input type="radio"/> Coach Reserved Seat / Acela Business Class Seat	
\$309.00			\$207.00	
\$309.00	All Amtrak bookings are fully refundable until printed. If cancelled in Cliqbook prior to departure date, a refund will automatically be processed. Once the ticket has been printed, it must be returned to Amtrak for a refund. (Amtrak)			
Reserve Compare				

Booking Process – Trip Payment

- Traveler is able to select the form of payment to be used, or default to the card selected for Rail in their profile. **CVV is not required!** Amtrak requires credit card number, expiration date and CC holder name only.

Trip Payment Information

[Choose a credit card](#) [Add a New Credit Card](#)
Company cards are indicated by an asterisk (*).

Please choose a credit card.

Please choose a credit card and billing information, if applicable.

Booking Process – Itinerary Review

- The user will be asked to review the itinerary before confirming their trip:

Concur™

Travel Reporting Administration Profile Help Log Out

Home Arrangers Trip Library Templates Policy Profile Tools

Please review your selected itinerary and enter your travel preferences and passenger information below.

 **Chicago - Union Station, IL (CHI) to Detroit, MI (DET)**

Train:  Amtrak 350 Business Class Seat (JD) Wolverine
Departs: Chicago - Union Station, IL (CHI) 10/09/2010 at 7:30
Arrives: Detroit, MI (DET) 10/09/2010 at 14:08

 **Detroit, MI (DET) to Chicago - Union Station, IL (CHI)**

Train:  Amtrak 355 Coach Reserved Seat (YD) Wolverine
Departs: Detroit, MI (DET) 17/09/2010 at 18:18
Arrives: Chicago - Union Station, IL (CHI) 17/09/2010 at 23:03

Total Price **USD 72.00**

Booking Process – Ticket Delivery


- On the itinerary review page, the user is advised what type of ticket delivery is available for their trip. This can include Quik-Trak (print at kiosk), Agent Counter, Metrolink, Ticket by Mail or FedEx and Conductor.
- The most likely scenario is the Quik-Trak method. In this case, all the user has to do is swipe a valid credit card at the kiosk to confirm the trip and have the ticket printed. If the user swipes a card that differs from the card used to purchase the ticket, the confirmation number will also be required to confirm the trip and print the ticket.
- Payment is provided to Amtrak and processed at the time of confirmation in Cliqbook.

Note: Ticket Delivery options are not configurable

Ticket Delivery- Quik-Trak and Agent Counter




Detroit, MI (DET) to Chicago - Union Station, IL (CHI)

Train:  Amtrak 355 Coach Reserved Seat (YD) Wolverine
Departs: Detroit, MI (DET) 09/14/2010 at 6:18 PM
Arrives: Chicago - Union Station, IL (CHI) 09/14/2010 at 11:03 PM



Chicago - Union Station, IL (CHI) to Detroit, MI (DET)

Train:  Amtrak 354 Coach Reserved Seat (YD) Wolverine
Departs: Chicago - Union Station, IL (CHI) 09/17/2010 at 6:00 PM
Arrives: Detroit, MI (DET) 09/18/2010 at 12:30 AM

Base Fare	USD 60.00
Accommodation Fee	USD 0.00
Total Price	USD 60.00

Ticket Delivery

Ticket issuance for this reservation must be processed at the station on the day of departure. You may collect your ticket at a Quik-Trak self-service ticketing kiosk, or from an agent at the station ticket counter.



MULTIPLE TICKET DELIVERY OPTIONS AVAILABLE AT THE DEPARTURE STATION

Collect your ticket through a Quik-Trak Machine or by visiting an Amtrak Ticket Clerk at the departure train station. Follow the on-screen displays for instruction on the use of the Amtrak Quik-Trak Machine. For more information, visit Amtrak's [Quik-Trak](#) page. A credit card is required to activate the machine along with your Amtrak reservation number: **0619D7**

Booking Process – Passenger Information

- Users must provide passenger information before completing their booking. The data is pre-populated from the user's profile.

Passenger Information

Contact Information

Title	First Name	Last Name
Mr	Mick	Jazzer

Street

123 Corporate Drive

City	State, Province, Region	Zip/Postal Code
Mayhem Place	Kentucky	53636

Country

United States of America

Work Phone	Home Phone	Mobile Phone
7038376100	7038889999	

E-mail

timk@concur.com


AMTRAK Guest Rewards

7001579114


Booking Process – Amtrak Itinerary

- The Amtrak itinerary will include station information, seat details (if applicable), class of service, departure and arrival information, trip duration, ticket cost and the Amtrak confirmation number.

Itinerary for: JAZZER, MICK
Created on: 23/06/2010 at 0:54
Trip Record Locator: FGQPRC


 Ticket issuance for this reservation must be processed at the station on the day of departure. You may collect your ticket at a Quik-Trak self-service ticketing kiosk, or from an agent at the station ticket counter.

Chicago - Union Station, IL to Detroit, MI

Train:  350 Business Class Seat (JD) Wolverine
Departs: Chicago - Union Station, IL (CHI) Fri 10/09/2010 at 7:30
Arrives: Detroit, MI (DET) Fri 10/09/2010 at 14:08
Status: **Booked in Amtrak direct/037167** Ticketing: Pick up at station
Duration: 6 hours, 38 minutes

[Add Car Rental](#) [Add Hotel](#)

Detroit, MI to Chicago - Union Station, IL

Train:  355 Coach Reserved Seat (YD) Wolverine
Departs: Detroit, MI (DET) Fri 17/09/2010 at 18:18
Arrives: Chicago - Union Station, IL (CHI) Fri 17/09/2010 at 23:03
Status: **Booked in Amtrak direct/037167** Ticketing: Pick up at station
Duration: 4 hours, 45 minutes

[Add Car Rental](#) [Add Hotel](#)

Total:

Total Price: **USD 72.00**

Trip Cancel

- All Amtrak direct connect bookings are fully refundable until the ticket has been printed.
- Users are able to cancel their Amtrak bookings through Cliqbook up until the departure time. If successful, Cliqbook will automatically process a refund for the traveler.
- Once a ticket has been printed, it must be returned to Amtrak to process a refund.

Trip Change

- The Amtrak direct connect does not offer *changes* for either pre or post ticketing. Users will need to cancel their existing trip and start with a new booking. All tickets are refundable prior to the ticket being issued. Cliqbook will automatically process the refund if cancelled.
- If the traveler must *change* rather than cancel and rebook, the traveler can call a Travel Incorporated agent to make changes for trips made in Cliqbook through the direct connect. When the user views their trip in Cliqbook, these changes will be reflected.

Trip Change

- If the change is even, then Amtrak will process.
- If the change requires additional funds, then the agent must provide the **CVV** number or the agent will place on hold for the user to confirm, either by phone or by going to the kiosk.

Note: Passive segments will **not** be updated but the user will see the change in Cliqbook.

Note: Users and/or TMC does **not** have the ability to view or edit reservations via the Amtrak website.

Passenger Type Codes

Amtrak offers additional discounts for the following passenger type codes: Senior, AAA, and Military.

We will request these discounts if the check box in the user's profile is selected to access the rates. The user may need to provide additional detail at that time to prove they are eligible for the rate, like providing the AAA card number.

If the user has both Senior and military selected, Concur will pass senior as the discount is better. The same applies for Senior and AAA; Senior is still a better discount.

The user will see the rates with the discount applied.

Amtrak – Mobile V2

Amtrak mobile will allow the following:

- View itineraries booked in Cliqbook
- Select one way or round trip
- Enter stations – auto look-up as you type
- Enter dates
- Enter time
- Search for schedules
- Booking and cancelling itineraries

Q&A

- How far out can I book an Amtrak trip? **330 days from today's date**
- What are the accepted credit card types for Amtrak? **AMEX, VISA, MasterCard and UATP Card (note: no Discover Card)**
- Are seat maps supported? **No**
- Can you book car and hotel alongside Amtrak for all GDS? **Yes**
- Does Amtrak support pre or post ticket change? **Not at this time. Users will need to cancel the original booking and book the new itinerary.**

Amtrak Route Maps



Amtrak Route Map – Downeaster Route

The Downeaster route includes the following train stations:

Portland, ME

Old Orchard Beach, ME

Saco, ME

Wells, ME

Dover, NH

Durham, NH

Exeter, NH

Haverhill, MA

Woburn, MA

Boston, MA – North Station

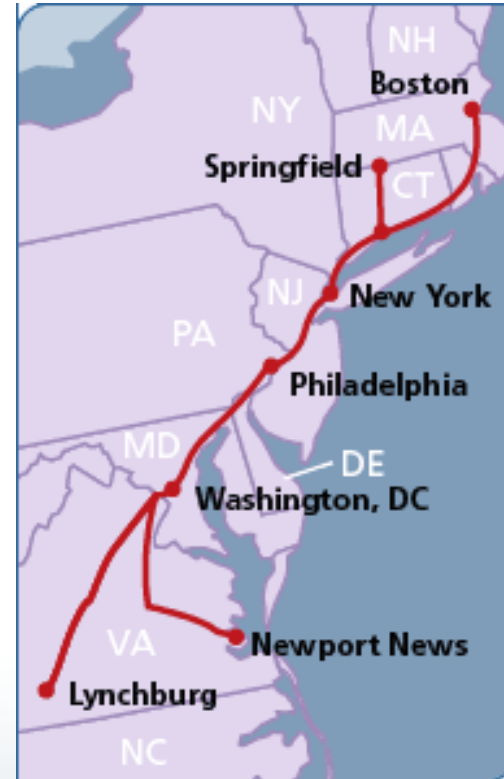


Amtrak Route Map – Northeast Regional and Acela Express Routes

The Northeast Regional route, along with the Acela Express route includes the following stations:

Boston, MA – South Station; Boston, MA – Back Bay; Westwood, MA – Route 128; Providence, RI; West Kingston, RI; Westerly, RI; Mystic, CT; New London, CT; Old Saybrook, CT; Springfield, MA; Windsor Locks, CT; Windsor, CT; Hartford, CT; Kensington, CT – Berlin; Meriden, CT; Wallingford, CT; New Haven, CT; Bridgeport, CT; Stamford, CT; New Rochelle, NY; New York, NY – Penn Station; Newark, NJ – Penn Station; Newark, NJ – Airport; Iselin, NJ – Metropark; New Brunswick, NJ; Princeton Junction, NJ; Trenton, NJ; Cornwell Heights, PA; Philadelphia, PA – North; Philadelphia, PA – 30th Street; Wilmington, DE; Newark, DE; Aberdeen, MD; Baltimore, MD – Penn Station; Baltimore, MD – BWI Airport; New Carrollton, MD; Washington, DC – Union Station; Alexandria, VA; Springfield, VA; Woodbridge, VA; Quantico, VA; Fredericksburg, VA; Ashland, VA; Richmond, VA – Staples Mill; Richmond, VA – Main Street; Williamsburg, VA; Newport News, VA; Burke, VA; Manassas, VA; Culpeper, VA; Charlottesville, VA; Lynchburg, VA

Amtrak Route Map – Northeast Regional and Acela Express Routes



Amtrak Route Map – Empire Route

The Empire Service route will include the following stations:

Niagara Falls, NY; Buffalo, NY – Exchange St; Depew, NY – Buffalo; Rochester, NY; Syracuse, NY; Rome, NY; Utica, NY; Amsterdam, NY; Schenectady, NY; Rensselaer, NY – Albany; Hudson, NY; Rhinecliff, NY; Poughkeepsie, NY; Croton on Hudson, NY; Yonkers, NY; New York, NY – Penn Station



Amtrak Route Map – Keystone Route

The Keystone route includes the following stations:

- | | |
|----------------------------------|------------------------------|
| Harrisburg, PA | Philadelphia, PA – North PHL |
| Middletown, PA | Cornwell Heights, PA |
| Elizabethtown, PA | Trenton, NJ |
| Mount Joy, PA | Princeton Junction, NJ |
| Lancaster, PA | New Brunswick, NJ |
| Parkesburg, PA | Iselin, NJ – Metropark |
| Coatesville, PA | Newark, NJ – Airport |
| Downington, PA | Newark, NJ – Penn Station |
| Exton, PA | New York, NY – Penn Station |
| Paoli, PA | |
| ▪ Ardmore, PA | |
| ▪ Philadelphia, PA – 30th Street | |



Amtrak Route Map – Hiawatha Route

The Hiawatha route includes the following stations:

Chicago, IL – Union Station

Glenview, IL

Sturtevant, IL

Milwaukee, WI – Airport

Milwaukee, WI – Intermodal Station



Amtrak Route Map – Illinois Route

The Illinois route includes the following stations:

Chicago, IL – Union Station

Summit, IL

Joliet, IL

LaGrange, IL

Naperville, IL

Plano, IL

Mendota, IL

Princeton, IL

Kewanee, IL

Galesburg, IL

Macomb, IL

Quincy, IL

Homewood, IL

Kankakee, IL

Gilman, IL

Rantoul, IL

Champagne, IL –

Urbana

Matoon, IL

Effingham, IL

Centralia, IL

Du Quoin, IL

Carbondale, IL

Dwight, IL

Pontiac, IL

Normal, IL –

Bloomington

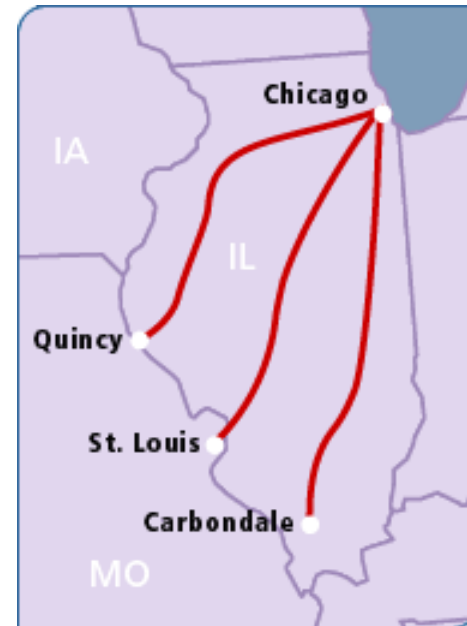
Lincoln, IL

Springfield, IL

Carlinville, IL

Alton, IL

St. Louis, MO



Amtrak Route Map – Michigan Route

The Michigan route includes the following stations:

Chicago, IL – Union Station; Hammond, IN – Whiting; Michigan City, IN; New Buffalo, MI; Niles, MI; Dowagiac, MI; Kalamazoo, MI; Battle Creek, MI; East Lansing, MI; Durand, MI; Flint, MI; Lapeer, MI; Port Huron, MI; St. Joseph, MI; Bangor, MI; Holland, MI; Grand Rapids, MI; Albion, MI; Jackson, MI; Ann Arbor, MI; Dearborn, MI; Detroit, MI; Royal Oak, MI; Birmingham, MI; Pontiac, MI



Amtrak Route Map – Missouri Route

The Missouri River Runner route includes the following stations:

Kansas City, MO; Independence, MO; Lee's Summit, MO;
Warrensburg, MO; Sedalia, MO; Jefferson City, MO; Hermann, MO;
Washington, MO; Kirkwood, MO; St. Louis, MO



Amtrak Route Map – Pacific Surfliner Route

The Pacific Surfliner route includes the following stations:

- San Luis Obispo, CA
- Grover Beach, CA
- Santa Maria, CA
- Guadalupe, CA
- Surf, CA
- Goleta, CA
- Santa Barbara, CA
- Carpinteria, CA
- Ventura, CA
- Oxnard, CA
- Camarillo, CA
- Moorpark, CA
- Simi Valley, CA
- Chatsworth, CA
- Van Nuys, CA

- Burbank, CA – Airport
- Glendale, CA
- Los Angeles, CA – Union Station
- Fullerton, CA
- Anaheim, CA
- Orange, CA
- Santa Ana, CA
- Irvine, CA
- Laguna Niguel, CA – Mission Viejo
- San Juan Capistrano, CA
- Oceanside, CA
- Solano Beach, CA
- San Diego, CA – Old Town
- San Diego, CA



Amtrak Route Map – San Joaquin Route

The San Joaquin route includes the following stations:

Sacramento, CA
Lodi, CA
Stockton, CA – ACE Station
Oakland, CA
Emeryville, CA
Richmond, CA
Martinez, CA
Antioch, CA – Pittsburg
Stockton, CA – San Joaquin St
Modesto, CA
Denair, CA
Merced, CA
Madera, CA
Fresno, CA
Hanford, CA
Corcoran, CA
Wasco, CA
Bakersfield, CA



Amtrak Route Map – Capitol Corridor Route

The Capitol Corridor route includes the following stations:

Auburn, CA
Rocklin, CA
Roseville, CA
Sacramento, CA
Davis, CA
Suisun, CA
Martinez, CA
Richmond, CA
Berkeley, CA
Emeryville, CA
Oakland, CA – Jack London Square
Oakland, CA – Airport
Hayward, CA
Fremont, CA
Santa Clara, CA
San Jose, CA



Amtrak Route Map – Cascades Route

The Cascades route includes the following stations:

Eugene, OR
Albany, OR
Salem, OR
Oregon City, OR
Portland, OR
Vancouver, WA
Kelso, WA
Centralia, WA
Lacey, WA
Tacoma, WA
Renton, WA
Edmonds, WA
Seattle, WA
Everett, WA
Stanwood, WA
Mount Vernon, WA
Bellingham, WA

