Amtrak Direct Connect Education Session
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
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).
Booking Process – Mixed Air and Rail

Chicago to Detroit route showing Amtrak alongside air:
Booking Process – Search by Schedule

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

<table>
<thead>
<tr>
<th>All 14 results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nonstop 14 results</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Outbound</th>
<th>Return</th>
</tr>
</thead>
</table>

- Amtrak #2150 NYP > BOS 6:20am 10:08am Stops: 0 Business
- Amtrak #190 NYP > BOS 6:55am 11:08am Stops: 0 Economy
- Amtrak #2150 NYP > BOS 8:03am 11:37am Stops: 0 Business
- Amtrak #170 NYP > BOS 8:30am 12:54pm Stops: 0 Economy
- Amtrak #2154 NYP > BOS 10:03am 1:37pm Stops: 0 Business
- Amtrak #172 NYP > BOS 11:06am 3:15pm Stops: 0 Economy

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.

<table>
<thead>
<tr>
<th>Shop by Fares</th>
<th>Shop by Schedule</th>
<th>Sorted By: Policy - Most Compliant</th>
</tr>
</thead>
<tbody>
<tr>
<td>$192.00</td>
<td>Amtrak</td>
<td>NYP &gt; BOS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8:31am 12:54pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>BOS &gt; NYP</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3:25pm 7:45pm</td>
</tr>
<tr>
<td></td>
<td></td>
<td>More like this...</td>
</tr>
<tr>
<td></td>
<td></td>
<td>190:30 84 results</td>
</tr>
<tr>
<td></td>
<td></td>
<td>192.00</td>
</tr>
</tbody>
</table>

Displaying 84 out of 84 results.

- $192.00 Amtrak NYP > BOS
- $192.00 Amtrak BOS > NYP
- $192.00 Amtrak NYP > BOS
- $192.00 Amtrak BOS > NYP
- $192.00 Amtrak NYP > BOS
- $192.00 Amtrak BOS > NYP
- $192.00 Amtrak NYP > BOS
- $192.00 Amtrak BOS > NYP
- $192.00 Amtrak NYP > BOS
- $192.00 Amtrak BOS > NYP

Preferences:
- Price - High to Low
- Price - Low to High
- Depart - Earliest
- Depart - Latest
- Duration
Booking Process – Show Details

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

<table>
<thead>
<tr>
<th>Depart</th>
<th>Arrive</th>
<th>Duration</th>
<th>Stops</th>
</tr>
</thead>
<tbody>
<tr>
<td>NYP &gt; BOS</td>
<td>8:05am</td>
<td>5h 25m</td>
<td>0</td>
</tr>
<tr>
<td>BOS &gt; NYP</td>
<td>2:40am</td>
<td>4h 1m</td>
<td>0</td>
</tr>
</tbody>
</table>

- Outbound flight: NYP - BOS Sep 21
- Return flight: BOS - NYP Sep 22

- Cabin classes allowed: First class, Business class when Marketing airline is in Amtrak, Eurostar
The fare rules are standard across all fare types and noted on the price page:

<table>
<thead>
<tr>
<th>Amtrak 184</th>
<th>Sep 21  9:25am</th>
<th>Sep 21 12:41pm</th>
<th>3h 16m</th>
<th>Northeast Service</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Amtrak 2121</th>
<th>Sep 22  2:00pm</th>
<th>Sep 22  4:47pm</th>
<th>2h 47m</th>
<th>Acela Express</th>
</tr>
</thead>
<tbody>
<tr>
<td>New York, NY (NYP)</td>
<td>Washington, DC (WAS)</td>
<td></td>
<td></td>
<td>Acela First Class Seat: PC</td>
</tr>
</tbody>
</table>

- **Coach Reserved Seat / Acela First Class Seat**: $309.00
- **Coach Reserved Seat / Acela Business Class Seat**: $207.00

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)
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.
Booking Process – Itinerary Review

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

![Image of itinerary review screen]
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

**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**
Users must provide passenger information before completing their booking. The data is pre-populated from the user’s profile.
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.
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
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
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
The Keystone route includes the following stations:

- Harrisburg, PA
- Middletown, PA
- Elizabethtown, PA
- Mount Joy, PA
- Lancaster, PA
- Parkesburg, PA
- Coatesville, PA
- Downingtown, PA
- Exton, PA
- Paoli, PA
  - Ardmore, PA
  - Philadelphia, PA – 30th Street
- Philadelphia, PA – North PHL
- Cornwell Heights, PA
- Trenton, NJ
- Princeton Junction, NJ
- New Brunswick, NJ
- Iselin, NJ – Metropark
- Newark, NJ – Airport
- Newark, NJ – Penn Station
- New York, NY – Penn Station
The Hiawatha route includes the following stations:

Chicago, IL – Union Station
Glenview, IL
Sturtevant, IL
Milwaukee, WI – Airport
Milwaukee, WI – Intermodal Station
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
- Mattoon, 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, IL
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
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
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
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
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