



VIA E-MAIL  
06-02-22

John R Greenewald  
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Re: Freedom of Information Act Request

Your 01-24-22 request for information made under the Freedom of Information Act (FOIA) was received via PAL by Amtrak's FOIA Office on 06-01-22.

Your request seeks records related to the most recent version of the Reservation, Ticking and Station Procedures (RTSP) Manual.

Your request has been classified as a category II – that is, a request from the media. Requesters in this category receive the first 100 pages of reproduction free of charge. Thereafter, requesters are charged 25 cents per page for reproduction of records.

Enclosed are the responsive records for the Reservation, Ticketing, Passenger Service and Station Policies. The manual no longer exists. Portions have been withheld under FOIA Exemptions 1, 4, 7a, and 7e.

Pursuant to Amtrak's FOIA regulations (49 CFR 701.10), if you do not agree with Amtrak's decision, you may file an appeal with Eleanor D. Acheson, Executive Vice President, General Counsel and Corporate Secretary, within ninety days (90) of the date of this letter, specifying the relevant facts and the basis for your appeal. Your appeal may be mailed to Ms. Acheson's attention: National Railroad Passenger Corporation, Law Department, One Massachusetts Avenue, NW, Washington, DC 20001. The President and CEO of Amtrak has delegated authority to the General Counsel and Corporate Secretary for the rules and compliance to the FOIA.

If you have any questions regarding the processing of your request, please feel free to contact me at [foiarequests@amtrak.com](mailto:foiarequests@amtrak.com). For ease of reference, your request has been assigned tracking number 22-FOI-00090.

Sincerely,

Rebecca Conner  
Manager, Records and Information Management

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## Woman's Right to Breast-Feed

**Chapter Summary:** This chapter contains Amtrak policy on a woman's right to breast-feed on board trains and in stations.

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## **Policy**

Amtrak supports a woman's right to breastfeed her children. Nursing mothers can breastfeed and express breast milk while visiting Amtrak stations or onboard trains.

### ***Special accommodations***

Amtrak is not obligated to provide special accommodations such as a private location, a blanket or a screen. However, if requested and feasible, such assistance is encouraged. Mothers can bring a blanket with them, but this is not required.

### **Lactation Suites**

Amtrak has introduced Mamava lactation suites to accommodate nursing mothers at five major train stations.

The suites are located in:

- Washington Union Station
- Baltimore Penn Station
- Philadelphia 30th Street Station
- Chicago Union Station
- New York Penn Station (once the NYP station refresh is done, the Suite will be installed)
- Los Angeles – the LAX station does not have a Mamava lactation suite but has a separate, dedicated conference room for mothers

The lactation suite is a self-contained, mobile pod with comfortable benches, a fold-down table, an electrical outlet and a door that can be locked for privacy. The 5-foot by 9-foot, ADA-compliant pod is designed for individual use, but can fit more than one person, as well as mothers with babies and other children in tow.

### ***Moving seats***

Any customer objecting to being near another customer who is breast-feeding may move to another seat in station. The mother who is breast-feeding will not be asked to move, nor will she be asked to cover up.





2019-04-24

## Appendix

### *Lactation suite pictures*

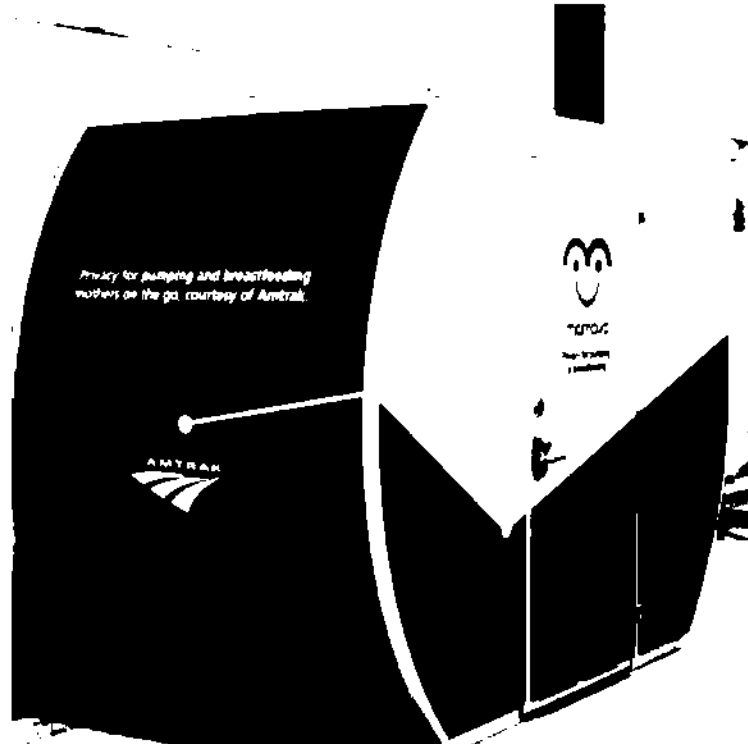
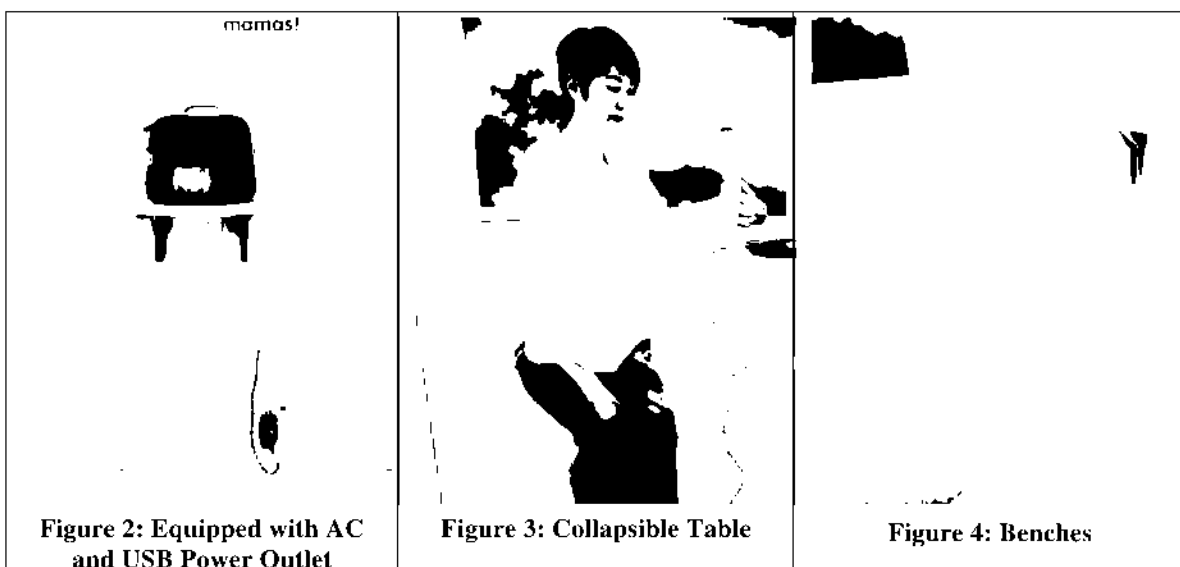


Figure 1: Mamava Lactation Suite





2019-04-24

***Update history***

2019-04-24 Changed information about NYP and added information on LAX  
2018-05-29 Changed template and added information on Lactation Suites.  
2017-03-01 New.

***About this Chapter***

<b>Contact(s):</b> Ann Adams	<b>Subject:</b> Woman's Right to Breastfeed
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Policy and Procedures



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6/2/2022

2019-04-24



2019-08-23

## Wi-Fi on Trains and in Stations

**Chapter Summary:** This chapter provides the user with information on Wi-Fi on trains and in stations.

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## Introduction

Wi-Fi® is a system that provides Internet access to users who have devices that can receive Wi-Fi signals, such as laptop computers, smartphones, tablet devices, and many game players and MP3 players.

"Wi-Fi" is a trademark of the [Wi-Fi Alliance](#) (external site) and the brand name for products using the IEEE 802.11 family of services. The term initially meant "wireless fidelity" but is now a stand-alone trademark.

Wi-Fi services provided by Amtrak on trains and in stations is provided under the trademark "Amtrak Wi-Fi®".

## Amtrak Wi-Fi is free

Amtrak Wi-Fi service is provided at no charge on trains and in stations listed at the end of this document.

## Internet coverage and speed

The Amtrak Wi-Fi network relies on bandwidth provided by cellular carriers who have towers along the routes. The bandwidth available from these towers is limited and speeds may not match what passengers are used to receiving from stationary Wi-Fi networks such as those available in homes or offices. Due to limited cellular coverage, Wi-Fi access may not be available in remote parts of the Amtrak network, or in places where the cellular signal may be blocked such as inside tunnels.

If some of the users are engaging in activities that use large amounts of bandwidth, the speed will slow for all users. Passengers are asked to keep this in mind and be respectful of their fellow passengers. Speed can also be slower if there are a large number of users on a train.

Connection speed for Amtrak Wi-Fi services within stations are ground-based and will usually be faster.



## Restrictions on use

To maximize the amount of bandwidth available to all passengers, on trains, Amtrak Wi-Fi blocks access to streaming media and limits file downloads to 10MB. Passengers who need to download large files should do so prior to boarding the train.

Access is also restricted to websites with objectionable content. This restriction applies both on trains and in stations. If passengers feel a website has been incorrectly blocked, or have general comments about the service, they are asked to contact Amtrak at: [amtrak.com/contactus](http://amtrak.com/contactus).

## Virtual Private Networks (VPN)

Amtrak Wi-Fi supports VPN only on Acela Express and California (Capitol Corridor, San Joaquin, Pacific Surfliner) corridor trains. Given the private nature of these networks, they can enable users to engage in high-bandwidth activities that can negatively affect the performance of the network for other passengers.

## Connecting to Amtrak Wi-Fi

Most wireless devices will detect the Amtrak Wi-Fi network and connect automatically. When opening any web browser, passengers should see the Amtrak Wi-Fi welcome screen. If they do not see the welcome screen automatically, they should look for the Amtrak Wi-Fi network in their list of available wireless networks and select it.

- In stations, look for "AmtrakStation."
- On trains, look for "Amtrak".

If a user still does not see the welcome screen, he or she should reboot the laptop or other device then try to reconnect. If the problem persists, the user may need to refer to the manual for the device or consult the manufacturer for more information.

Amtrak Wi-Fi does not offer technical support for passengers experiencing difficulty with the network. If a user feels there has been a network outage on a train, he or she is asked to report this to the Conductor. Conductors should not make any attempt to troubleshoot passenger connectivity issues, but rather report the possibility of an onboard outage to a support desk.



## Blocked content

A user may see this error screen when attempting to access certain web sites.

Amtrak restricts access to certain websites due to inappropriate content or because the website has been deemed to consume high-levels of bandwidth. If a passenger sees this screen, it is because Amtrak has either restricted access to the website, or because the host of that website is experiencing technical difficulties.

## Trains providing Amtrak Wi-Fi service

Service	Details
Auto Train	Entire Train
Acela Express	Entire train
Northeast Regional	Entire train
Keystone Service	Entire train
Pennsylvanian	Café car and Amfleet I cars only*
Springfield-New Haven shuttle trains	Entire train
Empire Service	Entire train
Ethan Allen Express	Entire train
Vermont	Entire train
Downeaster	Entire train
Adirondack (not in Canada**)	Café car and Amfleet I cars only*
Maple Leaf (not in Canada**)	Café car and Amfleet I cars only*
Lincoln Service	Entire Train (not available on 21/22/421/422)
Carolynian	Entire train
Crescent	Entire train (2/29)
Cardinal	Entire train (2/29)
Lake Shore Limited	Entire train * currently the lounge car travels to NYP, so the ALB-BOS passengers do not have Wi-Fi. Once the train resumes normal service, the NYP-ALB section will not have the Wi-Fi service. (2/29)
Silver Meteor	Entire train (2/29)
Silver Star	Entire train (2/29)
Palmetto	Café car and Amfleet I cars only*
Capitol Corridor	Entire train
San Joaquin	Entire train
Pacific Surfliner	Entire train



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Service	Details
Amtrak Cascades	Talgo equipment only, not on any equipment that may be substituted or operated in addition (such as Thanksgiving extra trains)
Hiawatha (Chicago- Milwaukee)	Entire train
Wolverine (Chicago-Pontiac / Detroit)	Entire train
Blue Water (Chicago-Port Huron)	Entire train
Illini / Saluki (Chicago-Carbondale)	Entire train
Illinois Zephyr / Carl Sandburg (Chicago-Quincy)	Entire train
Pere Marquette (Chicago Grand Rapids)	Entire train
Missouri River Runner (St. Louis-Kansas City)	Entire train

\* These trains also use Amfleet II coaches (25000-series) which do not have Amtrak Wi-Fi installed. Cars that do have Amtrak Wi-Fi installed are identified by window decals and seatback information. Amfleet I cars have shorter windows and a door at each end, and Amfleet II cars have taller windows and a door at one end only; they otherwise look similar.

\*\* Due to cellular roaming issues, Wi-Fi service is not available when the train is in Canada. The service will be automatically disconnected as the train approaches Canada border, and will reconnect when the train reenters the United States.

The availability of Amtrak Connect Wi-Fi on a train is indicated by the letter "N" (for "network") in the services section of the availability display. Please note that this does not necessarily mean the entire train has this service.

AWASNYPM								
WASHINGTON	DC	-	NEW YORK	PENN NY		MO	17OCT	100P
1 THS	2166M	WASNYP	100P	17OCT	345P	-MTWTF-	SQN	PK8
						2:45		K8
2 THS	2168M	WASNYP	200P	17OCT	445P	-MTWTF-	SQN	PK8
						2:45		K8
3 THS	2170M	WASNYP	300P	17OCT	545P	-MTWTF-	SQN	PK8
						2:45		K8





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### ***Reporting problems with the Wi-Fi on trains***

If a problem with Wi-Fi service on a train has been reported, please call **Acela Trains and NEC Regional use phone number: 1-844-880-5322**. This number will include Acela, all NER, Downeaster, Empire Service, Keystone, Pennsylvanian, Vermonter, Maple Leaf, Adirondack, Carolinian, Palmetto, NHV/SPG Shuttle, and Ethan Allen Express.

**Piedmont Trains:** 1-800-706-9751. The Piedmont trains are numbered 73, 74, 75, 76, 77, 78 and 79. These train use PiedmontConnect Wi-Fi service

**All Other Equipment:** (888) 999-6414

Please sure you advise on board employee they will need to provide the following information -

1. Train Number
2. Car Number
3. Conductor's Name
4. Nature of the problem (i.e., no service, cannot connect, intermittent service)

If a customer is on the train, they can report the problem to the conductor. The conductor can reset the system. If this does not work if can report the issue. All of the conductors were issued a card with the number as a reminder.

### **Thruway Buses providing Wi-Fi service**

Some of our Thruway bus partners may provide free Wi-Fi on their buses. This is not the Amtrak Wi-Fi services. The availability of Thruway Service Wi-Fi is indicated by the letter "N" (for "network") in the services section of the availability display. This cannot be guaranteed.

ACHITOL									
CHICAGO-UNION IL - TOLEDO OH TE 05JAN 735A									
AMTRAK BSNS PASS TR 30 MUST BOOK BT SPACE FIRST IF AVAILABLE									
TR 30 BICYCLE SPACE AVAILABLE IN COACH BAGGAGE CAR, BOOK BV									
1	BUS	8730C	CHITOL	735A	05JAN	230P	8	K	T3
							5:35		
2		30C	CHITOL	640P	05JAN	1139P	8	RDLB	FS2 DS1 ES8 LY8
							3:59		Y8 BV0 QX5

### **Information on additional trains and stations with Amtrak Wi-Fi service**

When additional trains and stations have Amtrak Wi-Fi service added, this chapter will be updated, and a Daily Advisory written.

Passengers can go to [www.amtrak.com](http://www.amtrak.com) for the latest information about Amtrak Wi-Fi service.



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## Passenger comments

Amtrak welcomes passenger feedback and finds it valuable to improving service. Passengers with comments or questions about the service, including about restricted access, may go to [www.amtrak.com/contactus](http://www.amtrak.com/contactus).

## Appendix

### *Update History:*

2019-08-23: New Wi-Fi trouble shooting phone number for the NEC trains.  
2019-06-05: Removed Coast Starlight and Southwest Chief from the Wi-Fi list, removed Stations (information available online and in the city profiles)  
2018-09-13: removed mentioned of AmtrakConnect, Now Amtrak Wi-Fi.  
2018-02-01: Remove Parlour Car mention from the Coast Starlight  
2017-03-29: Updated the Wi-Fi trouble shooting numbers  
2016-02-10: Added the Cardinal, Cascades, Lake Shore Limited, Silver Meteor and the Silver Service.  
2015-05-18: Added the Piedmont Service  
2014-03-19: Added the LAX Metropolitan Lounge and information on reporting Wi-Fi accessibility on the trains  
2013-11-12: New service on the Midwest trains  
2012-09-25: Ported to a new template.

### *About this Chapter*

<b>Contact(s):</b> Phil Bouchard	<b>Subject:</b> Wi-Fi on Trains
<b>Owner Department:</b> Marketing	<b>Group:</b> Station Support



## VIA Rail Canada

**Chapter Summary:** This chapter contains information about VIA Rail Canada, the primary intercity rail passenger operator in Canada, information about Amtrak trains that operate into Canada, and some information about reserving and ticketing. It also contains listings of other Canadian rail passenger operators.

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## **VIA Rail Canada - description**

### ***VIA Rail Canada operations***

VIA Rail Canada has three types of operations. Only two of the trains have names.

#### **Corridor**

- Niagara Falls-Toronto
- Windsor-Toronto
- Sarnia-Toronto
- Toronto-Ottawa
- Toronto-Montréal
- Ottawa-Montréal
- Montréal-Québec City

Corridor operations offer coach and business class seating. Business class on VIA Rail Canada is actually about the same as Acela Express First Class, with meals at seats and complimentary alcoholic and non-alcoholic beverages.

#### **Transcontinental**

- Vancouver-Toronto (Canadian)
- Montréal-Halifax\* (Ocean)
- Montréal-Gaspé\*

\* These two trains operate combined between Montréal and Matapédia, Québec, where they split for their respective destinations.

These services do not operate every day. Contact VIA Rail Canada for current schedules.

Transcontinental operations offer coach seating, dining car, and sleeping car service. Sleeping car accommodation types vary from open sections (upper and lower berths separated from the aisle by only a curtain; seating by day, beds by night), cabins for 1 (rooms for one person including sink and toilet), cabins for 2 (rooms for two persons including an enclosed toilet and a sink), cabins for 3 (rooms for three persons including an enclosed toilet and a sink), and ensuite rooms consisting of two adjacent cabins for 2 with the partition removed. There are no showers in the rooms (except for certain rooms on the Montréal-Halifax train) but there is a shower elsewhere in the car.

#### **Remote**

- Victoria-Courtenay (currently suspended)



- Prince Rupert-Prince George-Jasper (day travel; passengers overnight in Prince George)
- Winnipeg-Churchill
- Sudbury-White River
- Montréal-Senneterre
- Montréal-Jonquière

These services do not operate every day. Contact VIA Rail Canada for current schedules.

Remote operations are primarily designed to provide transportation to isolated regions in Canada where there are few roads. These trains offer coach seating, varying levels of food service, a baggage car, and, in the case of the Winnipeg-Churchill train, sleeping car service. A higher level of coach service called Touring Class is offered on the Prince Rupert-Prince George-Jasper train during the summer. They make many stops to serve the small communities or settlements along the route.

### **On-train staff**

VIA Rail Canada does not have conductors in the sense that Amtrak does. Two employees in the locomotive cab are responsible for the operation of the train. Ticket collection is done by a train manager, who also supervises the rest of the on-board staff. Food service in coach is provided by an employee in a lounge car (long distance trains) or by an employee using a cart (corridor trains). Business class on corridor trains (comparable to Acela Express First Class on Amtrak) and sleeping cars on long distance trains are staffed similarly to Amtrak.

### **Smoking and Alcohol**

All VIA Rail Canada trains and stations are entirely non-smoking.

The sale of alcohol on VIA Rail Canada trains is subject to provincial law. The legal drinking age is 18 in Alberta, Manitoba and Québec, and 19 in all other provinces and territories. For cross-border trains, the above ages apply only when the train is physically within Canada.

## ***Reservations, ticketing, fares and refunds***

### **Reservations**

As with Amtrak, VIA Rail Canada handles much of its reservation activity through its website, [www.viarail.ca](http://www.viarail.ca), and through its reservation and information phone number, 888-VIA-RAIL. This phone number is accessible in Canada and the United States. VIA has two call centers, in Montréal, Québec and Moncton, New Brunswick. Passengers may



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make reservations and payment through these channels, as well as at station ticket offices and a number of travel agencies.

VIA Rail Canada's reservation system is called "VIAnet".

### **Ticketing**

VIA Rail Canada has ticket offices in most large cities along its route where tickets may be purchased. Like Amtrak, VIA accepts American Express, MasterCard and VISA; unlike Amtrak, they do not accept Discover or the Universal Air Travel Plan card but they do accept PIN-based debit cards. Cash is accepted and passengers may pay in both Canadian and US dollars.

VIA is phasing in an eTicketing program similar to that being implemented by Amtrak. eTicketing started on the Quebec City-Windsor corridor on August 7, 2018. More routes will follow.

### **Fares and refunds**

VIA Rail Canada offers a variety of fares, some of which require advance booking and/or purchase. There are separate fares for adults, for seniors (60 and over), youth (ages 12-25) and children (ages 2-11). Infants-in-arms travel free. Some fares are non-refundable once paid for; if a passenger no-shows for a train (fails to cancel before train departure), the entire amount paid is forfeited – it is neither refundable nor may it be applied toward future travel.

Fares within Canada are subject to the Canadian Goods and Services Tax as well as any provincial sales taxes. Taxes do not apply to cross-border travel ticketed by VIA on the Maple Leaf train. (Amtrak fares do not have any tax.)

Contact VIA Rail Canada for details about fares.

If you are presented with a VIA Rail Canada-issued ticket (on VIA ticket stock) for refund, do not process it but have the passenger contact VIA at 888-VIA-RAIL to find out what to do. The VIA refund office address is:

Ticket Refunds  
VIA Rail Canada  
Central Station  
895 rue de la Gauchetière ouest  
Montréal QC H3B 4G1  
Canada



### **Frequent traveler program**

VIA Rail Canada operates a frequent traveler program called Via Préférence which is similar to Amtrak Guest Rewards. Members earn points for paid travel that can be redeemed for free travel and other rewards. VIA Préférence points may be redeemed through 888-VIA-RAIL.

## **Procedures**

### ***Ticketing VIA Rail Canada trains by Amtrak***

Customers may make reservations at [www.viarail.ca](http://www.viarail.ca) or by calling 888-VIA-RAIL. Fares paid directly to VIA cannot be ticketed by Amtrak; the passenger must pick up the tickets from an open ticket office or a self-service kiosk in Canada.

### ***Ticketing Amtrak trains by VIA Rail Canada***

The following VIA Rail Canada stations have Arrow ticketing equipment and handle all Amtrak ticketing transactions. Not every VIA employee is trained on Arrow/STARS so the hours of service may be limited:

- Vancouver, British Columbia
- Toronto, Ontario
- Montréal, Québec
- Moncton, New Brunswick (no Amtrak service here)

What these ticket offices can refund:

- Any Arrow ticket they issued
- Any Arrow ticket issued by any station in the US or Canada that was paid by credit card

Fares paid directly to Amtrak cannot be ticketed by VIA except at Vancouver, Toronto, Montréal or Moncton.

## **Amtrak operations in Canada**

Amtrak operates three routes into Canada.

### ***Seattle - Vancouver, BC***

#### **Train and bus service**

Amtrak Cascades, trains 516, 517, 518 and 519, two each way every day, along with several 8000-series Thruway bus schedules. These are wholly Amtrak operations; they





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are not operated by VIA Rail Canada, and make no stops between Vancouver and the border.

**Booking and Ticketing**

These trains appear in Arrow only. VIA tickets these trains using Arrow terminals in Vancouver; normal Amtrak booking and ticketing procedures apply, including forms of payment accepted.

Do not tell the passenger to call VIA for reservations. These are Amtrak trains and Thruway services and we book them.

**Food Service**

Food service is provided by Amtrak.

**Border Crossing**

Border formalities for the Amtrak Cascades trains are carried out in the Pacific Central Station in Vancouver for both arrivals and departures. The train uses a gated area. The departure times for Vancouver shown in Arrow are not the actual times the trains leave but are the times the gates to the inspection area are closed; if the gates have closed the passenger has missed the train.

Passengers on Amtrak Thruway buses are inspected at the border inspection stations at Blaine, Washington/White Rock, BC, along I-5.

***New York - Montréal, QC*****Train Service**

The Adirondack, trains 68/69, once a day. These are wholly Amtrak operations; they are not operated by VIA Rail Canada. They make one stop between Montréal and the border, at St-Lambert, Québec, on the south shore of the St. Lawrence River across from Montréal (no local passengers carried).

**Booking and ticketing**

These trains appear in Arrow only. VIA tickets these trains using Arrow terminals in Montréal; normal Amtrak booking and ticketing procedures apply, including forms of payment accepted

Do not tell the passenger to call VIA for reservations. This is an Amtrak train and we book it.



## **Food Service**

Food service is provided by Amtrak.

## **Border crossing**

Border formalities are carried out at Rouses Point, New York southbound (a passenger stop), and at Lacolle, Québec northbound (not a passenger stop). A passenger name list is provided to the US Immigration and Customs Enforcement daily upon train departure.

## ***New York - Toronto, ON***

### **Train Service**

Unlike the other two services, this is a joint operation by Amtrak and VIA Rail Canada. One through train operates, the Maple Leaf, once a day.

- Between Toronto and Niagara Falls, Ontario, the train operates as a VIA Toronto-Niagara Falls corridor train (even though it operates with Amtrak locomotives and cars). Local passengers in Ontario book and ticket through VIA Rail Canada only. This segment is identified in Arrow as 7097/7098 and in VIAnet as 97/98.
- Between Niagara Falls, Ontario and New York, the train operates as an Amtrak Empire Corridor train. This segment is identified in Arrow as 63/64 and in VIAnet as 463/464.

### **Booking and ticketing**

- Local passengers in New York book and ticket through Amtrak only.
- Passengers traveling across the border in this train remain on board; although two segments appear in the reservation system (so each carrier gets one ticket), it is one through train, not two. The segments break at an artificial tariff point, Canadian Border New York (CBN), in order to avoid showing false off/on counts at either Niagara Falls, New York (NFL) or Niagara Falls, Ontario (NFS). CBN is not an actual stop but it is between NFL and NFS.

Exception: Passengers between the USA and Niagara Falls, Ontario book one segment only to or from NFS, as this is where the train actually changes ownership between Amtrak and VIA so only one ticket coupon is needed.

- Both Amtrak (Arrow) and VIA Rail Canada (VIAnet) sell through travel, with the cross-border seating inventory divided between them and appearing in each system; passengers originating in the USA should book through Amtrak and passengers originating in Canada should book with VIA, although if one carrier's inventory is sold out and the other's inventory is not this can be overlooked (that is, if a passenger is in Toronto wanting to go to New York and VIAnet shows sold



out but Arrow has space for the same train, the booking may be made in Arrow even though the passenger is in Canada).

- Cross-border travel is not subject to the Goods and Services Tax.

### **Fares**

**Travel wholly within the United States**, or between the United States and Niagara Falls, Ontario (NFS)

- Amtrak fare policies apply. Make reservations and purchase tickets from Amtrak only.

### **Travel wholly within Canada**

- VIA Rail Canada fare policies apply. Make reservations and purchase tickets from VIA Rail Canada only.

**Travel across the border** between New York through Niagara Falls, NY and the Canadian border (CBN), on the one hand, and the Canadian border (CBN) and St. Catharines through Toronto, on the other hand:

#### *If booking through Amtrak*

- Two segments are reserved, breaking at CBN, an artificial tariff point between Niagara Falls, New York and Niagara Falls, Ontario. This tariff point is established to distinguish through passengers from those whose origin or destination is Niagara Falls.
- Through fares apply – an off peak one way fare and a peak one way fare. The same fare applies regardless of the seat inventory class booked.
- Both train service are totally eTicketing. Conductors will scan tickets using a mobile device.
- Business class is additional.
- Discounts:
  - Children 2-12 receive a 50 percent discount. Use passenger type "H".
  - Seniors age 60 or over receive a 10% discount (age and percentage are different from Amtrak senior fare policy). Use passenger type "EV".
  - No other discounts apply. (Use "F" or "EV" to price mobility impaired space.)
  - Employee pass fares and USA Rail Passes do not apply on the Canadian segment (7097/7098). Price at regular fares.

#### *If booking through VIA Rail Canada*



- VIA's policies are similar. Contact VIA Rail Canada at 888-VIA-RAIL or go to [www.viarail.ca](http://www.viarail.ca) for particulars.

### Exceptions

When reservation has to be made in Arrow even if the customer is originating in Canada

- **Passenger has onward travel on Amtrak**, such as a connecting train out of New York or the westbound Lake Shore Limited from Buffalo or other city. The entire PNR should be booked in Arrow including the Maple Leaf.
- **Passenger wants business class** (as Amtrak defines it) on the train. This inventory type does not appear in VIA's reservation system. This can only be booked in Arrow. (Note that between Toronto and Niagara Falls, no business class amenities are provided other than the seat – no complimentary beverage or newspaper; to reflect this, the additional cost for business class in Canada is minimal.)
- **Passenger needs mobility impaired space**. This inventory type also does not appear in VIA's reservation system. Either the booking will be made through Arrow, or a VIA agent will call Amtrak asking that a dummy reservation be made to tie up the space, then VIA will issue the actual ticket (this is more common for travel wholly within Canada). Price this reservation at zero fare, include the passenger's name, cross-reference the VIA PNR number, and protect the PNR. [Click here](#) for procedures.
- **Passenger is physically in the United States**, but is making a reservation and buying tickets for travel that will start in Canada, and wants to pay Amtrak for the travel.

### Changing a reservation going to Canada that was ticketed through VIA's reservation system

If a passenger has a PNR that is in VIA Rail Canada's reservation system, as indicated by having tickets issued from VIA's system rather than Arrow, the passenger must call VIA at 888-VIA-RAIL to change it before train departure in order to avoid forfeiting the fare due to being a no-show. Amtrak cannot change the PNR in VIAnet because we do not have VIAnet terminals.

The customer may also:

- Cancel the return reservation with VIA, book and purchase a ticket with Amtrak in Arrow, then return the unused VIA ticket to VIA later for refund.



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## **Food Service**

Food service is provided by Amtrak within the United States, and by VIA within Canada. The Amtrak food service menu applies in the United States and the VIA Rail Canada food service menu applies within Canada. Selections are similar to those of Amtrak.

Effective on October 29, 2019, VIA Rail will stop accepting cash for on board food purchases for the Niagara Falls / Toronto / Niagara Falls portion of the Maple Leaf. VIA Rail will accept credit cards, prepaid credit cards and VIA Rail gift cards on this service.

## **Border crossing**

Border formalities are carried out at Niagara Falls, Ontario entering Canada, and at Niagara Falls, New York entering the United States. A passenger name list is provided to the US Immigration and Customs Enforcement daily at 0820 ET. Passengers entering the United States must be reserved (not necessarily ticketed) no later than 0820 ET on the day of travel in order to be on this list; if not, they purchase a ticket from VIA Rail Canada as far as Niagara Falls, Ontario ONLY and make their own way across the border to New York.

## **Contacts**

VIA Rail Canada – for the public and Amtrak agents

Phone: 888-VIA-RAIL  
TDD Phone: 800 268-9503  
Internet: [www.viarail.ca](http://www.viarail.ca)

For Amtrak agents only – DO NOT GIVE THESE TO THE PUBLIC:

Operations 800-361-6265  
Moncton Telephone Sales Office – for help with VIA reservations 506-859-3905  
Station ticket offices – see the VAC, TWO or MTR city profiles

VIA Rail Canada Headquarters

VIA Rail Canada  
Suite 500  
3 Place Ville-Marie  
Montréal QC H3B 2G6  
Canada  
514-871-6000

Amtrak – for the public:



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Phone: 800-USA-RAIL  
TDD Phone: 800-523-6590  
Internet: [www.amtrak.com](http://www.amtrak.com)

For VIA agents only:

Support desk – Philadelphia: 215-896-7605

### ***Mobility impaired travel on the Maple Leaf***

Passengers with mobility impairments on VIA 97 (Amtrak 7097) and VIA 98 (Amtrak 7098), the Maple Leaf, who are travelling locally between Toronto and Niagara Falls, Ontario and intermediate points, require the accessible space on that train. However, all the accessible space is in Arrow, and none of it is in VIAnet, VIA Rail Canada's reservation system. Each train has four transfer seats (XY) and two occupied wheelchair spaces (WY).

### **Travel is wholly within Canada**

The purpose of these procedures is to tie up the mobility impaired space so it can be used by a local VIA passenger.

1. Book a coach reservation in VIAnet normally between the passenger's city pair.
2. Either:
  - Go to the Amtrak Arrow reservation system, or
  - If you do not have an Arrow terminal, call Amtrak at 800-USA-RAIL. VIA agents can also try calling the Amtrak desk at the Moncton TSO.
  - If you do have an Arrow terminal, or you are an Amtrak call center agent, continue.
3. Display mobility impaired availability in Arrow/RailRes/STARS between TWO-CBN or CBN-TWO. (You can't book between the actual two Canadian cities.)
4. Book the type of mobility impaired accommodation required.
5. Manually price the PNR at zero.
6. Add ticketing remarks: cross-reference the VIA PNR number and indicate that this is for a mobility impaired passenger reserved and ticket in VIA.
7. Add special service fields.
8. This is a cross-border PNR so you can't protect the PNR because you would need the 5DOB and 5PID fields. Instead, change the hold limit to the day of departure – this will keep the space from going back into inventory until after the train has departed, after which time it will likely not be sold for this short segment anyway.



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9. Complete the PNR (you will need the passenger's phone number in the 901@ field), end-transact, and protect the PNR.

PNR REQUIRES DOB/PID INFORMATION PRIOR TO TKTG  
OFFER AP - PICKUP TICKETS AT TICKET OFFICE  
\*NEW HOLD LIMIT DATE ASSIGNED\*  
093434 RR HL\*10FEB CTC-P  
-01@ HORTON/TIM  
1 7097 C. TWO-CBN: 820A FR 10FEB 1022A 10FEB XD  
301@ R SEG # 1 BASIS 1WW/P1  
\* MP YOFV  
\* TICKETED ON VIA PNR ABC123  
4001@ SSR MAAS KK 1 B 1 TWO - 8210 PSD/P1  
4002@ SSR MAAS KK 1 D 1 CBN - 8210 PSD/P1  
\* PASSENGER USES A WALKER  
901@ 416-555-1212-C /P1

#### Travel is across the border

1. Book the entire PNR in Arrow, regardless of where the passenger is originating travel.
2. Reserve mobility impaired space on both segments.
3. For travel on the Canadian portion of the train (7097/7098) there is no discount. Price the PNR as follows.
  - Amtrak segment (63/64) – Price normally with the appropriate Amtrak mobility impaired passenger type.
  - VIA segment (7097/7098) – Price with fare plan “WW” (mobility impaired but without a discount). If the passenger is a child, price with “WW” to determine the fare, then manually reprice with “WW”, fare plan “YOFV”, and half fare.
4. Complete the PNR including SSR fields and phone, and ticket normally.

Examples:

#### Adult

RESV # HL 07FEB CTC-NONE 116.55/ 116.55  
NO NAME  
1 63 C. NYP-CBN: 715A FR 10FEB 437P 10FEB XA  
301@ R SEG # 1 BASIS 1WM/P1  
\* AP AOFV RAIL FARE 87.55  
2 7098 C.:CBN-AST 457P FR 10FEB 703P 10FEB XD  
302@ R SEG # 2 BASIS 1WW/P1  
\* AP YOFV RAIL FARE 29.00



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### Child

RESV # HL 07FEB CTC-NONE 57.76/ 57.76  
NO NAME  
1 63 C. NYP-CBN: 715A FR 10FEB 437P 10FEB XA  
302@ R SEG # 1 BASIS 1VM/P1  
\* AOFV RAIL FARE 43.26  
2 7098 C.:CBN-AST 457P FR 10FEB 703P 10FEB XD  
301@ R SEG # 2 BASIS 1WW/P1  
\* MP YOFV RAIL FARE 14.50  
\* MOBILITY IMPAIRED CHILD

### ***Mobility impaired travel on other Amtrak trains***

- Book and ticket normally through Arrow.

### ***Mobility impaired travel on other VIA Rail Canada trains***

- Book and ticket normally through VIA Rail Canada.

### ***Update history***

2019-10-14 Via Rail will stop accepting cash for on board food services (NFS/TWO/NFS)  
2019-04-15 Removed reticketing procedures for changing VIA ticketed reservations.  
2016-07-26 Fare information on the joint Maple Leaf train New York-Toronto added.  
2013-02-21 Minor corrections due to VIA Rail Canada and Ontario Northland service changes and the elimination of prepaid orders on Amtrak; rewritten in new template.  
2012-02-09 New. Replaces G/OCC/VIA.

### ***About this chapter***

<b>Contact(s):</b> Phil Bouchard, Ann Adams	<b>Subject:</b> VIA Rail Canada
<b>Owner Department:</b> Product Development and Customer Experience (PD&CX)	<b>Group:</b> Station Standards





## USA Rail Pass Program

**Chapter Summary:** This chapter contains information about the USA Rail Pass and the procedures for booking and ticketing it. The USA Rail Pass is a ticket type that allows flexible travel across the Amtrak system for one of three defined periods of time.

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## New Policy

**The terms & conditions for the USA Rail Pass Policy will change effective June 6, 2021. The “Legacy Pass” Policy will stay intact until March 2022.**

The USA Rail Pass a multi-segment pass product that allows customers to hop on/off Amtrak services and tour the country for one fixed fare. Pass purchase and booking segments will be offered via self-service on Amtrak.com and the Amtrak app.

## Pricing, Segments and Validity

**Introductory Rate through 6/22: \$299 valid for 10 segments over 30 days of travel.**

Travel Period	Pass Code	Fare Code	Seat Class	Fare
-120 days from pass purchase -30 days from first lift	PS10 Passenger Type: F, HF, WW	AS10 Passenger Type: Y, YM, YB, YC	Valid thru YA, LA, WA, XA, U, T, G	\$499.00 per pass

- There are no additional discounts (children, seniors, PWD) offered with this pass
- AGR members earn 2 points per dollar spent (998 points), which are awarded after the first lift

## Key Conditions

The basic fare rules and conditions governing the new USA Rail Pass program are as follows:

- Coach travel only. Upgrades to Business Class and private rooms are not permitted.
- Valid on all fare types except the Y fare bucket (presented as ‘Flexible Fares’ to customers).
- Each pass allows one pax per PNR (including kids). Future state will allow multiple pax per PNR.
- Following pass purchase, segments with children and PWD must be booked via Contact Center.
- Acela, Auto Train, Canadian portion of Maple Leaf and Thruway Bus 7000-7999 excluded.



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- Limit four-one-way trips between the same city pair (including intermediate destinations). To book multiple trips between the same two stations, consider a Multi-Ride Pass.
- AGR point redemption not available for pass purchase.
- No blackout dates, pass may be used all year round.
- No geographical restrictions, pass is valid nationwide.
- No residency or nationality requirements for purchase or use of the pass.
- Ticket for travel must be obtained prior to boarding the train. Tickets cannot be obtained on board. Fares paid on board or to obtain travel to the nearest staffed ticket office will not be refunded.
- Each rail or Thruway segment booked counts toward the total allowable number for the pass.
- Not transferable. The pass is for the personal use of the passenger whose name appears on the pass.
- The travel period begins on the first date of travel, not the date on which the pass was booked. All travel must end at 11:59 PM on the expiration date of the pass. This means continuing to a final destination after midnight of the last travel day is not allowed. The expiration date will be in the header of the Pass PNR and endorsed on the pass when issued. Passengers may continue travel by buying a separate ticket between the last city before midnight, and the desired destination.

## Refunds, Changes and Cancellations

### Refunds

An unused rail pass is fully refundable if requested within pass validity period (120 days) and no segments have been booked.

- If a pass holder has booked travel, pass is also fully refundable up to 48 hours prior to the scheduled departure of the first booked segment.
- Pass is refundable inside 48 hours of scheduled departure of the first booked segment, less a 25% cancellation fee.
- Pass is non-refundable following the scheduled departure of the first booked segment.
- Pass has no remaining value following the validity period—even if no segments have been booked or used.

### Changes and Cancellations

Trip changes are permitted prior to the scheduled departure time of a booked segment.



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- Rebooked segment must be made within the pass validity period (120 days) or within 30 days of the first used segment
- Prior to scheduled departure, pass holder can also opt to cancel a segment and return it to the pass
- No changes or cancellations are permitted following the scheduled departure time of a booked segment

### **No Shows**

If a segment is booked and not used, it expires after scheduled departure—using one segment. No shows due to missed connections or service disruptions can be reaccommodated.

## **Reserving and Ticketing**

### **Booking**

- The Rail Pass segment (USA-RLP) and all travel segments must be on the same PNR.
- Valid in all fare types except the Y Fare Bucket (Flexible Fare). Saver and Value Fares (YA, YB & YD Buckets) are available for rail pass booking only.
- The system will not apply USA Rail Pass fare rules or pricing to travel booked on a separate PNR from the pass.
- Travel booked in a separate PNR will price at the regularly available rail fare.

## **Frequent Asked Questions**

### **How does it work?**

The USA Rail Pass allows you to make a multi-segment journey on Amtrak for one low, fixed price. After you purchase your pass, you will be able to book each segment of your trip on Amtrak.com or the [Amtrak app](#). You'll receive a ticket for each segment of your trip and can present it to the conductor when boarding.

### **What is a travel segment?**

A travel segment occurs any time you board and disembark one of our trains (or other scheduled services). If your trip involves making one connection, you will use two segments of your USA Rail Pass.

### **How long is my pass valid?**



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The pass validity period is 120 days following the date of your purchase. Once you travel on your first segment, you will have 30 days before your pass expires.

**Can I travel with others?**

Yes, though each customer must purchase their own rail pass and travel is booked on separate reservations.

If you are traveling with children, purchase a pass for each child and then call 1-800-USA-RAIL (1-800-872-7245). One of our agents would be happy to book your tickets.

**Which classes of service can I choose?**

USA Rail Pass is available for travel in Coach class. Upgrades to Business Class and private room accommodations are not available at this time.

**Are there restrictions?**

There are three important restrictions to keep in mind as you consider purchasing a USA Rail Pass:

**Route Restrictions.** USA Rail Pass is available on all Amtrak services with the exception of:

- Acela
- Auto Train
- Maple Leaf (Canadian stations only)
- Thruway Bus Series 7000-7999

**Fare Types.** USA Rail Pass is available for Saver and Value Fares only. Segments offering only Flexible Fares are not available for rail pass bookings. When booking your segment on Amtrak.com or the Amtrak app, we will provide guidance on which departures are available with your pass.

**City Pairs.** Travel is restricted to two roundtrips (four one-ways trips) between the same two stations—as well as all intermediate destinations on the route. To book multiple trips between the same two stations, consider a [multi-ride pass](#).

**Are there any blackout dates or time of day restrictions?**

No. While there are some restrictions on routes, fare types and city pairs (see above), there are no blackout or time of day restrictions.

**Once I book a segment, can I make changes to my trip?**



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Trip changes are permitted prior to the scheduled departure time of a booked segment. Your rebooked segment must be made within the pass validity period (120 days) or within 30 days of your first used segment. You can also choose to cancel a segment and return it to the pass as long as the change is made prior to scheduled departure. No changes or cancellations are permitted following the scheduled departure time of a booked segment. Your pass has no remaining value following the validity period—even if no segments have been booked or used.

**Can I cancel my pass and get a refund?**

An unused rail pass is fully refundable if requested within pass validity period (120 days) and no segments have been booked. If you have booked travel, your pass is also fully refundable up to 48 hours prior to the scheduled departure of the first booked segment. A 25% cancellation fee applies if the refund request is made inside 48 hours of scheduled departure of the first booked segment. Your pass is non-refundable following the scheduled departure of the first booked segment.

**I missed my train. What happens to my pass?**

If a segment is booked and not used, it expires after scheduled departure—using one segment. If you have experienced a missed connection or service disruption, an Amtrak agent at the station or on the phone (1-800-872-7245) can rebook your travel without losing your segment.

**Is this pass available for travelers with a disability?**

Yes. After you purchase your pass on Amtrak.com, contact us at 1-800-USA-RAIL (1-800-872-7245) and one of our agents would be happy to book your tickets.

**Do I earn Amtrak Guest Rewards points? Can I redeem them to purchase a pass?**

Amtrak Guest Rewards members earn 2 points per dollar spent on each USA Rail Pass purchase. Points are added to your account following travel on your first segment. Redeeming points for a USA Rail Pass is not available at this time.

**I purchased my USA Rail Pass prior to May 2021. Is it still valid?**

Yes. Your pass is still valid and guided by the rules of our previous pass offering. If you have a question or need assistance, contact us at 1-800-USA-RAIL (1-800-872-7245) and one of our agents would be happy to provide you with more information about your pass.



## Legacy Policy (purchased prior to June 6, 2021)

Three types of USA Rail Pass are available, each with a different travel period and number of allowable segments:

Travel Period	Allowable Travel Segments	Pass Code	Fare Code	Seat Class	Fare
15 days	8	PS01	AS01	YA	\$459.00
30 days	12	PS02	AS02	YA	\$689.00
45 days	18	PS03	AS03	YA	\$899.00

### Key Conditions

The basic fare rules and conditions governing the new USA Rail Pass program are as follows:

- Three USA Rail Passes are available, each for a varying length of time and number of segments.
- There are no blackout dates; all passes may be used all year round.
- There are no geographical restrictions; all passes are valid nationwide.
- There are no residency or nationality requirements for purchase or use of the passes.
- Passes are good for coach travel with booking of up to YA seat (YD, YB or YA). If only Y seats are available on any given train an additional charge applies, which is the difference between the Y fare and the YA fare for that segment (full difference for adults, half difference for children, no other discounts).
- Upgrades to Sleeping Car service or Business class service may be obtained by paying the applicable accommodation charge.
- Ticket for travel must be obtained prior to boarding the train. Tickets can not be obtained on board. Fares paid on board or to obtain travel to the nearest staffed ticket office will not be refunded.
- The pass must be exchanged or refunded **at least two (2) days** prior to the scheduled "Trip" departure (25 percent refund fee applies).

### Maximum Number of Allowable Segments

- Each rail or Thruway segment booked counts toward the total allowable number for the pass.
- Advice coupon segments that serve to indicate different stations in the same city but do not represent actual travel (for example BON-BBY or FLG-FGG) will not count towards the total allowable segments and cannot be booked within a USA Rail Pass PNR. (Be sure to tell the passenger how to make the transfer since he or she will not get information about it on a ticket.)





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### Validity Period

- All travel must be completed within 330 days of the date the pass was booked, and within the 15, 30 or 45 day validity limit of the pass.
- The travel period begins on the first date of travel, not the date on which the pass was booked. All travel must end at 11:59 PM on the expiration date of the pass. This means continuing to a final destination after midnight of the last travel day is not allowed. The expiration date will be in the header of the Pass PNR and endorsed on the pass when issued. Passengers may continue travel by buying a separate ticket between the last city before midnight, and the desired destination.

### Booking

- The Rail Pass segment (USF-RLP) and all travel segments must be on the same PNR.
- Book YA class coach seats.
  - If the YA bucket is not available the passenger must pay the difference between the Y and YA fare or choose another departure with YA available. See Step 4, Booking the USA Rail Pass.
- Book best available accommodation
  - In addition to the accommodation fare, if non-Acela Business Class is selling out of the 'JY' bucket, the differential between the YA and Y bucket rail fare must also be paid.
- The system will not apply USA Rail Pass fare rules or pricing to travel booked on a separate PNR from the pass.
- Travel booked in a separate PNR will price at the regularly available rail fare.

### Restrictions

- No more than four one-way journeys can be made over a given route segment.
- No discounts except for children 2-12.
  - No more than one (1) child at half price for each passenger paying full fare
- Not transferable. The pass is for the personal use of the passenger whose name appears on the pass.
- The USA Rail Pass is for the personal use of family members when the family pass is signed by head of the family.
  - Passengers traveling together may be booked in the same PNR, however they must all travel together on the identical itinerary for the duration of the pass. If they will split up at any time, book separate PNRs with separate passes.
- The USA Rail Pass is not valid for the following services:
  - Acela Express
  - Auto Train
  - Thruway Services in the 7000-7999 series
  - The Canadian portion of the trains jointly operated with VIA Rail Canada



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## **Ticketing**

- All Amtrak ticketing locations are able to sell USA Rail Passes through Arrow, using Amtrak ticket stock. This includes the VIA Rail Canada stations with Arrow.
- These types of documents may be seen for the USA Rail Pass ticket.
  - Automated Arrow Passes issued by Amtrak Ticket Offices (NRPT 97)
  - Confirmation e-mails issued by Amtrak Vacations
  - Confirmation e-mails issued by overseas Travel Agencies
  - MCO's (Miscellaneous Charge Orders) issued by USA Travel Agencies.

## **Exchanges and Refunds**

- If only the pass has been issued the pass can be refunded; a 25 percent refund fee applies.
- The pass must be refunded at least two (2) days prior to the scheduled "Trip" departure (25 percent refund fee applies).
  - If tickets have been issued against the pass, all the travel segments and the rail pass segment must be canceled, collected from the passenger and mailed to Amtrak Refunds for processing.
- If a change is made in the itinerary at least two (2) days prior to the departure of the "Trip", before travel begins and the change affects the first day of travel, then, the pass and all tickets issued against it must be exchanged.
- If only the pass has been purchased and no tickets issued or, if tickets have been issued but none have been used and it is at least two (2) days prior to the scheduled departure of the "Trip", then the pass and any tickets issued may be exchanged for a new pass good for a greater number of segments/length of time. A new PNR must be created, new space reserved and the pass exchanged.
- Once travel has begun, or less than two (2) days prior to the scheduled departure of the "Trip", the pass cannot be exchanged or refunded and the passenger must stay with the pass purchased.
- Extra accommodation, segment fares or YA to Y differentials paid are subject to the prevailing refund/cancellation policy.
- Hardship Refunds
  - No rail fare will be refunded to the USA Rail Pass ticket holders. Instead, the validity period of the passes will be extended by the number of days of the service disruption.



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## Reserving and Ticketing

### Booking the USA Rail Pass

#### Step 1: Book the Pass

1. In STARS, select **Sell, USA Rail Pass**. Complete the input screen and press **"Enter"**.

# Pax:	3	Pass Reference [Y/N]:	N
Pass Type:	<div>A - 15 Day B - 30 Day C - 45 Day</div>		

2. If Pax is two or more, then go to Step 2 below.
3. If Pax is one, then skip to Step 3.

System Response: Pass segment created. If two or more Pax are entered on the USA Rail Pass screen, the system will navigate to the Pricing screen next. Fare plan is pre-populated.

#### Step 2: Price the Pass

On the Pricing screen, enter the number of **F**, **H**, or **HF**\* Passenger types on the pass.

\*"HF" is the passenger code for children in excess of the one allowed to travel at half fare per each adult fare.

# Pax / Type	Name #:	
2 / F	Outbound Fare Plan:	PS03
1 / H	Return Fare Plan:	
	Discount Code:	

System Response: The system will navigate to the Pax Info screens.

#### Step 3: Add Passenger Information

Complete the Pax Info screens for:

- Name(s)



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- Phone Number
- Email Address
- Contact

System Response: A PNR is created with a **USF-RLP** Pass segment:

```
RESERVATION DOES NOT QUALIFY FOR ADVANCE PAYMENT
03296C      RR      HL      04SEP CTC-P      1673.50/      1673.50
TOURING PASS PNR--12 DAYS TRIPS OVER 30 DAYS
8 MORE TRIPS MAY BE BOOKED
END ALL TRAVEL BY 11:59P ON 01MAR9
-01@ MILLER/ROBERT
-02@ MILLER/PAMELA
-03@ MILLER/KYLE
1          OPEN C :USF-RLP:      TH 03SEP      Y      3
301@ R SEC # 1 BASIS 2F 1H /P1 3
* PS02 RAIL FARE 1673.50
```

Note: A USA Rail Pass PNR can be identified by the header which includes the words "TOURING PASS PNR." A valid USA Rail Pass segment must use the city pair USF-RLP.

#### Step 4: Book the Travel Segment(s)

All travel associated with the Rail Pass must be booked in the same PNR as the pass.  
Book "YA" or equivalent seats.

Accommodation	Booking Code
Unreserved Coach	U
Reserved Coach	YA
Lower Level Coach	LA
Thruway Bus	G or T
Wheelchair Space ( <a href="#">click here for pricing</a> )	WA
Accessible Coach Seat ( <a href="#">click here for pricing</a> )	XA
Additional Fare Accommodations such as Sleeper and Business Class Seats	Use normal booking codes

YA seats required for pass eligibility: USA Rail Pass pricing can only be applied to **YA** coach seats or the equivalent (**LA**, **XA**, **WA**). YA seats are limited and their availability on a given date cannot be guaranteed. To avoid unanticipated travel restrictions or additional charges, customers should be encouraged to book their travel itinerary as early as possible.

If YA Seats are not available: If YA seats are sold out, a Y class seat may be booked instead. The customer pays the difference between the Y and the YA fare for that segment of the trip. The system will automatically price the difference, which is automatically priced using full adult fares. No other discount (disabled, membership, etc.) applies to this fare difference except half fare for children that were priced in the



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pass segment with "YB", which, due to a programming error, requires manual pricing. See below.

### Step 5: End Transaction and Pricing

Travel segments will auto price with the Y passenger code when you End Transaction. Other passenger types are listed below and need to be specified if used in the pricing field entry. Note below that Arrow doesn't calculate the "YB" passenger type correctly if the YOFC fare is being applied:

If the pass segment is priced with –	The travel segments will autoprice with –
F	Y
H	YB**
HF*	YC*

\* Child at adult rate due to excess children per adult.

\*\*If the seats on the train are coming out of the Y bucket, the difference between the AOF1 and YOFC fare must be paid. YB is supposed to autoprice at **half** of that difference but due to a programming error it does not. Let Arrow autoprice the difference, then manually price the travel segment as follows:

### Original pricing

```

RESV #          HL 13JUN      CTC-NONE          1473.00/      1473.00
          TOURING PASS PNR--8  SEGMENTS OVER 15 DAYS
          /  MORE SEGMENTS MAY BE BOOKED
          END ALL TRAVEL BY 11:59P CN 29JUN12
          NO NAME          pzm 39
1         OPEN C :JSF-RLP:          TJ 12JUN          Y          4
3010 R SEG # 1 BASIS 1F 2H 1HF/P1-4
* AP PS01 RAIL FARE 1317.00
2         14 C EMY-SEA 1007P FR 15JUN 845P 16JUN Y          11X4
3020 R SEG # 2 BASIS 1Y 2YB 1YC/P1-4
* ASC1 RAIL FARE 156.00

```

YOFC fare EMY-SEA – 196.00

AOF1 fare EMY-SEA – 157.00

Difference – 39.00

### Manually price as follows

Calculation:

1Y – 39.00

2YB – 19.50 each +39.00

1YC = 39.00

Total – 117.00



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3020 R SEG # 2 BASIS 1Y 2YB 1YC  
 \* MF AS01 RAIL FARE 117.00  
 \* 2YB AT HALF THE DIFFERENCE YOFC AOF1

### *Mobility impaired space*

If the passenger is in mobility impaired space, price with passenger type "YM" which unlocks access to that space. This will charge the full fare difference between YOFC and AOF1; there is no disabled/mobility impaired discount. If the passenger is a child 2-12, still use "YM" and manually price if necessary, as indicated above, to calculate the YOFC-AOF1 child fare difference correctly.

Note: Once first segment of travel is booked, the PNR header will indicate the last valid date of travel.

RESERVATION DOES NOT QUALIFY FOR ADVANCE PAYMENT

03296C RR HL 28OCT CTC-P 2147.50/ 2147.50  
 TOURING PASS PNR--18 SEGMENTS OVER 45 DAYS  
 14 MORE SEGMENTS MAY BE BOOKED  
 END ALL TRAVEL BY 11:59P ON 16FEB09

-01@ MILLER/ROBERT  
 -02@ MILLER/PAMELA  
 -03@ MILLER/KYLE

1 OPEN C :USF RLP: TU 21OCT Y 3  
 301@ R SEG # 1 BASIS 2F 1H /P1-3  
 \* PS03 RAIL FARE 2147.50

2 449 C BOS-ALB 1155A SA 03JAN 535P 03JAN YA EK3  
 302@ R SEG # 2 BASIS 2Y 1YB/P1 3  
 \* AS03

3 49 C ALB-CHI 705P SA 03JAN 945A 04JAN YA EK3  
 303@ R SEG # 3 BASIS 2Y 1YB/P1-3  
 \* AS03

4 3 C CHI LAX 315P TH 08JAN 815A 10JAN YA K3  
 304@ R SEG # 4 BASIS 2Y 1YB/P1-3  
 \* AS03

5 768 C LAX-SAN 940A WE 14JAN 1225P 14JAN U EK3  
 305@ R SEG # 5 BASIS 2Y 1YB/P1 3  
 \* AS03

901@ 111-111-1111-C /P1

### ***Issuing the Pass and Travel Tickets - Unpaid Pass***

To issue a USA Touring Pass that you've just booked, or that the customer booked elsewhere but has not yet paid for, follow these steps.

#### **Step 1: Display the USA Rail Pass PNR**

This PNR must include a USF-RLP segment **plus any travel that the passenger has booked in conjunction with the Pass.**



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**Step 2: Issue the Pass**

1. Select **Ticket PNR, Standard**. In the **FOP** box, select **U** (USA Rail/Touring Pass). In the Fare Field # box enter the last digit of 3-field in which the pass is priced.

```
01@ MILLER/ROBERT
-02@ MILLER/PAMELA
-03@ MILLER/KYLE
1 OPEN C :JSF RLP: TU 21OCT
301@ R SEG # 1 BASIS 2F 1H /P1-3
* PS03 RAIL FARE 2147.50
```

FCP:  USA Rail/Touring Pass...

Fare Field #:

2. Press Enter
3. System Response: The Ticket PNR – Standard (USA Rail/Touring Pass) screen will appear
4. Select Purchase Pass, press Enter
5. On the next screen, enter any other FOP data required (credit card account number, amount, etc.)

<b>Select:</b> <input type="text" value="1"/>	<b>FCP:</b> <input type="text" value="U"/>	<b>C - Credit...</b>	<b>L - On Board Sale...</b>
1. Purchase Pass	<b>Fare Field</b> <input type="text" value="1"/>	<b>S - Cash</b>	<b>Y - Manual CC...</b>
2. Ticket Travel Segment		<b>D - Debit</b>	<b>Z - VIA CC...</b>
		<b>K - Check...</b>	<b>O - Other...</b>
		<b>M - Money Order...</b>	
		<b>G - Gift Certificate...</b>	
		<b>T - Transportation Cert...</b>	
		<b>I - Service Vouchers...</b>	
		<b>X - Air/Bus/Ship/Misc Order...</b>	

6. Press Enter to print the pass

**Step 3: Issue the Travel Tickets**

1. Redisplay the PNR
2. Select Ticket PNR, Standard
3. Select U—USA Rail/Touring Pass
4. At the USA Rail Pass Screen, select - Ticket Travel Segment\*



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<b>Select:</b> <input checked="" type="radio"/>	Additional FOP: <input type="checkbox"/> <b>[+]</b>
1. Purchase Pass	Fare Field #: <input type="text"/>
<b>2. Ticket Travel Segment</b>	

5. If there are additional charges (for coach upgrades, sleepers, or business class accommodations), select "Additional FOP" to collect the payment for those.
6. Press Enter to issue the travel tickets.

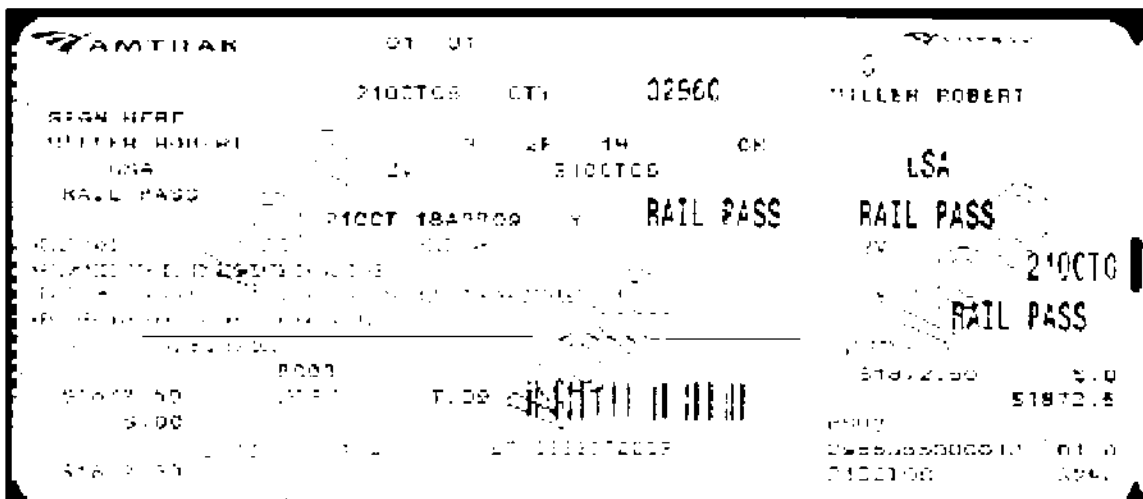
\*It is no longer necessary to enter the pass ticket number to issue the travel tickets.

#### Step 4: Recap the Sale

Place the Pass in a USA Rail Pass holder to protect it and keep it separate from the travel tickets.

Advise the customer that:

- The Pass alone is not good for travel.
- Travel tickets must be obtained before boarding and are subject to availability on reserved trains.
- Not every Amtrak station stop is staffed.
- If traveling to an unstaffed location obtain tickets both to and from that location before travel begins.
- Pass is not refundable less than two (2) days prior to scheduled departure of the "Trip" (25 percent refund fee applies).







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### ***USA Rail Pass - Advance Purchase***

Customers can pay in advance for the USA Rail Pass as well as associated Y seat upgrades and extra cost accommodations such as sleepers. Advance purchases can be made over the phone (800-USA-RAIL), or online (Amtrak.com or various Internet travel services). Customers may also purchase the Pass through a travel agency.

Keep in mind that advanced purchase of a USA Rail Pass (USA-RPA) does not guarantee the fare; the USA Rail Pass fare is not guaranteed until the Rail Pass segment is booked (USF-RLP).

Whenever a customer pays in advance for a USA Rail Pass, a separate Electronic Ticket PNR is also created. This is necessary because the mechanics involved in issuing the USA Pass and related travel tickets are incompatible with the requirements for eTicket processing.

The payment document is normally a ticket coupon segment in a separate eTicket PNR. The eTicket PNR number will appear in a 5-TICKET field in the Pass PNR. If the purchase was through a U.S. travel agency, the agency may issue a physical document (called an MCO). The paper payment document must be printed from the Electronic Ticket PNR or collected from the customer. It is used as the form of payment to issue the Pass, and retained and turned in with the Agent Sales Report. Any additional travel requested by the customer must be booked in the PNR containing the Pass segment **not in the eTicket payment PNR**. If the purchase is through an overseas agency the passenger will be issued a confirmation e-mail.

The procedure to be followed when issuing the Pass will differ slightly depending on the channel the customer used to make the payment. Ask the customer how advance payment was made-- i.e. by phone, website, or travel agency this will help you determine the ticketing procedure to follow.

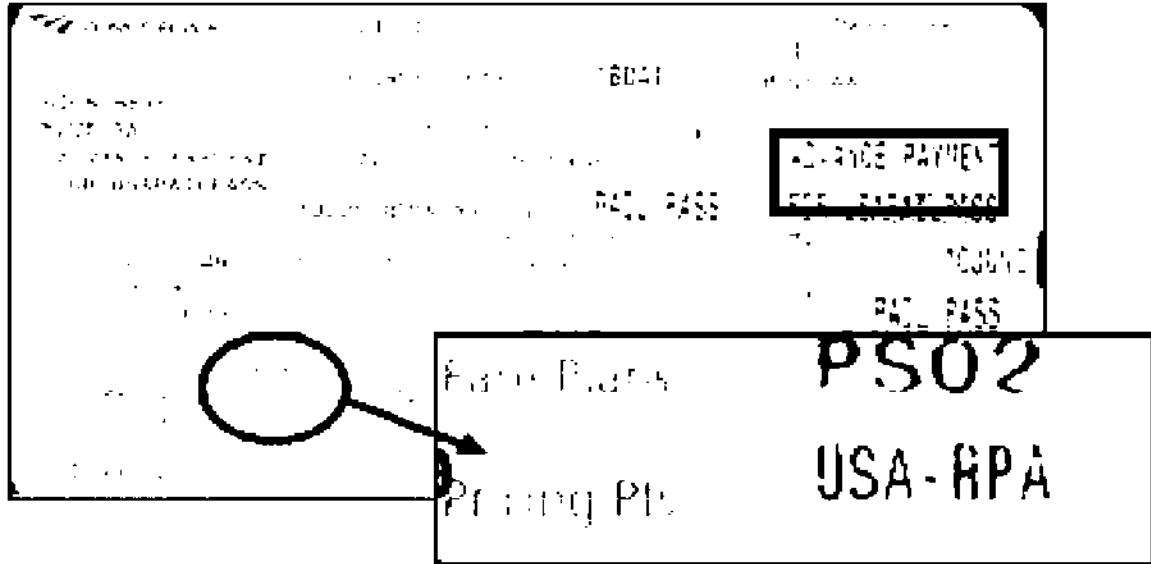
### ***USA Rail Pass - Advance Purchase by Phone***

Customers can book and advance pay for the pass by phoning 800-USA-RAIL. Two PNRs are created because the USA Rail Pass has to be printed first, then used to issue the travel tickets, but Advance Payment requires that all tickets be printed in one transaction. To make it possible to ticket the USA Rail Pass PNR, the following is created:

- A payment PNR, containing an eTicket that contains the total amount of the payment. This payment PNR must be retrieved, and the eTicket in it printed. That ticket coupon is then used in an exchange transaction to pay for the USA Rail Pass PNR.
- The USA Rail Pass PNR, containing the USA Rail Pass and the travel segments.



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Payment Coupon - Purchased by phone (800-USA-RAIL), or online (Amtrak.com)

Print this coupon from the payment PNR and use it in an exchange transaction to pay for the Pass.

Receipt portion of this coupon will be endorsed "Advance Payment for USA Rail Pass". Can also be identified by Pricing Points "USA-RPA" shown at bottom of the ticket under the fare plan.

Use the coupon to issue the Pass with "E" – (Exchange) as the FOP

### Step 1: Retrieve the Pass/Travel PNR

1. Check PNR header: Should read "Touring Pass PNR".
2. Check the Pass Segment: Should show city pair USF-RLP. If PNR shows city pair USA\_RPA, see Purchased through Amtrak.com instructions.

```
RESERVATION DOES NOT QUALIFY FOR ADVANCE PAYMENT
060F83      RR HL*03DEC      CTC-P      669.00/ 669.00
          TOURING PASS PNR--12 SEGMENTS OVER 30 DAYS
          10 MORE SEGMENTS MAY BE BOOKED
          END ALL TRAVEL BY 11:59P ON 01JAN11
-01@ THATCHER/ABEL
          1      OPEN C :USF-RLP:      TU 31AUG      Y      1
```

### Step 2: Look for a 5 TICKET field

A USA Rail Pass Payment PNR number will be listed in the 5 TICKET field. This verifies that the pass has been advance paid.

```
301@ R SEG #      1 BASIS      1F /P1
      * PS02      RAIL FARE      679.00
```



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```

      2          3 C   KCY-LAX 1055P FR 03DEC 815A 05DEC   YA   HK1
302@ R SEG # 2 BASIS 1Y /P1
    * AS02
      3          14 C   LAX-KFS 1015A SA 11DEC 815A 12DEC   YA   HK1
303@ R SEG # 3 BASIS 1Y /P1
    * AS02
5002@ TICKET- USA RAIL PASS PAYMENT PNR 0CC717

```

### Step 3: Retrieve the Electronic Ticket PNR and Print the Coupon

Use the Print ET ticketing option to print the coupon.

```

***   ELECTRONIC TICKET   ***
    OCC717      RR HL 03DEC      CTC-P      679.00/
    -01@ THATCHER/ABEL
    1 OPEN C :USA-RPA:      SU 03APR      U      *E      1
301@ T SEG # 1 BASIS 1F /P1
    * MP PS02 RAIL FARE 679.00
    * USA RAIL PASS PAYMENT FOR PNR 060F83
101@ VI*****0007-12/12
    * ABEL THATCHER
5001@ ZIPCODE-      21202
7001@ OVR/31AUG/1244P/5355/RCR FOR 23MAR/1000A/KCY
7002@ EKT 0675355000042 SEG #1 VI $679.00      /P1
901@ 111-111-1111-C /P1

```

### Step 4: Redisplay the Pass/Travel PNR

### Step 5: Exchange the Advance Payment Coupon for the USA Rail Pass

1. To issue the pass, select **Ticket PNR**.
2. In the **FOP** box, select **Exchange**.
3. Enter the 3-field number for the **USF-RLP** segment the **Fare Field#** box (**do not** ticket the entire PNR).
4. If the value of the Advance Payment coupon exceeds the price of the USA Rail Pass (usually the case when there are extra-fare accommodations and the passenger has paid for both), the remainder will go into an eVoucher. See below.

### Step 6: Issue the travel tickets

1. Select Ticket PNR, Standard, U-USA Rail/Touring Pass to issue the travel tickets. At the USA Rail Pass Screen select- Ticket Travel Segment.
2. If there are additional charges (for coach upgrades, sleepers, or business class accommodations), select **Additional FOP** to collect the payment for those.

**Note:** A payment coupon may cover both the cost of the pass and extra cost accommodations such as sleepers. When this is the case the remaining value, after the pass is issued, will become an eVoucher. To apply this eVoucher value to the travel tickets, select "eVoucher" as the FOP and enter the eVoucher number. Then go to the **Additional FOP** Box and select **U - USA Rail** as the 2nd form of payment (eVoucher must always be first). The US FOP is always required.

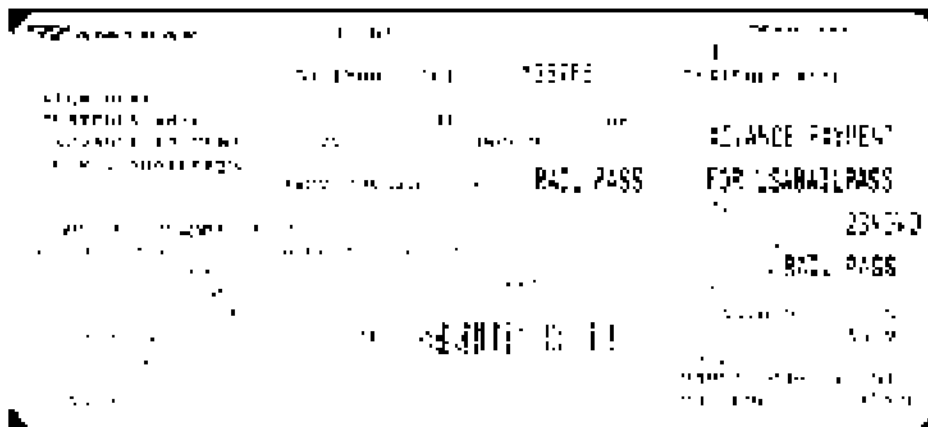


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**Step 7: Put the Payment Coupon in your drawer*****USA Rail Pass - Purchased through Amtrak.com, Silver Rail or various Internet sites***

Payment for USA Rail Passes purchased on the internet through Amtrak.com or through an international travel service called **Silver Rail** will be in an Electronic Ticket PNR. The payment voucher will appear as an open segment in the Electronic Ticket PNR with the city pair **USA-RPA**.

**The coupon printed from the Electronic Ticket PNR cannot be used as a Pass and travel tickets must never be issued against it.** All travel must be booked in a separate PNR containing a USF-RLP Rail Pass segment. To issue the Pass and travel tickets, follow the procedures below.



A segment with city pair **USA-RPA** is a payment coupon, **not** a valid pass. Print and **exchange** for a valid USA Rail Pass.

```
*** ADVANCE PAYMENT ***
135A19 RR HL 23OCT CTC-P 579.00+ 579.00
-01@ THATCHER/ABEL
1 OPEN C USA-RPA TH 23OCT Y *A 1
301@ R SEG # 1 BASIS H/P1
* PS02 RAIL FARE 579.00
101@ VI*****0007-12-09
* ABEL THATCHER
5001@ TICKET- USA RAIL PASS PAYMENT FOR PNR 135A18
5002@ ZIPCODE- 20002
7001@ APP 2495355004169 05SEP *A
VI*****0007-12-09 0571 $579.00
CVR/05SEP/ 730A-5355-CTY FOR 12SEP/ 900A-WAS
901@ 111-111-1111-C/P1
```

**Step 1: Retrieve the payment PNR**

The payment coupon will be in a segment with the city pair **USA-RPA**.



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**Step 2: Print the USA-RPA payment coupon****Step 3: Ask the customer if travel was reserved**

1. If yes, retrieve the USA Rail Touring Pass PNR. This PNR must include a Pass segment with the USF-RLP city pair.
2. If no, create a new USA Rail Touring Pass PNR, then book travel.

**Step 4: Ticket the Pass segment**

Ticket the Pass segment first (this is the open segment **USF-RLP**). To ticket the Pass, select Ticket PNR, Standard. Select **Exchange** as the FOP and enter the Fare Field # for the Pass segment. Do not ticket the travel segments. Use the coupon ticket number for the exchange. After issuing the Pass, put the payment coupon in your drawer.

**Step 5: The Pass only covers space booked in the YA bucket**

1. If all space in the itinerary is booked in the YA bucket, issue the travel tickets against the Pass. Then, skip to Step 7 below.
2. If there are extra cost accommodations ("Y" bucket seats or sleepers), go to Step 6.

**Step 6: Two forms of payment needed for accommodations**

To ticket extra cost accommodations on a Pass you always need to use two forms of payment (FOPs):

- If extra cost accommodations were advance paid, the payment will be in a separate, second eTicket PNR. The PNR number for this second eTicket PNR will be in another 5-Field in the Pass/Travel PNR. Retrieve the AP PNR and print the coupon.
- As the first **FOP**, select **Exchange** and the coupon ticket number, then Go to **Additional FOP (Ctrl + -->)**, select **USA Rail Pass** as the 2nd form of payment. **Exchange** must always be selected **first** when used with other forms of payment.

Note: You are using "exchange" rather than "eVoucher" as this second advance payment PNR created a physical paper ticket coupon, rather than an eVoucher.

**Step 7: Submit payment coupon**

Submit the payment coupon with your accounting work to support ASAP Line 545 (ARROW EXCHGD TKTS).

***USA Rail Pass Booked and Purchased through a Travel Agency***

Passengers who have booked and paid for the USA Rail Pass through a travel agency may have a document called a miscellaneous charges order (MCO).



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The MCO will cover the cost of the Pass and can also cover extra cost accommodations such as sleepers. Normally these passengers will arrive with the Pass and travel already booked. Make sure the document number of the MCO you are given matches the MCO number in the PNR. Follow the steps below to issue the Pass and travel tickets.

**Step 1: Retrieve the Pass PNR**

Retrieve the Pass PNR and locate the MCO # in the PNR. This number should match the MCO the customer presents.

**Step 2: Select Ticket PNR**

Select **Ticket PNR**, Standard. In the **FOP** box, select **"E"**

**Step 3: Enter last digit of 3-field number in Fare Field # box**

In the Fare Field # box, enter the last digit of the 3-field number in which the Pass is priced. Do not ticket the entire PNR.

```
-01@ SAGAN/CHLOETILDE  
1 OPEN C :USF-RLP: WE 18JUN Y 1  
301@ R SEG # 1 BASIS 1F /P1  
* PWP2 RAIL FARE 449.00
```



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**Step 4: Enter MCO number**

In the **Ticket#** box enter the MCO number (beginning with 554) then, press **"Enter"** to print the Pass.

**Step 5: Select FOP**

After the Pass has been issued, select **Ticket PNR, Standard**, For the **FOP**, select **U-USA Rail/Touring Pass**. To issue the travel tickets select, Ticket Travel Segment.

**Step 6: Retain and submit MCO**

Retain the MCO and submit it with your Sales Report to support ASAP Line 535 (Tour Spoil/Exch/Ref).

Note: If the customer has extra cost accommodations on the PNR, the MCO may also cover that cost. After the pass has been issued use any remaining value on the MCO as the Additional FOP required for the travel tickets (FOP will be E).

**Adjustments for Service Disruptions and Hardship Situations**

Under the rules of the USA Rail Passes, up to 8, 12 or 18 segments may be booked for travel within 15, 30 or 45 days, respectively. The remaining number of segments that may be booked and the last travel date are both stated in the header at the top of the pass PNR.

0E7DE9 RR HL 30SEP CTC-P 449.00/ 449.00  
TOURING PASS PNR--8 SEGMENTS OVER 15 DAYS  
1 MORE SEGMENTS MAY BE BOOKED  
END ALL TRAVEL BY 11:59P ON 21MAR09

In the event of a service disruption, schedule change, or a hardship case, it may be necessary make an exception and either add segments over the maximum or extend the final travel date of the pass. Functionality has been added to STARS to make it easier to perform these emergency adjustments.

To access the emergency extension options, select **Sell, USA Rail Pass**. On the input screen tab to the **Modify Pass Limits** box and select either **Last Travel Date** or **Segments Left to Travel**. The option you've selected will become active.

<b># PAX:</b> <input type="text"/>	Pass Reference [Y/N] <input type="text"/>	<b>Modify Pass Limits</b> <input checked="" type="checkbox"/> <div>L - Last Travel Date S - Segments Left To Travel</div>
<b>Pass Type:</b> <input type="text"/> [•]		



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### Last Travel Date

The current USA Rail Passes and California Rail Pass permit travel within a specified numbers of days. To extend the final travel date enter, the new date in DD/MMM format. For example, to extend the last travel date from March 21 to March 23 you would enter **23MAR** in the **Last Date** box.

Modify Pass Limits:	<input type="text" value="L"/> Last Travel Date
<b>Last Date:</b>	<input type="text" value="23MAR"/>
	<input type="text"/>

### Segments Left to Travel

To extend the total allowable segments on a pass, enter the sum of the number of segments that may still be booked, plus, the additional segments needed.

**Example:** Due to a service disruption, a passenger with 1 segment remaining on his USA Rail Pass must now take 2 trains to get to his final destination instead of the single train originally required. The header on the pass PNR indicates that **1 MORE SEGMENT MAY BE BOOKED**. To add an additional segment, you would enter **2** in the **#Segments** box.

Modify Pass Limits:	<input type="text" value="S"/> Segments Left To Travel
	<input type="text"/>
<b># Segments:</b>	<input type="text" value="2"/>

After making this entry it will be possible to book 2 more segments and the header of the PNR will reflect this change.

```
0E7DE9      RR HL 30SEP      CTC P      449.00/      449.00
TOURING PASS PNR--8 SEGMENTS OVER 15 DAYS
2 MORE SEGMENTS MAY BE BOOKED
END ALL TRAVEL BY 11:59P ON 21MAR09
```

## Lost USA Rail Passes

### *If the pass is lost (whether or not the tickets are also lost)*

Lost passes will not be refunded nor replaced, and they are not covered by the Lost Ticket Policy. Further, all tickets issued against the Pass are invalid because the Pass is required in order to use them. The passenger may rebook the travel segments at regular fares then purchase the tickets, or a new USA Rail Pass may be purchased then





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new tickets issued. If the tickets have a dollar value (Y-YA fare difference, sleeper, etc.), that amount may be applied toward the new purchase.

***If the tickets are lost but not the Pass***

The tickets in the USA Rail Pass PNR must be reissued, since the lost tickets are not valid without the Pass. If the tickets have a dollar value this must be paid again, but the passenger may apply for a partial refund of the lost tickets (not the Pass, only the tickets) under the Lost Ticket Policy.



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## Appendix

### *Update History*

- 2021-06-06: New Policy for USA Rail Pass: One pass \$499, pass validity 120 days from pass purchase & 30 days from first lift, valid for adults only- no additional discount
- 2018-01-07: Change refund fee from 20% to 25% and child/adult ratio from 2 per adult to 1 child fare per adult.
- 2016-08-15: New refund policy, 20% and cancel at least two (2) days prior
- 2016-03-03: Validity date after Pass issuance changed from 180 to 330 days
- 2014-12-11: Updated fares
- 2014-07-15: Refund-mail in if refunding after travel tickets are issued
- 2014-03-24: Updated child age from 2-15 to 2-12.
- 2013-11-08: Updated Fares
- 2013-08-02: "Advance payment voucher" renamed "advance payment coupon". Ticketing instructions corrected to indicate that when an advance payment coupon has value greater than that of the USA Rail Pass segment because it has also paid for extra-fare accommodations, the remaining value becomes an eVoucher, and the eVoucher form of payment, not the exchange form of payment, is used to issue the travel tickets.
- 2013-04-04: Reissued in new format.
- 2012-11-01: Fare Update
- 2012-08-12: New refund policy
- 2012-06-20: Manual pricing to correct "YB" fare calculation when only Y seats are available, and information on mobility impaired "YM" calculation, added..
- 2012-02-22: New. Replaces G/POL/USA.

### *About this Chapter*

<b>Contact:</b> Donna Dicks	<b>Subject:</b> USA Rail Pass
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing



2019-08-07

## Upsell Program Policy

**Chapter Summary:** *This policy addresses Amtrak's Upsell Program. The Upsell policy is set up by Amtrak's Pricing Department to offer discounted non-Acela Business Class to Northeast Regional coach passengers and First Class accommodations Acela Business Class passengers as an incentive to move unsold space on specific markets, trains and dates.*

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*The items below are links to the sections described, even though they do not appear blue and underlined. Put your cursor on the desired item and left-click on it.*

*To return to the table of contents from anywhere in the document, push Ctrl-Home on your keyboard (the Home key is on the right side of the keyboard).*

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## Policy

Amtrak's Pricing Department will offer discounted accommodations to coach and non-Acela Business class passengers as an incentive to move unsold inventory on specific markets, trains and dates.

### **Acela and Northeast Regional**

In the Northeast Corridor, Amtrak's Pricing Department will offer discounted First Class and non-Acela Business Class accommodations to Acela Business Class and coach passengers.

The offer in the NEC will be an automated process offered to passengers holding ticketed Acela Business Class or coach tickets and will be market (origin/destination), train and date specific. Once the space sells out or the specified amount of time noted in the offer has been reached, the offer is no longer valid; the offer cannot be extended outside of that time period. This upsell price will not be offered on board the train, at stations or through the Call Center.

The offer will initially only be offered on Acela and Northeast Regional to upgrade to Acela First Class or non-Acela Business Class.

### ***Upsell Offer is not negotiable***

The offer will be for a specific origin, destination, train and date. This offer cannot be shared or passed on; it is only valid for the person that receives the Amtrak push notification from the Amtrak Mobile App.

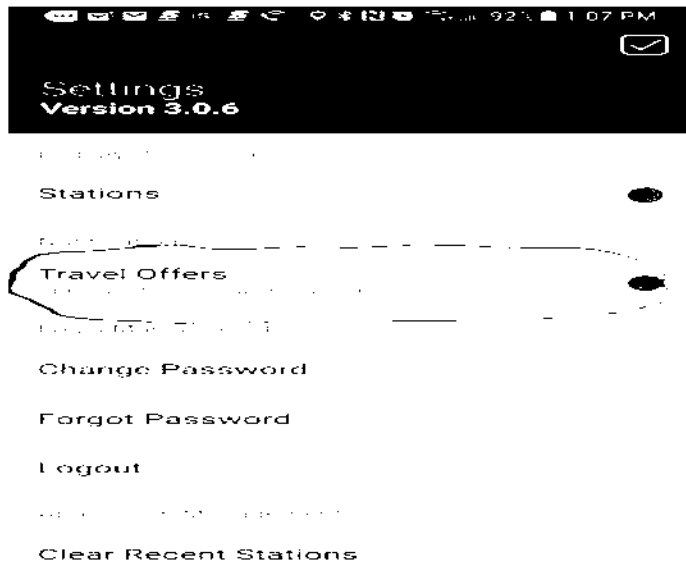
### ***Who receives the offer***

The offer will be sent at random to passengers that have agreed to receive Amtrak push notifications via Amtrak's Mobile App and whose current reservations are boarding at the origin and traveling to the destination specified in the offer.

If the AGR member is not sure if they have opted in and they are updated to the latest app, they can go to the notification settings to confirm (see below).



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### ***Limited Offer/Offer Not Guaranteed***

The offer does not guarantee the passenger an upsell. The offers are made day of departure and have limited availability. The sales are based on a combination of first come first served and time limits. Once the space sells out or the time limit (a specific time or amount of time from when the offer is sent) has expired the offer is void. Only passengers that receive the offer through an Amtrak push notification from the Mobile App are available to receive the offer. The Upsell cannot be offered by the Call Center, Ticket Office or on board the train.

### ***What if the passenger is unable to redeem the offer on the Mobile device?***

- A copy of the current offer (report) will be emailed to the AGR desk (currently the offer will be updated once a week).
- If a customer claims they were sent an offer but were unable to accept, transfer the passenger to the AGR desk; the information cannot be accessed by station personnel.
- If the passenger's reservation (train, origin and destination) matches an offer on the list, there is still space available (Acela First Class or non-Acela Business Class) and they call within a reasonable time frame; honor the offer by manually pricing using the fare plan and accommodation charge given on the report.
- The AGR desk should notify the Pricing Department (Donna Dicks or Robert Pee) if there is a high volume of passengers unable to redeem offers as this may be a reflection of an issue with the system.



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## ***Changes and Refunds***

Normal Acela First Class and non-Acela Business Class refund and forfeit rules apply. However, if a passenger voluntarily changes train, origin, destination or date of travel the Upsell offer is no longer applicable. In the case of a Service Disruption the offer may be changed to a new train at the existing (Upsell discounted) rate. The offer is only valid for the specific travel originally in the push notification.

## ***Procedures***

Programs will run daily for that days NEC departures to determine markets (train, origin and destination specific) with Acela First Class or non-Acela Business Class available for sell.

***Once the program has completed it will send a push notification from the Mobile App to passengers offering the upsell for a specific market at a discounted price.***

The offer will also include a specific amount of time to accept. The offer is void after the space sells out or the time frame has expired.

Reservations will be date and time marked and include the details of the offer.

***Passengers will accept the offer through their Mobile device.***

## **Long Distance – Roomette Offers**

For Long-Distance routes agents from the group desk in Philadelphia will place outbound calls to customers with existing reservations for coach travel and offer them a significant discount to upgrade to a Roomette. This project has three primary goals:

- Utilize agents to trial outbound calling for upselling sleepers to existing coach customers
- Address any potential sleeper weakness close-in
- Generate LD sleeper revenue during peak summer travel period

## ***Upsell Offer is not negotiable***

The offer will be for a specific origin, destination, train and date. This offer cannot be shared or passed on; it is only valid for the person that receives the offer from the Philadelphia Contact Center group desk agent.

The upsell will only be offered if the Call Center agent reaches a customer live and will only be valid for the duration of the call; it cannot be redeemed at a later point.

**Note:** The discount will be off the VD or ED accommodation charge and not the current available fare for sale. No changes will be made to the coach fare. As such, the upsell price will need to be manually priced using fare plan **UPES**. The agent should remark



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**“Upsell Rebook”** in the reservation allowing Pricing & Revenue Management to track the sell.

### ***Changes and Refunds***

Normal Sleeper refund and forfeit rules apply. Cancellation or change will result in a non-refundable eVoucher and a cancellation fee will apply. If a passenger voluntarily changes train, origin, destination or date of travel the Upsell offer is no longer applicable. In the case of a Service Disruption the offer may be changed to a new train at the existing (Upsell discounted) rate. The offer is only valid for the specific travel originally in the offer from the Call Center agent.

### ***Procedures***

#### ***High-Level Protocol***

1. Customer receives automated pre-trip email 5-days prior to departure, confirming booked itinerary
2. Target customer PNR info sent to agent team 4 days prior to departure
3. Agent begins outbound call to Coach customer 3 days prior to departure
  - Agent reaches customer live: provides quick overview of upcoming reservation upsell opportunity for a sleeper accom (the discount is taken off the lowest accommodation charge (ED, VD))
  - Agent reaches voicemail: message left by agents confirming PNR. No upsell offer provided

**Reference Contact Center Upsell Project Job Aid for complete procedure details.**

## **Appendix**

### ***Update History***

2018-03-19: The first offer for this program is on 19Mar2018.

2019-08-07: Adding roomette upsells for Long-Distance trains

### ***About this Chapter***

<b>Contact(s):</b> Donna Dicks	<b>Subject:</b> Upsell Program
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



2021-01-15

## Unaccompanied Minor

**Chapter Summary:** This chapter contains policies and procedures, including age, travel and time of day restrictions, for unaccompanied minors (children aged 13 through 15 traveling without an adult 18 or over).

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## Policy

### ***Age Restrictions***

An unaccompanied minor is a child customer 13 through 15 years old who is mature enough to make the trip and is not accompanied by a customer who is at least 18 years old.

- Children 12 and under may not travel unaccompanied. They must be traveling with another person at least 18 years old.
- Children 16 and over may travel unaccompanied without restriction.
- \* Children aged 13 through 15 may travel as unaccompanied minors only under the conditions specified in this chapter.

**\*Exception:** A minor who is 16 or 17, who is a parent to children of any age, may bring those children without restriction. The 16- or 17-year-old must bring proof that he or she is the parent of the children. A minor 15 years or younger traveling with their own child must be accompanied by an adult 18 years or older.

### ***Time of Day Restrictions***

**All travel must take place on the same day between 5:30 am and 9:30 pm (0530-2130) inclusive.** In other words –

- the scheduled departure time may not be earlier than 0530,
- the scheduled arrival time may not be later than 2130,
- and all travel must be completed on the same day. (Leaving the origin at 1100 on one day and arriving at 0900 the day after is not allowed, even though each of the two times is individually within the limits.)

Arrow, RailRes and Stars enforce this restriction.

### ***Train and bus restriction***

- All travel must take place on Amtrak trains only. Any accommodation on the train may be booked (coach, business class, first class, sleeper, etc.).
- Travel is not permitted on non-Amtrak thruway services.
- Arrow enforces this restriction.

### ***Connection and round-trip restriction***

Connections of any kind are not permitted.

Number of segments permitted in an unaccompanied minor PNR:

- One-way travel – **One** segment only.



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- Round trip travel – **Two** segments, **but** the return city pair must be the **exact reciprocal** of the outbound city pair (example: SEA-PDX and PDX-SEA). If the return segment has a different city pair (example: SEA-PDX but VAN-SEA), build a separate PNR for the return.
- Arrow, RailRes and Stars enforce this restriction.

### ***Transfers on the Pacific Surfliner route.***

Some of the SLO-SAN-SLO trains advertise a direct service in availability and on Amtrak.com. These trains offer a direct across the platform connection from one train to the other in LAX. In the case of an unaccompanied minor, the conductor will transfer the minor and the NRPC 770 to the new conductor in LAX. This will happen if the minor is traveling thru LAX.

### ***Cross border restrictions***

- All travel must be within the United States.
- Unaccompanied minors may not cross the US-Canadian border.
- Arrow enforces this restriction.

### ***Food allergies***

- For minors with life-threatening or severe allergies, note that Amtrak is unable to guarantee a peanut-free or allergen-free trip, and therefore, we strongly encourage unaccompanied minor passengers to take all necessary medical precautions to prepare for the possibility of exposure. Parents/Guardians must ensure that the unaccompanied minor travel with all necessary medications (including, for example, epinephrine auto-injectors) and be capable of self-administering these medications

### ***Fares***

- Unaccompanied minors are charged full adult fares (use passenger-type "U").
- Unaccompanied minors, even though paying the equivalent of full adult fares, are not considered to be adults for the purposes of allowing other persons to obtain a discount based on an adult passenger being one of the travelers.

### ***Stations must be staffed by Amtrak employees***

- The boarding station must be staffed by an Amtrak employee\* at the time of boarding.
- The destination station must be staffed by an Amtrak employee\* at the time of detraining.
- Certain stations, even though staffed, do not handle unaccompanied minors. These include stations that are staffed only certain days of the week, because if



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the assigned agent is on vacation, taking sick leave, etc., the position might not be filled. This cannot be predicted in advance.

- Arrow uses the "Ticket Office Hours" and "Unaccompanied Children Allowed" settings in the city profile to determine if an unaccompanied minor can be handled at a station.

\*Some stations are staffed by employees of commuter railroads, such as New Jersey Transit and Boston North Station. Unaccompanied minors are allowed at such a station if the "Unaccompanied Minor" setting in the ADR (city profile) is set to "Yes".

### ***When tickets may be obtained***

Tickets may be obtained prior to the required interview, and prior to departure. However, possession of a ticket alone, without an interview, a signed and approved "Unaccompanied Minor Notification and Release", and the attachment of a wristband bearing the PNR number to the unaccompanied minor, does not constitute authorization to travel.

### ***Child must be brought to station thirty minutes prior to departure by an adult; identification required***

The unaccompanied minor must be brought to the station by an adult (at least 18 years of age). **We suggest that both be at the boarding station at least 30 minutes prior to train departure time** in order to allow enough time for the interview and completion of necessary forms.

This adult must be someone who has the authority to be responsible for the child, such as a parent, relative, family friend, or family employee such as a butler, nanny or maid. It may not be someone who does not have the authority to be responsible for the child, such as a cab driver who brought the child to the station alone.

The adult must display valid identification to the station employee that follows Amtrak's identification policies.

Due to station staffing and the need to take care of other boarding passengers, there is no guarantee that the child will be able to travel if he or she is brought to the station too late to carry out the necessary procedures – and it is not Amtrak's fault if this proves to be the case.

Be certain to inform every person booking an unaccompanied minor of this requirement, so that if the adult does not bring the child to the station in time, it is not due to a failure on the part of Amtrak to communicate this requirement.

### ***Child must be interviewed prior to travel***

The interview may only take place on the day of travel.



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A separate, new interview is required at each boarding station, even if the unaccompanied minor has more than one ticket.

The unaccompanied minor must be interviewed directly by a station agent or higher authority. Since the purpose of the interview is to determine if the child can travel alone, only the child may answer the questions.

Questions must include:

- Where are you getting off the train?
- Who will meet you there?
- Do you know how to contact that person?
- Do you have money for food, drink, telephone, and anything else needed?
- Are you allergic to any kind of food? How severe is your reaction if you are exposed to it? What is your remedy if you have such a reaction?
- What are you bringing with you, and where will you store it?
- If you have a problem on the train, do you know who on the train can help you, and where to find that person?
- Will you follow the instructions of uniformed Amtrak station and on-board personnel, and not of any other person, until you are met at the destination by the adult who is picking you up?

If the train is known to be crowded (such as an unreserved train that has reported standee conditions at an earlier station), take this into account when deciding whether the child should travel on that train. Variables to consider as part of the interview include the degree to which the train is crowded, the age of the child, and how many times he or she has traveled on the route as an unaccompanied minor. If the unreserved train has extra-fare reserved accommodation available, such as business class, this is an option, but the fare upgrade must be collected.

The agent will approve or deny travel based on the apparent suitability of the child for unaccompanied travel, as determined by the child's answers to the agent's questions.

If the child travels frequently the interview will probably be short. But it still must take place.

### ***Release form and wristband required***

NRPC 770, *Unaccompanied Minor Notification and Release*, is required. This form must be fully completed (including all names and phone numbers) and signed by the agent and the adult bringing the child to the departure station, before the unaccompanied minor can travel. ***As of July 30, 2020, NRPC 770 has been updated to include COVID-19 Rules for travel for unaccompanied minors.***



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A separate NRPC 770 is required for each unaccompanied minor, for each direction of travel.

A wristband, NRPC 3150, containing Amtrak's toll-free reservation number and the unaccompanied minors' reservation number, must be fastened around his or her wrist. This wristband must always remain on the unaccompanied minor and may only be removed by the person picking him or her up at the destination station.

If the minor travels frequently, it is acceptable for a station agent to give the adult a small supply of NRPC 770. This will save time at the station because the adult can fill out much of the form at home. However, NRPC 770 may **not** be signed beforehand. It may only be signed in the presence of the agent, and not until the interview has successfully taken place.

### ***Instructions on completing NRPC 770***

Amtrak is now cashless. Before an unaccompanied minor is taken to the train, employees must confirm that the minor has a prepaid card with enough funds for food, drink, and other incidental expenses. Transactions at Café Cars are cashless.

- Please review this during the interview, before the adult signs the form and attest this is the case.
- *Do not deny travel, if the child does not have a prepaid card.* Recommend to the adult that he/she purchases enough food and drinks for the duration on the trip, before the minor boards the train.

### **The NRPC form is now available on All Aboard, under Resources, Corporate Forms.**

- Print a blank copy of NRPC 770. It is now a one-part form.
- Complete NRPC770 at the origin station.
- Make a copy of the completed form.
- Give that copy to the conductor.
- The conductor will hold the copy of the form for the duration of the trip.
- At the destination station, the conductor will give the copy of the form to the station employee (example, Red Cap, Usher, Lead/Station agent, Station Manager, etc.). *The conductor no longer keeps a copy of the form.*

## ***Boarding***

### **Escorting minor to the platform and boarding the train**

A station employee (example, Red Cap, Usher, Lead/Station agent, Station Manager, etc.) must accompany the minor to the train and present the completed NRPC 770 to the conductor. The adult bringing the unaccompanied minor to the station may accompany the minor to the train, even if station policy does not allow visitors on the platform.



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**Adult must remain at station**

The adult bringing the unaccompanied minor to the boarding station must not leave the station until the train has departed.

**For Northeast Corridor trains**

The station employee must accompany the minor to the train and meet the train crew at the designated area on the platform based on their class of ticket:

- Business Class Ticket - Business Class Car
- Coach Class Ticket – Café Car or first coach behind Café Car
- Acela First Class Ticket – First Class Car
- Acela Business Class – Café Car or first coach behind Café Car
- Keystone Service – Quiet Car or First coach behind Quiet Car

The Conductor or Assistant Conductor must:

- Note the minor's location on the train.
- Ensure that the minor's location allows enough time to prepare for detraining.
- Ensure that the minor departs at the correct destination.

***Detraining*****Meeting minor at trainside**

The unaccompanied minor must remain on the platform at the destination station with a conductor or assistant conductor, until met by a station employee. Or, at smaller stations, met by the authorized adult picking up the minor (*the adult's name is specified on the NRPC 770 form*).

- Before the unaccompanied minor can depart the station, the authorized adult meeting the minor must show the station employee, conductor or assistance conductor valid identification. ID must comply with Amtrak's identification policy.
- The adult meeting the unaccompanied minor must sign where indicated on the NRPC 770 form. (*Signature must be verified with ID*)
- The station employee, conductor or assistant conductor must return the signed NRPC 770 form to the Lead station agent at the destination ticket office. The form will be filed in accordance with Amtrak's Records retention policy.

*Note: The conductor or assistant conductor maintains custody of the minor until the minor is turned over to a station employee. Or, at smaller stations, the conductor completes the NRPC 770 form with the authorized adult meeting the unaccompanied minor and releases custody to the adult.*



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**Child must be claimed at destination by an adult; identification required**

The unaccompanied minor must be picked up at the destination station by an adult (at least 18 years of age) who has the authority to take responsibility for the child.

This adult must be someone who has the authority to be responsible for the child, such as a parent, relative, family friend, or family employee such as a butler, nanny or maid. It may not be someone who does not have the authority to be responsible for the child, such as a cab driver who was sent to the station to pick up the child alone.

The adult must display valid identification to the station employee or conductor/assistant conductor that follows Amtrak's identification policies before being allowed to depart with the unaccompanied minor.

If the person picking up the unaccompanied minor at the destination station is late or does not appear, the Amtrak employee on duty will make reasonable effort to contact this person.

If Amtrak is not able to contact this person or the person who brought the unaccompanied minor to the station, the unaccompanied minor will be turned over to the local police.

**Minor detaining prior to destination on travel document**

If an unaccompanied minor leaves the train prior to his or her ticketed destination, the conductor must notify the Customer Service Desk at CNOC (302) 683-2299 or (800) 424-0217 (option 6) to report the incident so local authorities can be notified and the reservation can be documented.

- If the conductor is notified prior to the ticketed destination, the child may be turned over to the person mentioned on the NRPC 770.
- If the person is other than the person mentioned on the form, the station agent is to document the NRPC770 with name and type of ID. If detaining at an unstaffed station, the conductor is to document the NRPC 770 and keep the form.
- If the minor departs the train without conductor notification, CNOC will notify the local authorities.

**If the adult picking up the minor changes mid-journey.**

There are rare occasions that the adult designated on the NRPC770 to pick-up the child at the destination station needs to change for various reasons. If the situation presents itself, please follow the steps located below.

- The person calling to change the reservation must be able to provide the reservation information (address, e-mail address, price or any information that only a person picking up the child should have in their possession)
- Call the person that dropped off the minor to verify.





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- Please leave the name of the person who was supposed to pick-up the child in the reservation and the new person who will pick up the minor.
- Please note the PNR with any information that the station agent might find important. Call the destination station to advise of the change.

## ***Late Trains***

### **Minor has not yet boarded the train**

If a train, booked under the above restriction, is operating late, and will arrive at its destination after 2130, the minor may still travel provided **all** the following apply:

- **The destination station will be staffed by an Amtrak employee** when the late train arrives.
- **The agent at the boarding station has contacted the adult meeting the child at the destination station**, and this adult state that he or she will be at the destination station at least 30 minutes before the estimated arrival time of the late train.
- The late train is estimated to arrive before midnight.
- Local management approves the travel.

If a train scheduled to operate later than the train that is running late but will get the child to the destination before the late train, the child may be carried on that train even if its arrival time is after 2130.

- The PNR must be changed to show the actual train being used.
- Manual pricing will be necessary to override the Arrow time restriction. Use passenger-type "U", the appropriate fare plan, and a manual pricing remarks field that explains what is being done.
- The SSR fields will have to be changed if the segment number changes. Set the status of the new SSR fields to "KK".

### **Minor has already boarded the train**

If a train becomes late after the child has boarded, and you are notified that an unaccompanied minor is on board, immediately notify your supervisor and CNOC, and then contact the destination station and the adult meeting the child at that station.

If the destination station will not be staffed for that late train and/or the adult meeting the child will not be at that station at least 30 minutes before the estimated arrival of that train, do what is necessary to safeguard the child.

This may include having the child detrain at an earlier staffed station, and having the adult meet the child there. Obtain the assistance of Amtrak and local police if necessary.



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**Late train now operating within allowed times**

A train scheduled to depart a station too early for unaccompanied minor travel (before 0530) may be running so late that it will now depart at or after that time.

- The child may travel on this train, provided that all the other unaccompanied minor policies, including arrival time, are met.
- This cannot be booked in advance. It may only be booked at the station itself, on the day of travel.
- Manual pricing may be necessary to price the PNR.
- All UMNRR SSR items must be completed.
- A remarks field indicating the departure time of the train must be included in the PNR to justify allowing the travel.

***Delays or service disruptions***

- If unforeseen circumstances (delays, service disruption, etc.) affect the train's arrival, Amtrak will inform the adult designated to meet the unaccompanied minor.
- If Amtrak is unable to contact this person, Amtrak will contact the adult who brought the unaccompanied minor to the departure station.
- In all cases the unaccompanied minor will remain in the custody of an Amtrak employee or the police.

***Children boarding or detraining in the care of a passenger already on the train***

In the situation described in this section only, the following applies.

- The passenger on the train is at least 18 years old.
- The person on the ground relinquishing or accepting the child is at least 18 years old.
- The child is 15 years old, or younger (no lower limit).

**The following are not unaccompanied minor scenarios**, as the child is always with a passenger 18 or over, and is not traveling unaccompanied:

- A child is brought to a train by someone 18 or over, and custody of that child is given over to a passenger who is already on the train.
- A child is on the train with a passenger, and custody of that child is given to another person on the ground; the passenger then continues without the child.

In both cases the transfer of the child must take place **in person** – that is, **on the platform, at trainside**. Both persons (the one giving up custody and the one accepting custody) must be **present** and must **physically transfer** the child between them. This



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means that the enroute passenger must detrain at the transfer point, meet the person on the ground at trainside, accept or relinquish the child, then reboard. The enroute passenger should inform the conductor that this will occur.

- The boarding child may not board the train unaccompanied and then go look for the passenger on the train.
- The detraining child may not get off alone and then go look for the person on the ground in the platform or station area.

In both cases, whoever is setting up this arrangement must be told to inform the person on the ground to be at the station at least 30 minutes before the train's arrival time, and if the unaccompanied minors is toward the front, the middle, or the rear of the train.

If the person on the ground giving up the child to a person on the train is not there in time, the train will not be held.

If the person on the ground accepting the child is not on the platform when the train arrives, the train will not be held, and the person on the train must continue on with the child and make other arrangements, which may include paying a fare to the conductor for extending the child's journey – or, alternatively, detrain with the child, let the train depart, and make his or her own arrangements for onward travel once the child has been given over to the person on the ground who was late.

## Procedures

### *Reserving and Ticketing*

The travel of both the passenger, and of the child, must be in the same PNR whenever possible. (If not possible, cross-reference the two PNRs, and put "OTHS" SSR remarks in both.)

Create Special Service Request "Other" ("OTHS") fields so the conductor is informed of the situation. (In all cases, inform the passenger to let the conductor know of the situation before the train arrives at the station where the child will be transferred.)

The child's ticket will normally be sold at the child's half-fare ("H" or the equivalent) because he or she is traveling on the train with another passenger 18 or over, unless this runs afoul of the no-more-than-two-half-fares-per-adult-fare policy. (If it does, use passenger type "HF".)

**The unaccompanied minor provisions in this chapter do not apply** (including the "U" fare, the "UMNR" PNR remarks, the travel restrictions, the interview, the form and wristband, etc.) because, again, the child is never unaccompanied.



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## ***Reserving Unaccompanied Minors***

Give the caller the conditions of travel (see “Unaccompanied minor travel policies”, above).

Reserve space that meets those conditions. Obtain the names and phone numbers of the adult who will bring the child to the departure station and the adult who will pick up the child at the destination station. Try to get as many phone numbers as possible for each adult – home, work, cellular.

### **What to do if the child’s age changes during the booking process**

Sometimes a customer calls Amtrak or comes to a station to buy tickets for children. The customer tells us the ages of the children then finds out that children of those ages must travel as unaccompanied minors. Upon learning of those conditions, the customer then says that he or she “made a mistake” with the age and gives a new age that doesn’t have the conditions.

Example – A child is initially described as 15, but when told unaccompanied minor rules apply, he or she is now described as 16.

Parents usually know the ages of their children. If this happens, politely tell the customer that you are going to have to price the PNR/charge fares/apply conditions that apply to the **first** ages you were told – but that if the customer can provide proof of age that matches the second ages you were told, you can then price the PNR/charge fares/apply conditions that apply to the revised age.

## ***Pricing Unaccompanied Minors***

- Price unaccompanied minors with passenger type “U”. Promotional fares or other discount fares may be given if the promotion or discount code allows passenger type “U” in the pricing entry.
- Unaccompanied minors, even though paying the equivalent of full adult fares, are not considered to be adults for the purposes of allowing other persons, such as half-fare children, to obtain a discount based on an adult passenger being one of the travelers.
- Also, note that a 16 or a 17-year-old may travel without restriction, but that person cannot qualify a child under 16 as being able to travel unrestricted.

To make fare calculations simple, if one or more passengers in a group are unaccompanied minors (this would mean no one in the group is 18 or over):

1. Price the unaccompanied minors first, and separately, with passenger-type “U”.
2. Then, price the remaining passengers with whatever fares they qualify for, as if the unaccompanied minors were not there.



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### Examples of unaccompanied minor pricing

If no one is 18 or over, any children aged 13-15 are unaccompanied minors, and no one 12 or under may travel.

- **Four children, aged 15, 14, 14 and 13:** Price them all with passenger type "U".
- **Four children, aged 14, 13, 12 and 7:** The 7-year-old and 12-year old may not travel. Price the other two with passenger-type "U".
- **Four children, aged 17, 16, 13 and 10:** The 17-year-old and 16-year old may travel unrestricted (2F). The 13-year-old may travel as an unaccompanied minor (1U). The 10-year-old may not travel.
- **Four children, aged 18, 12, 11 and 10:** The 12-, 11- and 10-year olds are accompanied since someone else is 18 or over. They aren't subject to the unaccompanied minor rules and qualify for the child's half fare. However, there are three children under 13, and only one 13 or over – and the maximum is two half-fare children per adult. Price them as 1F, 2HF, 1H.

### *Unaccompanied Minor Military Dependents*

- Unaccompanied minors who are military dependents eligible for the military discount may be given 10% off the unaccompanied minor fare.
- Use passenger-type "U", the appropriate fare plan, and manually price the rail fare at 90% of what the "U" fare would otherwise be. In manual pricing remarks, enter "UNACCOMPANIED MINOR MILITARY DISCOUNT".
- Do not manually price the PNR with passenger-type "M" and the discount. Passenger-type "M" will not enforce the unaccompanied minor conditions in the PNR.
- Documentation of eligibility for the military discount must be presented at the time the tickets are issued.

### *Unaccompanied Minor Pass Riders*

- Unaccompanied minors traveling on employee passes must be booked as if they are pass riders.
- Use the appropriate pass rider passenger type; this is necessary in order to ticket using a pass. (This will not check for the unaccompanied minor conditions, so be careful that they are all followed.)
- Include all unaccompanied minor SSR information so the stations and conductors are notified.

Note – At the moment, there is no separate passenger type for unaccompanied minor pass riders. You must use the pass rider passenger type in order for pass pricing and the pass form of payment to work. In many cases the only hint you will get that a child is traveling is when a reservation is made and only the name of a dependent (and not the employee or spouse) in the pass file is specified. If this happens, ask the person making the reservation how old the dependent is.



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- If the dependent is under 13 years old, he or she may not travel alone.
- If the dependent is 13-15 years old, all the unaccompanied minor rules must be followed, even though Arrow won't enforce them. This includes the SSR UMR fields, the form, the (successful) interview, and the wristband.
- If the dependent is 16 or over, there are no restrictions.

### ***Unaccompanied Minors with Mobility Impairments***

- Be certain that the minor is in fact able to travel alone – in this case you have both age and the mobility impairment to consider.
- Unaccompanied minors who have mobility impairments must be booked under mobility impaired availability.
- Use the appropriate mobility impaired passenger type; this is necessary in order to have access to mobility impaired space on the train. (This will not check for the unaccompanied minor conditions, so be careful that they are all followed.)
- Include all unaccompanied minor SSR information so the stations and conductors are notified.

### ***Rail 2 Rail® Program – Metrolink Monthly Pass Holders***

The Rail 2 Rail® program allows Metrolink Monthly Pass holders along the Orange and Ventura County corridors to travel on Amtrak Pacific Surfliner trains within the station pairs of their pass at no additional charge, including Saturday and Sunday. Metrolink passengers simply show their Monthly Pass and board any Amtrak Pacific Surfliner train or bus to their destination. These additional trains are not available to holders of One-Way and Round-Trip tickets or 7-Day Passes. The Rail 2 Rail® program does NOT include travel on Coast Starlight trains.

When a Metrolink Monthly Pass holder is an unaccompanied minor, Amtrak's policy on unaccompanied minors; such as, age restrictions, time of day restrictions, train and bus restrictions, interview, etc., applies when travelling on Pacific Surfliner trains. For reservations in STARS/RAILRES, sell inventory from the schedule, manually price segments with passenger-type "U" and with zero rail fare. Use the appropriate outbound fare plan and enter RAIL2RAIL METROLINK MTHLY PASS for the manual pricing comment.

**Note:** After the interview with the minor and it is established that the minor can travel alone, an Unaccompanied Minor Notification and Release, NRPC 770 form must be completed.

### ***Recap after Reservation is made and Priced***

Remind the caller of:



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- the requirement for an interview at each boarding location, and that the child, and not the adult, will be interviewed,
- **the requirement to arrive at the boarding location at least 30 minutes before departure,**
- the requirement for identification, names, addresses and phone numbers for the adults at both the boarding and destination,
- the requirement that the child have enough money for food, drink, telephone, and other incidentals.
- the requirement that the child have no life-threatening food allergy, such as an allergy to peanuts.

### ***Reservation and Ticketing Restrictions***

**Reservations** must be made through an Amtrak call center or ticket office. They cannot be made from [www.amtrak.com](http://www.amtrak.com) or through Julie (VRU). Advance payment may be made.

**Tickets** are only available from Amtrak ticket offices or travel agencies. They are not available from Quik-Trak machines or through the mail.

If the tickets are obtained in advance of travel, they are not valid for travel until the interview has been successfully done, NRPC 770 completed, and the wristband (NRPC 3150) attached to the child's arm.

### ***Requirements to End-Transact and Unaccompanied Minor Reservation***

In order to end-transact the reservation, all the following must apply:

- Departure time is not earlier than 0530
- Departure time is within ticket office hours at departure station
- Departure station allows unaccompanied minors
- Departure station is within the United States
- Arrival time is not later than 2130 (on the same day)
- Arrival time is within ticket office hours at destination station
- Arrival station allows unaccompanied minors
- Arrival station is within the United States
- Travel is on Amtrak trains only
- There is only one segment between boarding and destination
- No ancillary product can be added to the reservation (bikes, comfort kits)
- If there are two segments, they must be for a round trip, and the return segment city pair must be the reciprocal of the going segment city pair
- Unaccompanied minor 4SSR UMR fields have been created at both the departure and arrival stations in the PNR\*



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- 4OSI remarks fields have been created that contain the names and phone numbers of the adults at both the departure and arrival stations\*

\*STARS and RailRes have screens for entering this information. These fields are automatically presented to the agent when the PNR is priced with the "U" passenger type.

### ***Multi-ride Tickets***

Amtrak does not sell multi-ride tickets to or for unaccompanied minors.

### ***Notification of Unaccompanied Minors***

When an unaccompanied minor PNR is created, it will contain 4SSR UMNMR fields that will:

- Send the PNR to queue 7 at the origin and destination stations
- Appear on the SOS list (special services list) for each station for the day of travel
- Print on the conductor's train manifest (unless the arrangements are made at the last minute, after the manifest has been printed)

## **Handling Unaccompanied Minors at Stations**

### ***Boarding station Amtrak employee instructions***

1. Interview the unaccompanied minor to determine suitability for travel, using the information in the "Policy" and "Release" sections of this form as a guide.
2. Complete the NRPC 770 except for the ID and signature of the person picking up the unaccompanied minor at the destination. Be sure to obtain all possible phone numbers for both adults – home, work, cellular. At least one must be provided for each adult. Make a copy of the NRPC770 and provide to conductor when boarding the unaccompanied minor.
3. Tell the adult that both he or she, and the adult who will pick up the unaccompanied minor at the destination, must remain available at one or more of the phone numbers given.
4. Ask for and examine the identification of the adult bringing the unaccompanied minor to the station and record it in the space provided.
5. Have the adult bringing the unaccompanied minor to the station read the "Release" section fully, then sign where indicated. Compare the signature to the identification presented.
6. Write the unaccompanied minors PNR number on the wristband, the NRPC 3150. Fasten the wristband around the right or left arm of the unaccompanied minor and tell him or her that only the adult picking him or her up at the destination may remove it.
7. Distribution of copies:
  - a. The original copy - File at your station, with a printout of the unaccompanied minors PNR.





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- b. Copy of the original – will be handed to the conductor to carry to the destination station. Once at the destination station, the copy of the NRPC 770 will be deliver to the Amtrak employee at the destination.
8. Take the unaccompanied minor to the train, identify him or her to the conductor, and give the conductor the copy of the unaccompanied minor form. Allow the adult bringing the unaccompanied minor to the station to accompany you and the child to the train, if the adult wants to do this. For stations that only allow passengers onto the platform, this is a permitted exception. In the NEC, station personnel and train crews will meet at the following locations when escorting minors to and from the train. The meeting location will be based on the class of ticket that has been reserved.

Class of Ticket	Platform Location
Business	Business Class Car
Coach	Café Car or First Coach behind Café Car
Acela First Class	First Class Car
Acela Buiness Class	Café Car or First Car behind Café Car
Keystone Service	Quiet Car or First Coach behind Quiet Car

After the train has departed, phone the destination station. Give details of the unaccompanied minors travel.

### ***Destination station Amtrak employee instructions***

1. Review your special service request PNR's daily, if not more often, to determine when unaccompanied minors will be arriving at your station.
2. On the day the minor will arrive at your station, call the adult meeting the child beforehand to make sure this person will be at the station when the train arrives. (Get this information from the PNR.) If you have trouble with any of these numbers, call the adult who brought the child to the station, or the boarding station.
3. Meet the child at trainside. Allow the adult picking up the accompanied minor to accompany you to the train, if the adult wants to do this. For stations that only allow passengers onto the platform, this is a permitted exception. If the adult does not want to go to trainside, arrange a meeting place inside the station. In the NEC, station personnel and train crews will meet at the following locations when escorting minors to and from the train. The meeting location will be based on the class of ticket that has been reserved.



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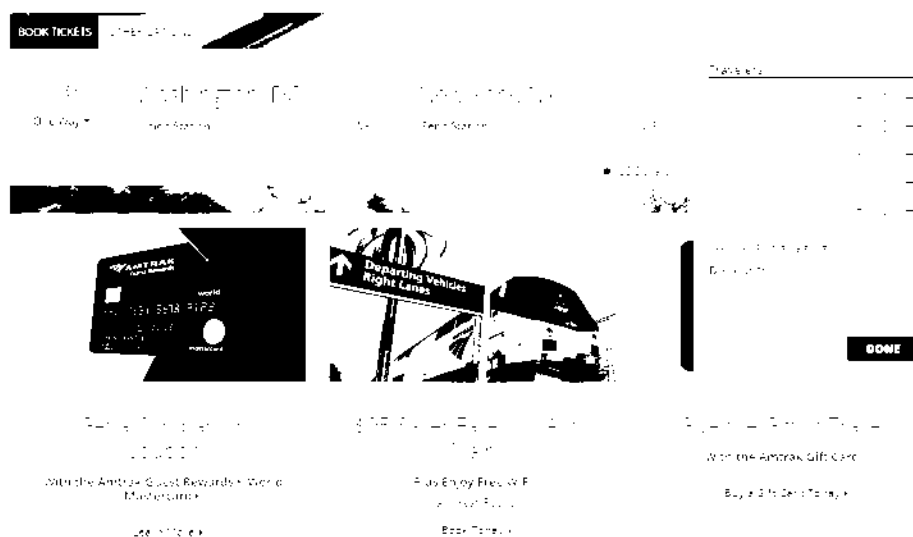
Class of Ticket	Platform Location
Business	Business Class Car
Coach	Café Car or First Coach behind Café Car
Acela First Class	First Class Car
Acela Business Class	Café Car or First Car behind Café Car
Keystone Service	Quiet Car or First Coach behind Quiet Car

- a. Take the copy of NRPC 770 from the conductor.
4. Ask for and examine the identification of the adult picking up the unaccompanied minor and record it in the space provided.
5. Have the adult picking up the unaccompanied minor sign where indicated. Compare the signature to the identification presented.
6. File the NRPC 770 copy at your station.

**Release** - By signing NRPC 770, Unaccompanied Minor Notification and Release, the adult bringing the child to the departure station attests to the items listed in the release section.

## Unaccompanied Minors traveling without proper documentation

Amtrak.com and Amtrak mobile app was upgraded to separate the booking path for unaccompanied minors (youths). Previously, customers ranging between 13 to 64 years were able to book reservations online as adults. The online enhancement now limits the age range from 16 to 64 years for adults and a new youth category has been added for customers ranging in age from 13 to 15 years. Consequently, if an adult now attempts to book a youth fare without an adult fare, the system will respond with an error message.





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What should the stations or trains crews do when they discover a minor (s) who are traveling in violation of the policy?

Staffed Station:

- Allow the minor (s) to complete the trip through to the destination. Call the Customer Service Desk at CNOC with the reservation number.

Unstaffed Station:

- Conductors should call the Customer Service Desk at CNOC immediately. The Customer Service Desk at CNOC will call the phone numbers provided to advise parents or guardian to meet the minor train side at the destination station.
- If the parents or guardian are not at the destination station to meet the minor at train side, conductors have been advised to continue to the next staffed station.
- If the minor detrains at the unstaffed station and the parent or guardian is not train side, contact Customer Service Desk at CNOC and they will report the incident to the local authorities.

For all unstaffed station incidents, please have the reservation number available.

The Customer Service Desk in CNOC can be contacted at 302-683-2299 or 1-800-424-0217 Ext 6 to report any unaccompanied minor. This information will be turned over to the Customer Relations Desk. The parents of the minor will be called and advised of the new Unaccompanied Minor policy.

### **Unaccompanied minors younger than 13 without proper documentation.**

Unaccompanied minor younger than 13 should be granted the same courtesy as an unaccompanied minor 13-15. The policy is listed above.

Customer Relations will keep a database to track repeat offenders.

## **Appendix**

### ***Update History***

- 2021-01-15: Change to "Adult must remain at station..." put on hold. Previous policy remains active.
- 2020-12-29: "Station agent" changed to "station employee". Boarding section updated to change "Adult must remain at station..." to "Adult may remain at station until train has departed". Detraining section updated to allow train crew to transfer custody of minor to a station employee or the authorized adult meeting the minor.



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- 2020-08-05: How to access NRPC 770, updated to show All Aboard, under Resources, Corporate Forms. As of July 30, 2020, NRPC 770 has been updated to include COVID-19 Rules for travel for unaccompanied minors.
- 2018-12-02: New Amtrak.com and under age 13 w/o proper documentation added
- 2018-11-12: Boarding and detraining procedures for the NEC added.
- 2018-10-06: Changed pricing on page 13 to reflect rule changes
- 2018-08-09: No ancillary product can be added to the reservation
- 2018-08-02: Changed 60 minutes to 30 minutes in station prior to train dept.
- 2018-04-01: Description add about cross the platform UMNRR handling.
- 2017-10-25: NRPC are now available in the Intranet. Instruction on how to complete the form is now in the chapter.
- 2017-04-25: Changing the name of the adult picking up child at destination
- 2014-10-22: Changed the food allergies section. Minors are now allowed to travel.
- 2014-03-24: Updated passenger type Child age from (2-15) to (2-12).
- 2013-09-25: Added Rail2Rail Program – Metrolink Monthly Pass Holders.
- 2013-08-12: Revised language regarding unaccompanied minors without the proper documentation.
- 2013-06-24: Effective July 1, 2013, time of travel restriction changes to now allow travel from 0530 to 2130
- 2012-10-25: Added Unaccompanied Minor Traveling without proper documentation, information about 13-15 years old traveling with their children.
- 2011-09-12: Age range changed to 13-15; accompanying passenger must be at least 18.
- 2011-03-22: Multi-ride tickets no longer sold to unaccompanied minors.
- 2010-06-05: Policies added when a child will travel with a passenger already on a train.
- 2010-05-21: Allowable travel hours clarified.
- 2009-04-21: Multi-ride ticket SSR instructions clarified.
- 2009-01-23: Clarification added for defining responsible adult.
- 2007-11-07: Exceptions for trains 500 and 89 updated.

### ***About this Chapter***

<b>Contact(s):</b> Ann Adams/Elizabeth Bailey	<b>Subject:</b> Unaccompanied Minors
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



## Travel Insurance

Chapter Summary: This chapter gives information about a travel insurance product offered by Allianz Global Assistance.

### For Information Only:

The following content in this document is **for information only**. Due to the nature of our business contract with Allianz Global Assistance, no one at Amtrak is allowed to answer any specific questions a customer has regarding travel insurance – all inquiries must be directed to Allianz Global Assistance as outlined below.

**Refer all questions to Allianz Global Assistance.**

**Phone:** 1-800-390-3915 (24 hours daily - customer service, information, claim questions, emergency assistance, etc.)

**Web site:** <http://www.etravelprotection.com/amtrak/>

### Transaction Details:

#### 1. Payment:

The customer will receive a separate credit card charge for the insurance directly from Allianz Global Assistance.

#### 2. Letter of Confirmation:

Allianz Global Assistance will e-mail the customer a letter of confirmation and a certificate of insurance that give details about the coverage, important phone information, and directions on filing a claim.

The customer should take the letter of confirmation and the certificate with him or her when traveling.

#### 3. Satisfaction Guarantee:

Satisfaction guarantee -The travel insurance plans feature a 10-day free look. If you are not satisfied, Allianz Global Assistance will refund your insurance premium if you cancel



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your trip insurance within 10 days of purchase and have not filed a claim or departed on your trip.

#### **4. Modifying or Cancelling Itinerary:**

If a customer who has already purchased the travel insurance wants to change or cancel his or her itinerary, he or she must first contact Amtrak to make the change or cancellation, and then contact Allianz Global Assistance at 800-390-3915 to have the policy changed, or to file a claim in the event of a cancellation.

Any specific questions regarding travel insurance must be directed to Allianz Global Assistance at **1-800-390-3915**.

## **Appendix**

### ***Update History***

2013-11-14: Ported to new template added new web site and phone number information. Replaces G/POL/INS

### ***About this Chapter***

<b>Contact(s):</b> Allen Sebrell	<b>Subject:</b> Travel Insurance
<b>Owner Department:</b> Marketing	<b>Group:</b> eCommerce



## Travel Agent Familiarization Trips

**Chapter Summary:** This chapter contains information about Travel Agent Familiarization Trips and how to book travel.

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## Travel Agents' Familiarization Fares (AD75)

Travel agents that work for an eligible travel agency and who have a valid IATAN card can experience train travel at 75 percent of the full one-way fare. An eligible travel agency is a travel agency that sells Amtrak through an approved travel agent distribution channel.

Eligible travel agencies will be entitled to an allocated number of AD75 trips per year. A trip may mean a one-way trip or round-trip. Allocations are based on the prior fiscal year's revenue production levels and are valid for travel during the calendar year.

All AD75 travel must be approved the Amtrak Sales Center prior to ticketing. Authorizations are based upon Amtrak net rail sales produced during the prior fiscal year. Trips are valid for a calendar year.

The number of travel authorizations is based on the following revenue attainment:

\$100,000 or more	10 trip authorizations
\$50,000 - \$99,999	8 trip authorizations
\$20,000 - \$49,999	6 trip authorizations
\$10,000 - \$19,999	4 trip authorizations
\$5,000 - \$9,999	3 trip authorizations
\$1,000 - \$4,999	2 trip authorizations
UNDER \$1,000	1 trip authorization

AD75 travel is electronically monitored by the Travel Industry Sales Center. For further information please email [wecanhelp@amtrak.com](mailto:wecanhelp@amtrak.com).

## Procedure for familiarization travel

The AD75 procedures require that the travel agent first book their reservation and then email [Wecanhelp@amtrak.com](mailto:Wecanhelp@amtrak.com) for approval for travel agent rate. The email should include their reservation number, their ARC number and the IATAN verification number from their travel agent id card. The request must be submitted three business days prior to travel for approval. An email reply will be sent to the requestor to advise if the request is approved or denied.

If the agency tickets using a GDS, the agency may either book the reservation in their GDS or contact Amtrak to book the reservation. GDS AD75 reservations are typically ticketed by the agency but may be ticketed directly with Amtrak at the discretion of the





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Sales Center. The Sales Center will put an authorization in the PNR if the ticket is to be issued electronically with Amtrak.

If the agency uses RailAgent to book and sell Amtrak, the reservation must be booked and held through RailAgent at the regular fare. After the agency emails the request to the Sales Center and the reservation is approved, the Sales Center will adjust the fare. The agency will then go back into their RailAgent site to apply payment for the booking.

All buckets except for full class will be valid for AD75 fares. The reservation will be valid in all classes except for the following: Y, JY, LY, K, PK. If any of these classes are returned, the train will be considered closed for the travel agent discount.

Amtrak requires a minimum of three business days to approve requests for ad75 travel. This also includes requests to change reservations that were previously approved. Tickets cannot be issued until the travel agent sales center approval is received.

## Other terms and conditions

- Changes made to an approved reservation require additional approval from TASC before ticketing. Requests should be made at least three business days in advance.
- Familiarization trips on Acela Express First class or Business class, auto train, sleepers, and conventional business class are limited to one-way or round trip per agent per year.
- Only one agent will be permitted per reservation. No companion discounts.
- Amtrak travel agent familiarization fares cannot be purchased at an Amtrak ticket office.
- If tickets are generated and used without authorization, a debit memo will be issued for the difference between the amount paid and the full fare of the trip taken.
- Guest rewards points will not be earned with AD75 fares
- Each ARC location must utilize their specific allotment based upon sales for each office. ARC authorizations are not transferrable from agency to agency.
- AD75 reservations cannot be booked more than twenty days in advance of your departure date on a one way or more than twenty days in advance of the return date on a roundtrip
- If persons accompanying the agent are sharing an accommodation for which the agent is entitled to discount book the accommodation on the agent's reservation (1 reservation per AD75). Accompanying passenger should have separate reservation and where accommodations are shared, open coach space is booked. Cross-reference reservation numbers for rate desk pricing. Use identifying OSI text.



- Amtrak reservations or the agency can book the reservation but only the agency - not Amtrak - may issue the initial tickets. Amtrak can make changes and reissue tickets after the agency has issued the originals.

## Eligibility

This discount is available to a person who is a travel agent, understood to meet the following qualifications:

- Is a working owner, working partner, manager of a travel agency or employee that is currently under contract with Amtrak, and has been under contract with Amtrak or at least 3 consecutive months prior to the request for travel.
- Devotes substantially all of his or her working hours to the sale and promotion of transportation, including rail transportation and has a valid IATAN Card.
- Is not engaged in other gainful employment.
- Is listed on the agency's IATAN registration form.

## Penalties for misuse

AD75 travel tickets issued and arrangements authorized utilizing the travel agent familiarization fare are non-transferable. If used by, or found to have been used by, a person other than the one for whose use it was originally intended, in whole or in part, or if used for any other purpose than originally intended under these rules, Amtrak may impose the following penalties:

- Tickets become void, and may be confiscated by conductor or other authorized Amtrak employee if presented for travel.
- Reduced rate privileges of the agency or agency location shall be suspended.
- Proceedings shall be instituted to recover full charges for transportation and reserved accommodations used, if information is falsified, whether or not intentional.

## Reserve by using the following procedure

Book the reservation from base availability. All buckets except for full class will be valid for AD75 fares. The reservation will be valid in all classes except for the following: Y, JY, LY, K, PK. If any of these classes are returned, the train will be considered closed for the travel agent discount.

AD75 reservations being ticketed by a GDS user are priced with the following passenger types: Q- for all service other than Acela Express or Auto Train; QX- for Acela Express; QA- for Auto Train.



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AD75 Reservations booked through one of the RailAgent sites will be manually priced by the Sales Center using the 'F' passenger type under Fares Order X566.

AD75 Travel on Acela Express is available Monday through Friday from 9:00 am - 1:59 pm and after 5:59 pm. Blackout dates are listed below. Auto train use QA to price your record.

Travel agents familiarization fares will be subject to availability and anticipated demand for accommodations.

**Blackout dates for 2013-2014:**

30AUG13, 02SEP13, 11OCT13, 26NOV13-27NOV13, 30NOV13-01DEC13, 20DEC13-22DEC13, 28DEC13-29DEC13, 03JAN14-05JAN14, 14FEB14, 17FEB14, 17APR14-18APR14, 21APR14, 23MAY14, 03JUL14, 06JUL14, 29AUG14, 01SEP14, 10OCT14, 25NOV14-26NOV14, 29NOV14-01DEC14, 20DEC14-24DEC14, 26DEC14-31DEC14, 02JAN15-04JAN15

**\*\* 24MAY13-02SEP13, 23MAY14-01SEP14 \*\***

**Auto Train blackout dates for 2013-2014:**

11OCT13, 22DEC13-24DEC13, 18APR14, 21APR14, 23MAY14, 10OCT14, 22DEC14-24DEC14

**Instructions for agent pricing**

If a GDS agent is creating the reservation, the space is booked from standard availability. The PNR would be priced with appropriate passenger type: Q, QX, OR QA:

Acela Express service: QX

Auto train: QA

All other service: Q

The travel agent may use the following format to price the reservations with the AD75 fare:

APOLLO/GALILEO: @:3OSI2VT\$1Q  
(Spoken as "pillow colon 3OSI 2V T dollar sign 1Q")  
SABRE: ZZ3IP1Q  
(Spoken as ZZ 3ip 1Q)  
WORLDSPAN: T2V1Q  
(Spoken as "T end item 2V 1Q")



2013-02

Please note that if the agency creates the reservation themselves, they are still required to email [wecanhelp@amtrak.com](mailto:wecanhelp@amtrak.com) for approval prior to ticketing.

## Validity

- Travel agents' familiarization fare tickets shall be valid:
- For a period of 30 days beginning with the date travel starts, with stopovers included enroute, if desired.
- Trips are limited to one trip on the following: Acela Express First or Business class, Auto Train, sleeping accommodations and business class on regional service.
- TASC requires 3 business days prior to travel for approval of your reservation.

## Automated reservation procedures

Automated GDS locations may book an AD75 reservation in their system. First, reserve desired spaced from base availability. Next, price with appropriate passenger type: Q, QX, or QA. Each agent requires their own reservation, only one agent per reservation. Any other persons are booked separately. Approval must be given by TASC prior to ticketing.

## Instructions for agent pricing

APOLLO/GALILEO:	@:3OSI2VT\$1Q (PILLOW IN LIEU OF @ SIGN)
SABRE:	ZZ3IPQ
WORLDSPAN:	T@2V1Q (USE ENDI IN LIEU OF @ SIGN)

## WARNING MESSAGES

The following warning messages may appear in AD75 bookings:

GDS BOOKS:

AD75 REQUIRES APPROVAL. EMAIL [WECANHELP//AMTRAK.COM](mailto:WECANHELP//AMTRAK.COM)

GDS ATTEMPTS TICKETING:

AD75 REQUIRES APPROVAL PRIOR TO TICKETING. EMAIL [WECANHELP//AMTRAK.COM](mailto:WECANHELP//AMTRAK.COM)

GDS CLAIMS:

AD75 REQUIRES APPROVAL. EMAIL [WECANHELP//AMTRAK.COM](mailto:WECANHELP//AMTRAK.COM)

AMTRAK BOOKS:



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AD75 FARE REQUIRES APPROVAL.

AMTRAK TICKETS:

AD75 FARES MUST BE TKTD BY TVL AGNT APPROVAL REQUIRED.

AMTRAK EXCHANGES Q TICKET (NOT THE ORIGINAL PNR):

EXCHNG MUST BE MADE ON ORIGINAL AD75 PNR

## Ticketing and accounting procedures

- Travel agencies using a GDS must issue their own tickets unless specifically authorized by the Sales Center
- Travel agencies using RailAgent must book and purchase their own tickets
- AD75 fares cannot be purchased at an Amtrak ticket office.
- No commission is allowed on the self-sale of travel agents familiarization fares.

### ***Exchanges of ad75 tickets at Amtrak ticket offices:***

Exchanges are permissible for the original origin and destination of the approved trip.

### **Contacts:**

Should a question arise about information contained within this chapter, please contact the Sales Center:

Hours: Monday - Friday, 8:30 AM - 5:00 PM (Eastern)

Email: WECANHELP@AMTRAK.COM

Travel agents can call 1-800-TEL-TRAK (800-835-8725) for reservations.

### ***Update History***

2013-07-22: Ported to a new template. Replaces G/TVL/FAM

### ***About this Chapter***

<b>Contact(s):</b> Mike DeAngelo	<b>Subject:</b> Travel Agency Familiarization Trips
<b>Owner Department:</b> Marketing	<b>Group:</b> Travel Industry Programs Support



2012-05-21

## Transfers and Stopovers

**Chapter Summary:** This chapter defines the difference between a transfer and stopover in relation to a break in travel.

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## **Policy**

### ***Definitions***

Transfers and stopovers are different types of breaks in travel. Each is defined below:

- Transfer: a break in travel which is a maximum of 23 hours and 30 minutes, except as noted below under 'policy.'
- Stopover: a break in travel exceeding 23 hours and 30 minutes, except as noted below.

### ***Transfer – Policy***

A transfer is a connection from one train to another, or between a train and a connecting Amtrak thruway bus or Interline carrier:

- In which the passenger departs the point of connection not later than 23 hours and 30 minutes after scheduled arrival time.

Exception: if no connection is available which is scheduled to leave more than one hour, but less than 23 hours and 30 minutes after scheduled arrival at the transfer point, then the first available departure from the transfer point 23 hours and 31 minutes or more after arrival shall be considered a transfer.

### ***Stopover – Policy***

A stopover is a break in a passenger's trip which does not qualify as a transfer as described above.

### **Application**

Rail fares will apply on an as traveled basis. Stopovers will result in sector pricing for that fare component. No free stopovers will be included in normal fare plans; however Special fare programs such as the USA Rail Pass will continue to allow stopovers.

### ***Amtrak Thruway Service***

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Stopovers are permitted at the points of connection between Amtrak rail routes and Amtrak Thruway service routes:

- On published through fares which permit stopovers
- By construction of local fares over the point of transfer

Stopovers are permitted at points on Thruway Service routes other than the rail junctions:

- Only if the segments of travel both to and from such stopovers are from and to a rail junction point.

### **Stopovers on Thruway service – Examples**

Example 1: A passenger wishes to travel Denver to St. Joseph, MO the passenger will be connecting at Omaha, and making a stopover in St. Joseph, then traveling from St. Joseph to Kansas City. Since Omaha and Kansas City are rail/thruway junction points, a stopover may be ticketed at St. Joseph, MO.

Example 2: a passenger wishes to travel from Pittsburgh, PA to Rockford, IL, connecting at Chicago. The passenger would make a stopover at Rockford and then travel to Madison, WI. Since Madison, WI is not a Rail/Thruway junction point, an Amtrak ticket cannot include a stopover in Rockford. Passengers must make their own arrangements for travel on other carriers to Madison, WI.

### **Date and time restrictions**

Fare plans may be subject to blackout dates, day-of-week or time-of-day restrictions per fare code rules. These restrictions:

- Do apply to departure dates/times from a \*stopover\* point.
- Do \*not\* apply to departure dates/times from a \*transfer\* point.

### **Accommodations**

Stopovers/Transfers are not allowed on published sleeping car, first class car or business class seat accommodations charges. These charges are for continuous passage on the same car or train.

Passengers must pay separate accommodations charges to and from each point of stopover or transfer between trains.





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Exception: Where through cars are operated via connecting trains and through accommodations charges are published, rooms on the two separate trains may be manually priced at the through charge, only for transfers (not stopovers).

For the time necessary, stopovers will be authorized on Accommodations tickets, and those types of passage tickets on which stopovers are not otherwise permitted, when the stopover is necessitated by:

- Illness, injury or quarantine resulting in continued travel being dangerous to passenger or a member of the passenger's party verified by a physician's letter.
- Interruption of train or car service.

### **Notification of Stopover**

Passengers who want to stop over enroute should inform the selling agent who will provide separate coupons to and from each point of stopover.

Passengers who want to make stopovers, for which separate coupons are not provided in their tickets, must notify the conductor before arrival at the stopover point. The passenger will forfeit any remaining value and will have to purchase a new ticket to continue travel.

### **Stopovers and Transfers - even if not necessary**

Amtrak defines a break in travel on a passenger's itinerary according to the amount of time spent at that point. A "stopover" is defined as spending more than 23-hours and 30-minutes at the break in travel while a "transfer" is defined as spending 23-hours and 30-minutes or less. This definition applies whether the break in travel is necessary or not. Also, the break in travel does not have to be at a natural junction point.

Scenario: A passenger traveling on a Tuesday from Boston to Washington requests a stopover at Philadelphia (passenger's words). The agent determines, after questioning the passenger that the passenger will be at Philadelphia for only 3 hours. Amtrak defines this break in travel as a transfer (not a stopover). The passenger, in this case, is allowed to use the YOFC through fare. Had the passenger indicated they would stay in Philadelphia several days, the YOFC through fare would not have been used since the break in travel is more than 23 hours and 30 minutes and constitutes a stopover as defined by Amtrak.

In this case (stopover) the passenger would pay the fare Boston to Philadelphia and a separate fare Philadelphia to Washington.



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## Appendix

### *Update History*

### *About this Chapter*

<b>Contact(s):</b> Robert Pee	<b>Subject:</b> Transfers and Stopovers
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



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## Station Lounges

**Chapter Summary:** This chapter provides information on station lounges, describes the facilities, and identifies the customers who can access station lounges.

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## Introduction

Station lounges are comfortable private waiting areas offered at various stations for customers to relax before or after their trips.

Amtrak operates passenger lounges in several stations throughout the system. These lounges are in addition to the general passenger waiting areas and offer a quiet, place for eligible passengers to wait for their trains or to rest after arrival.

For brevity, they will be described as “lounges” in this document, unless context requires a specific description.

The types of lounges are:

- **Metropolitan Lounge** - staffed lounges in Boston (BOS), Chicago (CHI), Los Angeles (LAX), New York-Moynihan Train Hall (NYP), Philadelphia (PHL), Portland (PDX) and Washington (WAS).
- **Private Lounge** - small unstaffed lounges. New Orleans (NOL), St. Louis (STL) and St. Paul (MSP).

Each is described in the sections below.

## Lounge eligibility

This table indicates who is eligible for admission to the lounges described.

Eligibility	Who	Metropolitan Lounge							First Class Lounge	Remarks
		New York	Washington	Boston	Philadelphia	Chicago	Portland, Oregon	Los Angeles	MSP NOL STL	
Sleeping car passengers	Psgr only	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Same-day ticket required, departure or arrival
Acela first class passengers	Psgr only	Yes	Yes	Yes	Yes	No	No	No	No	Same-day ticket required, departure or arrival
Business class passengers	Psgr only	Paid admission	No	Paid admission	Paid admission	Yes	Yes	Yes	Yes**	Same-day ticket required, departure or arrival
Other passengers who purchase admission	Psgr only	Business class only	No	Business class only	Business class only	No	No	No	No	See the sections below for purchase details



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Eligibility	Who	Metropolitan Lounge							First Class Lounge	Remarks
		New York	Washington	Boston	Philadelphia	Chicago	Portland, Oregon	Los Angeles	MSP NOL STL	
Amtrak Guest Rewards Select Plus or Select Executive members	*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Membership card required, or tier status verified in STARS. Same-day Amtrak ticket required after 5/1/20
Amtrak Executive Committee or Amtrak Board of Directors	*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Present pass card or check the list below. Ticket not required.
Single visit lounge pass holders	*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Tickets are required after 5/1/20 ****
Members of the US Senate or the US House of Representatives	*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	More information below
Gold and Silver Members of the Rail Passengers Assoc.	*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	More information below
Private Car Owners		Yes	Yes	Yes	Yes	Yes	Yes	No***	Yes	

\* Customer may bring immediate family (spouse/domestic partner and children under 21) or may bring one other person. This may be restricted if the lounge is busy.

\*\* Business class access is available in the Saint Louis lounge.

\*\*\* Private car owners and guests have access to all lounges with the exception of Los Angeles. This is due to a capacity issue.

\*\*\*\* Some 2020 AGR single day lounge passes were issued prior to a decision about the change in same-day ticket requirements. These customers will still have access into the lounge until the expiration date located on the back of their single day lounge pass.

### Policy Access requires documents with customer's name

Lounge access is limited to eligible persons named on travel documents or membership cards, which must be displayed each time a customer enters the lounge.

### Conduct in the lounge

Professional conduct is expected in lounges. Visitors should be appropriately dressed in neat, clean, casual, or business attire.

Amtrak reserves the right to remove any customer from a station lounge for inappropriate conduct, including but not limited to conduct that is disruptive, abusive, or violent.



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**Children**

Children 15 years old and under must always be supervised by an adult 18 years of age or older while in the lounge. If an unaccompanied minor is traveling and is eligible to enter a lounge, the adult must accompany the minor into the lounge and remain until departure.

**Food and beverages**

Staffed lounges offer non-alcoholic beverages and snacks.

At lounges where alcoholic beverages are served, Amtrak reserves the right to refuse to serve alcoholic beverages to any customer who appears to be intoxicated or is otherwise unruly.

**Reservation and ticketing services (Metropolitan Lounge only)**

Lounge representatives can assist customers with reservations and ticketing, including exchanges and refunds (provided the refund can be processed at the lounge). Cash is not accepted\*; only credit cards can be used for payment.

*\*Exception – Cash is accepted at the Metropolitan lounge in Portland (PDX). Note: Amtrak is currently cashless.*

**Smoking**

Smoking is not permitted in lounges or anywhere else on Amtrak property.

**Sound-emitting electronic devices**

Customers in the lounge must wear headphones or earphones when using sound-emitting electronic devices. The sound from the headphones or earphones must not be audible to others.

**Changes to lounges or features**

Amtrak may, at its discretion, alter or close lounges or discontinue any aspect or amenity or revise these Terms and Conditions at any time without prior notice to customers. Updated Terms and Conditions will be available on [www.Amtrak.com](http://www.Amtrak.com).

Lounge customers will not be financially or otherwise compensated for the temporary or permanent closure of a lounge facility, changes in amenities or services, or for failure to follow lounge Terms and Conditions.



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## **Roles and responsibilities of lounge representatives**

### **Discretion / enforcement of lounge rules**

The program rules outlined in this document are designed to ensure a comfortable, relaxing, clean, and safe environment for our customers. However, at times, situations may arise in which it is in the best interest of Amtrak to be flexible with the rules.

In these situations, lounge representatives are authorized to use their best judgment to satisfy individual customers. In complex situations, or if unsure of the proper response, the representative should contact his or her station manager.

### **General responsibilities**

Lounge representatives assigned to work in the Metropolitan Lounge are responsible for the efficient operation of the Lounge while providing customers with superior customer service.

Lounge representatives:

- Must present a professional image and have excellent interpersonal communication skills while delivering a premium level of service.
- Will be responsible for meeting the needs of customers and ensuring customers are comfortable.
- Are responsible for the daily maintenance and operation of the facility. This includes but is not limited to spot cleaning, coordinating maintenance and repairs, addressing safety and security concerns, providing updated communication materials and information, and ensuring that complimentary beverages, pastries, and other amenities are continuously available during hours of operation.
- Are also required to perform other duties as assigned relating to the lounge facility, its processes, and its customers.
- Must have complete knowledge of Amtrak's policies and procedures. Representatives are responsible for dissemination of both verbal and written information to customers including schedules, fares, routing, tours, baggage, and boarding locations.
- Are required to have a full understanding of Amtrak service disruption procedures and must demonstrate creative solution techniques and interpersonal skills in handling customer needs.

### **Amtrak business cards**

Amtrak business cards which include Lounge phone and fax numbers should be ordered by local station management for all Lounge representatives. The title for each representative is "Metropolitan Lounge Representative" or "ClubAcela Lounge Representative", as applicable.





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**Reservation and ticketing assistance**

Lounge representatives must be ticket (STARS) qualified and proficient in all functions of reservation, ticketing, and accounting applications (ASAP).

Lounge representatives may be responsible for handling special requests from the Government Affairs Office whenever members of Congress need to change their reservations.

**Announcements (Metropolitan Lounge)**

Lounge representatives will announce Amtrak departures for customers in the lounge. Announcements should be made at a moderate volume in order not to disturb customers.

**Service recovery**

Access to lounges is generally not intended to be used in service recovery situations.

**Cleaning and maintenance**

Local station management will identify a dedicated cleaning/maintenance crew (employees or contractors) to clean the lounge on a regular basis. Light cleaning is the responsibility of the lounge representatives on duty.

All cleaning personnel must be uniformed and are expected to respond to unanticipated cleaning requirements during normal hours of operation.

Station personnel should perform light cleaning during the day and especially after each train departure. If amenities are provided in the First-Class Lounges, they should be restocked accordingly.

**Pets and service animals in station lounges**

Carry-on pets traveling with passengers are not permitted into lounges. Service animals are allowed.

**Amtrak employees in station lounges**

Station lounges are intended for the exclusive use of eligible passengers. As such, lounges may not be used as an employee break area or private facility under any circumstances.

***Pass riders***

Amtrak and freight railroad employees, retirees, spouses, and dependents – traveling on their personal passes in eligible accommodation types (including BT rooms) may use the lounges.



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Amtrak employees traveling on business passes or vouchers are not eligible to use the lounges, except for Amtrak's Board of Directors and the Executive Staff listed under the section, *Current and retired Board of Directors, Executive and Senior Leaderships Team members*.

## Metropolitan lounges

\*\* Please note: The ClubAcela name was retired once the construction at Washington Union Station and the New York Moynihan Station was completed. \*\*

Location: On the Mezzanine level, near 8 Av/West 31 St exit staircase  
Hours: 5am – 9:30pm Mon-Fri, 7am – 9pm Sat-Sun and holidays.  
Accessibility: Elevator outside of Lounge to train concourse.  
Direct phone: 212-630-7514  
Direct fax: 212-630-6156

### *Washington Union Station*

Location: Back wall of train concourse, between gates D and E, behind Amtrak information counter.  
Hours: 0445-2130 Mon-Fri, 0500-2130 Sat-Sun and holidays.  
Accessibility: Level with train concourse. Level access to tracks 7-20 including Acela boarding area.  
Direct phone: 202-906-3012, ATS 777-3012  
Direct fax: 202-216-0242

### *Boston South Station*

Location: Second level of station, to the left of the ticket office.  
Hours: 0545-2130 daily.  
Accessibility: Stairs from main level, or elevator. Redcap assistance required to use elevator from main level up to ClubAcela; self-service from ClubAcela down to main level.  
Direct phone: 617-757-1520, ATS 580-1520  
Direct fax: 617-757-1504, ATS 580-1504

### *Philadelphia 30<sup>th</sup> St. Station*

Location: Second level of station via hallway to the right of the ticket office and past the baggage room.  
Hours: 0600-2100 daily.



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Accessibility: Stairs from main level, or elevator. Elevators serve ClubAcela, the main level, and train platforms. Redcap assistance required to use elevator to ClubAcela; lounge representative assistance required from ClubAcela.

Direct phone: 215-349-3090, ATS 728-3090

Direct fax: 215-349-2999, ATS 728-2999

### *Chicago Union Station*

Location: Corridor between ticket office and the Great Hall.

Hours: 0600-2100 daily.

Accessibility: Main level of lounge is level with the corridor.

Direct phone: 312-544-5525, ATS 821-5525

Direct fax: No fax machine in the lounge

### *Portland Union Station*

Location: Off waiting room, to the right of Gate 5.

Hours: 0700-2000 daily.

Accessibility: Level with the waiting room.

Direct phone: 503-273-4891, ATS 768-4891

Direct fax: 503-273-4892, ATS 768-4892

### *Los Angeles Union Station*

Location: Second floor, above the ticket office.

Hours: 0500-2200 daily

Accessibility: Access to the lounge is by two elevators and a staircase, which is located near the ticket office.

Direct phone: 213-683-6873, ATS 761-6873

Direct fax: No fax machine in the lounge

### **Metropolitan Lounge amenities**

The following amenities are available in Metropolitan Lounges:

- Comfortable, quiet lounge seating.
- Complimentary soft drinks, juice, coffee, tea, pastries, and light snacks. Selection may vary by lounge.
- Happy hour with beer and wine (Chicago only).
- Assistance with schedules, fares, reservations and ticketing (cash is not accepted). If the Metropolitan Lounge is very busy or if the customer is making extensive changes, the representative may ask the customer to call 800-USA-RAIL or go to the ticket office.
- Complimentary Wi-Fi access.



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- Information on local dining, entertainment options, tourist attractions, hotels and car rentals.
- Advance boarding.
- Red cap assistance, if requested.

### Single Day Passes

Single Day Passes are available for sale at the Metropolitan Lounges at the Moynihan Train Hall (New York), Boston, Chicago, and Philadelphia.

### Conditions

Eligibility	Who	New York	Boston	Philadelphia	Chicago	Note
Business Class passengers	Psgr only	\$50/pp	\$35/pp	\$35/pp	Eligible for access without a pass	Same-day ticket required, departure or arrival
Coach passengers	Psgr only	N/A	N/A	N/A	\$35/pp	Same-day ticket required, departure or arrival

The Metropolitan Lounges located in Chicago, Boston, New York, and Philadelphia normally have room for additional customers.

The following passengers may purchase Single Day Passes to these four Lounges:

- Acela Business Class passengers
- Non-Acela Business Class passengers (*this does not apply to Chicago, these passengers are automatically eligible for access*)
- Coach Passengers for the Chicago lounge.

### Price

- The price for each passenger is \$35.00 per day at Boston, Chicago, Philadelphia.
- The price for each passenger is \$50.00 per day at Moynihan Train Hall in New York.
- Discounts do not apply.
- The admission ticket is only valid on the day it was purchased (no advance sales).

### For admission:

- Passenger checks in at the Metropolitan Lounge desk.
- Tell the passenger if there is room.
  - If so:
    - Examine the passenger's travel document. It must be a same-day Acela Business Class or Northeast Regional (or other train) Business Class travel document, and the travel document must



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show the Chicago, Boston, New York or Philadelphia Metropolitan Lounge location as the origin or destination.

- If the customer is paying by credit card, sell the admission ticket.
- If the customer is paying by cash, create a PNR and tell the customer to go down to the ticket office to pay, then to bring the ticket back to the Metropolitan Lounge desk.
- Single Day Passes sold at Philadelphia and Boston are valid for use at Moynihan Train Hall on the same day.
- Single Day Passes sold at Moynihan Train Hall are valid for use at Philadelphia and Boston on the same day.

### Lounge amenities

The following amenities are available in Lounges:

- Comfortable, quiet lounge seating.
- Complimentary soft drinks, juice, coffee, tea, pastries, and light snacks.
- Assistance with schedules, fares, reservations, and ticketing (cash is not accepted). If the Lounge is very busy or if the customer is making extensive changes, the representative may ask the customer to call 800-USA-RAIL or go to the ticket office.
- Complimentary conference rooms equipped with speakerphones and whiteboards.
  - Conditions:
    - Meeting organizer must be eligible to use Lounge.
    - Meeting organizer must reserve conference room in advance by calling Lounge directly. Phone numbers are above.
    - Two-hour limit.
    - Other meeting attendees may accompany the organizer even if they are not otherwise individually eligible.
    - Number of attendees is limited to the seating capacity of the conference room.
    - Organizer must arrive before or with the other attendees and provide a list of their names to the Lounge representative.
    - Reservation will be cancelled if the organizer does not arrive at Lounge within 30 minutes of the time reserved (exception will be made if train is late or other circumstances warrant).
- Complimentary limited use of photocopy machines.
- Complimentary Wi-Fi access.
- Complimentary use of fax machines, including free long-distance faxing.
- Information on local dining, entertainment options, tourist attractions, hotels, and car rentals.
- Advance boarding in some locations.
- Red cap assistance, if requested.



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**Red Cap assistance**

Metropolitan Lounge representatives will coordinate Red Cap assistance for customers requesting it. Large luggage carts (Red Cap carts, SmartCarts, etc.) are not permitted beyond the entry desk of the Lounge.

**Baggage storage**

Baggage storage areas are available in each Metropolitan Lounge.

- All baggage left in this area must have a tag with the customer's name, address, and phone number. This is especially important if the customer is going to leave the lounge and come back later. Provide a baggage identification tag (NRPC 4007) to the customer if necessary.
- Amtrak is not responsible for personal property left in baggage storage areas.

**Storage in each lounge**

- Chicago: Baggage will be stored in the parcel check area inside the Metropolitan Lounge.
- Portland: The baggage area is limited and is intended for small carry-on items and baggage. The Red Caps will store larger items in the station baggage room.
- Los Angeles: The lounge area in Los Angeles has no storage facility inside the lounge. Baggage will be stored in the parcel check area of Union Station. The baggage room attendant will coordinate any customer red cap assistance to the trains.

**United Airlines customers in Northeast Corridor Lounges**

**\*\*Customers not eligible as of 2/4/21\*\***

**Unstaffed Lounges**

Unstaffed private lounges are unattended and offer a separate, quiet waiting area for sleeping car passengers, Amtrak Guest Rewards Select Plus and Select Executive members, holders of one-day pass, and members of the Amtrak Executive Committee, the Senior Leadership Team and the Amtrak Board of Directors. Additional eligibility is indicated for each lounge.

**Unstaffed lounge locations***New Orleans – The Magnolia Room*

Location: North corner of building. Ask at ticket office for entry.  
Hours: 0545-1345 daily.  
Accessibility: Level with waiting room.  
Capacity: 25 passengers.  
Amenities: None



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Additional eligibility: Departures only.

### *St. Louis – Private Lounge*

Location: Off waiting room. Ask station personnel for entry.  
Hours: 0330-2330 daily.  
Accessibility: Level with waiting room.  
Capacity: 13 passengers.  
Amenities: Free Wi-Fi, private restroom, free local calls, pre-boarding.  
Add'l eligibility: Passengers who are connecting to sleeping car travel in Chicago, Kansas City or Carbondale. Business Class passengers have access into the lounge.

### *St. Paul, Minnesota – Empire Builder Lounge*

Location: Level One, main concourse. Ask at ticket office for entry.  
Hours: 0700-2230 daily.  
Accessibility: Level with main concourse.  
Capacity: 24 passengers.  
Amenities: Coffee and bottled water.

### **Baggage in the unstaffed lounges**

These are unattended. If passengers intend to leave the lounge area, they should check baggage onto trains or store them (parcel check) at the baggage room.

Amtrak is not responsible for personal property left unattended in the unstaffed lounges.

## **Current and retired Board of Directors, Executive and Senior Leaderships Team members**

- Below is a list of all current and retired members of the Amtrak Board of Directors and members of the Amtrak Executive and Senior Leadership Teams. Spouses or domestic partners are shown in parentheses.
- Persons listed below are allowed access into all lounges, with or without a ticket. When traveling, all classes of service are eligible.
- If the person named below does not present the card, he or she may still be admitted. The billing code is 67 in the Arrow pass files for the Special and Executive team members. Senior Leadership Team members do not have a billing code of 67. Please use the list for assistance.



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<b>Special Amtrak Pass Holders (Billing Code 67), Executive and Senior Leadership Pass Holders (Spouse or Significant Other)</b>	
Acheson, Eleanor (Emily Hewitt)	King, Charlie
Anderson, Richard (Susan)	Kumant, Alexander (Kathleen)
Altman, Kenneth	Laney, David (Diane Barlow)
Arcari, Sarina	Lombardi, Leon (Sara)
Barbour, Haley	Maestri, Bruno
Bashir, Laima	McCarthy, Robin
Beall, Chris (Andrea)	McDonough, Robin (Patrick)
Biden, R. Hunter	McHugh, Joseph
Biess, Lawrence J	McKelvey, Kerry R.
Boyd, Alan (Flavil)	McLean, Donna (Marcus Peacock)
Bloom, Thomas	Meko, Justin A.
Bradshaw, D	Melnkovic, Alex (Barry) (Lena – wife)
Bress, Joseph	Mills, James (Joanna)
Brotski, Vincent	Mills, Wilfred
Burgos, Ildefonso	Moreland, Jeff (Nancy)
Burke, Yvonne (William)	Moritz, Tom F.
Canby, Anne	Moorman IV, Charles (Bonnie)
Cantu, Jeanne	Naparstek, Scott (Darlene)
Carper, Thomas (Sen.) (Martha)	Naples, Nancy (Thomas O'Neill)
Carper, Tom (Gayle)	Nathan, Ronald
Comati, Byron	Neel, Roy (Regina Clad)
Coscia, Anthony (Alice)	Nelson-Burney, Denyse
Croissant, Eugene	Newman, Dennis (Jennifer)
DeCataldo, Michael	Norman, William S. (Elizabeth)
Decker, Caroline	O'Connor, John (Margaret)
de Leon, Sylvia (Lynn Coleman)	O'Mara, Paul
Deitchmann, Roy	Overton, Norris (Patricia)
DiClemente, Albert (Elizabeth)	Panik, Joan V.
DiDomenico, Donna M.	Parke, John
Downs, Tom (Carol Ann Kachadoorian)	Phelps, Richard (Linda)
Dukakis, Michael (Katherine)	Pinto McLain, Celeste (Thomas)
Durr, Albert	Predmore, Steven (Cynthia)
Duvall, Doug	Rabin, Keren
Edwards, Harry (Pamela)	Reynolds, Bernard
Ferry, Richard	Reid, Margaret (William)
Flynn, William (Sharon Lo-Flynn)	Reistrup, Paul (Mary)





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<b>Special Amtrak Pass Holders (Billing Code 67), Executive and Senior Leadership Pass Holders (Spouse or Significant Other)</b>	
Fremaux, Emmett (Lani)	Richards, Sheryl A.
Gansen, Andrea	Rosen, Amy
Gardner, Stephen (Yuli Kim)	Rowland, Ross (Karen Bendix-Rowland)
Gillespie Jr., Thomas (Marjorie)	Shatpathy, Sovan
Girard-DiCarlo, David (Constance)	Sheridan, William M.
Gordon, Shawn	Smith, John R.
Gordy Jr., Irvin	Sosa, Enrique (Irene)
Green, Lorraine	Stadtler, Donald (Sherri)
Gunn, David	Stultz, Cheryl
Hall, Floyd (Janet Lee)	Sullivan, Dennis (Billie)
Handera, David	Termini, Beth
Hanna, Carol	Thompson, Tommy (Sue)
Hardison, Matt (Beth)	Trent, Darrell (Margaret Havens)
Harris, Roger (Brian Gross)	Trugman, Neil (Kristan)
Harvey, Crete	Verrelle Jr., Raymond
Hermann, William (Byl)	Vierling, Mark
Holton, Linwood (Virginia)	Vilter, Paul E.
Holtz, George	Vogt, Carl (Margrit)
Howard, Thomas J. (Laura)	Williams, Gerhard (Gery)
Hull, George J.	Winbigler, Tracie (Bradley Sean)
Jacobs, Kenneth (Phyllis)	Winters, Kevin (Rebecca)
Jagodzinski, Christopher	Yachmetz, Mark (Madonna Douglas)
Jordan, Robert	Young, Steven
Kan, Derek (Connie)	Zacariassen, Christian
Keefe, Andrew	
Kiley, Rona	



2021-05-19



## Pass and membership card examples

### Amtrak Board of Directors and Executive Committee

<p><b>Pass Rider:</b> First name, Last name <b>Pass Owner:</b> First name, Last name <b>Pass Number:</b> 999123456001 <b>Home Railroad:</b> 950- Expires 12/31/2019 <b>Pass Rider Type:</b> Amtrak Board Member</p>	<p><b>Pass Rider:</b> First name, Last name <b>Pass Owner:</b> First name, Last name <b>Pass Number:</b> 999123456001 <b>Home Railroad:</b> 950- Expires 12/31/2019 <b>Pass Rider Type:</b> Board Member-spouse</p>
Current Board Member	Current Board Member - Spouse
<p><b>Pass Rider:</b> First name, Last name <b>Pass Owner:</b> First name, Last name <b>Pass Number:</b> 999123456001 <b>Home Railroad:</b> 950- Expires 12/31/2019 <b>Pass Rider Type:</b> Retired Board Member</p>	<p><b>Pass Rider:</b> First name, Last name <b>Pass Owner:</b> First name, Last name <b>Pass Number:</b> 999123456001 <b>Home Railroad:</b> 950- Expires 12/31/2019 <b>Pass Rider Type:</b> RET Board Member- Spouse</p>
Retired Board Member	Retired Board Member - Spouse
<p><b>Pass Rider:</b> First name, Last name <b>Pass Owner:</b> First name, Last name <b>Pass Number:</b> 000123456001 <b>Home Railroad:</b> 950- Expires 12/31/2019 <b>Pass Rider Type:</b> Executive Committee</p>	<p><b>Pass Rider:</b> First name, Last name <b>Pass Owner:</b> First name, Last name <b>Pass Number:</b> 000123456001 <b>Home Railroad:</b> 950- Expires 12/31/2019 <b>Pass Rider Type:</b> Executive Committee Spouse</p>
Executive Committee	Executive Committee - Spouse

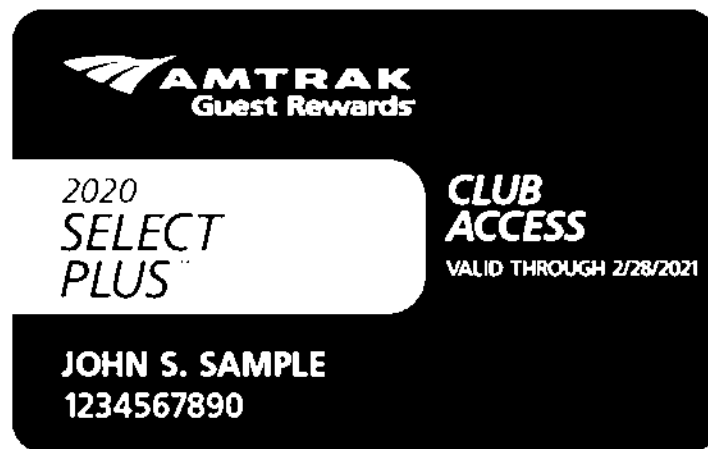


2021-05-19

 <p><b>Pass Rider:</b> First name, Last name <b>Pass Owner:</b> First name, Last name <b>Pass Number:</b> 00001234001 <b>Home Railroad:</b> 950- Expires 12/31/2019 <b>Pass Rider Type:</b> Retired Executive</p>	 <p><b>Pass Rider:</b> First name, Last name <b>Pass Owner:</b> First name, Last name <b>Pass Number:</b> 00001234001 <b>Home Railroad:</b> 950- Expires 12/31/2019 <b>Pass Rider Type:</b> Retired Executive-Spouse</p>
Retired Executive	Retired Executive - Spouse

### Amtrak Guest Rewards Select Plus and Select Executive members

#### *Amtrak Guest Rewards Select Plus card*



"Effective May 1, 2020, Amtrak Guest Rewards Select Plus members will need a same-day Amtrak ticket to access the lounge."

#### *Amtrak Guest Rewards Select Executive card*



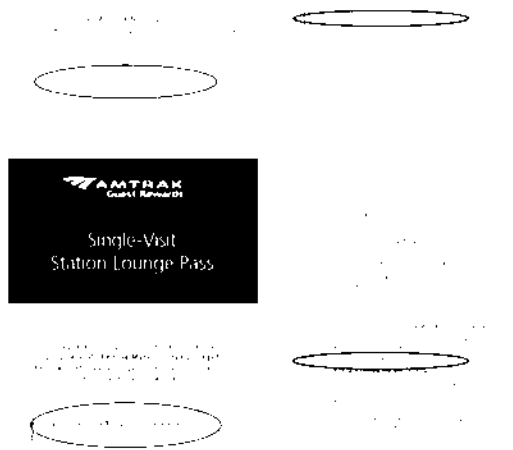


2021-05-19

"Effective May 1, 2020, Amtrak Guest Rewards Select Plus members will need a same-day Amtrak ticket to access the lounge."

### Single-Visit Station Lounge Pass

Single-visit station lounge passes are issued by the Marketing Department to corporate customers, partners, travel agents, and certain VIP groups. Passes may also be issued as part of special promotions. Each pass is valid for a single use at a single location and must be surrendered to and retained by the lounge representative. Check the back of the Lounge Pass to see if a ticket is required or not required.



#### 2020 Version

- REQUIRES same-day Amtrak ticket
- Expiration Date printed on front

#### 2019 Version

- No same-day Amtrak ticket required
- Expiration Date printed on front
  - Some will be valid in 2020

## Members of Congress

Members and guests of the United States Senate, the United States House of Representatives have access into Club Acela, Metropolitan Lounges, and Private Lounges. A ticket is not required. Most members have a Congressional Frequent Traveler Card, but if a member does not present the card, he or she may still be given access into the station lounges.

### Rail Passengers Association

Gold and Silver members of the Rail Passengers Association (RPA) have access into ClubAcela and the Metropolitan Lounges. Members must show their gold or silver RPA membership card and a valid same-day (arrival or departure) travel document. All tickets will be accepted, including multiride.



2021-05-19

The Rail Passengers Association (formerly the National Association of Rail Passengers) is the largest national organization that serves as a voice for the more than 40 million rail passengers in the US taking Amtrak, commuter rail, and rail transit. Rail Passenger members at the top Gold Advocate and Silver Rail Society levels most support the Association's work to ensure that all Americans have affordable access to passenger train service.

A sample of the Gold (Advocates) and Silver (Silver Rail) cards are shown below.



Firstname Lastname | Silver Rail

**RAIL PASSENGERS**  
ASSOCIATION

Firstname Lastname  
Membership type: AR  
Membership: 1234567

1200 L St. NE, Suite 248, Washington DC, 20005  
202-408-8142, Railpassengers.org

VALID UNTIL



Rail Passengers Association member with blue cards do not have access unless the members are traveling in sleeper accommodations, first class or in business class (where applicable)



2021-05-19

## Appendix

### *Update history*

2021-05-19	Updated Single Day Passes to include Moynihan Train Hall in New York.
2021-02-18	Added line United Club card holders no longer accepted as of 2/4/21 and removed content
2020-03-12	Removed complimentary newspapers and updated the AGR and United club card holder entrance requirements.
2020-02-05	Updated Executive List and the Club Access Cards
2019-11-21	Updated Executive List.
2019-07-31	Extended day pass options for the NEC
2019-07-22	Rail Passengers Association information added.
2019-05-03	Added Jennifer Newman
2019-04-18	Additional Member of the SLT added
2019-04-15	Removed Joseph Boardman and Susan Reinertson, added Kevin Winters and Roger Harris
2019-02-01	Daily Lounge Pass price change for CHI, BOS and PHL. Legacy Lounge in CHI closes and Senior Executive Team is added to the members allowed to use the lounges
2018-12-28	Name changes for lounges in BOS and PHL
2018-08-29	Exception added to Reservation and ticketing services (ClubAcela and Metropolitan Lounge only) section.
2018-06-06	Added Robin McDonough to the Special Pass holders lists. The new Raleigh, NC station does not have a First Class lounge.
2018-02-12	William Herrmann removed from the Special Pass holders list and Kenneth Hylander added. 2018 Club Access cards added.
2017-11-03	John T. Griffin and wife added to the Special Pass holders list and instructions for United Club Cards.
2017-09-02	Richard and Susan Anderson added to the Special Pass holders list.
2017-07-27	Updated St. Louis lounge amenities.
2017-06-14	Chicago Metropolitan Day Pass sales information.
2017-04-19	Document reformatted; policies not changed, Kathleen Biden removed from special pass privileges.
2017-02-23	Combined the ClubAcela and Metropolitan Lounge chapter in a single Station Lounges chapter.
2016-09-15	added Mr. Moorman and Mr. McGee to the billing code 67 list.
2016-08-30	Added information about Amtrak Pass Riders and added a grid of Board or Directors and Executive Committee members.
2016-05-11	Information about pets in the lounges / Legacy Club.
2016-01-15	Chicago Day passes can now be issued up to 5 days in advance of admission and information about the Annual Pass and Priority Boarding.
2015-12-28	Added new Board of Directors member, Mr. Derek Kan.



2021-05-19

- 2015-09-09 Added Chicago Legacy Club and changed update the amenities for the Metropolitan Lounges.
- 2015-02-19 Updated information for the Executive Committee and the AGR single day pass and 2015 cards.
- 2013-09-25 Updated the Board of Directors and Executive Committee list. Information about the new Metropolitan Lounge added.
- 2013-01-31 Added new information on the Guest Rewards Select Executive and the Select Plus members. Update the Board of Directors and Executive Committee members. Business Class passengers are now eligible to use the Chicago, Illinois and Portland, Oregon Metropolitan Lounge only.

### ***About this chapter***

<b>Contact(s):</b> Ann Adams / Elizabeth Bailey	<b>Subject:</b> Station Lounges
<b>Owner Department:</b> Customer Experience and Product Development	<b>Group:</b> Station Standards



## Station Image Standards

**Chapter Summary:** This chapter contains standards to ensure well-maintained, functioning facilities, with high-quality Amtrak-branded signage across the network.

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## Introduction

The Amtrak network is currently made up of over 500 stations across 46 states, the District of Columbia, and three Canadian provinces. Key variances in station characteristics include architecture, ridership, amenities, transit services, and proximity to urban areas. Most of these station characteristics are out of Amtrak's control and tend to present challenges when designing the station experience.

The station experience starts when a customer enters a station to when they are seated on the train. What the customer encounters during this experience varies by station type. The core functionality of every station includes the entry, circulation, ticketing, waiting, and boarding sequence. As shown in Figure 1, the differences among station sizes relate primarily to scale, with small stations having minimal customer service, Amtrak support spaces or amenities while large stations have a full range of these components.

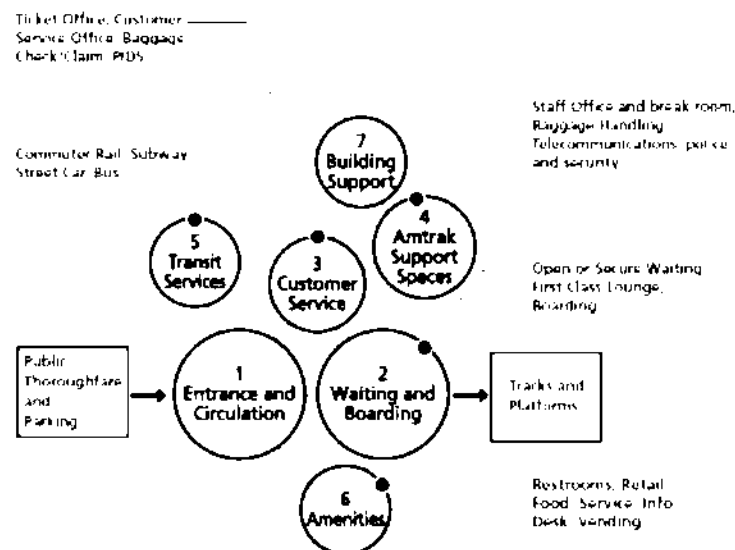


Figure 1: Station Components

The objective of the Station Image Standards is to ensure well-maintained, functioning facilities, with high-quality Amtrak-branded signage across the network. Although each station is unique, it is expected that all staffed stations comply with standards as outlined in this document.

Current processes will be followed for any improvement efforts required to bring stations to compliance, as outlined below:

Amtrak owned stations – B&B in collaboration with Stations and Facilities



2021-02-22

Non-Amtrak owned stations – approval of changes required from key stakeholders (i.e. cities, facility management company, etc.); implementation is B&B in collaboration with Stations and Facilities.

## **Scope**

This document specifies minimum requirements and quality audits for the appearance of all staffed stations, including non-Amtrak owned. Compliance to the standards will be monitored based on applicable sections within each station.

## **Standards**

### ***General Practices***

#### **Safety and Security**

All areas of the station shall be safe and secure for customers, with APD present or information on how to contact APD easily available.

Fire extinguisher and Automated External Defibrillators shall be available and within manufactured expiration date.

Ticket counters and back office doors shall be locked while station is closed.

#### **Structural, Electrical, and Design Elements**

All exterior and interior finishes shall be well maintained and free of cracks, paint chips, build-up, mildew, mold, residues, vandalism, and graffiti.

Floors shall be mopped and scrubbed clean, free of soils, dirt, build-up, gum, mildew, mold, and residues.

Ceiling treatments incorporating drop ceiling tiles showing wear, stains, cracks or crumbled edges will be replaced immediately.

Horizontal surfaces including countertops and ledges shall be clean, free of soils, dirt deposits, and chewing gum.

All metal and stainless-steel surfaces shall be cleaned and polished, free of dust, dirt, grease, smudges, and chewing gum.

Roof (exterior) shall be clean and well maintained, free of leaks, vegetation, and debris.

Station exteriors and interiors shall be treated for pest and vermin control every month.

Mold, mildew or unpleasant odors shall be remediated immediately.



2021-02-22

Lights shall be operating properly, and light fixtures are clean and free of all soils and residues.

All air vents shall be fully operational, clean and free of lint, debris and other residues.

Electrical outlets shall be fully operational, and charging stations are clean and free of all soils and residues.

PA system and PIDs shall be fully operational and audible throughout the station.

Trash receptacles shall be well maintained and visibly clean with no dust, debris, overflow, or spillages.

All display materials shall be up to date, approved and printed according to Brand guidelines.

All seats (chair, bench, couch, etc.) shall be well maintained and visibly free of soils, dirt, build-up, and gum.

Retail tenant spaces shall be clean and well maintained, free of debris and damage.

## ***Entrance***

### **Pedestrian Approach**

All walk-ways to station entry points, including ramps, shall be accessible, smooth for wheeled luggage, clean, and well maintained, free of cracks, debris, cigarettes, and vandalism.

Walking path from parking lot and street to station entry points shall be clearly marked and illuminated at night.

Tactile warnings shall be installed on ramps where present and well maintained, free of cracks, paint chips, and debris.

Handrails shall be installed on ramps, where needed by code, and well maintained, free of rust and grease.

Shelters and canopies over entry points shall be clean and well maintained, free of cracks, debris, and vandalism.

Plants and vegetation shall be maintained and in good health.



2021-02-22

Snow removal shall be set up, if needed, during winter months.

Exterior logo on building and/or grounds, if equipped, shall be well illuminated at night and in good condition.

### **Interior**

Accessible doors shall be marked with International Symbol of Access (ISA) and fully operational.

Vestibule area between entry point and station shall be secure, clean, and well maintained, free of damage, debris, and vandalism.

### **Signage**

General Note: Where existing conditions do not permit prescribed sign types, contact Signage Brand Management with alternative designs on a case by case instance.

#### **Exterior Signage**

All trailblazer signs shall have the Amtrak corporate brand logo per instruction provided in Chapter 6 "Sign Types C15-C19" of Amtrak Signage Manual.

All site and building identification shall use the Amtrak corporate brand logo and layouts per instruction provided in Chapter 2 of Amtrak Signage Manual.

Route specific branding shall use the Co-Branded City/State identifiers per instruction provided in Chapter 4 of Amtrak Signage Manual (A1c Sign Type).

Stations shall post Station Hours information on entrance doors via vinyl lettering per instruction provided in Chapter 5 of Amtrak Signage Manual (B24 Sign Type).

All entrances that are not available to customers shall have applicable Regulatory Signage per instruction provided in Chapter 7 of Amtrak Signage Manual and ADA regulations.

All platforms shall have boarding location marker and track identifier signage per instruction provided in Chapter 4 of Amtrak Signage Manual.

All platforms shall have proper wayfinding to elevators, stairways, exits, and paths to travel per instructions provided in Chapter 4 of Amtrak Signage Manual.

Permanent signs shall be posted per the location layout recommendations in Chapter 9 of Amtrak Signage Manual.



2021-02-22

## **Interior Signage**

The Amtrak Travelmark shall be mounted behind all ticket counters per instruction provided in Chapter 5 of Amtrak Signage Manual.

All permanent signs posted inside stations shall use the approved passenger and public services, regulatory, and accessibility symbols per instructions provided in Chapter 2 of Amtrak Signage Manual.

All doors within the station that are not available to customers shall have applicable Regulatory Signage per instruction provided in Chapter 7 of Amtrak Signage Manual.

An Amtrak approved priority boarding sign shall be displayed at each gate where applicable and follow mounting options for the use of Freestanding Customer Message Inserts provided in Chapter 5 of Amtrak Signage Manual.

One (1) Amtrak approved sign shall be displayed in the event of Kiosk, Elevator, Escalator, or Restroom outage and follow mounting options for the use of Freestanding Customer Message Inserts provided in Chapter 5 of Amtrak Signage Manual and removed upon outage resolution.

Where applicable, stations shall provide directional signage for rideshare if specific exits are designated by rideshare vendors (i.e. Uber, Lyft, etc.) within mobile apps.

Stations shall post limited quantities of approved posters for Security, and Marketing within the same space and a maximum of one poster for each discipline per room, individual waiting space, ticket counter, or circulation space. Contact Signage Brand Management for exceptions.

Route specific branding shall be limited to brochures or posters within the customer waiting area or lounge.

Third party advertising shall be limited to general customer areas and are prohibited in Amtrak waiting areas and owned or leased property, including all ticketing and baggage counters, restrooms, concourses, and lounges.

Permanent signs shall be posted per location layout recommendations in Chapter 9 of Amtrak Signage Manual.

Posters, banners, backlist signs, vinyl wall/window graphics shall be replaced if showing damage, wear, fading, or are out of date.



2021-02-22

## ***Ticket Counter***

### **Customer Facing Space**

Ticket counters shall be well maintained, free of any damage, vandalism, excessive wear, dirt, and debris.

At least one (1) ticket window shall comply with 2010 ADA Standards for Accessible Design.

Ticket windows shall display approved "Closed" sign when agent is not present.

Amtrak approved brochures shall be displayed in clear holders, no larger than the size of the brochure being displayed.

Ticket kiosks (Quik-Trak) shall be well maintained, free of any damage, vandalism, dirt, and debris and fully operational 24/7/365. Ticket kiosk access doors shall be locked at all times unless maintenance work is being done by authorized staff.

### **Back Office**

Employee's personal items shall be stored out of sight to the customer per General Housekeeping rules stated in General Guidelines for Station Employees.

Employee paperwork shall be stored in back offices, out of sight to the customer, unless required to perform duties when assisting customers.

Food and snacks for employees shall be stored in back offices, out of sight to the customer, with the exception of a beverage that can be stored out of sight at the ticket window.

Authorized personnel and wiring closets/network/technology/equipment rooms shall have secured access, electronic or key.

## ***Baggage***

Baggage counters, including Red Cap areas, shall be well maintained, free of any damage, vandalism, dirt, and debris.

Baggage counter shall display approved "Closed" sign when agent is not present.

Amtrak approved baggage tags and pens shall be provided on counter in approved container.

Customer service equipment (i.e. luggage carts, wheelchairs, etc.) shall be available and well maintained, free of damage, vandalism and debris.



2021-02-22

Employee's personal items shall be stored out of sight to the customer per General Housekeeping rules stated in General Guidelines for Station Employees.

### ***Waiting Area***

Seats shall be of the same design and color palette across all stations, approved and in accordance with Amtrak brand guidelines and design catalogue.

Accessible seats shall make up a minimum of 5% of offered seating and clearly marked with International Symbol of Access (ISA).

There shall be at least one (1) designated charging station in the waiting area, fully operational and well maintained.

There shall be free high-speed WiFi, fully operational.

Departure and arrival information shall be available, in accordance to PIDs standards.

Amtrak approved promotional material shall be displayed in clear holders, no larger than the size of the material being displayed, organized and fully stocked.

Artwork approved by Brand Management, shall be professionally framed, hung in a manner that the hardware is hidden, and match the design aesthetics of the space.

### ***Metropolitan Lounges***

#### ***Access***

All lounges shall be available to the same set of eligible customers, including the offering of a day pass at a set price. Customers eligible for free entry include Acela First class, Sleeping car, Amtrak Guest Rewards Select Plus and Select Executive, members of the US Senate or the US House of Representatives, Amtrak Board of Directors, and Amtrak Executive and Senior Leadership Teams.

The reception desk shall have available seating for a minimum of two (2) Customer Service Representatives.

#### ***Design Elements***

All Metropolitan Lounge locations shall have the same Amtrak logo/signage on the outside entrance and wall behind the front desk.

Furniture shall be of the same color palette, approved and in accordance with design catalogue.



2021-02-22

Floors within food and beverage areas must be slip resistance, non-porous, and non-absorbent per FDA Food Code.

There shall be no posters or decals on the walls.

Artwork, approved by Brand Management, shall be professionally framed or mounted, and hung in a manner that the hardware is hidden, and match the design aesthetics of the space.

Lounge designs and layouts shall offer multiple seating types to accommodate single travelers, small and large groups, business travelers, and ADA customers.

### ***Designated Areas***

There shall be an area to display and provide food in a self-service buffet style.

There shall be an area to display and provide non-alcoholic beverages in a self-service style.

There shall be a secure bar to serve and sell alcoholic beverages.

There shall be an area to store luggage upon request.

A fully equipped conference room shall be available for customers to reserve at a set price.

Individual working spaces shall be available for customers.

There shall be an area for families and children offering kid friendly seating and TV programming.

### ***Technology***

There shall be free high-speed WIFI, fully operational.

Departure and arrival information shall be available on monitors throughout the lounge, in accordance to PIDs standards.

Complimentary printing and scanning shall be available to customers.

All seating areas shall have access to outlets or charging stations.

TVs shall be fully operational, turned on while open and played on mute with closed caption, and show programming with no more than a PG-13 rating.





2021-02-22

## **Food and Beverage**

All lounges shall offer complimentary food and non-alcoholic beverage options, managed and maintained by a single third-party vendor. Raw or undercooked meat, poultry, or egg products shall not be served, even upon request of the customer. Vendor must be trained in and maintain good food sanitation practices.

Food shall be presented with proper serving utensils and equipment available to customers for self-serve, including coffee machines, toasters, and refrigerator for cold beverages. There shall be food options for customers with specific dietary restrictions: vegetarian, vegan, kosher, gluten free, and dairy free.

All non-alcoholic beverages will be individually served in the original containers and displayed in refrigerators. Juice shall be 10 fl. oz bottles and soda and water shall be 12 fl. oz bottles.

Plates, bowl, and coffee mugs shall be china. Cups shall be glass and offered in multiple styles and sizes for serving juice, soda, beer, wine, and liquor. Metal silverware shall be provided.

Food holding equipment shall be provided to keep hot and cold food to the FDA required temperature when on display or waiting to be served.

There shall be a dedicated area to collect trash, recycling, used dishes, and used utensils and be cleared and cleaned every hour.

Beer, wine, and liquor shall be available for purchase and must be served at a bar area to customers over the age of 21 upon request.

Hand washing facilities shall be conveniently located within kitchen prep area, including bars. Hand sinks must be adequate in size and located at least 18 inches away from any food contact surface.

A three-compartment sink and drain board shall be installed in the kitchen prep area. Sink tubs must be sized to allow for one-half immersion of the largest kitchenware to be washed.

All food service equipment and storage, such as dishwasher and refrigerators, shall be NSF-certified.

## ***Dimensions***

Enough refrigerated and dry storage for foods and equipment shall be provided, according to minimum space dimension requirements outlined below:



2021-02-22

Food Storage	Dimensions	Required SF
Traulsen Roll-in Refrigerator	35 ½ w x 63 ¼" (with door swing)	15.59
Work table with sink	60" w x 24" d	10.00
Drop-in hand sink	0.97	-
Dump sink	0.97	-
Soda Bag-in-Box shelving	36" w x 21" d	5.25
Metro shelving	60" w x 24" d	10.00
Bun Pan Rack	26" w x 20 3/8 "d	3.68
Coffee Brewer	12 ¾ " w x 20 3/8" d	1.80
Water Filter Assembly	22" w x 9" d	1.38
Food Display	-	-
Thermal Carafes – Coffee dispenser (2x)	9 ¼" w x 14" d	0.90
Chilled Water Dispenser	16" w x 19 ¾" d	2.19
Soda Ice and Beverage Dispenser	30" w x 31" d	6.46
<b>TOTAL</b>	-	<b>61.09</b>

All building support areas, including bathrooms, janitor closet, luggage storage, food storage and pantry, shall account for 10% of the total square footage.

### ***Restrooms***

Restroom shall be identified for individual or family use and private but secure from trespassers and vagrants.

At least one (1) accessible stall shall be installed, with grab bars on side and back walls, and fully operational.

Good restroom air quality shall be maintained to keep area sanitary.

All surface areas susceptible to growth of bacteria and germs shall be cleaned, sanitized and disinfected.

All metal/stainless-steel shall be visibly clean with no dirt, dust, debris or grease, including any residue, or stains, or water spots or marks left by the cleaning product.

Toilet partitions shall be visibly clean and well maintained, free of dirt, damage, and vandalism.

Baby changing stations shall be visibly clean, sanitized, disinfected, and well maintained.

Floor-drain covers shall be clean, unclogged and free of soils, lint, strings, dirt, and other residues.



2021-02-22

All dispensers (soap, toilet seat cover, paper towel, facial tissue and toilet paper) needed by the customer when using the restroom shall be cleaned, correctly replaced, and fully stocked.

All cleaning products shall meet product-specific health and environmental requirements.

Each cleaning product clean common soils and surfaces in its category effectively, at the most dilute/least concentrated manufacturer-recommended dilution level for routine cleaning.

Dual height drinking fountain shall be located outside or near restrooms and fully operational.

### ***Platforms***

Doors leading to platform shall be fully operational and well maintained, free of cracks, vandalism, and debris.

There shall be at least one (1) elevator installed for access to platforms on a different level, fully operational and well maintained, free of rust, vandalism, dirt, and debris, well lit, and have buttons clearly and professionally marked as to function.

All entry points (stairs, escalator, elevator, etc.) shall follow proper safety regulations and well maintained and lit, free of cracks, vandalism, and debris.

Access along platform to and from entry points (stairs, escalator, elevator, etc.) shall be clear of any hazards and well maintained, free of vandalism and debris.

All platforms shall be well maintained, free of cracks, vandalism, and debris.

All platforms shall have well maintained tactile warning strips & rub-rails.

Canopies, where existing, shall be well maintained, free of damage, leakage, vandalism, and debris.

There shall be at least one (1) wheelchair lift available on or near platform, fully operational and well maintained.



2021-02-22

## **Training**

### ***Standards***

Station employees shall be trained on image standards through the Human Resources "I'm 'On Board' The Customer Experience Matters" robust training program. All new hires are required to attend training.

Training topics include:

- Station image standards
- Station behavior standards
- How to report non-compliances

## **Quality audits**

### ***Audit method***

Audits will be conducted on-site by a third-party vendor. The third-party verifier will seek the following information, based on the terms of the agreement, at subject facilities:

- Review of practices within the scope of an effective quality system and in accordance with defined quality procedures. For this component the audit may include:
  - Facility walk-through
  - Review of records for cleaning
- Local management contact information for schedule coordination.

### ***Audit report***

For each audit, the report shall specify the following:

- a) all information necessary for the complete identification of the components;
- b) a reference to this document;
- c) the test result(s) obtained;
- d) any unusual features (anomalies) observed during the audit;
- e) the date of the audit.



2021-02-22

## Appendix

### *Update history*

2021-02-22 Amtrak Guest Rewards removed from Interior Signage requirement. Effective 2/4/2021, United Airlines Club card holders, United Airlines Global First or Business First International ticket holders are not eligible to access Metropolitan Lounges.

2020-01-06 Transferred to new template.

2019-01-00 New. Reference number, Version 1.0

### *About this Chapter*

<b>Contact(s):</b> Ann Adams/ Elizabeth Bailey	<b>Subject:</b> Station Image Standards
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



## Station Behavior Standards

**Chapter Summary:** This chapter contains specifications to be adhered to by all Amtrak employees and contract employees. Quality inspections will be conducted at random by an independent party to measure performance.

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## **General Practices**

### ***Presence in Station***

All designated customer service areas and booths within the station shall have at least one (1) staffed representative, visible to customers, during operating hours.

When on shift, all customer service staff shall assist customers with the following functions based on a published schedule:

- Attend to ticket counter
- Attend to unaccompanied minors or other customers in need of special assistance
- Usher at gates or boarding areas
- Staff the information booth
- Provide train and station information to customers
- Assist with line formation and management
- Work on platform assisting customers and safety on escalators
- Assist customers entering or exiting a station

When there is downtime at an assigned shift (i.e. ticket counter or platform), customer service staff shall vacate their current position and fill in to assist with other functions based on where customers are congregating in the station.

Customer service staff assisting with line management shall ask customers if they need assistance or are eligible for priority boarding. If eligible to priority board, customer service staff shall usher the customer to the appropriate priority boarding line.

Customer service staff working as a gate usher shall open the gate upon PIDS or manual priority boarding or general boarding announcement.

### ***Greetings***

All employees shall greet customers by their surname and offer assistance as needed.

All employees shall smile, make eye contact, and be friendly when greeting customers.

### ***Situational Awareness***

If observed, all employees shall eliminate safety hazards.

If found, all employees shall pick up trash on the ground.

If observed, all employees shall report structural or visual defects.



2020-01-06

## ***Uniforms and Appearance***

**General Note: This section emphasizes a few items from the Uniform and Grooming Policy.**

Uniforms shall be properly cleaned and well maintained, clean crisp, and presentable with no holes, rips or tares and not worn, frayed, faded, or stained.

Uniforms shall fit well and not be excessively tight or baggy.





2020-01-06

## Appendix

### *Update history*

2020-01-06 Transferred to new template.

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### *About this Chapter*

<b>Contact(s):</b> Ann Adams/ Phil Bouchard	<b>Subject:</b> Station Behavior Standards
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Station Standards



2020-06-25

## Special Service Requests

**Chapter Summary:** This chapter contains information about creating and honoring special service requests (SSR) made by passengers.

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## When SSR fields are mandatory

Arrow requires 4SSR fields when any of the following conditions exist.

- PNR is priced with a disabled passenger type (W, V) or a mobility impaired passenger type (WM, VM, WW, LA, LB)
- PNR is priced with the unaccompanied minor passenger type (U)
- Mobility impaired space is booked (WY, XY, MS, HS, etc.) – note that these accommodation types will normally also require mobility impaired passenger types

Note: The WN and VN passenger types do not require 4SSR fields – you use those when the passenger qualifies for the disabled discount (blind, deaf, etc.) but states that he or she needs no assistance, and does not need mobility impaired space.

## Meaning of “advance notice”

Where “advance notice” is specified below, such as for special meals, it means the minimum amount of time Amtrak requires in order to provide the service. In the case of special meals, we need enough time to notify the appropriate commissary to have the special meals put on the train at the stocking point, which is usually the origin station. The passenger may be boarding the train two days later, but the meal is still put on at the origin.

In other cases, no specific time is mentioned, but if the request is made at the last minute, it may not appear on the train manifest if that manifest was printed for the crew before the request was created.

Click [here](#) for advance notice details regarding Thruway services.

## Finding special service requests

Special service requests can be found –

- In the Special Services section of the train manifest.
- In station PNR queues (7 and 6 in particular),
- On the SOS lists for a particular station. See [“Special service requests by station,”](#) below, for details.

Please note that the creation of special service requests goes on all the time, and if you ask for these displays too far in advance you may not see all requests. Display them as close to the time you need them as possible, and even then, be prepared for additional last-minute requests.



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### ***Special service requests by train***

This entry is more useful for onboard personnel who are working on a particular train and need to know who is boarding and detraining enroute.

If you are looking up special service requests for a **train**, display the train manifest.

STARS: alt-O/Station Operations, option M/Train Manifest.

RailRes: alt-V/View, option M/Manifest/Consist, option A/Accom, option 4/Special Service Requests.

Command-line:   SOMtrn/date;S  
                  SOM - action code for display manifest  
                  trn - train number  
                  date - origin date of train  
                  ;S - display special service request PNRs

Example:   SOM11/10MAY;S

Note: Only one train/date can be displayed at a time.

### ***Special service requests by station***

This entry is more useful for station personnel who need to know what passengers on what trains stopping at that station need assistance.

If you are looking up special service requests for a **station**, display the SOS list. This list is particularly useful as it will show all boarding and detraining special service requests for that station for that day.

- STARS: alt-O/Station Operations, option S/Special Service List.
- RailRes: Not available.
- Command-line:

By train –   SOSTtrn/sta/date

By station – SOSGnbr/sta/date

SOS - action code for display special service list  
T - number that follows is a train number, or  
G - number that follows is a train group number  
trn - train number if "T" option selected  
nbr - group number if "G" option selected  
sta - station where passengers are boarding and detraining  
date - date when passengers are boarding and detraining  
(**not** train origin dates!)

Example: SOST6/MTZ/28NOV  
          SOSG10/EUG/28NOV

Note: Only one station/date can be displayed at a time.



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## Train group numbers

To display what trains and buses are in a group,

- STARS: alt-O/Station Operations, option G/group list, type G/Train List #, enter list number, type Y in "Display Trains on List."
- Others: go to the Arrow Action Code screen, or to a basic Arrow screen, and enter SOG\*nbr, where nbr = group list number as shown in this table.

Group list number	Area included
1	Southeast
3	New England
4	Michigan, Indiana, Ohio
5	Northeast Corridor Thanksgiving Extras
6	Chicago Hub trains
7	Washington/Baltimore
8	Philadelphia (not Atlantic City)
9	New York
10	Pacific Northwest
11	Southern California
12	Keystone Corridor
18	Prairie and Rocky Mountain area (SLC/DEN/FLG/OMA/KCY)
19	Atlantic City trains
21	Empire Corridor, Maple Leaf, Adirondack, Ethan Allen
22	Virginia and the Carolinas (RVR/NPN/GRO/ATL)
23	Louisiana and Texas (NOL/SAS/HOS/LVW)
25	Northern and Central California – 5800 and above
26	Northern and Central California – 5799 and below (including all trains)
28	Vancouver, BC
29	Toronto
30	Montreal

## Types of special service requests

Some SSRs are primarily station (boarding and detraining) requests; others are enroute (onboard) requests. Boarding and detraining SSRs are sent to the boarding and detraining station SSR PNR queues; all SSR PNRs appear on the train manifest to notify the train and onboard services staff.

There can be considerable overlap between a station (boarding and detraining) and an enroute (onboard) request. For example, a passenger who is boarding in his or her own occupied wheelchair (WCMP) will have assistance needs both at the station and on the train.



## ***Station assistance requests***

### **Meet and assist (MAAS)**

The Meet and Assist (MAAS) special service request is used when the passenger needs assistance from a station employee other than the use of a station wheelchair or people mover (for that, use WCHR – see below).

This assistance could include –

1. **Baggage Assistance** - assist the customer in storing and retrieving their carry-on or checked baggage.
2. **Mobility Aids** - the customer will be traveling with a mobility aid.
3. **Visually Impaired** - the customer is visually impaired.
4. **Hearing Impaired** - the customer is hearing impaired.
5. **Check In Assist** - assist the customer with checking in at the check-in counter, ticket office or Customer Service area.
6. **Cannot Use Kiosk** - on the request of a customer with a disability, assist the customer, without delay, to use the self-service kiosk, or permitting the customer, if they are unable to use the self-service kiosk, to advance to the front of the line at a check-in counter, ticket office or Customer Service area.
7. **Move to Amtrak Wheelchair** - before boarding, transferring the customer between the customer's own mobility aid to an Amtrak wheelchair.
8. **Board/Detrain Assistance** - assist the customer in boarding and detraining. Also assisting the customer, after detraining, in proceeding to the general waiting area or in proceeding to a location where the customer may receive assistance to proceed to curbside.
9. **Priority Boarding** - permit a customer with a disability, on request, to board in advance of other passengers if:
  - a. the customer has requested assistance with boarding, locating their passenger seat or room, transferring between a mobility aid and their passenger seat or storing carry-on baggage.
  - b. in the case where the person is blind or has any other visual impairment, the person has requested a description of the layout of the, train, ferry or bus, as the case may be, or of the location and operation of operating controls at the customer's seat; or
  - c. in the case where the customer is disabled due to a severe allergy, the customer has requested to clean their passenger seat to remove any potential allergens.
10. **Assist to/from Platform** - assist the customer in proceeding to/from the boarding area after check-in.
11. **Assist to Curbside** - customer needs help moving to station exit.



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12. **Assist to Connection** - assist the customer, if they are transferring to another segment of their trip within the same station, in proceeding to a location where the customer may receive assistance from personnel.
13. **Assist with Border Crossing** - assist the customer in proceeding through border clearance or any security screening process at the station or collaborate with the relevant security authority or security personnel at the station to permit a person who is not travelling with the customer with a disability to have access to the security screening checkpoint so that they may assist the customer with a disability to proceed through the security screening process.
14. **Periodic check** - provide the customer with a seat or a place to wait that is close to personnel who are available to provide assistance and periodically inquire about the customer's needs and attend to those needs, if services requested by the customer can be provided.
15. **Disassemble/Reassemble aids** - assist the customer with the disassembly and reassembly of their mobility aid. *This only applies to customers going in and out of Canada*
  - a. The customer will provide written instructions for the handling of any removable parts, such as the head rest, handles, footrests, etc.
  - b. The customer must be permitted to retain their mobility aid until it becomes necessary to store it.
  - c. If a station needs more than 60 minutes for the customer to advance check-in, the customer must be notified.
  - d. For protection, if the mobility aid must be boxed, these customers are provided packaging (e.g. a box) at no cost.

Note – For a request for “people mover” assistance, using the **station** wheelchair, golf cart, etc., do not use MAAS. Use “WCHR”, below. “WCHR” alerts the station agent to bring out the station's equipment.

MAAS will process if the passenger's departure or arrival time and date are within a station's Meet and Assist hours, as shown in the city profile. If it is outside of these hours, or if there are no such hours, the SSR will not process for that station and an error message will be returned.

Note – Most staffed stations have Meet and Assist hours; some, such as New York, have those hours even when the ticket office is closed, as red caps are on duty; at others, the Meet and Assist hours may be limited due to staffing. A few staffed stations do not have Meet and Assist hours, either because they are staffed by non-Amtrak commuter railroad employees who are unable to assist (ACY, BON, MET, PJC, NBK) or because of limitations imposed by staffing or by the way the building is configured.

Unlike WCHR, MAAS will process even if only some stations have this capability. MAAS SSR fields will be created where the service can be provided, and an error message will be returned where it cannot. This allows, for example, a passenger traveling from Cleveland, Ohio to McCook, Nebraska to receive assistance boarding in Cleveland, and with the transfer in Chicago, even though the destination, McCook, is unstaffed.





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If MAAS cannot be provided at any station where it is requested, RailRes and STARS will display a screen asking the question, "Does passenger still want to travel?"

- If the answer is "yes", the PNR will process with the MAAS fields that can be created, and an advisory remark will be inserted into the PNR.
- If the answer is "no" –
  - And the PNR has not yet been created (no PNR number yet), an "ignore" will be done and all entries made will be disregarded. The space booked will be returned to inventory.
  - And the PNR has been created (a PNR number already exists), an "ignore" will be done and all work done since the last end-transact will be disregarded. Redisplay the PNR to continue or to cancel.

<b>Advance notice required</b>	None, but late requests won't be on manifests
<b>Type of request</b>	Boarding, Detraining (either or both)
<b>Where this appears</b>	Manifest, PNR, SOS lists, customer facing channels, Amtrak.com, mobile app, travel document, TDD)
<b>Queuing</b>	Station queue 7

### Unaccompanied minors (UMNR)

These SSR fields are created when you process an unaccompanied minor request.

<b>Advance notice required</b>	None, but late requests won't be on printed manifests
<b>Type of request</b>	Boarding, Detraining (both)
<b>Where this appears</b>	Manifest, PNR, SOS lists
<b>Queuing</b>	Station queue 7

### Wheelchair (WCMP)

The Wheelchair (WCMP) special service request is used when the passenger has his or her own wheelchair (power or manual), scooter or segway and needs to board the train or bus while using it. It uses city profile and availability data to see if there is a barrier-free, accessible path between the street or parking lot and the station platform, and if there is a means to get the passenger in the wheelchair on and off the train or bus.

**WCMP does not imply any assistance from a station employee, and it does not mean the passenger wants to use the station wheelchair. WCMP will process even if the station is closed or unstaffed, if there are no physical barriers to wheelchair access.** If assistance from a station employee is required, or if the passenger wants to use the station wheelchair, use (in addition, if necessary) the Station Wheelchair/People Mover (WCHR) request, described below.



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This request is also appropriate for passengers who use **knee scooters**, a wheeled device upon which the passenger kneels, and which is used for mobility while recovering from a foot or ankle injury.



Assistance from train employees (conductor, coach attendant, sleeping car attendant) or bus driver is assumed in all cases. But note that these employees cannot provide assistance beyond the platform, only between the platform and the train or bus itself.

In order for a WCMP SSR to successfully process, the following must be true for both boarding and detraining stations.

- City profile accessibility screen – “Platform Accessible” is YES, **and** –
- City profile accessibility screen – “High Platform” is YES, and/or
- City profile accessibility screen – “Wheelchair Lift” is YES, and/or
- Train or bus availability – There is an “R” (for “wheelchair ramp”) in the services section.

Note: “Platform Accessible – YES” does not imply that the station building itself, or features within, are accessible. Those are separate settings on the Accessibility screen in the city profile. If the building is not accessible but the platform is, this usually means there is a clear path around the outside of the building from street to platform.

<b>Advance notice required</b>	None, but late requests won’t be on printed manifests; see below for Thruway buses
<b>Type of request</b>	Boarding, Detraining (both)
<b>Where this appears</b>	Manifest, PNR, SOS lists, customer facing channels, Amtrak.com, mobile app, travel document, TDD)
<b>Queuing</b>	Station queue 7

### Thruway buses

Wheelchair requests for Thruway buses often have an advance booking requirement, even if the WCMP SSR does not have that requirement generally. In many cases an accessible bus or van is not always operated but will be provided if there is a passenger requiring it – and the bus company operating the Thruway service requires advance notice to provide that bus or van.



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Some carriers, such as Greyhound, want the passenger to make the request directly with them, so their employees can talk directly with the passenger to understand what is needed.

In both cases, the Thruway screen of the city profile of the boarding station will contain information on what is required.

### **Personal transporters (Segway, etc.)**

Segway Personal Transporters are self-propelled, self-balancing electrically powered mobility devices that allow the user to stand on the device and hold handlebars to control forward/backward motion, braking, and turns. Various state laws refer to this device as an "electric personal assistive mobility device" or "EPAMD" but currently Segway is the only company manufacturing these devices. In this policy, these devices will be referred to as "Segway" as that is the term most often used by customers. Segway policies will apply to the Segway Personal Transporter and to any similar Electric Personal Assistive Mobility Device that may exist in the future.

- Segway Personal Transporters may be brought onto trains by customers with a disability who are using them as their personal mobility device.
- The customer should walk onto the train pushing the Segway rather than riding the Segway to ensure sufficient headroom.
- Segway users should be reminded about limited headroom.
- Customers should exercise caution when boarding or detraining with a Segway.
- Segways must not block aisles, doorways, storage areas or other areas requiring access by customers or employees.
- Where available, the restraint system in the accessible seating area should be used.
- If the restraint system is not available, Segway should be laid down and wheels secured to prevent rolling.
- When equipped, kickstands should also be used to help stabilize the Segway.
- Only ramps, bridge plates or wheelchair lifts are to be utilized to assist with boarding and detraining.
- Segways should be stored in the accessible seating area of the car or in an accessible bedroom.
- Segway Personal Transporters can be transported as Package Express to Heavy Express stations only. It is recommended that the Segway be boxed for the unit's protection (customer to supply box). For customers with a valid mobility impaired space ticket, there is no charge.

Use the WCMP SSR code and appropriate remarks.



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### Station wheelchair/people mover (WCHR)

The Station Wheelchair/People Mover (WCHR) special service request is a variant on the Meet and Assist\* request, and is used when the passenger needs the following type of assistance that requires the agent to bring out the station's wheelchair or people mover equipment:

- Getting a ride in the station's wheelchair to or from trainside (note that the passenger cannot *board the train* using the station's wheelchair; it has to stay at the station)
- Getting a ride in a people mover, golf cart, etc. to or from trainside

\* The use of both WCHR and MAAS is redundant. Use WCHR only.

WCHR does **not** mean the passenger will be boarding or detraining with his or her own personal wheelchair. If that is the case, use WCMP, either by itself, or in *conjunction* with MAAS if the passenger wants an agent to push his or her own wheelchair.

WCHR will process if the passenger's departure or arrival time and date are within a station's Meet and Assist hours, as shown in the city profile. If it is outside of these hours, or if there are no such hours, the SSR will not process for that station and an error message will be returned.

Note – Most staffed stations have Meet and Assist hours; some, such as New York, have those hours even when the ticket office is closed, as red caps are on duty; at others, the Meet and Assist hours may be limited due to staffing. A few staffed stations do not have Meet and Assist hours, either because they are staffed by non-Amtrak commuter railroad employees who are unable to assist (ACY, BON, MET, PJC, NBK) or because of limitations imposed by staffing or by the way the building is configured.

Unlike WCMP, WCHR will process even if only some stations have this capability. WCHR SSR fields will be created where the service can be provided, and an error message will be returned where it cannot. This allows, for example, a passenger traveling from Cleveland, Ohio to McCook, Nebraska to receive assistance boarding in Cleveland, and with the transfer in Chicago, even though the destination, McCook, is unstaffed.

If WCHR cannot be provided at any station where it is requested, RailRes and STARS will display a screen asking the question, "Does passenger still want to travel?"

- If the answer is "yes", the PNR will process with the MAAS fields that can be created, and an advisory remark will be inserted into the PNR.
- If the answer is "no" –
  - And the PNR has not yet been created (no PNR number yet), an "ignore" will be done and all entries made will be disregarded. The space booked will be returned to inventory.



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- And the PNR has been created (a PNR number already exists), and “ignore” will be done and all work done since the last end-transact will be disregarded. Redisplay the PNR to continue or to cancel.

When creating a WCHR SSR request, be clear what the passenger needs.

<b>Advance notice required</b>	None, but late requests won't be on printed manifests
<b>Type of request</b>	Boarding, Detraining (either or both)
<b>Where this appears</b>	Manifest, PNR, SOS lists, customer facing channels, Amtrak.com, mobile app, travel document, TDD)
<b>Queuing</b>	Station queue 7

### Wheelchair Lift (LIFT)

The Wheelchair Lift (LIFT) special service request is used when the only way to get a passenger in a wheelchair on and off a train is by a mechanical lift, rolled up to the train by a conductor, train attendant or station employee. This would also apply to users of other mobility impaired assistive devices such as walkers, crutches, canes or braces, or who may otherwise have difficulty using steps.

The maximum combined weight (passenger and wheelchair together) than can be handled by a wheelchair lift is 600 lb/273 kg.

A LIFT SSR will be automatically created for a station when a WCMP SSR is requested, and –

- “Wheelchair Lift” is set to “YES” on the Accessibility screen of the city profile for that station;
- “High Platform” is set to “NO” on the Accessibility screen; and
- The train does not have an onboard ramp or lift (no “R” in the services section in availability).

#### Notes:

- If one of the stations in a segment has high platforms and the other does not, “LIFT” will only be created for the station that does not.
- There will be situations where “LIFT” is not automatically created, but a lift is still required. This can happen at a station that has both high and low platforms (such as Washington, D.C.). The station database cannot be set to show high platforms on individual tracks, and even if it could Arrow does not know what track any given train will use. A train may arrive on a track with a low platform, which requires a lift, but no LIFT SSR will have been created. Station staff are normally aware of this situation and will know what to do. If you know of such a situation, create the “LIFT” SSR manually.



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- You will also have to create a “LIFT” SSR manually when a “WCMP” SSR is not being used because the passenger is using some other assistive device such as a walker, and using the lift is the only way to board the train.

<b>Advance notice required</b>	None, but late requests won't be on printed manifests
<b>Type of request</b>	Boarding, Detraining (both)
<b>Where this appears</b>	Manifest, PNR, SOS lists, customer facing channels, Amtrak.com, mobile app, travel document, TDD)
<b>Queuing</b>	Station queue 7

### Hoyer Lifts

These are crane-like devices that transfer a person who cannot move unassisted from one place to another, such as from a bed to a wheelchair.



- Hoyer lifts cannot be used to board or detrain a passenger from the train.
- Hoyer lifts cannot be brought inside the passenger space of the train.
- Hoyer lifts can only be transported as checked baggage and must be boxed for the unit's protection (passenger to supply box).

### ***Onboard requests***

#### **Ensuite room (ENST)**

Certain sleeping car rooms can be combined by opening up the folding wall between them. This is often requested by families.

The **only** rooms that can be combined are:

- Superliner Bedrooms: B with C, D with E, and, on Auto Train, J with K, L with M.
- Viewliner Bedrooms: A with B.

#### **Warning -**

- **Both rooms must be in the same car.**
- **No other bedroom combination, nor any other room type, can be combined.**



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If the request is made far enough in advance of the train's departure from its origin point (not the boarding point of the passenger) for it to appear on the printed manifest given to the car attendant, he or she will usually have the folding wall in the requested position when the passenger boards.

<b>Advance notice required</b>	None (but late requests won't be on the printed manifest, and the passenger may have to communicate this request directly to the sleeping car attendant)
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	None

### Lower level seating

**This is not a special service request** but is in this chapter for reference only. No SSR code exists for this. **To obtain lower level seating, book the appropriate lower level seat type (LY).**

On the Coast Starlight, trains 11/14, passengers who book business class seating (JY) are also on the lower level.

### *Superliner trains*

Lower level seating is available on Superliner 34000-series coach cars. On that equipment there is a small room on the lower level of the car. That room has:

Type of space	Accessible space?	Number of spaces per car	Inventory class*
Lower level seating	<b>NO</b>	10	LY, LA, LB, LD, LE, LF, LG
Accessible transfer seat (may face backwards, see "SEAT")	Yes	2	XY, XA, XB, XD, XE, XF, XG
Occupied wheelchair parking area	Yes	1	WY, WA, WB, WD, WE, WF, WG

**\*Notes:**

- Available inventory class levels in this space may not match that which is available in "Y" coach, since fewer of these seats are available. That is, for example, regular coach may be selling out of "YD" but lower level seating out of "LB".
- LG, XG and WG are only on Auto Train.



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Lower level seating is obtained by booking the appropriate "LY" inventory type. **This space is NOT "accessible" or "handicapped" seating** and is sold to **any** passenger, first come first served. However, the seating will appeal to passengers who want to sit near the restrooms, have small children, have difficulty using the stairs to the upper level frequently, etc., but who do not need the accessible features of the "X" or "W" space. A wheelchair cannot be maneuvered alongside the "LY" seating.

If regular "Y" coach seating is sold out and "LY" seating remains available, sell "LY" seats to the remaining coach passengers who book. Be sure to describe the seat location to them.

A passenger who books an "LY" seat is guaranteed seating in this area and will be issued a ticket endorsed "LOWER LEVEL". Passengers who have not booked "LY" seating and who do not have tickets so endorsed do not have a claim to seats in this area and must sit on the upper level of the car. If this becomes a problem on the train and there is unsold "LY" seating, the conductor can contact a call center to have the passenger's reservation adjusted.

Passengers booked in lower level seating appear in a separate list on the train manifest. The conductor's printed copy will list all passengers who booked before the manifest was printed.

### *California Corridor trains*

"California Cars" operate on the Capitol Corridor and the San Joaquin line, and similar "Pacific Surfliner" cars operate on the Pacific Surfliner corridor. Passengers board this equipment through one of two doors that open onto a large open lower level area that includes restrooms and accessible seating and go upstairs using two wide stairways. There are a few additional seats on this level that are not designated as accessible seating, but these cannot be reserved specifically. Do not book passengers into "W" or "X" seating in order to secure seats on the lower level of these cars unless they qualify for this space due to a mobility impairment. They must consult with the conductor upon boarding and there is no guarantee that space will be available.

### **Medical condition (MEDA)**

Use this code to notify the train staff that the passenger has a medical condition other than requiring oxygen (for which there is a separate "OXYG" code, see below) for which no particular assistance may be required, but of which the train staff should be aware. Examples would include a hearing impairment, requiring a different method of notifying the passenger that his or her stop is coming soon, or the passenger bringing some piece of medical equipment that plugs into train power (and for which the passenger must have at least a four-hour backup in case that power is interrupted).





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<b>Advance notice required</b>	None, but late requests won't be on manifests
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	None

### Oxygen (OXYG)

Use this code whenever a passenger is bringing medical oxygen in tanks or an oxygen concentrator on the train. The following policies apply:

- Only passengers who require oxygen for medical reasons may bring oxygen onto trains or buses.
- The oxygen tanks and dispensing equipment must be UL (Underwriter's Laboratory), FM (Factory Mutual) or DOT (US Department of Transportation) listed.
- The oxygen may be either compressed gas or liquid.
- The total weight of all tanks may not exceed 120 lb/54 kg. Within this limit, the passenger may bring –
  - No more than two 50 lb/23 kg tanks, or
  - No more than six 20 lb/9 kg tanks; or
  - No limit on the number of tanks that weigh less than 20 lb/9 kg each.
- All tanks must be secured from movement while on the train or bus. If the tanks are mounted on wheels, they must be removed from their wheels while on the train or bus.
- On Auto Train, oxygen carried in vehicles must be secured from movement, and the fact that there is oxygen in the vehicle must be communicated to Auto Train staff when turning over the vehicle for loading.
- Oxygen equipment is forbidden in any smoking area. Oxygen is an accelerant to combustion and is extremely dangerous in smoking areas.
- Oxygen equipment is prohibited in checked baggage.
- Oxygen supplies may not be sent to stations in advance of the passenger's travel. If there is an emergency – such as a train running very late and a passenger's supply is running out – then arrangements may be made for a supply to be sent to a downline station for the passenger to pick up when the train gets there. The passenger must pay for this delivery, because he or she would have required the oxygen anyway, whether or not he or she was on the train.

Passengers using oxygen are encouraged to occupy sleeping car accommodations (at regular, disabled or mobility impaired fares, depending for which the passenger qualifies), but this is not mandatory. In coach, the attendant may designate an appropriate place for the passenger.



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Some delays or service disruptions are unavoidable. Passengers using oxygen must be told the total elapsed time for their scheduled trip (from initial boarding station to final detraining station) and, when calculating how much oxygen is needed, to add 20 percent to that. In some cases, the limits on how much oxygen can be brought on a train may require a passenger on a long cross-country trip to obtain additional oxygen at a train transfer point; passengers make own arrangements for this. The oxygen should be delivered during the time that the passenger is at the transfer point so that he or she may claim it directly.

<b>Advance notice required</b>	None, but late requests won't be on printed manifests
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	None

### Oxygen concentrators

An oxygen concentrator does not contain oxygen itself but concentrates it from the atmosphere. It requires electrical power to operate. Most have rechargeable batteries allowing use for several hours, depending on the rate of oxygen flow selected by the user. **Airsep** is one company that makes this device (the name comes from "air separation" which is what the machine does). The device can weigh as little as 2.8 kg (there are larger models) and it can provide 1-5 liters of oxygen per minute. (These are medical devices and as such all specifications are in metric.)

The US Department of Transportation has certified that portable oxygen concentrators are safe to use on transportation, and Amtrak's legal and safety departments have agreed that they may be used on Amtrak trains. However, since 110-volt electrical power on trains is subject to interruption, sometimes for lengthy periods, any such device brought on a train must be able to operate for a minimum of four hours without available onboard electrical power.

### Nebulizers

A nebulizer is a medication delivery device and has nothing to do with oxygen. It is normally on wheels and may be brought onto trains and buses.

### Seat Request (SEAT)

Use this code when the passenger has a seating need that is not addressed by booking a lower level seat, a wheelchair transfer seat, or an occupied wheelchair space.

This assistance could include –

1. **Stairs** - assist the customer maneuver steps.
2. **In/Out Seat** - before departure and on arrival at the destination, transferring the customer between a mobility aid and the customer's seat.



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3. **To/From Restroom** - assist the customer in moving between their seat and a restroom, including by assisting them in transferring between their seat and an onboard wheelchair.
4. **Meals to Seat/Room** - if the customer is not able to access a food-service car on a train, permitting the customer and any companion to order a meal, and be served the meal, at their seat or in their room.
5. **Move to Amtrak Wheelchair** - provide the customer with an onboard wheelchair (only applicable on trains to/from Canada, Adirondack, Amtrak Cascades and Maple Leaf). *Onboard wheelchair will be available at a later date.*
6. **Boarding/Detraining Assistance** - assist the customer in boarding and detraining. Also assisting the customer, after detraining, in proceeding to the general waiting area or in proceeding to a location where the customer may receive assistance to proceed to curbside.
7. **Baggage Assist** - assist the customer in storing and retrieving their carry-on and checked baggage.
8. **Assist In/Out Mobility Space** - assist the customer in moving in and out of a mobility aid space.
9. **Describe Layout and Controls** - describe to the customer, before departure or, if impossible because of time constraints, after departure, the layout of the train, including the location of restrooms and exits, and the location and operation of any operating controls at the customer's seat.
10. **Personal Safety Briefing** - before departure, provide the customer with an individualized safety briefing and demonstration. If any announcement relating to safety or security is made during trip, communicate announcement directly to customer in appropriate format (for example, audio or visual).
11. **Help with Menu** - describe to the customer, if a meal is offered on board, all the food and beverages that are offered for consumption.
12. **Help with Food** - if a meal is served on board to the customer, assist the customer with the meal by opening packages, identifying food items and their location and cutting large food portions.
13. **Assist with Border Crossing** - assist the customer in proceeding through border clearance or any security screening process at the station or collaborate with the relevant security authority or security personnel at the station to permit a person who is not travelling with the customer with a disability to have access to the security screening checkpoint so that they may assist the customer with a disability to proceed through the security screening process.
14. **Periodic check on passenger** - periodically inquire about the customer's needs and attend to those needs if the services requested by the customer can be provided.
15. **Assist storage mobility aid** - assist the customer with storing their mobility aid as carry-on or checked baggage, including removing any cargo or other baggage from the storage area if necessary.



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16. **Allergy buffer zone** - ensure that a buffer zone is established around the customer's seat to assist them in avoiding the risk of exposure to the allergen.
- Provide the customer with a seat that is in a bank of seats other than the bank of seats in which the source of the allergen is located and other than the bank of seats facing that bank of seats (a bank of seats are those that are immediately adjacent to each other, and does not include seats that are across the aisle); and
  - notify the customers who are sitting in the same bank of seats as the customer, that a customer with a severe allergy is present and inform them of the allergen.
17. **Announcements** - Provide public announcements to the customer in an audio or visual format, as needed (visual format can be a handwritten note).

<b>Advance notice required</b>	None (but late requests won't be on the printed manifest, and the passenger may have to communicate this request directly to the onboard employee)
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	None

### **Service animals (SVAN)**

These SSR fields are created when you indicate that the passenger is bringing a service animal. For information about service animals, go to the [Service Animals and Other Animals chapter](#) on the Amtrak Intranet.

<b>Notice required</b>	None (but late requests won't be on the printed manifest, and the passenger may have to communicate this request directly to the agent or onboard employee)
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	None

### ***Special meal requests***

#### **Kosher meals (KSML)**

Kosher meals are preplated meals prepared under strict rabbinical supervision of the Union of Orthodox Jewish Congregations of America and the U.S. Public Health Service. Each meal is double sealed and individually packaged, with the contents listed. The meal is heated in the sealed packaging and presented, with the seal unbroken, to the passenger. Items not meant to be heated are presented in another sealed packet. In



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this way the passenger knows that nothing has happened to the meal that would make it not kosher, because only he or she breaks the seal.

A variety of meals are available. Please check the [Special Meals chapter](#) for more information, including prices.

Kosher meals are only available in dining cars (long distance trains) and in Acela First Class. Some cafe items available for coach passengers are inherently kosher and may be ordered separately by the passenger.

The KSML SSR will automatically process if the following conditions are met:

- Segment is for a train with a dining car ("D" in the services section) or is an Acela train and the passenger has booked First Class.
- Request is made at least –
  - Long distance train with dining car – 72 hours before departure
  - Acela First Class – 24 hours before departure

Once the SSR fields are successfully created, the PNR is automatically queued to the catering location that will put the meals on the train.

<b>Advance notice required</b>	Dining car: 72 hours, Acela First Class: 24 hours
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	Dining car: GGA/91 Acela: GGA/90 Groups: GGA/92 Special trains: GGA/93 Auto train: LOR/4

### **Vegan meals (SPML)**

Vegan meals are preplated meals made with no animal products – no meat, no dairy, no egg products. They normally include an item made from tofu or similar, plus vegetables. Please check the [Special Meals chapter](#) for more information, including prices.

Vega meals are only available in dining cars (long distance trains) and in Acela First Class. Some of the other items available on trains are inherently animal product-free and may be ordered separately by the passenger.

The SPML SSR will automatically process if the following conditions are met:



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- Segment is for a train with a dining car ("D" in the services section) or is an Acela train and the passenger has booked First Class.
- Request is made at least –
  - Long distance train with dining car – 72 hours before departure
  - Acela First Class – 24 hours before departure

Once the SSR fields are successfully created, the PNR is automatically queued to the catering location that will put the meals on the train.

<b>Advance notice required</b>	Dining car: 72 hours, Acela First Class: 24 hours
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	Dining car: GGA/91 Acela: GGA/90 Groups: GGA/92 Special trains: GGA/93 Auto train: LOR/4

### Special meals not otherwise specified

There is currently no use for the "SPML" code other than for vegan meals, as shown above. If a use is defined in the future this section will be updated.

In many cases a passenger can be satisfied with items from the regular menus. In others, it may be necessary for the passenger to bring his or her own food onto the train. Please note that Amtrak cannot store the passenger's food; the most we can do is supply ice for the passenger's own small container, which is kept at the seat or in the sleeping car room.

### Meals at seat (SMLS)

Use this code to notify the train staff of what help the customer needs while on board, due to an inability to move through the train cars.

<b>Advance notice required</b>	None, but late requests won't be on manifests
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	None

### Ice bucket request (REFG)

Use this code to notify the train staff that the passenger would like a paper ice bucket, with ice, to keep baby formula, medicine, or special dietary food cool.



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Federal food safety regulations forbid Amtrak from storing passenger items of this type in food service car refrigerators due to the possibility of cross-contamination of Amtrak food and supplies.

If the passenger has his or her own container and just wants ice for it, a REFG SSR is optional.

<b>Advance notice required</b>	72 hours, if the passenger needs Amtrak to provide an ice bucket, otherwise none (but late requests won't be on manifests)
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	None

### Hot water

Some passengers ask for hot water to warm baby bottles or for similar purposes.

Hot water can be supplied by the café car attendant. The passenger must provide a suitable and safe container. The attendant will use a hot beverage cup to transfer hot water from the dispenser to the passenger's container. There is no charge.\* A Special Service Request is not required.

\* Authority: Manual of Service Standards for Train Service and Onboard Service Employees, chapter 7, section B.6.g-h (page 7-11).

### ***Miscellaneous requests***

#### **Special Travel Requests**

The Special Travel Request is used to make special travel arrangements for:

- United States and foreign government officials
- Passengers who will travel with armed security
- Passengers who request a police escort

Note – This formerly used the "Very Important Person" SSR code VIPP, which has been discontinued. For other requests formerly covered by "VIPP", see [Meet and Assist](#), above.

The Special Travel Request option is located on the Special Services function key in RailRes and STARS. It does not create SSR fields and inserts no information into the PNR, but rather creates a formatted message that is sent to the general message queue at the Special Handling Desk at the Philadelphia call center.

Due to the sensitive nature of this subject and the political climate that exists in the world today, you must strictly observe confidentiality when completing a Special Travel Request. This means that it is forbidden to discuss the Special Travel Request with



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anyone in or out of Amtrak, unless doing so is absolutely necessary to provide the required service. Further, information about the request may not be added to a PNR under any circumstances.

To create a Special Travel Request:

- Make a reservation, write down the PNR number and ignore it. To protect confidentiality, **do not add any remarks related to the Special Travel Request.**  
**Note:** You must ignore the PNR before selecting the Special Travel Request option. The request cannot be queued with a PNR active in your terminal.
- Go to *Special Services, Special Travel Request*. Select one or more Request Types. They are:
  1. US Government Official\*
  2. Foreign Government Official\*
  3. Passenger with Armed Security
  4. Police Escort
- Confirm that the *Contact Name* is a person who can handle all questions regarding the travel. The *Contact Name* will not necessarily be the traveler.
- Include at least one *Contact Phone* where the *Contact Name* can be reached. If possible, request an additional *Contact Phone*.
- Put additional important information in the *Optional Text* field, such as the name and affiliation of the passenger for whom the special service is being requested.

\* If the United States Secret Service is involved with the passenger, click [here](#) also.

When you complete the *Special Travel Request*, RailRes or STARS will respond with "Placed on SSR General Message Q." The Special Handling Desk will notify the appropriate Amtrak personnel of the request.

<b>Advance notice required</b>	None
<b>Type of request</b>	Special
<b>Where this appears</b>	Nowhere
<b>Queuing</b>	Special Handling Desk (SSR) general message queue

### Secret Service Dignitary Travel

From time to time passengers under the protection of the United States Secret Service travel on Amtrak trains. Click [here](#) for additional procedures.

### Other service request (OTHS)

This code is used for special service requests for which a code does not exist. Make sure you tell the passenger that this is a request only and that it may not be possible to fulfill it.





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1. Use this code sparingly; in most cases, an existing code will properly describe the situation.
2. Free text in the 4SSR field, or in an accompanying 4OSI field, must be included with details about what is requested.

Examples:

- a. Asking an agent to push the passenger's **own** wheelchair from street or parking lot through the station and to the platform (in this case the PNR would have both WCMP and MAAS SSR fields).
- b. Help with steps and to a seat.
- c. Assistance navigating the station (such as a mother with small children, or someone who cannot read English, in a large and complex station).
- d. Assistance knowing when to board (passenger cannot hear or cannot understand announcements spoken in English).
- e. Any number of other situations, such as a celebrity not covered under the Special Travel Request section below who would like assistance in traveling discreetly.
- f. when the passenger has booked a wheelchair transfer seat but has told you he or she needs to sit facing forward. On some trains, notably Superliners but also others, the wheelchair transfer seat may have to be turned away from the direction of travel in order to allow access by facing the large open area, if that open area is behind rather than ahead of the seat. It is possible that there are other wheelchair transfer seats on the train that are facing forward, and, if so, the conductor may be able to have the passenger sit there if one is available. (The availability of forward-facing wheelchair transfer seats on any train is not guaranteed; many long-distance trains have only one set of this type of seat.)
- g. when a small number of passengers traveling together (not in a group PNR) indicate to you that they would like to sit together.

<b>Advance notice required</b>	None (but late requests won't be on the manifest)
<b>Type of request</b>	Enroute
<b>Where this appears</b>	Manifest, PNR
<b>Queuing</b>	Philadelphia special service desk (SSR/26)

## Arrow/RailRes/STARS automation

The reservation system uses the ADR station database, and train and bus availability displays, to automatically determine if WCHR or MAAS special service requests can be provided for a passenger's itinerary. Please be certain that any city profile (station database entry) for which you are responsible is accurate, because if it is not, the reservation system may make bad decisions.



## Creating Special Service Requests

Special Service Requests are created from the SSR screens in RailRes (~F9) and STARS (~F4).

### ***Call center agents***

- Obtain complete and accurate information about what the passenger needs.
- Complete the RailRes SSR fields as indicated by each screen.
- Contact phone numbers – the more the better – are required. There must be a phone number in the first (901@) phone field.
- For some requests, as indicated above, Arrow will automatically create 4SSR fields. In others, your entries will create 5SSR fields, and the PNR will queue to the Special Services queue at the Philadelphia call center (SSR/26) where agents will create the 4SSR fields. For the Special Travel Request, nothing is added to the PNR; instead, a formatted message is sent to the Special Handling Desk.
- If you are changing the reservation, and you use the "Modify Itinerary" screen, Arrow will in most cases automatically recreate the 4SSR fields for the following: WCHR, WCMP, MAAS, LIFT, KSML, and SPML (vegan). In all other cases (canceling space and rebooking rather than modifying, or SSR fields other than those specified) you will have to cancel, then rebuild, the 4SSR fields.

### ***Special service desk agents***

- Review the PNRs in queue SSR/26.
- Process the information contained in the 5SSR fields, creating appropriate 4SSR and 4OSI fields. Depending on the request, the PNRs may automatically queue to stations or commissaries once created.
- When notified by a station or other location that a request has been denied, or when a PNR comes back with the KK (pending confirmation) field changed to UK (unable to confirm), read the PNR remarks, contacting the location for further information if necessary, then contact the passenger so that he or she can make other arrangements.

### ***Station agents***

- Monitor your Unconfirmed SSR queue (PNR queue 7) several times each day.
- Use STARS to confirm or deny each request (~F6/Send Messages, option 4/Queue Management), option 2/Work Queue. If denying (which should be very rare), enter remarks that state why; the PNR will queue back to the Philadelphia call center.
- Every day devise a means to display the SSRs for which your station is responsible.
- Provide the service as requested.
- Contact your supervisor or the Special Services Desk at the Philadelphia call center if you have questions or need assistance with any special service request.



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- For passengers making special service requests at the station, particularly those departing same day, create 4SSR fields yourself (~F4) as there is no time for the Special Services Desk to do so. If time is short, phone the arrival station so the staff there knows of the last-minute request. Do not create 5SSR fields as these will not go on the manifest nor appear in SOS lists.

## Arrow command line users

For those Arrow users who do not use RailRes or STARS, special service requests are created, and queues worked, in the following manner.

### 4SSR field creation format

4SSR	CODE	KK	1	B	3
----	----	--	-	-	-
(1)	(2)	(3)	(4)	(5)	(6)

(1) Arrow action code for all 4SSR entries.

(2) Four-letter SSR code for the request.

(3) Segment status code.

KK - requested, not confirmed

HK - confirmed

UK - denied - PNR queues back to RCF queue 1 for handling. Reason for denial must be documented in the PNR. When creating request, use KK.

(4) Number of passengers needing this request.

(5) Where service is needed.

B - boarding

D - detraining

E - enroute

(6) Segment number in PNR where service is needed.

### Changing status code ("working the queue")

This interaction is used to confirm or deny a special service request.

1. Display the PNR from queue, from the SOS list, or otherwise.
2. Change the status of the 4SSR field using these entries.

- INPUT FORMAT: .4##XX or .4/CTYXX

- EXAMPLE: .401HK or .4/EUGHK



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- .4 (PERIOD-4) = Action code

## OR CTY = Line number (example - 01 = 4001@) or  
city code in the 4-field (the CTY option will process all  
4SSR fields for that city)

XX = The new status code (HK or UK\*)

\*UK will queue the PNR back to the Philadelphia call  
center for further handling (RCF queue 1)





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## Appendix

### Sample Travel document

Service  
Requests

 eTicket

PRESENT THIS DOCUMENT FOR BOARDING

RESERVATION NUMBER BD69D6

RES: BD69D6-23JUN20

WAS

►

NYP

One-Way

WASHINGTON, DC

MOYNIHAN TRAIN HALL, N

JULY 10, 2020

TRAIN	NORTHEAST REGIONAL	WASHINGTON, NEW YORK (PENN)	DEPARTS	ARRIVES (if Jul 10)
170	Jul 10, 2020	STATION: 1 Available (each Seat)	4:52 AM	8:15 AM

PASSENGERS (1)

SMITH, JOHN

ADULT-REDUCED MOBILITY

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.

SERVICE REQUESTS

SMITH, JOHN

ADULT-REDUCED MOBILITY

Assistance Requests Not Available on this Trip

WAS - WASHINGTON

Jul 10, 2020

\* I need station assistance. I travel with a mobility aid. Help with my baggage.

NYP - New York (Penn) Station

Jul 10, 2020

\* I need station assistance. I travel with a mobility aid. Help with my baggage.

IMPORTANT INFORMATION

\* CHANGE FEE MAY APPLY.

\* ADULT-REDUCED MOBILITY ID & CERTIF RECORD

\* ADULT-REDUCED MOBILITY ID SELF CERT RECORD ON TRAIN

\* For passenger safety the boarding gate at Washington Union Station will close two minutes prior to train departure time.

\* eTickets for Reserved services are valid only for the specific train number, date and accommodation type booked.

Figure 1: Sample Travel Document with Service Requests



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### ***Update history***

- 2020-06-25 Updated sections under **Meet and Assist**, **Other**, **Kosher meals**, **Seat and Segways**. Removed **Children Meals**.
- 2020-02-11 Removed the word **Express** and updated **contacts**.
- 2019-06-24 **Children Meals** information is updated
- 2016-09-09 Information about hot water requests added, after the **REFG** section.
- 2015-07-10 Added information about knee scooters to the **WCMP** section, and a reference to **Coast Starlight** business class in the lower level seating section.
- 2015-04-20 Removed reference to lower level smoking on the **Auto Train**
- 2015-03-24 Special meal prices removed; refer to the **Special Meals** chapter for details.
- 2011-05-24 Personal transporter (Segway) and **Hoyer lift** information added, oxygen doesn't require advance notice.
- 2011-02-02 "SEAT" request type added.
- 2010-07-16 Link to new **Service Animals** Intranet chapter added.
- 2010-07-15 Maximum weight for the wheelchair lift added.
- 2010-04-06 "LIFT" SSR information enhanced to include the use of assistive devices other than wheelchairs.
- 2009-12-11 Chapter completely rewritten and reformatted; information about **Special Travel Requests**, the new "CHML" SSR code used for **Acela Express First Class** children's meals, the new "SVAN" **Service Animal** SSR code, the new "WCMP" SSR code, and the redefined "WCHR" code, added.
- 2009-04-27 New. Replaces G/POL/SSR.

### ***About this chapter***

<b>Contact(s):</b> Ann Adams/ Elizabeth Bailey	<b>Subject:</b> Special Service Request
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



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## Smoking Policy

**Chapter Summary:** This policy contains information about Amtrak's smoking policies on trains, on Thruway buses and in stations.

*To return to the table of contents from anywhere in the document, enter Ctrl-Home.*

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## Policy

### ***Trains***

All areas of all Amtrak trains are entirely non-smoking, including but not limited to all areas of coaches, sleepers, food service cars, and dormitory cars.

Passengers who violate the Amtrak smoking policy are subject to removal from the train.

#### **Smoke breaks on trains:**

- Sunset Limited: HOS, SAS, DRT, ELP and TUS
- Coast Starlight: SJC, OKJ, EMY, KFS and PDX
- California Zephyr: GBB, OTM, OMA, DEN, GSC, GJT, SLC and RNO
- Empire Builder: MSP, MOT, HAV and WFH
- Texas Eagle: SPI, STL, PBF, LRK, TXA, DAL, FTW, SAS, ELP, TUS and MRC
- Southwest Chief: GBB, KCY, NEW, LAJ, RAT, ABQ, GLP, and NDL
- Lake Shore Limited: TOL, CLE, SYR and ALB
- Capital Limited: TOL, CLE, PGH and CUM
- Cardinal: IND, CIN, HUN, CVS and WAS
- Crescent: ATL, CVS and WAS
- Silver Star: WAS, RVR, SAV, JAX, and ORL
- Silver Meteor: WAS, RVR, FLO, SAV, JAX and ORL
- City of New Orleans: CHM, CDL, MEM, GWD and JAN
- Pennsylvanian: HAR
- Adirondack: ALB

These stops are always at the discretion of the conductor. Some might be canceled in order to make up time on a late train.

### ***Thruway services***

All Amtrak Thruway services are entirely non-smoking.

### ***Stations***

All Amtrak stations, regardless of size or ownership, are entirely non-smoking.

#### **Smoking outside the station**

Smoking outside the station is subject to local law.





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## **Station platforms**

At stops where time permits, and as announced by the train crew, passengers may smoke outside on the platform next to the train. Passengers must remain in the immediate area of the train, ready to re-board immediately upon hearing the sound of the locomotive horn and verbal boarding calls from members of the train crew. Passengers who wander too far from the train risk being left behind.

If a train is running late, stopping times at stations may be shortened in an effort to make up time, and smoking at such a stop may not be possible. This cannot be predicted in advance, and for this reason there is no list available of smoking stops for any particular train.

State or local laws may prohibit smoking on station platforms, or may require that smokers remain a specified distance away from the entrance to the train.

## ***VIA Rail Canada***

All VIA Rail Canada trains and stations are entirely non-smoking.

## **Special situations**

### ***Electronic cigarettes***

Electronic cigarettes or "e-cigarettes" are being marketed as a "safer" alternative to smoking tobacco products for individuals who are addicted to or want to use nicotine. Many of these electronic devices are designed to look like cigarettes, cigars and pipes. There have been some instances of passengers smoking "e-cigarettes" on Amtrak trains and in Amtrak stations. These electronic devices have not been approved by the FDA as being safe to use.

An "e-cigarette" is a nicotine dosing device consisting of a metal or plastic tube that contains a lithium battery pack, a heating element, electronic components, and, in those designed to look like cigarettes, a Light Emitting Diode at one end that mimics the glow of a lit cigarette when the user draws air through it. When a user draws air through the device, a heating element vaporizes a nicotine-containing propylene glycol solution, and the vapor is inhaled into the lungs. When they are puffed, the vapor is emitted into the atmosphere, which is visually similar to cigarette smoke. There is also the possibility that the exhaled aerosol from an "e-cigarette" could contain nicotine, propylene glycol or other volatile materials.

Amtrak does not allow the use of these electronic smoking devices in any area on trains, on Thruway services, in stations, or in any other location where smoking is prohibited.



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## ***Medical marijuana***

Amtrak supports a smoke free environment and does not allow the use of tobacco products, electronic smoking devices or marijuana onboard trains, inside stations, offices and other designated Amtrak facilities. This includes the possession of marijuana in states where recreational use is legal or permitted medically.

No one may smoke anything in any area on trains, on Thruway services, in stations, or in any other location where smoking is prohibited. The passenger will have to make other arrangements that are within the law of the jurisdiction where he or she is located.

## **Appendix**

### ***Update history***

- 2020-09-25: LAF removed from smoke break along the Sunset Limited route. Station is not on the route.
- 2019-01-18: Smoking stops updated
- 2015-05-22: Removed the reference where passenger may detain in Florence, SC on the Auto Train to smoke (safety). Removed mention of Auto Train become non-smoking. Added smoking break locations on long distance trains
- 2014-08-21: Updated Medical marijuana.
- 2013-07-01: Reference to Auto Train changed as it is now a non-smoking train.
- 2013-01-28: Auto Train becomes a non-smoking train on June 1, 2013
- 2011-12-10: New format, otherwise unchanged.
- 2011-01-24: Medical marijuana policy clarified.
- 2010-10-08: Auto Train smoking policy clarified to include cigarettes only.
- 2009-07-16: New. Replaces POL/SMO.

### ***About this chapter***

<b>Contact(s):</b> Ann Adams/ Elizabeth Bailey	<b>Subject:</b> Smoking Policy
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



## Sleeping Car Maximum Occupancy

**Chapter Summary:** This chapter contains information about the capacity of sleeping car rooms on Amtrak trains and the policies that apply if there are more passengers in the room than there are beds.

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## Policy

For comfort and safety reasons, there is a limit to how many passengers can be booked into a sleeping car room.

### ***Recommended occupancy policy***

The recommended sleeper occupancy policy is one passenger per berth.

- No more than one passenger may normally be booked into a sleeping car berth.
- The passenger may be either an adult (F or equivalent) or a child (H or equivalent), with the further restriction that only children may be booked in family bedroom small berths.
- Children priced as adults to comply with the one-adult-per-two-children restriction on the child's fare (HF or equivalent) are counted as **children** for the purposes of calculating maximum occupancy, and as **adults** for calculating the fare.

Under the recommended policy, the maximum number of passengers per room is:

- All room types except Superliner family bedrooms: Two passengers.
- Superliner family bedrooms: Four passengers, of whom no more than two may be adults (F or equivalent). Two of the beds in this room type are shorter than normal and may be booked only for children who are under 4 ft 7 in (1.40 m) tall (upper berth) or 4 ft 9 in (1.45 m) tall (lower berth).

Under certain conditions, the number of passengers in a bed or a room may be exceeded, up to a certain maximum limit. Such conditions could include two small children, or an adult and a small child, in one bed.

Only certain agents, known as “empowered agents” for this process, may price this exception:

- Contact center e-mail agents (Arrow duty code EM)
- Contact center group desk agents and supervisors (Arrow duty code GA, GS)
- Contact center mailout agents (Arrow duty code MO)
- Contact center outbound marketing agents (Arrow duty code OM)
- Contact center sales agents (Arrow duty code SA)
- Contact center service desk agents (Arrow duty code SD)
- Contact center special services desk agents (Arrow duty code SP)
- Contact center support (rate) desk agents (Arrow duty code RD)
- Contact center supervisors (Arrow duty code SR)



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- Guest Rewards agents (Arrow duty code CA)
- Operations (private car) agents (Arrow duty code US)
- Station supervisors (Arrow duty code SM)
- Station ticket and lead agents agents, Amtrak (Arrow duty code TC, SL)
- Travel Agency Sales Center agents (Arrow duty code AC)
- VIA Rail Canada agents who use Arrow (Arrow duty code VA, VS, VT)
- Certain Operations and Revenue Management employees (Arrow duty code US)
- Certain Headquarters and Help Desk employees (Arrow duty codes CS, SC)

### ***Maximum occupancy policy***

The maximum number of passengers allowed in a room varies by room type and may be found by clicking on one of the links below.

- [By berth](#)
- [By roomette](#)
- [By bedroom](#)
- [By family bedroom](#)

## **Procedures**

### ***Booking and pricing passengers in sleeping car space***

1. Reserve space normally.
2. Price the number of passengers (adults and children) the passenger gives you. In most cases, price the PNR normally. If there are more than two children per adult, some of the children may have to pay an adult fare. However, pricing with "F" will count that child as an adult for maximum occupancy purposes, which may cause problems. In that situation, use the appropriate "Excess Child" passenger type below. This will count the child as an **adult** for fare purposes, and as a **child** for maximum occupancy purposes.

Regular Fares		AAA Discount		Military Discount		Amtrak Employee Pass Rider Fares	
Passenger Type	Code	Passenger Type	Code	Passenger Type	Code	Passenger Type	Code
Adult	F	Adult	SA	Adult	M	Adult	LF
Half Fare Child 2-12	H	Half Fare Child 2-12	SB	Half Fare Child 2-12	MC	Half Fare Child 2-12	LH
Excess Child 2-12	HF	Excess Child 2-12	SX	Excess Child 2-12	MX	Excess Child 2-12	LX

Other membership discounts (ISIC, RPA, Student Advantage, Veterans Advantage) are not included as they are only good for the individual member, not the entire family.



### 3. End-transact the PNR.

One of three things will happen:

Recommended Occupancy Exceeded	Maximum Occupancy Exceeded	What will happen
No	No	PNR will end-transact with no message (usual situation).
Yes	No	PNR will not end-transact. An error message will be displayed: "NEED 5MAX – OVER RECOMMENDED OCCUPANCY." <ul style="list-style-type: none"><li>• RailRes and STARS: Go to the "Remarks/Max Sleeper Occupancy" screen. Click <a href="#">here</a> for instructions.</li><li>• Command-line Arrow: 5MAX field required. Click <a href="#">here</a> for instructions.</li></ul>
Yes	Yes	PNR will not end-transact. An error message will be displayed: "MAXIMUM OCCUPANCY EXCEEDED – BOOK MORE SPACE". <ul style="list-style-type: none"><li>• Agent must book additional space.</li><li>• There is no workaround.</li></ul>

#### ***Exceeding recommended occupancy – RailRes and STARS users***

To exceed the recommended (but not the maximum) occupancy limits, a new "5MAX" remarks field must be entered into the PNR to document the fact that the passenger was told that the recommended occupancy limit is being exceeded.

- RailRes or STARS will automatically navigate you to the "Remarks – Max Sleeper Occupancy" screen (after displaying the error message) whenever you have created a situation that requires a 5MAX field.
- If you need to navigate to it yourself it is at F6/Remarks, 19/Max Sleeper Occupancy.



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#Adults

2

# Children

1

# Roomettes

0

# Bedrooms

1

# Family Rooms

0

**Advised of Berth Dimensions / Weight Requirement [Y/N]:** ☒

1. Advise the customer of the size of the shared berths.
  - *"For your comfort, we recommend one person per berth. In a Bedroom the lower berth is 3ft 4in (1 meter) wide, or about the size of a twin bed. The upper berth is a foot (300 mm) narrower. Can I check alternative rooms?"*
2. Each child sharing a berth should not exceed 40 lb/19 kg.
3. If the passenger still wants to exceed the recommended occupancy, enter one or more 5MAX remarks. The 5MAX fields must match the situations you have booked.
  - For any given train, create one 5MAX remark for all of the people and all of the rooms. Do not create a separate 5MAX remark for each segment (example 2).
  - If the same combination of rooms is booked in two or more segments (whether on the same or different trains), create one 5MAX remark for all of those segments (examples 4 and 5).
  - If the PNR includes more than one train, and the combination of passengers/rooms is not the same for all of them, create a 5MAX remark for each situation that is different (examples 3 and 6).

**One way examples**

Example	For this condition –	Enter –
1	3 adults, 2 children in 1 Family Room	3 Adults, 2 Children, 1 Family Rooms
2	3 seniors, 2 children in 1 Roomette and 1 Bedroom	3 Adults, 2 Children, 1 Roomette, 1 Bedroom
3	3 adults, 2 children WAS-ABQ in: <ul style="list-style-type: none"><li>• 1 Family Room WAS to CHI</li><li>• 1 Roomette and 1 Bedroom CHI to ABQ</li></ul>	<b>1st entry:</b> 3 Adults, 2 Children, 1 Family Rooms <b>2nd entry:</b> 3 Adults, 2 Children, 1 Roomette, Bedrooms

**Round trip examples**

Example	For this condition –	Enter –
4	3 adults, 2 children in 1 Family Room, outbound and return	3 Adults, 2 Children, 1 Family Rooms



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Example	For this condition –	Enter –
5	3 seniors, 2 children in 1 Roomette and 1 Bedroom, outbound and return	3 Adults, 2 Children, 1 Roomette, 1 Bedrooms
6	3 adults, 2 children in: <ul style="list-style-type: none"><li>• 1 Family Room outbound</li><li>• 1 Roomette and 1 Bedroom return</li></ul>	<b>1st entry:</b> 3 Adults, 2 Children, 1 Family Rooms <b>2nd entry:</b> 3 Adults, 2 Children, 1 Roomette, Bedrooms

### Output examples

```
5001@ MAX- 3ADT 2CHD - 1RMT 1BDR 0FAM
ADV OF BERTH DIMENSIONS AND EXTRA CHILD NOT OVER 40 LBS OR
19 KG
5001@ MAX- 3ADT 2CHD - 0RMT 0BDR 1FAM
ADV OF BERTH DIMENSIONS AND EXTRA CHILD NOT OVER 40 LBS OR
19 KG
```

Note: After adding the 5MAX remarks, RailRes and STARS will not automatically take you to the Remarks – Notification screen. End-transact the PNR then select F6/Remarks, 1/Notification, and complete those remarks as you usually do.

### ***Exceeding recommended occupancy – command-line/green screen Arrow users***

Enter the text as shown in the examples above. Use the same phrasing and abbreviations because the format of the 5MAX field has to match the rooms and passengers booked or the entry will fail. Note the spaces that have been used. (You will probably find it easier to use RailRes or STARS, or to have a RailRes or STARS user do the entry for you. That way you will get the format right.)

- ADT – adult (passenger type “F” or equivalent)
- CHD – child (passenger types “H”, “HF” or equivalent)
- RMT – roomette
- BDR – bedroom
- FAM – family bedroom

```
5MAX 2ADT 3CHD - 0RMT 0BDR 1FAM (carriage return)
ADV OF BERTH DIMENSIONS AND EXTRA CHILD NOT OVER 40 LBS OR 19 KG
(enter)
```

```
5MAX 2 ADT 3CHD - 1RMT 1BDR 0FAM (carriage return)
ADV OF BERTH DIMENSIONS AND EXTRA CHILD NOT OVER 40 LBS OR 19 KG
(enter)
```





## Special situations

### *Day use of bedrooms*

The following room types can hold more people if they only use the seats (sofa plus extra chair) in the room, and do not use the berths. This use of the seats only, and not the berths, is often called "day use". A maximum of four adult passengers (family bedrooms: five) can be accommodated.

- Superliner Bedroom
- Family Bedroom
- Viewliner Bedroom
- Viewliner Accessible Bedroom

See the [chart](#) below for specific details by room type.

Other room types have only two seats, and in them this procedure is prohibited.

### **Contact Center agent procedures**

Transfer the contact to the support desk; an agent there will complete the booking following the process below.

### **Station agent procedures**

To book the additional passenger into a bedroom for day use:

1. Book the room to its recommended capacity for berth use.
2. Add an open sleeping car segment with the number of passengers that is beyond the recommended capacity. The date, city pair and room type must be the same.
3. Add the names of the extra passengers.
4. Manually price the extra passengers into that open segment using the sleeper rail fare and zero accommodation charge.
5. Tell the passenger that this will not work if they try to use the berths.
6. Add a free-text 5TKT remark (RailRes and STARS: F6/Remarks, 9/Ticket) that you have told the passengers that they can use the room for seating (day use) only and cannot use the berths and that they have acknowledged this.
7. End-transact the reservation.

The extra persons will also receive complimentary meals, provided you didn't exceed the limits in the [chart](#) below, and have booked an open sleeper segment and not open coach!



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### ***Complimentary meals***

Every passenger successfully priced into a room is entitled to complimentary meals, provided each ticket shows a room type and not coach.

### ***Arrow enforcement***

Arrow enforces the maximum occupancy policy, based on the number of passengers priced into a room, and the passenger types used. Three things to note –

- Passenger types “H” and “HF” (or equivalents), meaning a child aged 2-12, may not adequately represent the child’s size. (A 12 year old priced with “H” or “HF” is somewhat larger than a two year old priced with “H” or “HF” and may in a few cases even be larger than one or more of the adults priced into the room.) You will normally need to find out the size of the children in order to know whether or not the number of adults and children proposed for a room will work, because Arrow enforces by passenger type, not knowing the size. (Size is more important than age.) This is especially important for family bedrooms where two of the beds are shorter than the others (see “Small Berth” in [this chart](#)).
- Note that the recent change to the child fare policy (now 2 through 12 years old) will significantly reduce (but not eliminate) the chances of a large child causing space problems in a bed – there were many large 15 year olds; most 12 year olds are considerably smaller.
- The maximum limit in a room cannot be overridden by manual pricing. The only workaround is to book more space.
- The enforcement is in Arrow itself, not in the graphical interface (RailRes or STARS); accordingly, finding someone with command-line green-screen Arrow access, or attempting to price using the Arrow Action Code screen, are not workarounds either.

## **Detailed booking information**

### ***Details by berth type***

There are three berth types, viz.

- Large berth – Lower level berths in bedrooms, family bedrooms, and Viewliner accessible bedrooms, that fold out from the sofa.
- Regular berth – Upper level berths in bedrooms and family bedrooms; all berths in roomettes and Superliner accessible rooms.
- Small berth – The two small child’s berths in family bedrooms.



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**SLEEPER MAXIMUM OCCUPANCY POLICY, BY BERTH TYPE**

PARTY COMPOSITION (makeup of the party, where Adult 13+ = 5MAX code 'ADT' and Child 2-12 = 5MAX code 'CHD')		
	<b>NON-EMPOWERED AGENT OR SYSTEM</b> Any agent or system whose duty code enables pricing of only one passenger per berth <i>Includes travel agent GDSs and automated booking channels such as Amtrak.com</i>	<b>EMPOWERED AGENT</b> Any agent whose duty code enables pricing of more than one passenger per berth <i>Includes call center and ticket agents and certain management personnel</i>  Agents must advise customer that extra children be not over 40lbs/19 kg
<b>LARGE BERTH</b>		
3ft 4in x 6ft 3in (1 m x 1.9 m) -- <b>SUPERLINER:</b> Bedroom Lower Berth and Family Bedroom Lower Berth 3ft 4in x 6ft 0in (1 m x 1.8 m) -- <b>VIEWLINER:</b> Bedroom Lower Berth and Accessible Bedroom Lower Berth		
<b>1-CHD</b>	Any agent or system may book this	Any agent may book this
<b>1-ADT</b>	Any agent or system may book this	Any agent may book this
<b>2-CHD</b>	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
<b>1-ADT+1-CHD</b>	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
<b>2-ADT</b>	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
<b>REGULAR BERTH</b>		
2ft 4in x 6ft 2in (720 mm x 1.9 m) -- <b>SUPERLINER:</b> Bedroom Upper Berth and Family Bedroom Upper Berth 2ft 4in x 6ft 6in (720 mm x 2.0 m) -- <b>SUPERLINER:</b> Roomette Lower Berth and Accessible Bedroom Lower Berth 2ft 0in x 6ft 2in (610 mm x 1.9 m) -- <b>SUPERLINER:</b> Roomette Upper Berth and Accessible Bedroom Upper Berth 2ft 4in x 6ft 6in (720 mm x 2.0 m) -- <b>VIEWLINER:</b> Roomette Lower Berth 2ft 4in x 6ft 2in (720 mm x 1.9 m) -- <b>VIEWLINER:</b> Roomette Upper Berth, Bedroom Upper Berth, and Accessible Bedroom Upper Berth		
<b>1-CHD</b>	Any agent or system may book this	Any agent may book this
<b>1-ADT</b>	Any agent or system may book this	Any agent may book this
<b>2-CHD</b>	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
<b>1-ADT + 1-CHD</b>	No one may book this -- reserve more space	No one may book this -- reserve more space
<b>2-ADT</b>	No one may book this -- reserve more space	No one may book this -- reserve more space
<b>SMALL BERTH</b>		
2ft 3in x 4ft 9in (690 mm x 1.5 m) -- <b>SUPERLINER:</b> Family Bedroom Lower Berth 2ft 0in x 4ft 7in (610 mm x 1.4 m) -- <b>SUPERLINER:</b> Family Bedroom Upper Berth		
<b>1-CHD</b>	Any agent or system may book this	Any agent may book this.
<b>1-ADT</b>	No one may book this -- reserve more space	No one may book this -- reserve more space
<b>2-CHD</b>	No one may book this -- reserve more space	No one may book this -- reserve more space
<b>1-ADT + 1-CHD</b>	No one may book this -- reserve more space	No one may book this -- reserve more space
<b>2-ADT</b>	No one may book this -- reserve more space	No one may book this -- reserve more space



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**Details for roomettes****SLEEPER MAXIMUM OCCUPANCY POLICY, AS APPLIED TO ROOMETTE (5MAX CODE 'RMT')**

**SUPERLINER ROOMETTE (ES,EA,EB,EC,ED)**  
**VIEWLINER ROOMETTE (VS,VA,VB,VC,VD)**  
**SUPERLINER ACCESSIBLE BEDROOM (HS,HA,HB,HC,HD)**  
**BUSINESS TRAVEL ROOMETTE (BT)**  
*All rooms = 2 Regular Berths*

<b>PARTY SIZE</b> (total number of passengers in room)	<b>PARTY COMPOSITION</b> (makeup of the party, where Adult 13+ = 5MAX code 'ADT' and Child 2-12 = 5MAX code 'CHD')	<b>NON-EMPOWERED AGENT OR SYSTEM</b>  Any agent or system whose duty code enables pricing of only one passenger per berth <i>Includes travel agent GDSs and automated booking channels such as Amtrak.com</i>	<b>EMPOWERED AGENT</b>  Any agent whose duty code enables pricing of more than one passenger per berth <i>Includes call center and ticket agents and certain management personnel</i>  <i>Agents must advise customer that extra children be not over 40 lb/19 kg</i>
1	1-CHD	Any agent or system may book this	Any agent may book this
	1-ADT	Any agent or system may book this	Any agent may book this
2	2-CHD	Any agent or system may book this	Any agent may book this
	1-ADT + 1-CHD	Any agent or system may book this	Any agent may book this
	2-ADT	Any agent or system may book this	Any agent may book this
3	3-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	1-ADT + 2-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	2-ADT + 1-CHD	No one may book this -- reserve more space	No one may book this -- reserve more space
	3-ADT	No one may book this -- reserve more space	No one may book this -- reserve more space
4	4-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	1-ADT + 3-CHD	No one may book this -- reserve more space	No one may book this -- reserve more space
	2-ADT + 2-CHD	No one may book this -- reserve more space	No one may book this -- reserve more space
	3-ADT + 1-CHD	No one may book this -- reserve more space	No one may book this -- reserve more space
	4-ADT	No one may book this -- reserve more space	No one may book this -- reserve more space
5 or more		No one may book this -- reserve more space	No one may book this -- reserve more space



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## Details for bedrooms

### SLEEPER MAXIMUM OCCUPANCY POLICY, AS APPLIED TO BEDROOM (5MAX CODE 'BDR')

**BEDROOM** (DS,DA,DB,DC,DD)  
**VIEWLINER ACCESSIBLE BEDROOM** (MS,MA,MB,MC,MD) – *see warning below*  
*Both rooms = 1 Large Berth, 1 Regular Berth*

<b>PARTY SIZE</b> (total number of passengers in room)	<b>PARTY COMPOSITION</b> (makeup of the party, where Adult 13+ = 5MAX code 'ADT' and Child 2-12 = 5MAX code 'CHD')	<b>NON-EMPOWERED AGENT OR SYSTEM</b>  Any agent or system whose duty code enables pricing of only one passenger per berth <i>Includes travel agent GDSs and automated booking channels such as Amtrak.com</i>	<b>EMPOWERED AGENT</b>  Any agent whose duty code enables pricing of more than one passenger per berth <i>Includes call center and ticket agents and certain management personnel</i>  <i>Agents must advise customer that extra children be not over 40lbs/19 kg</i>
1	1-CHD	Any agent or system may book this	Any agent may book this
	1-ADT	Any agent or system may book this	Any agent may book this
2	2-CHD	Any agent or system may book this	Any agent may book this
	1-ADT + 1-CHD	Any agent or system may book this	Any agent may book this
	2-ADT	Any agent or system may book this	Any agent may book this
3	3-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	1-ADT + 2-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	2-ADT + 1-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	3-ADT	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
4	4-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	1-ADT + 3-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	2-ADT + 2-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	3-ADT + 1-CHD	No one may book this -- reserve more space	No one may book this -- reserve more space
	4-ADT	No one may book this -- reserve more space	No one may book this -- reserve more space
5 or more		No one may book this -- reserve more space	No one may book this -- reserve more space

**WARNING for Viewliner Accessible Bedroom:** If the Viewliner Accessible Bedroom (MS) is booked by a passenger with a mobility impairment, be aware that he or she may have additional equipment (wheelchair, oxygen tanks, etc.) taking up space in the room. The limit of two adults, or two adults and one child, in most cases still needs to apply. Discuss the matter thoroughly with the passenger.



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## Details for family bedrooms

### SLEEPER MAXIMUM OCCUPANCY POLICY, AS APPLIED TO FAMILY BEDROOM (5MAX CODE 'FAM')

FAMILY BEDROOM (FS,FA,FB,FC,FD) Room = 1 Large Berth, 1 Regular Berth, 2 Small Berths			
PARTY SIZE (total number of passengers in room)	PARTY COMPOSITION (makeup of the party, where Adult 13+ = 5MAX code 'ADT' and Child 2-12 = 5MAX code 'CHD')	NON-EMPOWERED AGENT OR SYSTEM Any agent or system whose duty code enables pricing of only one passenger per berth <i>Includes travel agent GDSs and automated booking channels such as Amtrak.com</i>	EMPOWERED AGENT Any agent whose duty code enables pricing of more than one passenger per berth <i>Includes call center and ticket agents and certain management personnel</i>  <i>Agents must advise customer that extra children be not over 40lbs/19 kg</i>
1	1-CHD	Any agent or system may book this	Any agent may book this
	1-ADT	Any agent or system may book this	Any agent may book this
2	2-CHD	Any agent or system may book this	Any agent may book this
	1-ADT + 1-CHD	Any agent or system may book this	Any agent may book this
	2-ADT	Any agent or system may book this	Any agent may book this
3	3-CHD	Any agent or system may book this	Any agent may book this
	1-ADT + 2-CHD	Any agent or system may book this	Any agent may book this
	2-ADT + 1-CHD	Any agent or system may book this	Any agent may book this
	3-ADT	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
4	4-CHD	Any agent or system may book this	Any agent may book this
	1-ADT + 3-CHD	Any agent or system may book this	Any agent may book this
	2-ADT + 2-CHD	Any agent or system may book this	Any agent may book this
	3-ADT + 1-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	4-ADT	No one may book this -- reserve more space	No one may book this -- reserve more space
5	5-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	1-ADT + 4-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	2-ADT + 3-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	3-ADT + 2-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	4-ADT + 1-CHD	No one may book this -- reserve more space	No one may book this -- reserve more space
	5-ADT	No one may book this -- reserve more space	No one may book this -- reserve more space
6	6-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	1-ADT + 5-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	2-ADT + 4-CHD	Error message advising user to contact Amtrak will be displayed	May book after discussion with customer and entry of appropriate 5MAX field
	3-ADT + 3-CHD	No one may book this -- reserve more space	No one may book this -- reserve more space
	4-ADT + 2-CHD	No one may book this -- reserve more space	No one may book this -- reserve more space
	5-ADT + 1-CHD	No one may book this -- reserve more space	No one may book this -- reserve more space
	6-ADT	No one may book this -- reserve more space	No one may book this -- reserve more space
7 or more		No one may book this -- reserve more space	No one may book this -- reserve more space



2019-05-21

## Details for day use

### SLEEPER DAY USE POLICY -- PASSENGERS WILL USE SEATS ONLY, NO BERTHS

In those situations highlighted below in Yellow or Blue, do not use 5MAX entries

Instead, follow directions indicated, and do complete a 5PRB-field specifically stating that passengers understand that seats only -- no berths -- will be used in room

Agents must use care to follow "not more than two child fares per adult fare" rule, when manual pricing involves child passengers

PARTY SIZE (total number of passengers in room)	PARTY COMPOSITION (ADT = Adult 13+ CHD = Child 2-12)	SUPERLINER ROOMETTE (ES,EA,EB,EC,ED) VIEWLINER ROOMETTE (VS,VA,VB,VC,VD) SUPERLINER ACCESS BR (HS,HA,HB,HC,HD) BUSINESS TRAVEL ROOMETTE (BT) <i>All Rooms = 2 Seats</i>	BEDROOM (DS,DA,DB,DC,DD) VIEWLINER ACCESS BR (MS,MA,MB,MC,MD) <i>Both Rooms = 4 Seats</i>	FAMILY BEDROOM (FS,FA,FB,FC,FD) <i>Room = 5 Seats</i>
1	1-CHD	Book normally, no restriction	Book normally, no restriction	Book normally, no restriction
	1-ADT	Book normally, no restriction	Book normally, no restriction	Book normally, no restriction
2	2-CHD	Book normally, no restriction	Book normally, no restriction	Book normally, no restriction
	1-ADT + 1-CHD	Book normally, no restriction	Book normally, no restriction	Book normally, no restriction
	2-ADT	Book normally, no restriction	Book normally, no restriction	Book normally, no restriction
3	3-CHD	Book 2-CHD normally, then 1-CHD open	Book 2-CHD normally, then 1-CHD open	Book normally, no restriction
	1-ADT + 2-CHD	Book 1-ADT + 1-CHD normally, then 1-CHD open	Book 1-ADT + 1-CHD normally, then 1-CHD open	Book normally, no restriction
	2-ADT + 1-CHD	Not permitted, book more space	Book 2-ADT normally, then 1-CHD open	Book normally, no restriction
	3-ADT	Not permitted, book more space	Book 2-ADT normally, then 1-ADT open	Book 2-ADT normally, then 1-ADT open
4	4-CHD	Book 2-CHD normally, then 2-CHD open	Book 2-CHD normally, then 2-CHD open	Book normally, no restriction
	1-ADT + 3-CHD	Not permitted, book more space	Book 1-ADT + 1-CHD normally, then 2-CHD open	Book normally, no restriction
	2-ADT + 2-CHD	Not permitted, book more space	Book 2-ADT normally, then 2-CHD open	Book normally, no restriction
	3-ADT + 1-CHD	Not permitted, book more space	Book 2-ADT normally, then 1-ADT + 1-CHD open	Book 2-ADT normally, then 1-ADT + 1-CHD open
	4-ADT	Not permitted, book more space	Book 2-ADT normally, then 2-ADT open	Book 2-ADT normally, then 2-ADT open
5	5-CHD	Not permitted, book more space	Not permitted, book more space	Book 4-CHD normally, then 1-CHD open
	1-ADT + 4-CHD	Not permitted, book more space	Not permitted, book more space	Book 1-ADT + 3-CHD normally, then 1-CHD open
	2-ADT + 3-CHD	Not permitted, book more space	Not permitted, book more space	Book 2-ADT + 2-CHD normally, then 1-CHD open
	3-ADT + 2-CHD	Not permitted, book more space	Not permitted, book more space	Book 2-ADT + 2-CHD normally, then 1-ADT open
	4-ADT + 1-CHD	Not permitted, book more space	Not permitted, book more space	Book 2-ADT + 1-CHD normally, then 2-ADT open
	5-ADT	Not permitted, book more space	Not permitted, book more space	Book 2-ADT normally, then 3-ADT open



2019-05-21

**SLEEPER DAY USE POLICY -- PASSENGERS WILL USE SEATS ONLY, NO BERTHS**

In those situations highlighted below in Yellow or Blue, do not use 5MAX entries

Instead, follow directions indicated, and do complete a 5PRB-field specifically stating that passengers understand that seats only -- no berths -- will be used in room

Agents must use care to follow "not more than two child fares per adult fare" rule, when manual pricing involves child passengers

PARTY SIZE (total number of passengers in room)	PARTY COMPOSITION (ADT = Adult 13+ CHD = Child 2-12)	SUPERLINER ROOMETTE (ES, EA, EB, EC, ED) VIEWLINER ROOMETTE (VS, VA, VB, VC, VD) SUPERLINER ACCESS BR (HS, HA, HB, HC, HD) BUSINESS TRAVEL ROOMETTE (BT) <i>All Rooms = 2 Seats</i>	BEDROOM (DS, DA, DB, DC, DD) VIEWLINER ACCESS BR (MS, MA, MB, MC, MD) <i>Both Rooms = 4 Seats</i>	FAMILY BEDROOM (FS, FA, FB, FC, FD) <i>Room = 5 Seats</i>
6	6-CHD	Not permitted, book more space	Not permitted, book more space	Book 4-CHD normally, then 2-CHD open
	1-ADT + 5-CHD	Not permitted, book more space	Not permitted, book more space	Book 1-ADT + 3-CHD normally, then 2-CHD open
	2-ADT + 4-CHD	Not permitted, book more space	Not permitted, book more space	Book 2-ADT + 2-CHD normally, then 2-CHD open
	3-ADT + 3-CHD	Not permitted, book more space	Not permitted, book more space	Not permitted, book more space
	4-ADT + 2-CHD	Not permitted, book more space	Not permitted, book more space	Not permitted, book more space
	5-ADT + 1-CHD	Not permitted, book more space	Not permitted, book more space	Not permitted, book more space
	6-ADT	Not permitted, book more space	Not permitted, book more space	Not permitted, book more space
7 or more		Not permitted, book more space	Not permitted, book more space	Not permitted, book more space
Situations normally <b>permitted</b> by 5MAX when berths are to be used, and <b>also permitted</b> for day use				
Situations normally <b>not permitted</b> by 5MAX when berths are to be used, but <b>permitted</b> for day use due to number of seats in room				





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## Appendix

### Definitions

- **Empowered agent:** Arrow users (Amtrak and VIA Rail Canada) who make reservations for and sell tickets to passengers; also certain other Amtrak employees who may need to make or change reservations. Specific Arrow duty codes with this capability are listed below.
- **Maximum occupancy:** The maximum number of passengers allowed in a bed or a room.
- **Non-empowered system:** Amtrak.com, Julie, travel agencies, and Arrow users with duty codes not included above.
- **Recommended occupancy:** One passenger per bed.

### Update history

2019-05-21: NARP now RPA (Rail Passengers Association)

2014-06-13: Child age range throughout document changed from 2-15 to 2-12, reflecting new child fare policy.

2013-02-22: References to transition from old policy deleted; document reformatted in new template.

2008-04-02: Examples of 5MAX entries clarified.

2008-03-28: Three adults/one child or two adults/two children now allowed in bedrooms (DS, MS).

2008-03-13: New.

### About this chapter

<b>Contact:</b> Phil Bouchard / Ann Adams	<b>Subject:</b> Sleeping Car Maximum Occupancy
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Station Standards



## Station Signage

**Chapter Summary:** This chapter contains information on the station signage program and procedures for placement of signs at stations.

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## Introduction

Product Development and Customer Experience (PD&CX) in association with Stations and Facilities Management has developed a signage program for the design and creation of signs, maps, and other graphic or methods used to convey travel information, promotions, location and policy guidance to customers. These signs are referred to as Display Signs. This signage program supplements the Amtrak Signage Manual set forth from Amtrak Stations and Facilities Management. The Signage Manual states the Amtrak signage requirements for all stations regarding permanent, required, and regulatory signs necessary at all platforms, ticket counters, waiting areas, parking lots, wayfinding, and buildings.

The goals of the program are to:

- Standardize Display Signs with clear graphics, formatting and message.
- Create a uniform appearance and placement of Display Signs across the enterprise.
- Reduce inventory and maximize effectiveness.
- Ensure esthetics meets Amtrak's branding standards.

## Policy

The Display Signs design and placement is the responsibility of PD&CX. Display signs, whether proposed as permanent or temporary, must be submitted to and approved by PD&CX. Proposals must be sent to Ann Adams – Station Standards Manager, Elizabeth Bailey-Sr. Station Standards Specialist or Monika Lukens – Senior Creative Services Manager.

All other Stations and Facilities signs governed by the Signage Manual should be sent to [SignageBrandManagement@amtrak.com](mailto:SignageBrandManagement@amtrak.com) or to John Bender, Sr. Manager, Facilities Development.

### Display Signage requests

#### ***General***

Display Signage may be requested by submitting a completed NRPC 3512 form to PD&CX, no less than 2 weeks in advance of its intended use.

#### ***Customized***

Display Signage may be requested by submitting a completed NRPC 3512 form to PD&CX, no less than 1 month in advance of its intended use.

### Frames

Facilities may only use approved frames available at Envision-3. Frames may be ordered via Ariba on Demand, at no cost.



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**Sizes**

- 8 ½ inches x 11 inches
- 11 inches x 17 inches
- 22 inches x 28 inches

Special poster sizes can be requested depending on display cases / station kiosks / banners, etc.

**Historical landmarks**

Placement of Display Signs at buildings officially recognized for its historical significance requires special removable adhesive mounting which must be approved by PD&CX.

Once approved, PD&CX will order the removable adhesive mounting for the requesting station.

**Installation**

Installation of signs may require additional approval of Amtrak Stations and Facilities Management, building owners and/or municipal agencies.

**Display cases**

Signage for display cases does not require approval by PD&CX. Use of display cases is limited to:

- Amtrak Marketing, APD and Emergency Management & Corporate Security sponsored posters.
- Government regulated public notices, e.g. Employee rights posters.

Advertisement of non-Amtrak products and/or services for sale, unless as part of an Amtrak sponsored program are prohibited.

**Three Panel Outdoor Kiosks****Quality of display**

To assure the esthetics meet Amtrak's signage program standards. Signs in display cases:

- Cannot be tape to the inner walls of the case or on the outside glass of the case.
- Must be replaced with new signs, if damaged.
- Are limited to one if on the same topic.
- Must be in color. Black and white signage must be removed.



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## **Bulletin boards**

Signage on corked board or strips, surrounded on two or four sides by a frame, designed for posting internal material by tacks or other approved means does not require the approval of PD&CX.

## ***Types of signs***

### **Exterior, permanent**

There are three types of permanent exterior signs:

1. **Identification** - Helps customers find buildings and locations at facilities, provides addresses and hours of operation, etc.
2. **Wayfinding** - Includes maps and guides to destinations, and identifies accessible entries into buildings.
3. **Information** - Includes signage related to specific areas such as wireless enabled zones, and areas where automobiles, parking, bicycles, smoking or other activities may be restricted or prohibited.

Exterior permanent signs are the responsibility of Amtrak Stations and Facilities Management, and must be based on the standards set forth in the Signage Manual.

For additional details, please refer to the Signage Manual

[http://wiki.corp.nrpc/download/attachments/298877289/AmtrakSignageManual\\_v2018.pdf?version=1&modificationDate=1539357111493](http://wiki.corp.nrpc/download/attachments/298877289/AmtrakSignageManual_v2018.pdf?version=1&modificationDate=1539357111493). All proposed exterior permanent signs must be submitted to Amtrak Stations and Facilities Management for approval with the Signage Manual.

### **Exterior, temporary**

There are several types of temporary exterior signs, examples include:

1. **Sign** - billboards, window decals, notices, A-frames, placards, posters and any kind of hand-held sign.
2. **Temporary event signage** – Signs and/or posters attached to buildings, other structures or fences, etc., are not permitted. Sign design and schedule for all temporary signage must be submitted and approved by PD&CX, prior to placement and removed by the requestor at the end of each event. Non-compliant signage will be removed by Compliance Officers and may subject the requestor to progressive discipline.
3. **Flyers** - any material used for the purpose of advertising, whether it is promotional, commercial or informational in nature.
4. **Sticker** – any form of paper material with a gummed back or self-adhesive label (i.e. bumper stickers, name tags, labels, etc.).
5. **Poster** – A piece of sized paper to be hung on the building and used for the purpose of advertising whether it is promotional, commercial or informational in nature, on any object.



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6. **Banners** - A piece of paper, cloth, vinyl or other material, larger than 22" x 28" to be hung on the building and used for the purpose of advertising, whether it is promotional, commercial or informational in nature, on any object.
7. **Amtrak Marketing posters or banners**- Requests and approvals for Amtrak Marketing posters or banners are the responsibility of Amtrak Real Estate.
8. **Vendor or tenant signage** - Requests and approvals for promotional vendor or tenant signage are the responsibility of building owners.
9. **Chalking** - the use of a water-soluble substance or a substance washable by rain that is for the purpose of writing or drawing on concrete/paved sidewalks is permitted. Chalking is not permitted on any vertical surfaces.

Exterior temporary signs are the responsibility of PD&CX and must be based on the standards set forth by the PD&CX signage program, unless otherwise stated.

### **Interior, permanent**

Interior permanent signs are the responsibility of Amtrak Stations and Facilities Management and must be based on the standards set forth in the Signage manual. For additional details, please refer to the Signage Manual at <http://wiki.corp.nrpc/display/Branding/Home>. All proposed interior permanent signs must be submitted to Amtrak Stations and Facilities Management for approval with the Signage Manual.

### **Individual facilities**

Some facilities may have interior signage policies that supplement these. Such policies can be determined by consulting with the building manager associated with each facility.

### **Interior, temporary**

Due to the busy nature of station operations, there is a need to allow employees to post temporary signage on a limited time basis. The design and creation of these signs is the responsibility of PD&CX, but room for creativity by requesting employees is allowed.

General requirements for requesting approval include:

1. Length of time for posting.
2. Locations for posting.
3. Content for posting.

Examples of interior temporary signs include but are not limited to A-frame signs, window decals, custom acrylic signs and hazard signs, Out-of-order, Will be back in 10 minutes, Amtrak ticket sales only, etc.

### ***Signs made locally***

Handmade signs and signs made locally with an Amtrak template are prohibited.



2021-06-15

## Implementation

Signs that are improperly constructed, placed, or allowed to deteriorate into a state of disrepair may be removed immediately by members of the PD&CX team or Operations Compliance Analysts. Violations of this policy may be documented and reported for discipline.



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## NRPC 3512 – Station and On-Board Signage Request Form

### Station/On-Board Sign Request

Email completed form to [DLSIGNAGEREQUEST.COM](mailto:DLSIGNAGEREQUEST.COM)

#### Customer Information

Name of Requestor	Department	Date of Request	Date Needed
Requestor's Business Address	ATS Phone Number	Bell Phone Number	
	FAX (ATS) Phone Number	Bell Fax Number	

#### Stations - Production Service Authorization

Primary Production Service Requested	
Finished Product	<input type="checkbox"/> 1 Sided <input type="checkbox"/> 2 Sided <input type="checkbox"/> 3 1/2" X 11" <input type="checkbox"/> 11 X 17" <input type="checkbox"/> 22 X 28" <input type="checkbox"/> Other <input type="checkbox"/> Adhesive Sticker
Other Size	
Sign Purpose?	
Sign Quantity	Will This Be In A Frame or Stanchion? <input type="checkbox"/> Display Case? <input type="checkbox"/>
What Would You Like The Sign To Say?	
Printed Name (Name of Requestor)	Title of Position
Manager Name and Title	Date

#### On-Board Services - Production Service Authorization

Primary Production Service Requested	
Finished Product Size	<input type="checkbox"/> 1 Sided <input type="checkbox"/> 2 Sided <input type="checkbox"/> 5 1/2" X 11" <input type="checkbox"/> 11 X 17" <input type="checkbox"/> Other <input type="checkbox"/> 6 1/2" X 9 1/2" <input type="checkbox"/> 8 1/2" X 5 1/2" <input type="checkbox"/> Tent Cards <input type="checkbox"/> Adhesive
Sign Purpose?	
What Would You Like The Sign To Say?	
Printed Name (Name of Requestor)	Title of Position
Manager Name and Title	Date

#### Shipping and Special Instructions

Shipping Address

Ship To (Provide the complete address including the contact person)





2021-06-15

## Appendix

### Station Signage Program Contacts:

Ann Adams – 302-319-1347

Monika Lukens – 302-683-2047

## Update History

2021-06-15: Replaced Western Folder with Envision-3

2019-04-02: New.

### About this Chapter

<b>Contact(s):</b> Ann Adams/Monika Lukens	<b>Subject:</b> Station Signage
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Station Standards



## Service Recovery

**Chapter Summary:** This chapter contains policies and procedures for carrying out service recovery measures to inconvenienced customers, including issuing and honoring Transportation Vouchers for future travel that were given as a service recovery measure.

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## Policy

It is Amtrak's policy to provide appropriate service recovery measures to a customer when he or she has been inconvenienced by a failure of Amtrak to provide the **quality of service** he or she expected and paid for.

Services **paid for but not provided at all** are covered in the following chapters.

Situation	Chapter (click the link to view it)
Involuntary downgrade of accommodation	<a href="#">Amtrak Refund Policy</a>
Passenger personal hardship	<a href="#">Passenger Hardship Exceptions</a>
Service disruption – fares for future travel	<a href="#">Service Disruption-Fare Protection</a>

## Service recovery summary

### *Introduction*

The majority of our customers have a good experience with us, and a large part of this is due to friendly, courteous and competent service by employees. You can help: Smile, greet, treat the customer as you would a visitor in your home, give your best possible service.

Sometimes, though, a service problem will develop. It is far better for the customer and for Amtrak if this service problem can be resolved on the spot. The customer is immediately satisfied and has avoided a time-consuming process of escalating the issue, and the cost to Amtrak is far lower. The process of doing this is called "service recovery".

### *Service recovery*

You have the power to try to solve the problem at the time the customer complains. Use good judgment, take a chance, learn what works and what doesn't work and share this with others, do something out of the ordinary if you have to. How you treat the customer will determine whether the customer's travel experience is satisfying or not. Make EVERY effort to handle the situation yourself, enlisting the help of your supervisor if necessary.

If there is nothing more that you or your supervisor can do to resolve the customer's problem then refer him or her to a Customer Relations Representative at 800-USA-RAIL.

### *Handling customer dissatisfaction*

Listen, Apologize, Solve, Thank.

1. LISTEN to the customer's comments. Don't interject to try to explain something before he or she is done talking. How you perceive the situation is not the same as how the customer is perceiving the situation, because your experiences are different. Interrupting the customer during this time or trying to explain or solve the problem when you've only heard half the story will only make things worse – he or she is already upset. Find out exactly what the customer is unhappy about, and imagine how you would feel if the problem



2017-08-11

happened to you. Remember, the customer is defining what “dissatisfaction” is, based on his or her perceptions of the problem. For more thoughts on this, see:

- “Different Customers, Different Perceptions of the Same Problem”, page 4
  - “Dissatisfaction with Policies and Procedures”, page 4
2. APOLOGIZE for what happened, at the first opportunity, on behalf of Amtrak. Even though the customer may be very upset and show it, in almost every case he or she knows that you, personally, didn’t cause the problem. However, you are the representative of Amtrak that the customer was able to contact, and he or she is complaining to Amtrak, through you. Pay attention to what is being said, not to how it is being said; don’t interpret a complaint as a personal attack. Also, don’t try to determine who is to blame, or if the customer is right or wrong.
  3. SOLVE the customer’s problem to the best of your ability. Offer an explanation (not an excuse) if you have one, and take some kind of action that will satisfy the customer. Use your best judgment to come up with a solution that makes the most sense, given:
    - the nature of what happened
    - the severity of its effect upon the customer
    - how previous employees handled this customer’s problem
    - the best and easiest way to solve the problem
    - the value of this customer to Amtrak, and the cost to Amtrak if the customer remains unhappy.
    - how reasonable the solution is, taking into account all of the above

Take a chance: good service and service recovery often require doing something out of the ordinary. Don’t be afraid to do something different.

Learn what works and what doesn’t, and share this with others. Don’t be afraid that you might make a mistake – that’s how we all learn.

4. THANK the customer for bringing the problem to our attention so we had the chance to do something about it, for being understanding, and for using Amtrak.

If, even after your best and most sincere effort, the customer is not satisfied with the outcome, tell him or her, once the trip is completed, to call the Amtrak toll-free number, 800-USA-RAIL, and to ask for a Customer Relations Representative. He or she will listen carefully to the customer’s specific problem and determine the best way to resolve it. The representative will also create a record of the situation, which will show us where we need to make additional efforts to give good service.

### ***Different customers, different perceptions of the same problem***

Different customers with the same experience will have different levels of dissatisfaction, often made better or worse by how employees handled it, and each has its own solution.



2017-08-11

Example: Train 14 is late, and arrives in Eugene at 5:00 pm instead of just after noon.

- Some people were being picked up by friends who weren't getting off work until the end of the day, they got another meal in the diner, saw mountain scenery they would normally miss because it would be dark outside if they were on time, and got to take part in the mid-afternoon wine tasting in the Pacific Parlor Car. Had the train been on time they would have been sitting in the waiting room or wandering the streets until their friends got off work.
- Some got pulled off the train in Klamath Falls and put in a bus for Pasco so they would make their connection to train 28, had boxed fried chicken for lunch instead of something good from the diner, and boarded at Pasco too late for dinner.
- Some had plans in Eugene that were ruined; some were irreplaceable things like arriving in time for a wedding.

You may not even hear from anyone in the first group of customers, the second is to a considerable extent inconvenienced, and the third is devastated.

Exception: There are guidelines to follow when a customer didn't get what he or she paid for, such as a sleeper deleted from the train. In these cases a refund for that service is automatic; see the table on page 2 for information. Note – Even though such a refund is made, the customer may still be dissatisfied with what happened, and then you ALSO have a service recovery situation.

### ***Dissatisfaction with policies or procedures***

This would include situations such as:

- Customer doesn't like the fact that there are fees for refunding many tickets, or that there are penalties for failure to cancel reservations (note – this assumes that he or she knows about them – not being told about them is something different)
- Customer doesn't like the fact that only two half fare children are allowed per adult
- Customer isn't happy that the D-bucket rail fare isn't available and he or she has to pay the A-bucket rail fare
- Customer thinks the roomette is too small, even though the size was explained to him or her before ticket purchase
- Customer is unhappy that we charge extra for excess or oversize baggage, or that we cannot take an item that is overweight or prohibited
- Customer is unhappy that the only way to get to Montreal in time for dinner is to leave Washington at 3:15 am
- Customer going from Fresno to Los Angeles was unhappy that the train doesn't go all the way there and that he or she had a two and a half hour bus ride from Bakersfield to Los Angeles
- Customer traveling alone in coach has to sit next to someone with different standards of cleanliness because the train is full

To us, these are normal aspects of our operation. To many customers, these are barriers to satisfaction with the service, often just as much as an actual service problem would be.



2017-08-11

What do you do here?

(Remember, it's the customer's perceptions, not yours, that count.)

It depends on the particulars of each situation.

- Is the customer new to Amtrak?
- Is the customer a loyal customer?
- Did the customer have a bad experience elsewhere within Amtrak and decide to take it out on the agent?
- Is there a way to have someone else handle the "difficult customer" so that the agent will not be tied up dealing with him or her?
- Did we push the customer toward his or her behavior by something we did?
- Would doing what the customer wants be "reasonable" in the mind of the agent?
- Would it help or hurt the situation (not just with that customer, but with the others you mentioned that may be in the same situation)?

You can also consider the following thoughts:

- As you know, there clearly will be some people who will just try to take advantage of Amtrak. We have them today. We can't let them determine our view of the average Amtrak customer. Deal with them as best you can, don't take it personally, and move on. And remember, sometimes we will have to do something that dissatisfies a customer if what it would take to satisfy him/her is unreasonable. Just think about, however, how you would want to be treated if you were the customer!
- Explain the reason for the policy. An explanation goes a long way, especially for new customers.
- If it helps, call Customer Relations and have them make a record in the customer relations database of the customer. This will help establish a history of the customer and his or her dissatisfaction, and will guide future interactions he/she may have with us.
- There are some policies and procedures that may be a source of frustration for some customers. Don't take their frustrations personally. Explain the reason for the policy, and try to do for them what you would want done in the situation (provided it is reasonable!). Note that some policies are part of contractual obligations we have with other companies and cannot really be altered.
- Be positive, friendly, and efficient in delivering customer service. That may not always help, but it will go a long way toward winning over those who may turn into problem customers.



## Service recovery documents

When a customer contacts Amtrak Customer Relations to make a comment about Amtrak services, a record is made in their internal system (called "Remedy"). If Customer Relations determines that the inconvenience suffered by the customer warrants giving a credit toward future travel, this is done in one of three ways.

### *Transportation Voucher*

The Transportation Voucher is an electronic record in the Arrow database, similar in function to the eVoucher. It is the **only** service recovery document issued by Amtrak.

When a customer inconvenience occurs for which Customer Relations determines that a credit toward a future trip is the appropriate compensation, a Customer Relations representative will create the Transportation Voucher in Arrow, using the RailRes interface. It will then be available to the customer for one year.

### Conditions

- Transportation Vouchers are not refundable, and the portion of PNRs paid with Transportation Vouchers are not refundable.
- The Transportation Voucher may be redeemed at a station ticket office, by calling Amtrak at 800-USA-RAIL, or online at Amtrak.com (but not on the mobile app). Since there is no paper document to turn in, the restriction to redeem at a ticket window no longer applies.
- The person named in the Transportation Voucher must be one of the passengers traveling in the PNR, that is, the first and last names on the Transportation Voucher must match one of the first and last names in the PNR name fields.
- The Transportation Voucher must be redeemed on or before its expiry date. It is good for travel after that date but eTickets must be issued before it expires.
- As many as eight Transportation Vouchers, all in the names of the passengers in the PNR, may be applied in one transaction toward travel (this is a ticketing limitation in the Arrow system; see page 10).
- If the value of travel is greater than the value of the Transportation Voucher, an additional form of payment is required, the option for which depends on the booking channel used. This can be a credit card, an eVoucher, or cash (cash is only accepted at station ticket offices).
- If the value of travel is less than the value of the Transportation Voucher, the remaining value will be set to zero when it is used as a form of payment (that is, the remaining value will be automatically forfeited). **Do not create an Exchange Voucher segment to use up the remaining value; this is prohibited by Transportation Voucher policy and it would also force all segments in the PNR to produce paper value tickets, not eTickets.**



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### ***Older service recovery documents***

Several older items were issued in the past. The last of any of these was issued no later than January 9, 2016; any remaining documents not yet redeemed are now over one year old, have expired, and are no longer valid. If a passenger presents one of these, do not honor it; refer the passenger to Amtrak Customer Relations.

- Transportation Certificates – a numbered paper document
- Transportation Certificate remarks within a PNR
- Various documents given out on trains by conductors many years ago

## **Honoring the Transportation Voucher**

### ***General conditions***

The Transportation Voucher is a form of payment, not a discount coupon or promotion, and may be used in conjunction with promotions, Amtrak Guest Rewards, etc. **There are no blackout dates.**

**The passenger named on the Transportation Voucher must be one of the passengers traveling in the PNR.**

The Transportation Voucher may be used as payment toward travel on any Amtrak service that can be processed through Arrow:

- Amtrak train travel (all classes, all trains)
- Amtrak Thruway travel
- Touring passes (USA Rail Pass, California Rail Pass)
- Amtrak and freight railroad pass travel where a fare is collected
- Group travel (redeem through the Amtrak group department)

The Transportation Voucher may not be used for:

- Non-Amtrak services, even if sold through Arrow (MARC, Shore Line East, VIA Rail Canada book tickets, etc.)
- Walk-up sales at Quik-Trak (only credit cards accepted)
- Payment of fares on trains
- Food or beverages purchased on trains
- Services not currently sold through Arrow (excess baggage, Amtrak Express, etc.).

### ***Ticketing limitation***

Arrow allows three form of payment fields, and each can contain as many as four eVouchers or four Transportation Vouchers. Normally you need to leave the third line open in case the passenger owes money in addition to the value of the above





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documents, and you can use that line for cash, credit card, etc. Each of the three lines can use only one form of payment, however, which means –

- If you have an eVoucher in line 1, you can only enter three more eVouchers in that line.
- If you have a Transportation Voucher in line 2, you can only enter three more Transportation Vouchers in that line.
- If you don't need to collect any additional payment (cash or credit card), then line 3 is available for EITHER four more eVouchers OR four more Transportation Vouchers.
- Only one form of payment type can be used in any one line.
- Note that if you are going to internally exchange eTickets within the reservation, this will take up at least one line if not more.

### ***Transportation Voucher***

Transportation Vouchers are not paper documents. They are stored in Arrow in a manner similar to eVouchers. They may be redeemed at station ticket offices, at contact centers, and at Amtrak.com.

### **Creating the Transportation Vouchers**

Transportation Vouchers are created by Customer Relations agents only and they have been provided with the necessary instructions and job aids.

### **Stations and contact centers**

#### ***Displaying the Transportation Voucher***

The Transportation Voucher may be located by entering any one of the following:

<b>Item</b>	<b>Will return</b>
TV number – T plus nine digits	Only that one voucher
Customer name	May return a list of vouchers, some of which may not be those of the person, especially if the name is common
Customer Relations case number	May return a list of vouchers if the person had more than one issued through that particular case
Email address	May return a list of vouchers if the person had more than one issued
Phone number	May return a list of vouchers if the person had more than one issued
Amtrak Guest Rewards member number	May return a list of vouchers if the person had more than one issued



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Item	Will return
Corporate ID number	May return a list of vouchers, some of which may not be those of the person, especially if the corporation has many travelers

*Verifying that you have the correct Transportation Voucher*

Ask for the customer's ID in all cases to verify identity with the name in the voucher display. Then:

If the customer provided	Ask for
The Transportation Voucher number	One other item that is in the display
Some other item	Three items total that are in the display

**Be certain that you honor only those that belong to the passenger you are serving.**

*Honoring the Transportation Voucher*

1. Make sure the first and last names on the Transportation Voucher exactly match the first and last names in one of the name fields in the PNR. That is, if the name on the Transportation Voucher is Robin Jones, one of the name fields must be JONES/ROBIN. If the first name in the PNR is "ROBYN", it will fail validation as it is not spelled the same.
  - The person named on the Transportation Voucher must be one of the travelers.
  - If that person is not traveling, the Transportation Voucher may not be used. Ask for another form of payment. **DO NOT** fake that person's name into the PNR under any circumstances.
  - If a name is obviously misspelled in the PNR, you may correct it. That is, if the last name on the Transportation Voucher is "MACDONALD", and the passenger has ID matching that name, but the agent making the reservation misspelled it "MCDONALD", you may change the name in the PNR. Put a remark in the PNR indicating you did that.
  - If the name on the Transportation Voucher is spelled wrong, contact Amtrak Customer Relations.
2. You may honor as many as eight Transportation Vouchers, Transportation Certificates, and/or Electronic Transportation Certificates, and put as many as four numbers in each form of payment field. You need to leave the third form of payment field open in order to collect any additional amount due by cash or credit card. See also "Ticketing Limitation" on pages 7-8.
3. If the value of the PNR is less than the value of the Transportation Voucher, the remaining amount will be automatically forfeited by Arrow when the PNR is ticketed (that is, the remaining value will be reset to zero. **DO NOT CREATE AN EXCHANGE VOUCHER SEGMENT TO USE UP THE DIFFERENCE. This is prohibited**



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**by policy and will also force paper value tickets for the entire PNR.** Instead, book additional actual travel, if the passenger wants this – or let the remaining amount be forfeited.

4. Use it as a form of payment (TV), in this order.
  - Exchange eTickets or eVouchers, if also used.
  - Transportation Voucher.
  - Cash or credit card, if additional payment is required.
5. Explain to the passenger that the amount paid by the Electronic Transportation Certificate is not refundable.
6. Stations: The Transportation Voucher will automatically report on line 650 of your ASAP sales report (which will be renamed AUTO TV FOP). There is no paper document to turn in.

#### *Job aids for redeeming Transportation Vouchers*

These include step-by-step instructions, including screen displays.

- Contact center (RailRes) agents – [click here](#)
- Station (STARS) agents – [click here](#)

#### **Amtrak.com**

- Upon logging into Amtrak.com, the passenger will see all Transportation Vouchers associated to him or her, in the same manner as eVouchers are displayed. If any Transportation Voucher is void, used, expired or locked, it will appear with that status indicated.
- On the Payment screen, the customer will see all Transportation Vouchers with an “active” status – only those may be redeemed.
- The customer will be able to select one or two Transportation Vouchers as a form of payment.
- The customer will be able to add Transportation Vouchers that do not appear, such as a Transportation Voucher issued to another customer who will also be named in the booking, or if the customer is using Amtrak.com as a guest rather than logging in.
- Amtrak.com will validate any Transportation Voucher added against the names, emails, phone numbers, and Amtrak Guest Rewards numbers in the PNR.
- If the value of the Transportation Vouchers is greater than the value of the PNR, the credit card entry will be disabled as no additional payment is required.
- A prompt will appear, indicating that the Transportation Vouchers may be used only this one time.

#### **Amtrak mobile app**

At this time, the Transportation Voucher cannot be redeemed through the Amtrak mobile app.



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**Reversing eTickets that have a Transportation Voucher form of payment**

- Normal refund and non-cancellation policies apply.
- If eTickets in a PNR were paid in part or in full by one or more Transportation Vouchers, the dollar amount paid by Transportation Vouchers will be converted into a non-refundable eVoucher.
- This eVoucher will not include any amount of the Transportation Voucher that was forfeited when the eTickets were first issued due to the value of those eTickets being less than the value of the Transportation Voucher.
- This eVoucher will be in the name of the person in the first name field (-01@) in the PNR.
- This eVoucher will be valid for one year from the date it was created (not the date the Transportation Voucher was issued).
- The other forms of payment will be processed according to the Amtrak refund policies applying to them.

**Transportation Voucher status**

The status of a Transportation Voucher can be one of the following.

Status	Meaning	Remarks
Active	Available for redemption.	
Used	The voucher has already been redeemed.	The voucher can only be used once.
Expired	The voucher was not redeemed before its expiry date.	The voucher has expired and is no longer valid.
Void	Customer Relations has voided the voucher.	Contact Customer Relations for details.
Locked	The voucher was locked due to multiple incorrect entries by a customer attempting to self-redeem on Amtrak.com.	Verify the identity of the customer by presentation of picture ID (stations) or by knowing at least three items within the voucher (contact centers); if the voucher indeed belongs to the customer you can unlock it by changing the "Y" in the "Lock" section to "N".



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## Service recovery on trains

Various routes, particularly those supported by a state or regional agency, may have programs in place that provide some level of service recovery to passengers affected by late operation, a service disruption, or other inconvenience. These programs vary, and can include anything from water and snacks to coupons for a future trip on that route. If a disruption occurs on such a train the conductor will announce what measures will be taken.

On Amtrak trains, particularly long distance trains, some measures that can be taken are in [Chapter 9 of the Manual of Service Standards for Train Service and On-Board Service Employees](#). Click "Chapter 9", above, for details.

## Appendix

### *Update history*

- 2017-08-11 Service Recovery on Trains section added.
- 2017-01-18 Procedures for the former Transportation Certificate and "Electronic" Transportation Certificate removed as all such documents have now expired.
- 2016-01-11 Links to job aids added; form of payment instructions clarified; procedures for unlocking a locked Transportation Voucher included; instructions clarified on what information to ask for when searching for the Transportation Voucher.
- 2015-12-22 New. Replaces G/POL/SVC in Arrow.

### *About this chapter*

<b>Contact(s):</b> John Wojciechowski	<b>Subject:</b> Service Recovery
<b>Owner Department:</b> Sales Distribution and Customer Service	<b>Group:</b> Customer Relations



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## Service Animals

**Chapter Summary:** This chapter contains policies and procedures for handling service animals on trains and thruway buses. For information about animals that are **not** service animals, see the Amtrak Carry-on Pet policy.

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## Policy

### ***Animal must be trained to perform a specific task***

In order to be considered a service animal, it must be trained to perform a specific task for the passenger. Examples of trained service animals include:

- Animals trained to guide passengers with visual impairments.
- Animals trained to notify passengers with hearing impairments of various events (such as a doorbell or a ringing telephone).
- Animals trained to detect when a passenger is about to have a seizure, and to notify the passenger, in order that the passenger may assume a position that will minimize the chance of injury when the seizure occurs.
- Animals trained to retrieve items for passengers with limited mobility.
- Animals trained to assist passengers with symptoms of psychiatric conditions (like post-traumatic stress disorder (PTSD)), for example:
  - summon help in a medical crisis
  - remind the individual to take medicine
  - provide safety checks or room searches for individuals with PTSD
  - remove disoriented individuals from dangerous situations

### ***Scenario***

*If a passenger, when asked "What service is the animal trained to do for you?" gives a vague answer such as "it keeps me alert and calm", ask **how** the animal does this.*

### ***Response***

*An answer such as "it positions itself to keep others at a comfortable distance so I don't have a panic attack" is a proper response.*

*You want to know what **specific task** the animal is actually **doing**: stops impulsive or destructive behaviors, provides tactile stimulation (licking, nudging) to disrupt emotional overload, etc. In all cases the animal has been **trained** to do this – it doesn't just sit there and let itself be petted.*

### ***Animal must remain under control***

- The animal must remain under the supervision and control of the passenger at all times.
- The animal should always be on a leash, harness, or other tether, unless:
  - Either the handler is unable because of a disability to use a harness, leash or other tether.
  - Or the use of a harness, leash or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control.



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***Customer loses control of the animal***

When a customer loses control of a service animal, train crews, Thruway vehicle operators or station staff may in its discretion require a customer to remove the animal from the train, Thruway vehicle or station.

Examples:

- If at any time the passenger loses control of the animal
- the animal is not housebroken,
- the animal starts acting in a violent manner,
- the animal causes a significant disturbance (for example, by barking repeatedly and uncontrollably – note that a controlled bark may be a legitimate signal to the passenger

***Customer wants to continue travel***

If the passenger chooses to remain on the train, on the Thruway vehicle, or in the station without the animal, the passenger must make arrangements for another person or local animal control to accept custody of the animal. The train or Thruway vehicle will not be delayed while such arrangements are made.

**Incident Reporting**

If a service animal has been removed from the train, thruway vehicle or station, a Passenger Incident Report (NRPC 3200) must be completed and sent by the conductor or station staff.

***Passenger is responsible for care***

While in stations and enroute, the passenger, or a companion traveling with the passenger, must provide food, water and other care for the animal.

***Other care***

Other care includes taking the animal off the train at longer stops so it can relieve itself in an appropriate manner and location.

- The passenger should notify the conductor of the need to walk the animal.
- Amtrak is not responsible for the care of the animal. Station and train staff are not required nor expected to provide this care.
- A small bag containing food for the animal, and bowls for water and food, does not count toward the two item carry-on limit.

***Number of service animals allowed***

Each passenger requiring a service animal generally may bring one service animal. However a passenger may bring more than one service animal if each animal is needed to:

- Provide a unique task, such as one service animal acting as a guide animal and another animal notifying the passenger of impending seizures; or





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- Perform the same task, such as where a person needs two animals to assist him or her with balance and stability when walking.
- All requirements and rules (for example, regarding appropriate animal behavior and space limitations) still apply.

### ***Where service animals are allowed***

Service animals accompanying passengers with disabilities are allowed in all customer areas in stations, on trains (including food service cars), and Amtrak Thruway vehicles.\* There is no government regulation regarding food service areas that prohibits service animals.

\* For non-dedicated Thruway services operated by other carriers such as Greyhound, Victoria Clipper, New Jersey Transit, etc., the service animal policy of the operating carrier applies.

In coach accommodation, the animal must normally rest on the floor under the seat or under the legs of the passenger (or in the passenger's lap), not on or in the adjacent seat area. In sleeper accommodation, the animal normally rests on the floor of the room.

Refer to the "Special situations" section for the following scenarios.

- If the service animal will not fit in the floor area that is part of the passenger's own seat, or if the passenger is traveling in a roomette and there is no room for the animal on the floor when the lower bed is down.
- If the passenger states that the service animal is trained to detect seizures and, to do so the animal must be in the passenger's lap or in an adjacent seat.

### ***Concerns of other passengers***

Passengers traveling with service animals may not be isolated from other passengers. Allergies, inconvenience, and fear of animals by other passengers are not valid reasons for denying access to passenger areas or refusing service to people with service animals.

### ***Allergies or aversion to animals***

If a passenger states that he or she has allergies or an aversion to animals, that person should be shown to a location as far away from the service animal as practical.

### ***Accommodating customers***

Amtrak is not required to do any of the following in order to accommodate a person traveling with a service animal:

- Asking another passenger to move or give up a space to accommodate a service animal.
- Denying transportation to another passenger in order to provide an accommodation to a passenger with a service animal.



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- Furnishing more than one seat to a person traveling with a service animal, unless it is a large animal that will not fit in the space in front of the passenger (and the accessible seat is not available) or an animal that detects seizures and the passenger states the animal needs to be on the adjacent seat in order to perform its task.

### ***Other animals not allowed on trains or Thruway services***

Animals not trained to perform a specific task for the passenger are not service animals and are not allowed on trains or Thruway services in passenger areas, unless they meet the Amtrak Carry-on Pet Policy (and never as checked baggage). These animals include:

- “Comfort animals” – animals *not* trained to perform a specific task, but which are said to provide “emotional support”, to relieve anxiety by their presence, by the passenger holding or stroking the animal, etc.
  - Note: Not to be confused with psychiatric service animals, which are service animals, since they are trained to perform disability-mitigating tasks
- Pets – animals for which no claim of any service is made
- Animals that by their nature cannot be trained (reptiles, fish, insects, etc.)
- Search and rescue dogs\* – they are trained generally, but not to assist a particular passenger
- Police dogs\* (other than dogs brought on trains by APD - Amtrak Police Department)

\* If the passenger or agency feels an exception needs to be made for search and rescue dogs or police dogs, contact the Amtrak Police Department for assistance.

## **Identifying service animals**

Some service animals wear an identifying harness, collar or vest, but this is not required.

### ***Certification***

Written certification that the animal is a service animal **is not required**.

### ***Appropriate question***

If you have questions about whether or not the animal is a service animal, ask the passenger “What service is this animal **trained** to do for you?”

### ***Inappropriate question***

You **may not** ask the passenger what his or her disability is. In many cases the only identification for the service animal will be the credible verbal assurance of the passenger with the service animal.



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If the passenger responds by saying what his or her disability is, this is not the answer we are looking for. We do not need to know what the passenger's disability is but rather what task the animal is **trained** to perform.

Examples:

- "She detects when my blood sugar is low and gives me a nudge so I know to take my medication."
- "He detects when I am about to have a seizure and sits on my lap so I can get into a safe seating position."

Politely ask the passenger again, "what service is this animal **trained** to do for you?"

Note – Usually the service animal is trained by an organization or individual that does this, but depending on the task the animal performs, it is possible that the passenger with the disability has trained the animal.

## Creating a service animal reservation

### *Booking and pricing the passenger with a service animal*

- If the passenger has a disability, price with the appropriate disabled passenger type (mobility impaired, if in mobility impaired space).
- If the passenger is traveling with a companion, book the companion into the same seat type or room with the appropriate companion passenger type:
  - WC (if in mobility impaired seating or room space)
  - DC (otherwise)

### *Special service request (SSR) fields*

Service animals require special service request fields for each travel segment. The system will not put them in automatically.

### *Steps to add SSR a field in the reservation system*

- STARS: ~F4/Special Services, Option 7/Service Animal
- RailRes: ~F9/Special Services, Option 8/Service Animal
- Command-line Arrow: Enroute SSR type, use SSR code "SVAN"

<u>Name #:</u>	<input type="text"/>	<u>What is Service Animal Trained To Do</u>
<u>What Type:</u>	<input type="text"/>	<input type="text"/>
<u>Size:</u>	<input type="text"/> [+]	<input type="text"/>
<u>Advised of Policy [Y/N]:</u>	<input type="text"/> N	<input type="text"/>
		Animal In Training [Y/N]: <input type="text"/> N

Figure 1: RailRes/STARS Special Services Service Animal (Screen1)

- **Name#** - The name of the passenger bringing the animal.



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- **What Type** – dog, miniature horse, etc. Do not ask what the breed is.
- **Size** – Small, medium or large.
- **Advised of policy** – Yes or no (did you tell the passenger the service animal policy)
- **What is service animal trained to do** – Free text, be concise and clear.
- **Service animal policy reference** – “Y” will take you to an Arrow page that brings you right back here.
- **Animal in training** – Yes or no. “Yes” will bring you to another screen with these three fields:

Length of Time in Training:

Training Organization Name:

Organization Representative Name:

**Figure 2: RailRes/STARS Special Services Service Animal (Screen2)**

- **Length of time in training** – How long the animal has been in training
- **Service organization name** – Name of organization training the animal
- **Organization representative name** – Name of person actually bringing the animal

The SSR fields in the PNR will have code “SVAN” for each field. These are enroute requests – not boarding or detraining requests.

### ***Missing SSR fields***

If you encounter a passenger with a service animal but for some reason there are no SVAN SSR fields in the PNR, add them after determining that the animal is indeed a service animal.

- This will make things easier for both the passenger and your fellow employees (agents, conductors, etc.) who encounter the passenger and the animal later.
- **Do not deny travel** just because these fields are not there.

## **Special situations**

### ***Large service animals***

Large service animals include breeds of dog such as German Shepherd, Great Dane, St. Bernard, Mastiff, and Newfoundland. It also includes guide horses.

In this case –

- If the passenger is traveling in coach, business class or Acela Express first class, book accessible seating (wheelchair transfer seat – XY, IY, IU, BK, SK). Price this



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seat with the mobility impaired passenger type. There is more floor space in front of these seats.

- If the passenger is traveling in a sleeper, the large animal will not fit on the floor of a roomette (Superliner or Viewliner) when the lower bed is down.
  - Book an accessible bedroom and price it with the mobility impaired passenger type.
  - If the passenger wants a full bedroom instead, price this with the **non-mobility impaired disabled passenger type** – that is, at the regular accommodation charge. Both of these room types have enough floor space for the animal.

### ***Mobility impaired space***

Use of mobility impaired space is allowed even if the passenger does not have a mobility impairment, because:

- The passenger has a disability (the disability the animal is trained to serve)
- The passenger requires the accessibility features of that seat or accessible bedroom (the additional room for the animal).

If mobility impaired space is not available, and the passenger is traveling in coach –

- Reserve a second seat for the animal.
- Use "SERVICE/ANIMAL" as the name of the animal.
- Manually price the seat with passenger-type "F", the fare plan appropriate to the seat bucket booked, and zero fare. Use "LARGE SERVICE ANIMAL" as the reason for the manual pricing.
- In the "SVAN" special service fields, indicate:
  - This is a large service animal that is authorized to occupy the floor space of the other seat
  - The passenger and the animal must be assigned to two adjacent seats.
- The animal must remain in the floor space adjacent to this second seat, unless it is an animal trained to detect seizures and the passenger states it must be in the adjacent seat in order to perform its task.

### ***Animals that detect seizures***

If the passenger states that the service animal is trained to detect seizures and must be close enough to the passenger to detect when a seizure is about to occur -

- and indicates that to do so the animal needs to be on his/her lap, that is permitted (assuming the animal is small enough to fit in the passenger's lap, is well-behaved, etc).
- and indicates that the animal needs to ride in the adjacent seat, then Amtrak may ask for specific documentation (such as a doctor's note) as to why the animal has to ride in the seat in order to specifically accommodate the rider's disability while on the train. Assuming that the passenger does provide specific



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documentation, the passenger will then be permitted to book an adjacent seat for the animal at no charge. The passenger must provide a cloth or blanket to protect the seat. To guarantee the availability of an adjacent seat:

1. Reserve a second seat for the animal.
2. Use "SERVICE/ANIMAL" as the name of the animal.
3. Manually price the seat with passenger-type "F", the fare plan appropriate to the seat bucket booked, and zero fare. Use "SEIZURE DETECTION SERVICE ANIMAL" as the reason for the manual pricing.
4. In the "SVAN" special service request fields, indicate that this is a seizure detection animal that is authorized to actually be on the seat, and that the passenger and the animal must be assigned to two adjacent seats.

This provision allowing the passenger to reserve an adjacent seat applies **only** to large animals (which must remain on the floor) and to animals trained to detect seizures (which may be on the seat) and does not apply to other service animals.

### ***Service animals in training***

Representatives of organizations that train service animals who themselves do not have a disability or a personal need for an animal often bring it into various situations so that it can be trained to help the person for whom it is ultimately intended. This can include bringing the animal onto an Amtrak train or Thruway service.

Service animals in training are accepted on Amtrak on a case by case basis only. Each situation requires coordination through the Special Services Desk at the call center, which will work with affected stations, local management, and in some cases the Amtrak Police to determine if the animal can be handled. The animal actually has to be undergoing training by a recognized service animal training organization, and the handler has to be able to prove that he or she is a representative of that organization.

### ***Auto Train***

Auto Train makes only one stop enroute, at Florence, South Carolina. Although Florence is not a passenger stop, the train is in the station for a period of time for refueling, watering the cars, and changing train and engine crews. If the train is on time, the stop is made just before midnight southbound (Train 53) and just after midnight (Train 52).

Passengers are normally not allowed to step off the train at Florence. However, if a service animal needs to be taken off the train at Florence to relieve itself, note this in the special services area of the reservation, and tell the passenger to notify the train crew well in advance.

Inform the passenger that the animal will not be able to be taken off the train for at least eight and a half hours after departure, and once departing Florence it will be at



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least another eight and a half hours before arrival. If the animal is not relieved at Florence it will be on the train at least seventeen hours.

Animals may not be transported in vehicles on Auto Train.

- Service animals must be taken into the passenger area of the train.
- Animals that are not service animals may not be carried anywhere on Auto Train.

### ***Guide horses***

Guide horses are larger than dogs but much smaller than regular horses. They have a number of advantages that make them particularly suitable as service animals, viz. –

- They are very intelligent and easily trained.
- They remain focused on their work and are not easily distracted.
- They live three times as long as dogs (thirty years or more), especially important when a passenger needs the animal for his or her entire life.
- They are very clean and can be housebroken. They don't get fleas and shed only once a year.
- They have excellent vision and phenomenal memories.
- They are naturally safety conscious and easily avoid obstacles and other dangerous situations.
- They are strong and have great endurance, and in many cases the owner can use them for assistance when standing.
- They are docile and trained to remain calm even in chaotic situations.
- They are especially suitable for assisting passengers with visual impairments but can serve in a variety of capacities.

Guide horses will require extra space on the train. Refer to the "Special situation" section of this chapter.

## Appendix

### *Guide horse photos*

For more information on guide horses go to the external site [www.guidehorse.org](http://www.guidehorse.org), from where these pictures were obtained.



Figure 3: Guide horse working, showing typical harness and vest



Figure 4: Guide horse on an airplane



2018-08-13



LARRY FORD FOR THE NEW YORK TIMES

### I'll Tell You What to Watch For

Scout, a 4-year-old miniature horse, met up with a New York City police horse yesterday in Times Square. Janet Hurdson, of Kittrell, N.C., was train-

ing Scout how to handle New York's traffic and activity. Ms. Hurdson works with the Guide Horse Foundation to train the animals to guide the blind.

Figure 5: A size comparison (from The New York Times)



2018-02-27

### ***Update history***

- 2018-08-13 Animals trained to assist passengers with symptoms of psychiatric conditions added, and updated accommodating customers and other animals not allowed on trains or Thruway services.
- 2018-03-08 Updated "Number of service animals allowed", Special service request fields and Auto Train sections.
- 2016-10-27 Minor editorial changes; links to the Amtrak Carry-on Pet Policy added; instructions added to add SVAN SSR fields if they are not already in the PNR.
- 2012-02-12 Rewritten in the new template.
- 2012-01-12 Type of animal field in the STARS/RailRes entry screen clarified.
- 2011-05-31 Seizure alert animal policies, and who trains the animal, clarified.
- 2011-04-11 Added regional office e-mail and phone number information (note – this information is no longer there). Replaces RTSP 735.
- 2010-12-10 Policies for removal of an out-of-control animal clarified.
- 2010-11-12 Policies for maintaining control of the animal clarified.
- 2010-07-16 New. Replaces G/POL/SER.

### ***About this chapter***

<b>Contact(s):</b> Ann Adams	<b>Subject:</b> Service and Other Animals
<b>Owner Department:</b> Commercial Organization	<b>Group:</b> Station Service Delivery



2020-08-16

## Senior Citizen Discount

### Chapter Summary: Senior Citizen Discount

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2020-08-16

## Policy

Amtrak offers discounted fares to persons age 65 and over, subject to the conditions stated below.

For travel on joint Amtrak/VIA trains and for passengers that are crossing the border, the age for seniors is 60 and over. This matches VIA Rail's senior age policy.

## Eligibility

The discount applies to a person possessing one of the following proofs of age showing the passenger's birth date, indicating that a passenger is 65 or over:

- Driver's license
- Passport
- Birth certificate
- Resident alien card
- Other document issued by local, state or federal government showing passenger's birth date

Or, a passenger may possess a Medicare card issued by the Social Security Administration. (this is the only acceptable identification not showing a passenger's birth date.)

## Fares

**Discount:** the senior citizen fare is 10 percent off the following fare types:

- One way Value fares (senior discount does not apply to Saver or Flexible fares)

### **This discount does not apply to:**

- Auto Train
- Through fares on joint Amtrak-VIA trains (there is a separate senior discount here, use passenger-type "EV" to price it; age is 60 and over. Discount = 10 percent.)
- Fares already discounted by passenger type, such as military furlough or travel agents' familiarization fares
- Multi-ride fares
- Fares issued by fares orders, unless specifically authorized
- Government special fares
- USA Rail Pass
- Non-Amtrak fares or interline fares
- Privately owned railroad car and special train charges
- Pass rider reduced rates (except red, white and blue Amtrak pass rider fares)



2020-08-16

- Accommodation charges
- Most other promotional discounted fares, unless the promotion specifically allows it

### ***Calculation***

In automated pricing, use (passenger-type) code 'E'. For manual pricing, multiply the applicable adult fare(s) by 90pct. **Do not round.**

### ***Blackouts***

There are no blackouts specifically applying to the Senior Citizen discount. However, blackouts applying to the fare plan against which the discount is taken must be observed.

### ***Validity***

The senior citizen discount fare may be used to travel in any type of accommodation when paying the full accommodation charge.

- Accommodation charges are not discounted. The full published charge for the desired date of travel applies.

Rules of the fare of which discount is taken will also determine:

- The validity period and expiration date of the ticket
- Whether stopovers are permitted

### ***Ticket Purchase***

Senior citizen discount tickets must be purchased before boarding the train.

Tickets must be endorsed "Senior Citizen" and the fare plan off which discount is taken.

### ***On Board***

Passengers must present proper identification (as described in "Eligibility") to the conductor when the ticket is collected.

## **Appendix**

### ***Update History***

2020-08-16: Removed the Acela restriction

2018-01-07: Change senior age from 62+ to 65+, change percentage off from 15% to 10%, senior discount only applies to Value Fares and cannot be purchased onboard.

2017-11-03: Removed the senior discount from all Acela Express trains



2020-08-16

***About this Chapter***

<b>Contact(s):</b> Robert Pee	<b>Subject:</b> Senior Citizen Discounts
<b>Owner Department:</b> Tariff Department	<b>Group:</b> Pricing



## Segway Personal Transporters on Trains

**Chapter Summary:** This chapter contains policies and procedures for passengers who bring the Segway Personal Transporter onto trains as a mobility assistive device.

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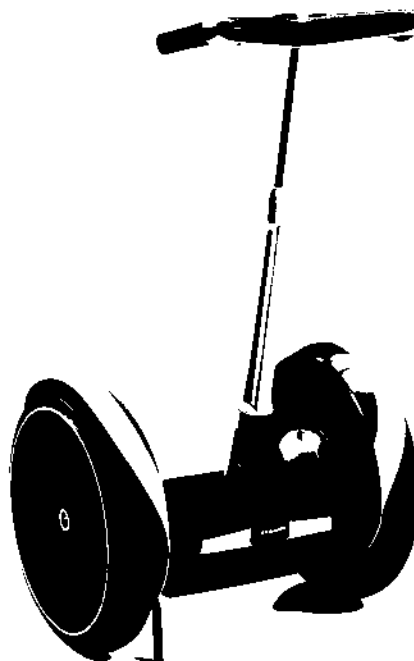


## Policy

### ***Description – Segway Personal Transporter***

The Segway Personal Transporter is a self-propelled, self-balancing electrically powered mobility device. It allows the user to stand on the device and hold handlebars to control forward and backward motion, braking and turns. Various state laws refer to this device as an “electric personal assistive mobility device” or “EPAMD” but currently Segway is the only company manufacturing these devices. In this policy, these devices will be referred to as “Segway” as that is the term most often used by passengers. Segway policies will apply to the Segways and to any similar Electric Personal Assistive Mobility Device that may exist in the future.

Some individuals with a disability use a Segway as a personal mobility device, in lieu of more traditional devices, like a wheelchair or scooter. Passengers with a disability who use a Segway as a personal mobility device, or those passengers traveling under the mobility impaired fare (who have a ticket document for mobility impaired space) are able to use all Amtrak services, facilities, stations and trains.



**Segway Personal Transporter**





2012-12-13

### ***Accepted on trains***

Effective December 10, 2012 Amtrak will accept Segways on trains as an alternative mobility device for passengers with a disability.

Segways may only be brought on trains by passengers who have a disability and use them as a mobility device. Passengers who do not use the device as an aid for a disability, such as recreational users, may not bring the Segway on trains.

Amtrak's accessible cars have designated locations to accommodate passengers who use mobility devices, and the Segway must be parked in this area.

### ***Not accepted on Thruway buses***

Segways may **not** currently be brought on Amtrak Thruway services (TW space). There is no place where it can be safely secured. **Do not book a Segway in "TW" space.**

### ***Segway size and weight limits***

The weight and size of the Segway may not exceed the specifications for a wheelchair.

Dimension	Limit
Weight (device and passenger)	600 lb / 273 kg
Width (device)	30 in / 760 mm
Length	48 in / 1.22 m
Ground clearance	2 in / 50 mm

## **Reserving and ticketing**

### ***How a reservation can be made***

Reservations for Segways may currently be made:

- By calling Amtrak at 800-USA-RAIL
- At an Amtrak ticket office
- At a travel agency, with reservation assistance from Amtrak

Reservations for Segways may not currently be made:

- Using Amtrak.com
- Using Julie (voice response unit)
- At a travel agency, without reservation assistance from Amtrak

### ***Reserving space – seating accommodation***

The Segway is reserved, priced, ticketed and handled in the same way as a motorized wheelchair brought on the train by a passenger who will transfer from the wheelchair or scooter to an accessible seat.



2012-12-13

1. Reserve a wheelchair space for the Segway and an accessible transfer seat for the passenger.

Type of seating	Wheelchair space	Transfer seat
Unreserved coach	WU	XU
Reserved coach	WY	XY
Non-Acela business class, trains with unreserved coach	ZU	IU
Non-Acela business class, trains with reserved coach	ZY	IY
Acela Express business class	GK	BK
Acela Express first class	TK	SK

2. Price the transfer seat normally with the mobility impaired passenger type appropriate for the passenger.
3. Add a second name for the wheelchair space: SEGWAY/PERSONAL TRANSPORTER.
4. Manually price the wheelchair space with the fare plan appropriate for the accommodation booking code obtained, at zero fare, and with "SEGWAY PERSONAL TRANSPORTER" in the manual pricing reason free text field.

### ***Reserving space – sleeping accommodation***

1. From mobility impaired availability, reserve the passenger in an accessible bedroom. There is an accessible path from the entry door to the accessible bedroom, and room in the accessible bedroom to store the Segway. Other rooms (roomette, bedroom, family room) do not have an accessible path, do not have room to store the device, and the entry door is too narrow.
2. Price the passenger with a mobility impaired passenger type. The passenger qualifies because of the mobility impairment that requires him or her to use the device.

### ***Completing the PNR – both seating and sleeping accommodations***

1. Confirm the passenger understands:
  - Passenger must ride the Segway to train side on the platform; Amtrak employees will not operate the device.
  - Employees will provide the same baggage assistance as would be provided to the user of a motorized wheelchair.
  - Ramps, bridge plates or wheelchair lifts will be used by station personnel or train crew, to assist with boarding and detraining Segways.



2012-12-13

- If possible, the passenger should **walk** (not ride) the Segway onto the train, pushing and not riding the Segway, to ensure sufficient headroom.
  - The passenger must secure the Segway on the train.
  - The preferred way to secure the Segway is with the restraints that are installed on the wall beneath the window in the accessible space. In the event a restraint is not available, the passenger must secure the Segway with some other method, such as laying it down, chocking the wheels, or using the kickstand or other mechanism on the Segway that will keep the device from moving when it is parked/stowed on the train. If several methods of restraining the Segway are available, all methods should be used.
2. Create wheelchair (WCMP) special service request (SSR) fields:
    - RailRes: ~F9/Special Services, Option 2/Pax Wheelchair
    - STARS: ~F4/Special Services, Option 4/Pax Wheelchair
    - Indicate Y/N, Pax Understands WCHR Weight/Size Limit Restrictions
    - Indicate Y/N, Pax Meets WCHR Weight/Size Limit Restrictions
    - Select Option 2 - Power. A Segway option will be added later.
    - Navigate to Optional Text (Ctrl-right arrow) and enter "SEGWAY PERSONAL TRANSPORTER".
  3. Complete the PNR.
  4. Collect payment as applicable and issue travel documents.

## Travel documents should indicate accessible space

Note: When the word "ticket" is used, it is to be understood that this means both an eTicket travel document and a conventional paper value ticket.

Normally the passenger will have reserved accessible space for the Segway and will have travel documents endorsed for that space. The mobility impaired discount will normally have been applied.

When the passenger with a Segway presents himself or herself for boarding, examine the travel document to make sure it is for mobility impaired space.

If the travel document does not indicate mobility impaired space, ask the passenger if it is used as a mobility device due to a disability (but do not ask what the disability is).

- **If the answer is yes, and –**
  - *There is sufficient time before departure:* Ask the passenger to go to the ticket office or to call Amtrak at 800-USA-RAIL and have the reservation modified to include mobility impaired space, and to pay any difference in fare if applicable.



2012-12-13

- *There is not sufficient time before departure:* Allow the passenger to board the train **after** explaining that if all accessible space (including space for the Segway) has already been reserved by passengers who will be boarding at this station or farther down the line, there is a possibility that they may be removed from the train in order to provide the accessible space for the passenger who reserved it.
- **If the answer is no**, advise the passenger that he or she may not bring the Segway on the train. Explain that Segways may only be brought on trains by passengers who have a disability and use them as mobility assistance devices.

## At stations and on trains

- Provide the same assistance to a passenger traveling with a Segway as you would to a passenger traveling with a motorized wheelchair (baggage, etc.).
- Segways must be ridden at no more than walking speed within Amtrak stations and on train platforms.
- Passengers must exercise caution when boarding or detraining with a Segway and when around pedestrians.
- Use ramps, bridge plates or wheel chair lifts to assist with boarding and detraining.
  - On Superliner equipment, when assisting a passenger in a wheelchair or Segway, use the ramp available in all Coach and Sleeping Cars.
  - On single level equipment at locations with high platforms, use the bridge plate as necessary.
  - On single level equipment at locations with low platforms, use the wheelchair lift. The passenger may ride the lift. Tell the passenger:
    - Stand next to the unit and ensure that the Segway is steady and will not roll off or fall off the lift while in operation.
    - Stand on the lift platform, not on the Segway, while in operation.
    - Hold onto the guardrail while the lift unit is in operation.
- Segways must only be stored in the accessible seating area of the car or in an accessible bedroom; any other location on the train is not permitted.
- Segways must not block aisles, doorways, storage areas or other areas requiring access by passengers or employees.
- The preferred way to secure a Segway is with the restraints that are installed on the wall beneath the window in the accessible space. In the event a restraint is not available, the passenger must secure the Segway with some other method, such as chocking the wheels, or using the kickstand or other mechanism on the Segway that will keep the device from moving when it is parked on the train. If several methods of restraining the device are available, all methods should be used.
- On the train, ask the passenger if he or she would like arm assistance to transfer from the Segway to a seat.



## **Transporting passengers with mobility assistive devices**

### ***Accessible cars***

Accessible cars on Amtrak trains have spaces for a passenger to park his or her wheelchair, scooter or Segway.

### **Coaches - general**

Accessible seats in coaches are reserved for passengers with mobility impairments. If a passenger with a mobility impairment has reserved this space, boards the train, and finds that a passenger without a mobility impairment is occupying the only available accessible seat, the passenger without a mobility impairment must yield the seat to the mobility impaired passenger, and take another regular seat elsewhere on the train.

Passengers who have reservations for an accessible seat and a wheelchair, scooter or Segway will have one ticket for the accessible seat and another for the space where the wheelchair, scooter or Segway will be stored.

### **Sleeping cars - general**

Accessible bedrooms may only be booked by passengers with mobility impairments until 14 days prior to departure. Within 14 days prior to departure, if all other large rooms on the train are sold out (bedrooms and, on Superliners, the family rooms), the accessible bedroom will appear in regular availability and may be booked by anyone.

### ***Bilevel cars***

#### **Superliner 34000-Series coaches**

**Lower-level seating** in Superliner coaches is by reservation. The accessible seats and the wheelchair/Segway parking space are in this area.

- A passenger seated in this area must have one of three endorsements on the face of his or her ticket: "LOWR", "ACCESS" or "WCHR."
- A passenger with a ticket bearing the endorsement "LOWR" (LY space) may occupy one of the ten non-accessible seats in the lower level.
- A passenger with a ticket bearing the endorsement "ACCESS" (XY space) may occupy one of the two accessible (wheelchair transfer) seats in the lower level.
- A passenger with a ticket bearing the endorsement "WCHR" (WY space) may secure his or her wheelchair or Segway in the designated parking space (and occupy it, if it is a wheelchair). If the passenger also has a ticket bearing the endorsement "ACCESS" (optional for wheelchair, required for Segway), he or she may occupy one of the two adjacent accessible (wheelchair transfer) seats.
- Superliner coaches in other number series (31000, 35000, etc.) do not have lower level seating.



2012-12-13

### **Superliner sleeping cars**

**Accessible bedrooms** on the lower level of Superliner sleeping cars will accommodate a Segway.

**Family bedrooms** on the lower level of Superliner sleeping cars are not accessible bedrooms and cannot be booked for a passenger with a Segway, as the family room doorway is too narrow.

### **Amtrak California/Pacific Surfliner cars**

These bi-level cars are similar to the Superliner equipment and operate in Capitol Corridor, San Joaquin and most Pacific Surfliner service. Wheelchair and Segway accessible space is on the lower level.

The accommodations are similar to Superliner lower level coaches: occupied wheelchair/Segway parking (WU, WY) and wheelchair transfer seats (XU, XY). One minor difference is that some WU/WY space consists of a seat that can be flipped up or down. When the seat is down, it is XU/XY space; when flipped up, it is WU/WY space. The policies are the same as for Superliner lower level coaches.

### ***Other trains***

#### **Amtrak Cascades trains**

Wheelchair, scooter and Segway accessibility to Amtrak Cascades trains is available only on cars that have wheelchair lifts that are permanently attached to the car.

- Accessible cars contain a hydraulic wheelchair lift and sufficient aisle width to accommodate wheelchairs and Segways.
- The dining car features a special retracting table and chair that allow passengers using wheelchairs to dine with a companion. This cannot be used by a Segway as that device does not have a seat.

#### **Other trains with single level equipment**

Passengers with mobility assistive equipment board these trains using either a high platform at the station or a station wheelchair lift.

### **Baggage and express**

#### ***Checked baggage***

Segways cannot be accepted in checked baggage due to excess weight.

#### ***Amtrak Express***

Segways are handled between Heavy Express stations only. It is recommended that it be boxed for protection (customer to supply box).



2012-12-13

- Passengers with a mobility impaired ticket, who do not need the Segway while enroute, may ship it free (endorse the waybill accordingly, including PNR and eTicket number). Tell the passenger it may not arrive at the same time as he or she arrives.
- Other customers may also ship a Segway, but regular Amtrak Express charges apply.



2012-12-13

## Appendix

### *Update History*

2012-12-13: Document reformatted, no policy changes.

2012-12-06: New.

### *About this Chapter*

<b>Contact(s):</b> Ann Adams / Kevin Dant	<b>Subject:</b> Segway Personal Transporters
<b>Owner Department:</b> Transportation	<b>Group:</b> Service Delivery





2012-09-11

## **Secret Service Dignitary Travel**

**Chapter Summary:** This chapter contains information for various dignitaries under the protection of the United States Secret Service traveling on Amtrak trains. This section contains procedures for their reservations, ticketing, and travel.

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2012-09-11

## Reserving

The process for reserving this type of travel is:

1. The appropriate government travel office (usually CWTsatoTravel) will make the booking for the dignitary and all accompanying Secret Service personnel. The reservation will be priced at the appropriate government fare and will include the assigned corporate ID. Normally, payment will be made through the travel office at the time of booking.
2. The government travel office that created the booking will e-mail the itinerary to the Secret Service agent in charge.
3. The Secret Service agent in charge will provide a copy of the itinerary to the Amtrak Police Department as part of the normal coordination of the travel.
4. The Amtrak Police Department will provide a copy of the itinerary to the ClubAcela agent (normally) or to the ticket office (if there is no ClubAcela at the boarding station). The Amtrak Police Department will also make necessary coordination of the travel with station management.

## Ticketing

Instructions for the ClubAcela agent or ticket agent:

1. An Amtrak Police representative will present you with a copy of the itinerary and ask that tickets be issued.
2. If payment has already been made through the travel office or otherwise (this is usually the case), issue the tickets normally, as is done with any other already-paid reservation. Otherwise, see below.
3. Give the tickets to the Amtrak Police representative, who will in turn give them to the Secret Service agent in charge.

If payment has not been made (not common) –

1. Issue the tickets using the "Other" form of payment. Use "Secret Service Dignitary Travel" as the reason.
2. Write the total dollar value of the tickets on the copy of the itinerary you were given.
3. Print a copy of the PNR that includes the ticket numbers and amounts, and staple it to the back of the copy of the itinerary.
4. Report the amount of the sale in ASAP on line 715, Direct Bill.



2012-09-11

Note – This amount will appear on the PST as part of line 710, Auto OT FOP. In ASAP, move this amount to line 715.

5. Put the itinerary/PNR copy in the Billable Documents envelope and send it in with your sales report.

## Billing (unpaid tickets only)

Once every month, the Director of Amtrak Revenue Accounting will generate an invoice for all tickets issued under this corporate ID and forward it to the Secret Service for payment.

## Involuntary upgrades

From time to time security reasons will require the dignitary and accompanying Secret Service agents to be upgraded to a more secure location on the train, for example, from Acela Express Business Class to Acela Express First Class. There may be little notice of this requirement to upgrade.

If this occurs, the reservation will not be changed, tickets will not be reissued, and no additional fare will be collected, as this will be considered an involuntary upgrade.

## Information Security

No details of the dignitary's travel may be disclosed to any unauthorized person. If you have any questions, contact the Amtrak Police.

## Appendix

### *Updates*

2009-08-10: New.  
2011-05-24: Information on issuing previously paid tickets added.

### *About this Chapter*

<b>Contact(s):</b> Phil Bouchard/Ann Adams	<b>Subject:</b> Secret Service Dignitary Travel
<b>Owner Department:</b> Transportation	<b>Group:</b> Station Service Delivery



## Routing

### Chapter Summary: Routing

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## Policy

### ***Direct Service***

Unless indicated otherwise, fares and charges published in Amtrak's automated fare system (Arrow) are through fares and charges and apply to direct service (travel not requiring a change of trains enroute and not involving stopovers). Tickets sold at direct route fares will not be honored via indirect routes over which higher fares apply.

### ***Transfers and Stopovers***

Through rail passage fares published in Arrow are valid for journeys involving transfers (change-of-trains enroute) and also stopovers where permitted see "transfers and stopovers" provided that the point of transfer or stopover is an intermediate point on an authorized route.

Certain through fares which apply via routings which involve a transfer will appear in automated fare displays as "connection/transfer" fares.

If a through fare published for a given city pair is not valid via a specific routing which requires a transfer, then the through fare must be constructed by adding local fares over the point of transfer.

Example:

- Fares are published for the city pair Chicago-New York. Direct service (no change of trains) is available. If a passenger desires to travel between these points via a connection at Cleveland, the through fare applies because Cleveland is an intermediate point on the route. The fare also applies via a connection at Washington. However, this through fare is not valid via a transfer at Boston; Boston is not intermediate via either route and is not an authorized alternate routing. The fare for a journey Chicago-New York via a transfer at Boston shall be the sum of the Chicago-Boston and Boston- New York local fares.

### ***Fare Rules Still Apply***

Passengers traveling at discounted fares which do not allow stopovers, who must change trains enroute, are permitted to make transfers as authorized in "Transfers and Stopovers".



2018-06-13

### ***Protection of Passengers***

Passengers who hold tickets via one route, but due to service interruption, cannot be accommodated via that route, will be carried on another route without additional charge even though their tickets are not good via that route. This will also apply when passengers are re-accommodated via another route due to blanking of cars, etc. Such routing changes may be made only when specifically authorized in advance by Amtrak and to the extent authorized by Amtrak.

### ***Amtrak Thruway Service***

Amtrak provides transfer service via ground transportation (e.g. bus, train, limo or taxi) for the use of Amtrak passengers between certain points not served directly by Amtrak trains. These services are marketed under the name "Amtrak Thruway Service" and are indicated by dashed lines on the maps in. Refer to section, Amtrak Thruway Service, for further details.

Through rail passage fares shown in Amtrak's automated fare system (Arrow) include travel on these services where applicable (accommodation charges apply to point of transfer). Discounted fares, including USA Rail Pass, may be used. (see "Employee Reduced Rates" or Amtrak's Employee fare rules concerning Railroad employee's reduced rates.) Tickets will read via Amtrak.

Note: Refer to "Non-Amtrak Fares" in the Fare Charges and Rules policy for arrangements regarding the sale of bus or other non-Amtrak tickets, to points not served by Amtrak trains or Amtrak Thruway service.

## **Appendix**

### ***Update History***

2018-06-13: Removed reference to old manual tables for routing that are no longer used.

### ***About this Chapter***

<b>Contact(s):</b> Robert Pee	<b>Subject:</b> Routing
<b>Owner Department:</b> Tariff Department	<b>Group:</b> Pricing



2021-02-21

## Reservation and Ticketing

**Chapter Summary:** This chapter contains basic instructions for reserving and ticketing passengers, including making changes to reservations.

For refund policies, see the Refund chapter.

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## Introduction

With few exceptions, Amtrak issues eTickets for travel on Amtrak trains and Thruway services. The eTicket is an electronically stored ticket record that the passenger may print on a home or office printer, obtain at a station ticket office or Quik-Trak kiosk (in which case it will be printed on Arrow ticket stock), or display on his or her smartphone either as an email attachment or through the Amtrak mobile app. This eTicket document or display, which has no value, contains a bar code (or QR code) in which is encoded reservation and ticketing information.

## Definitions

In this document, the following terms have the meanings indicated.

Term	Definition
Arrow	Amtrak's reservation system. The following interface with Arrow: <ul style="list-style-type: none"><li>• Attachmate (green-screen command line interface)</li><li>• Amtrak.com</li><li>• Amtrak mobile app</li><li>• RailRes (menu-driven interface at contact centers)</li><li>• STARS (menu-driven interface at stations)</li><li>• Travel agency and corporate travel arranger systems</li></ul>
Cash drawer	Active financial accounting in Arrow for an ticket or call center agent's tour of duty, allowing credit card charges and refunds, ticket printing, and eTicket PNR modifications. Does not necessarily mean a wooden drawer with money in it.
Conductor	Includes the Conductor and all Assistant Conductors assigned to the train. That is, if a procedure is written "When the conductor has indicated through the Station Sweep entry that the ticket lift out of a particular station is completed," it is to be interpreted as also meaning "When the Conductor and all the Assistant Conductors on the train have indicated through their individual Station Sweep entries that the ticket lift out of a particular station is completed."
Departure, departed	A train or Thruway service has departed when a manual or automated entry (sometimes called an OS entry) has been made in the reservation system showing at what time the train, bus, etc. has departed a station or stop.
e-exchange	When a change is made to an eTicket PNR, the existing eTicket numbers are exchanged within the PNR for new eTicket numbers, and additional money is collected, or leftover money is refunded or turned into an eVoucher. This happens when the changes are end-transacted. There are no physical paper value tickets so there are no paper value tickets being exchanged.
eTicket	The paid-for electronic ticket within a reservation; also, the document containing the scannable bar code that is presented to the conductor.
eTicketing	The process of issuing and processing electronic, rather than paper value, tickets.



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Term	Definition
eTicket eligible train	A train for which all the conductors who work on that train have been issued eTicket Mobile Devices, and trained on their use, and which therefore has been defined in Arrow as an "eTicket eligible train". If all trains in a passenger's PNR are eTicket eligible, eTickets, and not paper value tickets, will be produced.
eTicket eligible Thruway service	A bus, ferry or other service for which one of the two processes below has been established: <ul style="list-style-type: none"><li>• The bus driver or operator has been issued an eTicket Mobile Device, or</li><li>• A process has been established whereby eTickets are automatically lifted and the provider of the Thruway service is compensated for providing transportation to the passenger.</li></ul>
eTicketing Mobile Device (eMD)	<p>The handheld device used by conductors to scan eTickets, check in passengers, and report mechanical problems on the train. Currently this device is an Apple iPhone with specialized software for the eTicketing and mechanical defect reporting processes, inside a docking cradle that incorporates a bar code reader and an additional battery. The device also functions as a cell phone.</p> <p>Before the trip begins, the conductor initializes the device for the train, and all the eTickets for that train are downloaded. As reservations for that train are created, deleted or modified, this information is subsequently downloaded to the device, normally within a few minutes of the creation, cancellation or modification.</p>
eTicket PNR	A PNR that has been paid for and that has eTickets created.
eVoucher	<p>An electronic location or electronic "money bucket" where a passenger's residual money is stored; created when a PNR is cancelled, or modified and the new fares are lower. May contain refundable and/or non-refundable dollars; the dollars in the eVoucher identified as refundable may be refunded; the dollars identified as non-refundable may be applied toward a future trip.</p> <p>eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler</p> <p>If eVoucher(s) was used as the only payment method, then the refunded eVoucher will retain the original eVoucher expiry dates. If the original payment method contains a form of payment other than an eVoucher, then the expiration date of the eVoucher will be one year from eVoucher issuance.</p>



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Term	Definition
Paper value tickets	Paper tickets that have a dollar value – the value is in the ticket itself, not in the eTicket segment.
Print anywhere	Term used to describe the ability of the passenger to print an eTicket document on his or her home or office computer/printer – the eTicket document is also available at ticket offices and Quik-Trak, and can be displayed on a smartphone that can open the email and the embedded eTicket document, or through the Amtrak mobile app.

## eTicketing concepts

### *Advantages to eTicketing*

- Passengers boarding at stations with no Quik-Trak kiosk or ticket office, or a Quik-Trak kiosk or ticket office that is unavailable at departure time, will in most cases not need to worry about how they are going to get their tickets. They do not need to be mailed or printed at another station.
- If the passenger loses the eTicket travel document, he or she can just print another one (or have it reprinted at Quik-Trak or a ticket office). The current Lost Ticket Policy that applies to revenue tickets, requiring the passenger to repurchase those tickets if lost, does not apply to eTickets.
- The need to pay on the train is minimized. The passenger can use a credit card to pay at Amtrak.com, over the phone, at the ticket counter, or at a Quik-Trak kiosk and board the train only minutes later, and the conductor's handheld device will have the reservation and payment information. A passenger riding a train with no reservation can use his or her cell phone to make and pay for the reservation and, once paid, the conductor can find it within a minute after it was made and show the segment as lifted. (The passenger should do so before actually boarding the train.)
- The passenger can change the reservation on Amtrak.com (with certain limitations) or over the phone, then board the train directly without the need to stop by the Quik-Trak kiosk or ticket office to exchange or repurchase tickets.
- Station agents are able to spend more time assisting passengers since fewer paper tickets need to be issued.
- Amtrak ticketing mirrors the ticketing process passengers are used to when they travel on airlines, which almost entirely use an eTicket process that allows passenger self-service and convenience.
- Amtrak receives lift (ridership and revenue) data immediately, rather than waiting for physical tickets to arrive at a central location and then be scanned.
- The cost of the ticket scanning process is significantly reduced.



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## ***eTicketing Mobile Device***

On trains, conductors use an eTicketing Mobile Device (eMD). Before boarding the train, the conductor will identify the train on which it will be used by entering the train number and origin date on the eMD, which will then communicate with Arrow and download the passenger list for that train, which includes:

- Passengers reserved on that train.
- All multiride tickets sold between city pairs served by that train.
- If an unreserved train, all passengers who purchased tickets that day between city pairs served by that train.

The passenger list updates in real time (that is, once the conductor has identified which train and date is being used, the eMD will continually receive, approximately every 20 seconds, new and changed reservations).

The conductor uses the bar code scanner on the eMD to read the passenger's printed eTicket document (or the displayable bar code on the passenger's smartphone), show the passenger as present ("lifted"), and send the lift data back to Arrow, eliminating the need to pouch tickets and send them to a central location for scanning.

## ***eTicket eligible services***

All Amtrak trains, Thruway services, and ticket types are eTicket eligible except the following.

## ***Non-eTicket eligible services***

If even one of these non-eTicket eligible segments is in a PNR, the system will issue paper value tickets for the entire PNR, even for those segments that are otherwise eTicket eligible.

Route or ticket type	Remarks
Thruway train service between Philadelphia and Atlantic City operated by New Jersey Transit	Thruway travel on the NJ Transit Atlantic City Rail Line is not eTicket eligible. If a segment for this service is in a PNR, it will cause the entire PNR to issue paper value tickets. To avoid this, create these segments in a separate PNR, or advise the passenger to buy these unreserved tickets from Amtrak at Philadelphia 30 <sup>th</sup> St. All stations on this route, including Philadelphia, also have NJ Transit ticket vending machines, and there is a NJ Transit ticket office at Atlantic City (this office does NOT issue Amtrak tickets).
USA and California Rail Passes	Both the rail pass and any travel tickets issued with the pass are paper value tickets.
Gift certificates	Gift certificates issued through the Arrow ticketing system are paper value tickets.



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Route or ticket type	Remarks
Open segments in a PNR	An open segment in a PNR will cause the entire PNR to issue paper value tickets. Reason – each train number is identified as being eTicket eligible or not, and there is no train number associated with an open ticket.
MSC-CHG, EXC-VOU, REF-VOU, and similar segments	Any of these segments in a PNR will cause the entire PNR to issue paper value tickets.
Non-Amtrak commuter tickets issued through Arrow	MARC (Maryland Area Rail Commuter trains in the Washington-Baltimore area) and SLE (Shore Line East, New Haven-New London, Connecticut)
Group tickets	These are normally handwritten.
Protected PNR	If a protect code (7TKT) is added to a PNR, this will cause the entire PNR to issue paper value tickets even if the entire PNR would otherwise be eTicket eligible. In most cases adjusting the hold limit would be a better solution; the only possible reason to do this would be for a single-segment reservation for which the passenger's only option is to pay cash to the conductor.

## Reservation process

### *How reservations are made*

Passengers make reservations through Amtrak.com, the Amtrak mobile app, through Julie (the voice response system), by phoning Amtrak at 800-USA-RAIL, by going to a ticket office, by using a Quik-Trak kiosk, or by going to a travel agent or corporate travel arranger.

### Required information

The following information is required in every reservation:

- **Correct passenger names** (full first and last names)
  - Quik-Trak kiosks – walk-up sales will obtain the name from the credit card used to activate the kiosk
- **Contact phone number** – if the passenger has a cell phone, use this as this enables us to contact the passenger while enroute
  - Amtrak.com, mobile app, contact center: A phone number is required.
  - Station ticket office: **A phone number or an e-mail address is required** for all passengers. If a passenger refuses to provide information, please note the reservation.
  - Quik-Trak: Quik-Trak kiosks are unable to obtain a phone number for walk-up sales.
- **Email address**



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- Amtrak.com, mobile app: An email address is required as this is how the eTicket documents are delivered.
- Contact center, station ticket office: **An email address is required**, especially if there are onward or return segments in the PNR. The only exception is if the passenger, having been asked for the email address, states that he or she does not have one (document this in the PNR).
- Quik-Trak: Quik-Trak kiosks are unable to obtain an email address for walk-up sales.

### ***Permanent PNRs***

If the person has an Amtrak Guest Rewards number, he or she has a permanent PNR shell. If you display that shell using the AGR number before you start creating the reservation, you will save time because much of the information needed will already be there.

Display the shell. Then, without ignoring it, book and price the space. A travel PNR will be created from the shell.

### ***Mixed family travel***

If two separate families are traveling together it is best to create two separate PNRs. This simplifies payment and PNR changes.

If the families are mixed together in one PNR it may end up associating children with the wrong parents.

### ***Do not reuse PNRs***

Each time a passenger travels, create a new PNR. If a PNR is reused repeatedly, Arrow may look at travel within the entire PNR and return error messages or otherwise cause ticketing problems if that total travel exceeds fare plan or other time limits.

### ***Hold limits***

When a PNR is created, a hold limit is established that varies but will never be more than seven days from the date it was created. The PNR must be paid for by that date or it will cancel.

Once it is paid for the hold limit changes to the date of departure of the first segment.

As each segment is traveled the hold limit changes to the date of departure of the next segment.

Do not alter hold limits.



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## Pricing

### *Auto pricing*

In most cases reservations are priced by using appropriate passenger types, fare plans, and applicable promotion codes, and the fare is automatically calculated.

### *Manual pricing*

- In the event manual pricing is required, you must include a fare plan and an explanation in the RailRes or STARS manual pricing remarks field that clearly states why you are manually pricing, including how you calculated the fare. Failure to include a fare plan will cause ticket endorsement and refund/exchange problems.
- If this remarks field is not long enough (it allows 63 characters), enter “see ticketing remarks below” and create a ticketing remark with full details of why you are manually pricing. Failure to provide these details may result in audits or other inquiries or even a chargeback to the station, if no one can understand what was done and why.

Examples of correct remarks:

SP PASS RIDER OFF HOME ROAD PDX-SEA

RAIL FARE ONLY, SHARING ROOM WITH PNR 12A34B

### *Paying*

When payment is made for the reservation, Arrow creates an eTicket number for each segment and each passenger and shows it in the reservation. Each eTicket is labeled “EKT”.

5006@ ZIPCODE- 94803

7001@ EKT 2031127614884 SEG #1 IK \$122.00

901@ 510-275-9557-H

In the ticket number, the date (203) and log sine (1127) reflects who/what (person or machine) **took payment** and on what date. It does NOT indicate the date and agent/kiosk that issued an eTicket document.

## Identification

Some tickets are sold at a fare that requires the passenger to prove eligibility for that fare. In all cases the ID must be that of the person. Examples are:

Type of fare	ID required
Senior fare	ID that proves age
Membership discount fare	ID that proves membership in the organization qualifying for the discount
Disabled fare	ID indicating that the person has a qualifying





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	disability such as a transit discount card, Medicare card if under 65, etc. For complete details see the disability chapter.
Mobility impaired fare	See the disability chapter.
Pass rider fare	ID that proves that the person is the one named in the pass file and eligible for the pass fare (driver's license, state ID card, passport – does NOT have to be the pass card). For complete details see the pass policy chapters.
Military fare	Military ID that proves the person is on active duty

## Ticket delivery options

### *Determining ticketing options in the PNR*

#### Viewing the ticketing options

- Any time after a segment is booked, the ticket delivery options may be viewed by making the ticketing option entry in the reservation system.
- When a PNR is end-transacted, the ticket delivery options automatically display, and can be viewed at any time afterward by displaying the PNR then making the ticketing option entry in the reservation system.
- To see the ticketing options, first display the PNR or the booked segments. Then make these entries:
  - RailRes or STARS – ctrl-O (letter O, not zero)

#### How the ticketing options are determined

Arrow determines the ticketing options based on the following:

- Is the entire PNR eTicket eligible
- Is the departure time of the first segment within ticket office hours
- Is the departure time of the first segment within Quik-Trak hours
- If the PNR requires paper value tickets, is there time to mail them

Example:

AP PAYMENT AND TICKETING OPTIONS

EMAIL DELIVERY OF TICKETS

PICKUP TICKETS AT QUIK-TRAK (CC REQUIRED TO ACCESS MACHINE)

PICKUP TICKETS AT TICKET OFFICE

Following this display are the station address, the ticket office and Quik-Trak hours (if any), and the check-in time requirements.



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**If entire PNR is eTicket eligible**

Zero-value eTicket travel documents, and not paper value tickets, are produced from the ticket fields. After reserving the space and paying for the reservation, passengers may obtain these eTicket travel documents by one or more of the following methods:

**If the passenger has an email address**

Amtrak will send an email to the passenger which will contain the eTicket travel document as a .pdf attachment. The passenger may –

- Print the eTicket travel document at home, at work or elsewhere.
- Display the eTicket travel document on a smartphone, tablet or laptop that can open the email and its attachments.
- Go to an Amtrak ticket office and ask to have the eTicket travel document printed.
- Go to a Quik-Trak kiosk, insert a credit card to unlock the device, select “Find my reservation” and print the document at the kiosk. (If the passenger inserts the same credit card that paid for the reservation it will bring that reservation up automatically.)
- Sign into the Amtrak mobile app.

All the above have a bar code or QR code which the conductor can scan with the eMD.

If the passenger does not have access to a printer or smartphone and is not at a location where an eTicket document may be obtained, the passenger may board the train without it and the conductor will find the passenger on the train’s name list that has been downloaded to the eMD.

**If the passenger does not have an email address**

- The passenger must go to a ticket office or Quik-Trak kiosk and have the eTicket travel document printed (see above).
- If the boarding station does not have an open ticket office or a Quik-Trak kiosk, the passenger boards the train reserved and paid for. The conductor looks up the passenger on the eMD and lifts it (this is the least desirable method but can be used if there is no other alternative).
- The passenger cannot use the mobile app because signing into the mobile app requires the passenger to have an account on Amtrak.com, which in turn requires an email address.

eTicket travel documents are not available by mail (USPS or FedEx). Only paper value tickets can be mailed out. Most PNRs that are mailed out include segments for the NJ Transit Atlantic City Rail Line Thruway service or are gift certificates booked through the contact center.

**No paper value ticket option**

Paper value tickets are not available if the PNR is entirely eTicket eligible – the passenger cannot choose between paper value tickets or eTickets.



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**Display eTicket document when boarding**

If a station has gate control (none do, at the time this document has been published), displaying the current eTicket document or smartphone eTicket display may be required before boarding – this is to be sure the passenger is booked on the train being boarded, and is boarding the right train.

**Ticket and fare plan validity**

The validity of a ticket is one year. After that its value cannot be applied toward any other ticket. Cancellation fees may reduce that value.

A fare plan may have a shorter validity period, such as 180 days.

Some fares may have blackout periods, such as, not good on certain dates, between certain times, or on certain holidays. This is based on scheduled departure time. If a train for which such a ticket was sold is running late and will now depart after that blackout time, the ticket is still not good on that train.

Validity periods are printed on eTicket documents and on paper value tickets.

***Printing tickets at a station*****Ticket printer must be assigned**

When opening a cash drawer at a station ticket office, **be sure to assign a ticket printer**. eTicket travel documents print anyway, but if you don't assign a ticket printer, you will not get paper value tickets, refund receipts, credit card signature coupons or receipts, and other similar documents.

**What prints at a station?**

When eTickets from an eTicket eligible PNR are printed at a station, the following comes out of the ticket printer.

In all situations

- The eTicket travel document. One eTicket is issued per passenger and it covers two segments in the PNR if there is more than one segment. (Additional eTicket travel documents if there are more than two segments in the PNR.) This is the only document with a bar code. The conductor scans this.

If the passenger is paying at the station ticket office

- A receipt for the money paid (one per PNR).
- A credit card signature document. Have the passenger sign it and turn it in with your sales report. Not issued if payment made at Quik-Trak.

If the passenger is paying at Quik-Trak



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- A receipt for the money paid, if the passenger selects “Yes” when asked if a receipt is wanted.
- No signature document prints.

### Printing tickets – trains and services not eTicket eligible

Paper value tickets will still be printed. When this occurs an indication appears to the right of each eTicket number that shows who printed the ticket, when, and where.

7002@ TBT 2770752603759 SEG #1 IK	\$10.25	EP8497TBR05OCT0806A
7003@ TBT 2770752603767 SEG #2 IK	\$16.00	EP8497TBR05OCT0806A
7004@ TBT 2770752603775 SEG #3 IK	\$16.00	EP8497TBR05OCT0806A
7005@ TBT 2770752603783 SEG #4 IK	\$10.25	EP8497TBR05OCT0806A

- **Payment** was taken on Julian date 277 (October 4) by agent 0752 (one of the log sines that Amtrak.com uses). The customer booked and paid on Amtrak.com.
- **Paper value tickets** were printed (EP) by agent 8497 at the Riverside contact center TBM office on October 5 at 806a Pacific time. The PNR and the agent’s cash drawer are the only places where ticket printing details are readily available.

### Walk-up sales at Quik-Trak kiosks

Quik-Trak kiosks will issue an eTicket document for the person whose name is on the credit card used for payment. To obtain a ticket for another person at the same or different station:

- Call 800-USA-RAIL to make and pay for a reservation for that person. Payment can be made over the phone and the eTickets printed at the kiosk, or payment can be made at the kiosk.
- Go to a ticket office to make the reservation. eTicket documents will be issued at the ticket office.
- Go to Amtrak.com or the mobile app to make and pay for the reservation.

If the passenger is departing from a different station the eTickets can be reprinted at that station provided ticketing capability exists there.

### If PNR is not eTicket eligible

#### Paper value tickets required

If even one service in the PNR is not eTicket eligible, paper value tickets will be produced for the entire PNR from the ticket fields. In many cases you can avoid this by booking the non-eTicket eligible segments in a separate PNR. See page 7 for details.

Once a PNR is identified as being a paper value ticket PNR, it stays a paper value ticket PNR. The only way to override that is to cancel the PNR and start over.



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**Passenger must have paper value ticket in hand before boarding**

The paper value ticket must be presented to the conductor, who will remove and keep the lift portion. The passenger must have this ticket in hand before boarding the train or Thruway service.

If the passenger is traveling on the New Jersey Transit Atlantic City Rail Line, and does not have a paper value ticket for that Thruway segment, he or she must purchase a ticket from the NJ Transit ticket vending machine (all stations on the route), the Amtrak ticket office in Philadelphia, or the NJ Transit ticket office in Atlantic City.

***How to obtain paper value tickets***

- Go to a ticket office.
- Go to a Quik-Trak kiosk.
- Ask Amtrak to mail the tickets, if there is time. This process is called “ticket by mail” (TBM). Note that some of the above paper value ticket types are not eligible for TBM. See the next section.

**Ticket by mail option**

The TBM process only applies to paper value tickets and is carried out by the TBM desk at the Riverside contact center.

**Which types of tickets can be mailed?**

The TBM desk at the Philadelphia customer care can mail the following.

- Paper value tickets.
- Open tickets (must be booked with a date at least nine days from the day the PNR is being created).
- Group tickets, if the group organizer requests. \*
- Payment coupons, such as for private car moves, if requested.

**Which types of tickets cannot be mailed?**

- eTicket Travel Documents.
- Touring passes and tickets (USA Rail Pass and California Rail Pass). These must be picked up at a station ticket office.
- Any ticket priced with a passenger type, fare plan or discount code that disallows TBM (rule 42 is set to “NO”).

**How tickets may be paid for?**

- The only accepted form of payment is credit card, paid at the time of booking. Normal credit card acceptance policies apply.
- There is no option for paying by check or through an invoice.



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## How tickets are mailed?

- Most tickets are sent through the United States Postal Service as first class mail. There is no additional charge for this method.
- If time is limited or if the passenger requests, the tickets can be sent by Federal Express. There is a charge.
- Tickets are not sent by US Mail if the first boarding station has an open ticket office, even if time would otherwise allow it. The passenger must pay for and accept delivery by Federal Express.

## Time limits for mailing tickets

### *Reservations made 16 or more days prior to departure*

- The tickets will be mailed on the hold limit date shown in the PNR.\*
- The tickets will be sent US Mail, but the passenger may select the Federal Express option at the established charge.

### *Reservations made 9-16 days prior to departure*

- The tickets will be mailed on the hold limit date shown in the PNR.\*
- If the address is within the lower 48 states of the USA, the tickets will be sent US Mail, but the passenger may select the Federal Express option at the established charge.
- If the address is in Alaska, Hawaii or Canada, the tickets will be sent by Federal Express at the established charge.

### *Reservations made 3-8 days prior to departure\*\**

- The tickets will be mailed immediately.
- The tickets will be sent by Federal Express only, at the established charge.

### *Reservations made within three days of departure*

- The tickets cannot be mailed. There is not enough time.

\* If the passenger wants the tickets mailed earlier, queue the completed PNR to TBR/81. The tickets will be mailed the next business day.

\*\* Federal Express shipments are not sent on weekends. If the reservation is booked after noon Pacific time on Thursday through all day Saturday, the first travel date must be at least four days later, not three.

## Where tickets may be mailed

### *Tickets may be mailed to:*

- Addresses in the United States, including Alaska\* and Hawaii
- Addresses in Canada\*
- US Mail only: Post office boxes in the United States and Canada (in French speaking parts of Canada these are identified as "CP" for "Carte Postale"). Federal Express shipments cannot be sent to post office boxes; a street address is required.



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\* Customers who live in remote locations in Alaska and Canada may receive mail only sporadically. Allow plenty of extra time for delivery, over and above the time limits shown in this chapter.

*Tickets may not be mailed to:*

- APO and FPO addresses – these are overseas military addresses (Army Post Office and Fleet Post Office respectively) despite having what appears to be US addresses – delivery to the individual can take months.
- Any address outside the United States and Canada.

### Processing a TBM PNR

Create the PNR normally.

- If the PNR contains space eligible for TBM, the TBM option can be selected in the reservation system.
- There are two address fields. Be accurate, especially with the mailing address, or delivery of the tickets may be seriously delayed.
- **Billing address:** This is completed for every PNR paid with a credit card, whether or not TBM.
- **Mailing address:** This is the address to which the tickets are to be sent. It can be the same or different from the billing address.

Notes:

- USA Zip (postal) codes – Format is nnnnn-xxxx (hyphen in between). Use the entire nine-digit code, that is, 94116-1343 and not 94116. This will normally speed up delivery by at least a day and will minimize address errors as it sorts the mail down to one side of a block. If the passenger claims “I don’t know it”, it’s on every utility and credit card bill he or she receives.
- Canada postal codes – Format is ana nan (space in between). All six characters are required. Example: H3B 4G1. The letters D, F, I, O, Q and U are not used. W and Z are not used in the first position. Put “Canada” after the postal code.
- If sending to a non-residence address such as an office or a dormitory, include additional information on the second address line: apartment number, room number, suite number, etc.

### Select the delivery method

- If both US Mail and Federal Express delivery options are available, select the method desired by the passenger. The default is US Mail.
- If only the Federal Express delivery option is available, the US Mail delivery option cannot be selected.
- If the PNR is not eligible for TBM or if neither option is available due to the travel date being too close, neither option can be selected.



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### **Federal Express options**

- The passenger can choose to have the requirement for a delivery signature waived. The envelope will then be left at the passenger's address. The passenger assumes liability for the delivery. Signature waiver is not available for shipments to Canada.
- If the passenger changes his or her mind about signature waiver, refer the matter to the Riverside support desk, which may be able to change the delivery option if the envelope has not yet been picked up, or make other arrangements with Federal Express if it has.
- If the passenger now wants to change the delivery address, there is a charge for this if the envelope has already been picked up by Federal Express.

### **Changing the PNR after the tickets have been mailed**

- The paper value tickets must be turned in for exchange if any change is made to the reservation. Unlike an eTicket PNR, the value is in the paper tickets themselves, not in the reservation.
- In order to carry out the change the 7TBM field (usually the 702@ field) needs to be deleted from the PNR, so that the PNR is no longer a TBM PNR.

### **Refunding TBM tickets**

- TBM tickets are refunded the same as all other paper value tickets.
- The paper value tickets must be turned in for refund, either to a ticket office or to Amtrak Refunds in Philadelphia.
- Cancelling the reservation will not give a refund unless the tickets are returned.
- All normal refund and cancellation rules apply.

### **Lost TBM tickets, or TBM tickets not received**

- Instructions are in the Lost Ticket chapter.
- This applies to lost, stolen, forgotten, or destroyed tickets, as well as to tickets that were mailed to the passenger but never received.
- If the tickets are not deliverable the return address is the Amtrak refund office in Philadelphia. Contact that office to see if the tickets were returned there.

### **Handwritten tickets**

This process is very rare and would only be done if there were a complete collapse of the Arrow reservation and ticketing system.

Complete all boxes on the ticket. Press hard to make sure your writing goes through to all copies.

For more information see the Arrow Outages at Stations chapter.

## **Boarding trains with eTicket documents**

Passengers will board the train with –





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- A printed eTicket travel document that they printed themselves at home, work or elsewhere;
- A printed eTicket travel document on Arrow ticket stock obtained from a ticket agent or Quik-Trak kiosk,
- An eTicket sent to the passenger's smartphone as a .pdf attachment to an e-mail, or which is on the Amtrak mobile app, which contains a displayable barcode that the eMD can scan, or
- Nothing. The passenger will give his or her name to the conductor and show ID. This is discouraged as it takes more time for the conductor to scroll through the name list on the eMD and find the passenger and slows the ticket lift process. However, this may be done if it is the passenger's only option,

### ***Boarding with no or wrong document***

Amtrak currently does not inspect tickets at stations when passengers board trains. However, if this practice resumes in the future, boarding the train with no document (printed or smartphone display) or a document showing an outdated itinerary may cause difficulties at those stations where ushers inspect the documents of passengers before they board to make sure they have reservations for the train being boarded, and are actually boarding the right train. Passengers without eTicket documents or documents showing some other train (even if the reservation has been changed to the train being boarded) could be asked to go to the ticket office or a Quik-Trak kiosk to obtain updated documents; this will cause inconvenience by delaying the passenger and may result in a last-minute passenger missing his or her train.

### ***Passenger is on the wrong train***

If a passenger boards the wrong train (that is, any train for which he or she does not have a reservation and a ticket), and the passenger calls Amtrak at 800-USA-RAIL to be added to that train -

- If the train is not sold out, rebook the passenger onto the train which he or she is riding, and collect any fare difference from the passenger. (There will usually be a fare difference and if so the passenger must pay it.)
- If the train is sold out, refer the passenger to the conductor.

If the conductor calls, also carry out the above procedure. If the train is sold out, transfer the call to the support desk. Ask to speak with the passenger in order to collect any fare difference.

### ***Ticket lift process***

The lift of eTickets, using the conductor's handheld eTicketing Mobile Device (eMD) or some other process, is how the passenger is shown as a rider, the revenue is recognized, and the eTicket is rendered invalid for further use, exchange or refund.

The following describes how tickets are lifted on trains.



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**All trains except Auto Train**

This includes the VIA Rail Canada portion of the Maple Leaf train, 7097/7098.

***eTicketing Mobile Device***

The conductors on eTicket eligible trains will use the eMD to lift the eTickets of passengers by scanning the bar codes or QR codes. The eMD has specialized software installed for this process. Before boarding the train, the conductor downloads from Arrow the passenger name list for that train, which consists of (1) all passengers actually boarding that train (for unreserved trains, all passengers for any train on the route that day) and (2) all passengers who have multiride tickets on that route. This list is updated every 20 seconds or so as additional passengers make or change reservations.

**Conductor scans eTicket travel document**

The passenger will present his or her eTicket document to the conductor. The conductor will scan the bar code on it with the eMD. This will constitute a ticket "lift" and that fact will be reported to Arrow in real time; the segment in the passenger's PNR will update to "lifted" status within a minute thereafter, and he or she will be counted as a rider on the train. The conductor will not take the eTicket document from the passenger as it is good for the passenger's entire itinerary, not just the train upon which the passenger is riding at the moment. The process for a passenger who still has a paper value ticket will be added later.

**Passenger has eTicket but no document**

If the passenger has no document but can prove identity, the conductor will scroll through the name list on the eMD until finding the passenger, then will select that name and carry out the lift. We strongly prefer that passengers have eTicket documents, however, as this makes the process faster and also provides the passenger with itinerary and travel information. If the passenger has made a last-minute reservation, has no personal printing capability, and is boarding at an unstaffed station, this will still allow the conductor to process the lift.

**Passenger has no eTicket**

If the passenger boards the train but is not on the list contained within the eMD, the conductor can use an entry called "Honored Not Found" to record the passenger's information, show the passenger as a rider on the train, and, as appropriate, collect a fare. If the passenger has not yet made a reservation, or the reservation is for the wrong train, the conductor will normally ask the passenger to use his or her cell phone to call Amtrak at 800-USA-RAIL to make and pay for a reservation, or change the reservation; when this is done the conductor's eMD will update within a minute, and the passenger will then be on the list in the eMD for that train and the conductor can lift the eTicket.

**Unreserved trains – using the eTicket**

Passengers with eTickets for unreserved trains (such as the Capitol Corridor) may use them on any unreserved train between that city pair. There is no such thing as being a "no-show" for an



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unreserved train, and all the unreserved tickets (for some period in the future) will download to the eMD and be available for lifting.

### **Unreserved trains – refunding the eTicket**

If the passenger wants a refund of the unreserved eTicket, note that the dollars in it will not move to an eVoucher. You will have to find the actual eTicket number in order to refund it.

#### ***In the station***

You need to be able to find the eTicket number, which means you need to be able to display the PNR that created the eTicket. The PNR number is on the eTicket document, but not the ticket number. If you cannot obtain the ticket number because you cannot display the PNR, you will have to refer the passenger to Amtrak Refunds in Philadelphia.

#### ***Amtrak Refunds***

Amtrak Refunds needs at least one of the following pieces of information.

- Credit card used to pay for the ticket (this is best)
- PNR number
- Passenger name

If none of these are known or available (passenger paid cash, eTicket document lost, PNR was created under a generic name, etc.), it will be difficult or impossible to locate the ticket number and process the refund.

#### **Lift process – paper value tickets**

Conductors, Thruway bus drivers, etc. will continue to lift revenue paper tickets from passengers and have them sent to Philadelphia for processing (or, for non-dedicated Thruway operators, turn them in for payment using established procedures). “No show” passengers who have not had paper value tickets issued will have their reservations cancelled when the OS entry is made departing the train from their boarding stations, as is done today.

#### ***Lift process – Auto Train***

##### ***At the ticket counter, not on the train***

Auto Train is unique in that all passengers are boarding at one origin for one destination, and because all passengers check in at the ticket counter to obtain dinner reservations and other services. Because of this, tickets are not lifted on the train. Instead, the ticket agent electronically checks in the eTickets for the train the passenger is boarding and can make changes to the reservation (such as upgrading to sleeper) before doing so.



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After a passenger has been checked in, the PNR is locked and cannot be modified by anyone unless the Auto Train ticket agent un-checks in the passenger first.

After the train departs, and when the "OS" departure entry has been made, the eTickets of all the checked-in passengers are lifted 3 hours after departure and counted as riders, and the PNRs of passengers who have not checked in are cancelled as no-shows. The eTickets of lifted passengers for that train become non-modifiable and non-refundable, as they have been used. Future segments in the PNR that have not been checked in, if any, may be modified.

If for some rare reason the PNR is not eTicket eligible, paper value tickets will be produced. The Auto Train agent will take up the lift portion of such tickets and forward them to Philadelphia for processing in the train earnings pouch. The most common reason why an Auto Train PNR would not be eTicket eligible would be due to an open segment for sleeping car space being created in the PNR (for mixed revenue passenger/pass rider travel or because the passengers want to pay separately). This can be avoided by creating the open segment in a separate PNR.

### Check-in process

Auto Train staff know which passengers have paid, and will accept their cars upon arrival, even if the passengers do not have a paper document. The passenger gives the car to the Auto Train staff then goes inside the station to check in.

If the passenger has not paid for the reservation the Auto Train staff will know that also. The passenger will be directed to leave the vehicle in a designated area, then go inside to pay, after which the passenger returns to his or her vehicle and gives it to the staff for loading onto the train.

### ALPHABETICAL NAME LIST TRAIN 53/28NOV

#### COACH-BLUE/ACCOM-WHITE/VEH-BLUE

NAME	PNR#	CAR#	RBD	RM/SEAT	PHONE NUMBER	IND	BRD	OFF	SEG
PIVAWER/TANIA	7AB58A	5345	EC	7	917-684-2568	C	E	LOR SFA	4
POMERANTZ/PHYLLIS	8863AF	JY			301-438-3196	H	E	LOR SFA	3
PRATER/ROBERT	5B8F28	YB			267-236-4440	C	C	LOR SFA	7
PREISER/GARY	60736F	5344	ED	12	NONE		E	LOR SFA	3
PREISER/LYNDA	60736F	5344	ED	12	607-865-5021	C	E	LOR SFA	3
PROSSNER/ROSS	4652B2	5346	EA	6	315-439-0323	C	E	LOR SFA	1
RANSLEY/NANCY	4CDC8E	5342	HA	H	NONE		E	LOR SFA	4
RANSLEY/RICHARD	4CDC8E	5342	HA	H	315-576-3469	C	E	LOR SFA	4
RASMUSSEN/MABEL	2CAFBA	LG			407-840-4548	C	E	LOR SFA	3
REED/SUSAN	3DE6BD	5340	DC	K	804-357-0098	C	E	LOR SFA	4
REEVES/WALTER	872263	YG			339-368-1210	C		LOR SFA	1
REILLY/CYNTHIA	56DB77	YF			813-531-4785	C	E	LOR SFA	1
RENEE MCINTOSH/SH#	7F2C1D	5345	DC	B	NONE		E	LOR SFA	1

IND column:



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E = eTicketed, not yet checked in  
C = checked in at the ticket counter  
Blank = Hasn't paid yet

When the passenger arrives at the Auto Train ticket counter, the agent will display the PNR and put the travel segments for that day into checked-in status. The passenger need only present acceptable identification to the agent.

If there are return segments in the Auto Train PNR, they will not be lifted. The hold limit in the PNR will change to the departure date of the return segments. Space associated with these eTickets will be protected until the passenger's next departure date. On the return trip, the passenger will simply go through the eCheck-in process again.

After the train departs, the status of all checked-in eTickets automatically changes to "lifted" (used) and the ticket data is electronically passed into the Train Earnings system.

Seating and meal assignments will continue to be handled manually.

### ***Upgrade process before checking in***

If the passenger wants to upgrade at the station, the agent will change the PNR and collect any fare difference, then check in the passenger.

The passenger may of course upgrade earlier through the contact center, Amtrak.com, etc., the same as with any other reservation. Some PNRs paid with travel agency credit cards can only be reticketed at the station, however.

### **Changes after checking in**

Sometimes a passenger checks in at the Auto Train station and only then decides to change the reservation.

To do so the agent at the station needs to un-check in the affected segment, make the change, collect any difference in fare, then check in the segment again.

No change can be made to the reservation once the checked-in segment has been changed to lifted.

### **Amtrak Guest Rewards credit**

Passengers who did not include their Amtrak Guest Rewards membership numbers in the Auto Train PNR when it was first created may add this information, and receive travel credit, until the time that the checked-in eTicket PNRs go through the lift process after the train departs.



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After the lift is done, the member will have to call Amtrak Guest Rewards in order to arrange for retroactive trip credit. They will not be able to do so by filling out the retroactive travel credit form on the Amtrak Guest Rewards web site.

### ***Lift process – Amtrak Thruway services***

#### **Dedicated-charter Thruway services (3000-6999)**

The drivers have eMDs and lift tickets in the same way that train conductors do.

#### **Coordinated/interline Thruway services (7000-8999)**

*All Thruway bus, train and ferry services except the New Jersey Transit Atlantic City Rail Line and the Maple Leaf*

eTickets are created but the drivers do not have eMDs. Instead, a manifest is created for each service and a list of passengers is sent to the Thruway provider. An automatic lift is carried out. Passengers should bring some evidence of having an eTicket for the service – a printout from home, a smartphone display, etc. – to show to the driver as confirmation.

If the passenger will not travel on the Thruway service, he or she must call Amtrak to cancel it before it departs to avoid having that segment automatically lifted and the fare retained.

#### **New Jersey Transit Atlantic City Rail Line (7800 series)**

Reservations that include travel on the New Jersey Transit Atlantic City Rail Line (7800 series) produce paper value tickets. The passenger must have a physical ticket in hand and present it to the conductor who will take up the lift portion. It is best to reserve this travel in a separate PNR to avoid the Amtrak segments of the PNR from also producing paper value tickets.

NJ Transit services are unreserved, and tickets may also be purchased at the Amtrak ticket office in Philadelphia, the NJ Transit ticket office in Atlantic City, or from NJ Transit ticket vending machines at all stations on the Atlantic City Rail Line (including Philadelphia 30 St).

#### **Maple Leaf (trains 7097/7098)**

The VIA Rail Canada train managers have eMDs and lift tickets in the same way that Amtrak conductors do.

### ***No show process***

A passenger is a “no show” if he or she fails to cancel a segment before that train departs and a conductor has lifted 94% of tickets scheduled to be on board.

No show processing is carried out as follows.



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**Reservation has not been paid or ticketed**

The entire PNR cancels when the train has departed.

**Reservation has been paid and eTickets issued**

- **Two hours** after departure, the segment for which the passenger no-showed, and all subsequent segments, cancel. The money remains in the eTickets and can be retrieved. Exceptions:
  - If force lift occurs, the segment is force checked in, and remaining segments are unaffected.
  - If the passenger had sleeping car space, the PNR does not cancel but is queued to the contact center, which will attempt to contact the passenger.
- **Twelve hours** after departure, the money paid for the logical trip containing the no-show segment is forfeited. The remaining money, if any, goes into an eVoucher. A fee may reduce the value of the eVoucher below that of the fare paid.

**No-show due to conductor lift failure**

If the passenger actually did travel and the no-show processing was due to a failure of the conductor to lift the ticket (or a failure with the ticket lift system), rebuild the segment (if it has cancelled), price it at the fare originally ticketed, and phone the contact center support desk or the Customer Service Desk at CNOC to have the ticket reissued and lifted.

The support desk can carry out this process as follows.

- If the segment is in checked-in status (\*C), that segment can be un-checked-in then cancelled and refunded or turned into an eVoucher (subject to refund policies). The process for un-checking in a passenger is:
  1. Display the passenger's PNR
  2. Go to the Arrow Action Code line (alt-F, C)
  3. Make this entry: CIXn, where
    - CI - check in action code
    - X - cancel
    - n - segment number. 1 = Segment 1. 1-3 = Segments 1 through 3. 1/3 = Segments 1 and 3 (not 2).

**Example:** CIX3 – un-checks-in segment 3.

Note: STARS terminals at Auto Train stations have this on the STARS menu. F12, Option 6 (Ticket PNR, Auto Train).

- And the segment is in lift status (\*L), this cannot be undone at a station; the eTicket was lifted. Refer the matter to the support desk at the contact center. A refund or adjustment can only be processed by Amtrak Refunds in Philadelphia; refer the matter there.



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**No-show forfeiture or fee exceptions**

If the no-show processing was due to one of the following:

- Service disruption, as defined in the Service Disruption – Fare Protection chapter;
- Passenger hardship, as defined in the Passenger Hardship Exceptions chapter;
- Missed connection, and a new connection was not booked before the original connection departed;

Exceptions can be made to the fee or forfeiture policy.

- If the money is still in the eTicket segments, it can be used or refunded. An override may be necessary.
- If the money has been forfeited, refer the matter to the support desk at the contact center.

**If the customer no showed and did not travel:**

Remind the customer to always contact us as soon as his/her travel plans change.

*If an eVoucher has not been created –*

Offer to book a new itinerary or process a refund, if the fare rules allow a refund (primarily full-fare flexible tickets).

*If an eVoucher has been created –*

Provide the customer with the eVoucher number, and offer to book a new itinerary. If the customer requests a refund refer him or her to the refund desk at the contact center. If eVoucher(s) was used as the only payment method, then the refunded eVoucher will retain the original eVoucher expiry dates. If the original payment method contains a form of payment other than an eVoucher, then the expiration date of the eVoucher will be one year from eVoucher issuance.

**If the customer was on the train and traveled:**

*If an eVoucher has not been created –*

Rebook and re-price the canceled segments and contact the Customer Support Desk (CSD). A CSD agent will lift the traveled segment(s). Please **do not** give the customer the number or the phone to talk to the CSD agent.

*If an eVoucher has been created –*

Rebook any *future* segments that were canceled, apply the eVoucher and contact the CSD. A CSD agent will lift the traveled segment(s). eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler

**Customer Service Desk phone number -**

- Customer Support Desk CNOC – 302-683-2299.





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- DO NOT give this phone number to customers or hand the phone to the customer to talk with the Customer Support Desk agent.

### PNR display when no show processing occurs

```
*** ETICKET NO-SHOW PROCESSED PNR ***
*** ELECTRONIC TICKET ***      EMAIL TO SENT 25FEB ***
531162      RR HL NONE      CTC-P      88.00/
-013 OUTERBRIDGE/LINEA MRS
NO ACTIVE ITINERARY
3013 T SEG # 1 BASIS 1F
* DCF1 RAIL FARE 88.00
1013 IK*****0002-08/13
* LATOSHA B PITTMAN
50023 EMAIL -
      I-TOSH.BATTLEP@GMAIL.COM
50043 NOTIFY - S 01 HOUR 00 MINS
50063 BILLING- LATOSHA B PITTMAN
      4021 ROTHFIELD LANE
      RALEIGH, NC, 27616
50013 REMARK-
      IPADDRESS/75.200.206.117, 69.31.132.226, 172.29.120.254
50033 CREATED BY INTERNET
50073 ZIPCODE- 27616
70023 EXT 0568104121575 SEG #1 IK 888.00
9013 919-747-7905-C
```

eTickets are canceled as a result of No-Show

EN0311ETK12MAR0103P

### Force lift process

“Force lift” is the process by which an eTicket is lifted even if it has not been scanned by a conductor or, at Auto Train, checked in by the agent. The purpose of force lift is to protect revenue and to prevent the eTicket from being exchanged or refunded.

Force lift is carried out when the eTicket was not lifted on the train or Thruway service, and one or more of the following situations have occurred.

- The conductor has not scanned/lifted a certain percentage of tickets within a defined time after train departure. This percentage can be adjusted and is often set to 100% during busy holiday periods. In some cases this could be caused by problems with the ticket lift system.
- The passenger printed his or her eTicket travel document at the boarding station within four hours of departure.
- A following segment in the same logical trip has been lifted.
- On Thruway services, 12 hours have passed since the service was reported as having departed the passenger’s boarding stop.
- A lift can also be forced by an entry made by someone at CNOC or elsewhere.

The process occurs in two phases.

- **Two hours** after the train has departed a station (actual – not scheduled – departure time), Arrow will do one of two things.



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- For eTickets not subject to force lift, it will cancel the reservation. The dollars in the tickets remain usable.
- For eTickets subject to force lift, it will do a forced check-in (\*C), even if their eTickets have not been scanned.

The passenger will be notified by email that there is a problem with his or her reservation and to phone 800-USA-RAIL to resolve the matter.

- **Twelve hours** after the train has departed a station:
  - The dollars in the eTickets of passengers whose reservations were cancelled are forfeited and can no longer be used for any purpose.
  - The eTickets of all passengers who were force checked in as indicated above will change from “checked-in” (\*C) status to “lifted” (\*L) status.

**A passenger who is affected by the above process, but who states that he or she did not travel on a train, will be considered a “no-show” passenger for that train.** The cancellation, or the force check-in/lift process, does not occur until after the train has departed. Had the passenger contacted Amtrak before departure and changed the reservation, he or she would no longer have been booked on that train and there would have been no segment in the PNR that would have had the force lift process applied to it.

You may accept the passenger’s word that he or she did not travel (unless it is obvious that he or she did, such as you see the passenger stepping off the train in question at your station then coming to the ticket counter for a refund). However, the issue remains that the passenger did not cancel before train departure.

## Changing reservations

Fees and different fares may apply when changing reservations. The new travel will be priced at the fare in effect at the time the change is made.

For exceptions when the change is being made by Amtrak and not the passenger (service disruption, schedule change, etc.), or is caused by a passenger hardship, refer to the following documents:

- Service Disruption – Fare Protection
- Passenger Hardship Exception

## ***eTicketed reservations***

A PNR that has been paid for and that has had eTickets created can be changed by the passenger or by Amtrak (schedule change, equipment substitution, train cancellation, etc.). If booked initially on Amtrak.com, the passenger can change the PNR on Amtrak.com; otherwise, the passenger calls 800-USA-RAIL (which can be done in all cases) or goes to a ticket office. In most cases the PNR change will result in a different fare.



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With eTickets there are financial processes that are carried out when this occurs. Therefore, if there are eTicket numbers in the PNR, the person changing the PNR in Arrow must have a cash drawer open.

Arrow automatically opens a cash drawer for a call center agent whenever the first financial transaction – charging a credit card, modifying an eTicket reservation, etc. – is done; the agent doesn't have to take any action. Station ticket agents purposely open a cash drawer when they begin work for the day. Other Arrow users either have to open a cash drawer or have a call center agent make the change. Users with certain duty codes may not require a cash drawer open.

### **New fare is the same and no fees apply (even exchange)**

Arrow will “e-exchange” the eTicket numbers in the PNR and issue new eTicket numbers. The old eTicket numbers will disappear and new eTicket numbers will be created. The Julian date portion of the eTicket number will be the date the exchange is carried out, and the agent log sine portion of the number will be that of the human agent or system that carried out the exchange. No money will be collected or refunded as the fare has not changed.

### **New fare is higher, fees apply, or both**

Arrow will ask for additional payment.

- Amtrak.com: The passenger will re-enter credit card information. It must be the same card as that used for the original purchase. If the same card cannot be used, see the paragraph below.
- Contact center: The contact center agent will be taken to a screen where the CVV number (“verification” number) must be entered. The same card used for the initial purchase must be used again; there is currently no option to use a different card. (If a different card must be used, refund the original eTickets or send the value to an eVoucher, then change the reservation, and recharge the different card for the entire amount, or the amount less the eVoucher.) The original eTickets will be “e-exchanged” for new eTickets.
- Ticket office: The agent will be taken to the PNR payment screen where the desired form of payment can be entered. Upon doing so, the original eTickets will be “e-exchanged” for new eTickets, then a new eTicket document will be printed on Arrow ticket stock. A receipt will be issued for the transaction, also on Arrow ticket stock.
- Quik-Trak: In some cases the kiosk can collect the additional fare, but in other cases the passenger will be directed to the ticket office. If there is no ticket office or the ticket office is closed, the passenger will need to make and pay for a new booking and arrange for refund of the former booking later.

If the additional fare cannot be immediately collected (Amtrak-initiated schedule or service change where the person processing this is not talking with the passenger), passenger wants to pay the difference by a form of payment other than the initial credit card used, etc.), this



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additional fare can only be paid at a ticket office. The PNR must be changed by a call center or ticket agent (not at Amtrak.com). The eTicket PNR will be marked to require collection of this additional amount before the exchange can be finalized. The process for the ticket office is the same as shown above.

Note for segments conjunctively priced (one 3-field for more than one segment): If a change is made to any one segment, Arrow will “e-exchange” **all** the eTickets conjunctively priced, even for those segments that did **not** change. This may cause difficulty if the “e-exchange” is done after any advance booking deadline that may apply; manual pricing may be needed.

### **New fare is lower**

This applies when the reservation change results in a lower fare, even after any fees are applied.

### **Stations**

Upon end-transaction, four things will happen:

1. The original eTickets will be “e-exchanged” for new eTickets.
2. An eVoucher will be created for the remaining amount, less any cancellation fees that may apply.
3. A receipt for the eVoucher will be issued from the ticket printer. This receipt has no value, it is only a record of the eVoucher creation.
4. The passenger will be sent an e-mail notification of the eVoucher.

At this point, the passenger has choices with what to **do** with this eVoucher that was automatically created.

1. If all the dollars in the eVoucher are refundable, they can be refunded back to the passenger in a manner that is based on how the reservation was paid for. **This refund must be made immediately by the same agent, in the same cash drawer, and on the same day;** otherwise, it will have to be processed by Amtrak Refunds in Philadelphia.
2. If all of the dollars in the eVoucher are not refundable – or if the passenger wants a “store credit” instead of a refund – they can be left in the eVoucher. The passenger can use the eVoucher later toward future travel. The agent simply presses “escape” to move away from the refund screen and hands the already-printed eVoucher receipt to the passenger.
3. If some of the dollars in the eVoucher are refundable and some are not, the agent has the option of refunding what is refundable. Upon completion of this refund transaction, two items will be issued by the Arrow ticket printer:
  - A receipt for the refund, and
  - A new eVoucher for the remaining amount that was not refunded. (A new e-mail notification will be sent also.)



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Note: If some of the dollars are **forfeited**, that is, not valid for refund **or** exchange – such as for a sleeper not cancelled before train departure – they will not go into the eVoucher at all, but will show on your summary screen as forfeited money.

If eVoucher(s) was used as the only payment method, then the refunded eVoucher will retain the original eVoucher expiry dates. If the original payment method contains a form of payment other than an eVoucher, then the expiration date of the eVoucher will be one year from eVoucher issuance.

### **Contact centers**

Upon end-transaction, four things will happen:

1. The original eTickets will be “e-exchanged” for new eTickets.
2. An electronic voucher (“eVoucher”) will be created for the remaining amount, less any cancellation fees that may apply.
  - If the form of payment of the PNR was credit card, you will be taken to the refund screen (no choice). Refund the money to the card. No eVoucher will be created for call center cancellations if the entire amount of the PNR is refundable.
  - If the form of payment of the PNR was anything else, or if some or all of the money is not refundable but exchangeable, an eVoucher will be created.
3. The passenger will be sent an e-mail notification of the eVoucher.
4. Once an eVoucher is created, the passenger has choices with what to **do** with the dollars in the eVoucher.
  - If all the dollars in the eVoucher are refundable, they can be refunded back to the credit card that paid for the initial travel. If paid by cash, a ticket office (not the call center) can make the refund, or Amtrak Refunds in Philadelphia can send a refund check.
  - If some or all of the dollars in the eVoucher are not refundable – or if the passenger wants a “store credit” instead of a refund – they can be left in the eVoucher. The passenger can use them later for future travel. eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler.
  - Station ticket offices can print an eVoucher receipt and give it to the passenger, and call centers can have an e-mail record of the eVoucher sent, both as a record that an eVoucher exists. However, **this receipt or e-mail is not a value “exchange voucher”** and is not necessary to present in order to redeem the eVoucher. Procedures for issuing and redeeming eVouchers are shown later in this document.

Note: If some of the dollars are **forfeited**, that is, not valid for refund **or** exchange – such as for a sleeper not cancelled before train departure – they will not go into the eVoucher at all, but will show on your summary screen as forfeited money.



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Contact center agents: You may be modifying a reservation paid by cash and an eVoucher has been created, but the customer wants a cash refund. **DO NOT send customers with these eVouchers to stations to get a cash refund.** The station agent cannot refund it because he or she did not create it. Refer the matter to the refund research desk at your contact center.

Passenger is due money or a credit back: new fare is lower, or PNR is cancelled entirely

Upon end-transaction, three things will happen:

1. The original eTickets will be “e-exchanged” for new eTickets (unless the entire PNR is being cancelled with no new space booked).
2. An electronic voucher (“eVoucher”) will be created for the remaining amount – visualize the leftover dollars being thrown into a “money bucket”, then –
3. The agent (and of course the passenger) have choices with what to **do** with the dollars in the eVoucher (the contents of the “money bucket”).
  - The agent’s screen will break down the transaction. It will show, as applicable to the particular transaction, the amount used for the new eTickets, the amount available for refund, the amount not refundable but available only as a “store credit” toward future travel, and any fees, forfeited amounts, etc. Categories that don’t apply may not appear or may appear with zero amounts.
  - Amounts identified as refundable can be refunded back to the credit card that paid for the initial travel, or, if paid by cash (stations only), in the form of cash at the station. If the PNR change is made at a call center, and the form of payment is a credit card, the refund will go back to the card; if the form of payment is anything else, an eVoucher will be created and the passenger will have to go to a station or contact Amtrak Refunds to obtain any refund due.
    - i. If eVoucher(s) was used as the only payment method, then the refunded eVoucher will retain the original eVoucher expiry dates. If the original payment method contains a form of payment other than an eVoucher, then the expiration date of the eVoucher will be one year from eVoucher issuance.
  - Amounts identified as non-refundable but not forfeited entirely will appear as eVoucher amounts. The passenger can use that eVoucher later, initially at a ticket office only, to pay in part or in full for future travel.
  - Initially, refund fees will not apply to PNRs for which paper value tickets have not been printed. The call center agent will not have an option to create an eVoucher for refundable amounts, only to process the refund.
  - In the future, after Amtrak.com has been enhanced to give the passenger a choice between a refund with a fee and an eVoucher with no fee, and when refund fees begin to apply to PNRs for which paper value tickets have not been printed, and when part or all of the money is refundable but with a 10% refund fee, the passenger may choose to have that refundable money in the form of an eVoucher instead, to avoid the refund fee (click here for more information about the refund fee). This refundable amount will **remain** refundable (unlike with the paper Exchange Voucher) and if the passenger



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comes back later seeking a refund, the eVoucher will know what amounts are refundable and what are not, and will process the refund the same as if it had been done initially.

- At stations, an eVoucher receipt will be printed and may be given to the passenger as a record that an eVoucher exists, **but this receipt is not a paper value “exchange voucher”**, is not necessary to present in order to redeem the eVoucher, and the passenger does not lose the credit if the eVoucher paper document is lost. Passengers who make changes over the phone or through Amtrak.com may receive an e-mail version of this receipt, if they have e-mail. Procedures for issuing and redeeming eVouchers are shown later in this document.
- If a refund is given, a refund receipt will also be printed, and is to be signed by the passenger as an acknowledgement of the refund.

Note: If some of the dollars are **forfeited**, that is, not valid for refund **or** exchange – such as for a sleeper not cancelled before train departure – they will not go into the eVoucher “money bucket” at all, but will show on your summary screen as forfeited money.

#### *Redeeming eVouchers*

The eVoucher **receipt is not a paper value “exchange voucher”** and it is not necessary to present it in order to redeem the eVoucher. If the passenger loses it, he or she has not lost the dollars in the eVoucher. Procedures for redeeming eVouchers are shown later in this document.

#### **Pass rider tickets**

Pass rider tickets cannot be exchanged. To make changes you must:

- Cancel the space not wanted.
- Reverse the eTickets. An eVoucher may be created.
- Book new space and reissue new tickets. Any eVoucher created from reversing the original tickets may be applied toward the new tickets.

Reason: Arrow can’t both internally exchange the tickets and use a pass as a form of payment.

#### **Paper value ticket reservations**

No cash drawer is needed to modify the reservation, and paper ticket exchanges and refunds must take place at a ticket counter. The paper ticket has value and must be submitted.

- If the new fare is higher the ticket agent will collect the difference by any acceptable form of payment – cash, credit card, Transportation Certificate, paper exchange voucher, etc.
- If the new fare is lower the system will create an eVoucher for the difference, and send an e-mail notification. The ticket agent can process an immediate refund, if there are refundable amounts in the eVoucher, or simply hand the eVoucher receipt to the passenger.



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### Passenger wants to board at a different station

Situation: The passenger realizes, after booking, that a nearby station on the same route is more convenient.

- If the passenger is shortening the trip by boarding later, the passenger may go into no-show status if he or she does not board at the original station. The PNR needs to be changed.
- If the passenger is shortening the trip by getting off earlier, you may either:
  - Change the PNR, subject to normal fees and fare changes, or, if this will incur additional cost.
  - Do not change the PNR. Tell the passenger to inform the conductor where he or she will be detraining. No refund is given.
- If the passenger is lengthening the trip, you may either:
  - Sell a separate ticket for the additional travel, or
  - Modify the reservation, subject to normal fees and fare changes.

### Passenger leaving train enroute

Situation	Policy
Passenger has been forcibly removed from train due to misbehavior	No refund or adjustment is given.
Passenger leaves train voluntarily	No refund or adjustment is given.
Passenger leaves train due to illness or other personal emergency	See the Passenger Hardship Exceptions chapter.
Passenger leaves train due to a service disruption	See the Service Disruption – Fare Protection chapter.

## Name changes

### *Before payment and ticketing*

Name changes may be made.

### *After payment and ticketing*

Amtrak does not allow name changes on reservations once payment has been made. It does not matter whether or not any ticket or document has been printed, nor does it matter if the entity that made the reservation is a corporate travel arranger or a travel agency. The reason is to prohibit fraudulent transactions involving name changes that have caused financial loss to Amtrak.

When a passenger will not travel, he or she must cancel the reservation\* and refund the tickets or send the money to an eVoucher, following normal refund and eVoucher policies (fees,





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cancellation penalties, etc.). A new reservation must then be created in the name of the new passenger traveling and at the fares in effect at the time that this new reservation is made, and a new payment is required (eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler).

\* If the train is sold out of that accommodation type, and there is a danger that it cannot be rebooked if it were cancelled, reverse the eTickets, reprice the PNR, change the name, and reticket the space.

The following are the only exceptions that allow a name change:

- Correcting a name that is misspelled. Proof of the correct spelling of the name must be provided.
- Substituting actual passenger names to a reservation originally booked at Quik-Trak – the kiosk inserts the name on the credit card to all passengers who were booked. The person whose name is on the tickets must request this change.
- When a supervisor determines that an honest mistake was made by the customer when booking at Amtrak.com or the mobile app. Example: Customer logs into Amtrak.com with his or her own user ID but is booking on behalf of a spouse or dependent, and inadvertently made the reservation in his or her own name, and calls immediately to have the mistake fixed. This is not to be used as a workaround to the name change policy.
- When an Amtrak Guest Rewards redemption PNR was created from the member's permanent PNR shell, but, immediately after eTickets are issued, the member indicates only then that it is for someone else.

If an allowable name change is made a new eTicket needs to be sent. You can maintain contact with the customer until the new eTicket is received to make sure the change processed correctly.

**Group PNR name changes** are subject to normal group booking policies. Group PNRs are those made through the Amtrak Group Desk.

## Honoring eVouchers

### *Introduction*

eVouchers are electronic documents created by Arrow when there is money left over after an exchange transaction, or when a refund is processed and not all the money is being returned to the passenger. If eVoucher(s) was used as the only payment method, then the refunded eVoucher will retain the original eVoucher expiry dates. If the original payment method contains a form of payment other than an eVoucher, then the expiration date of the eVoucher will be one year from eVoucher issuance.



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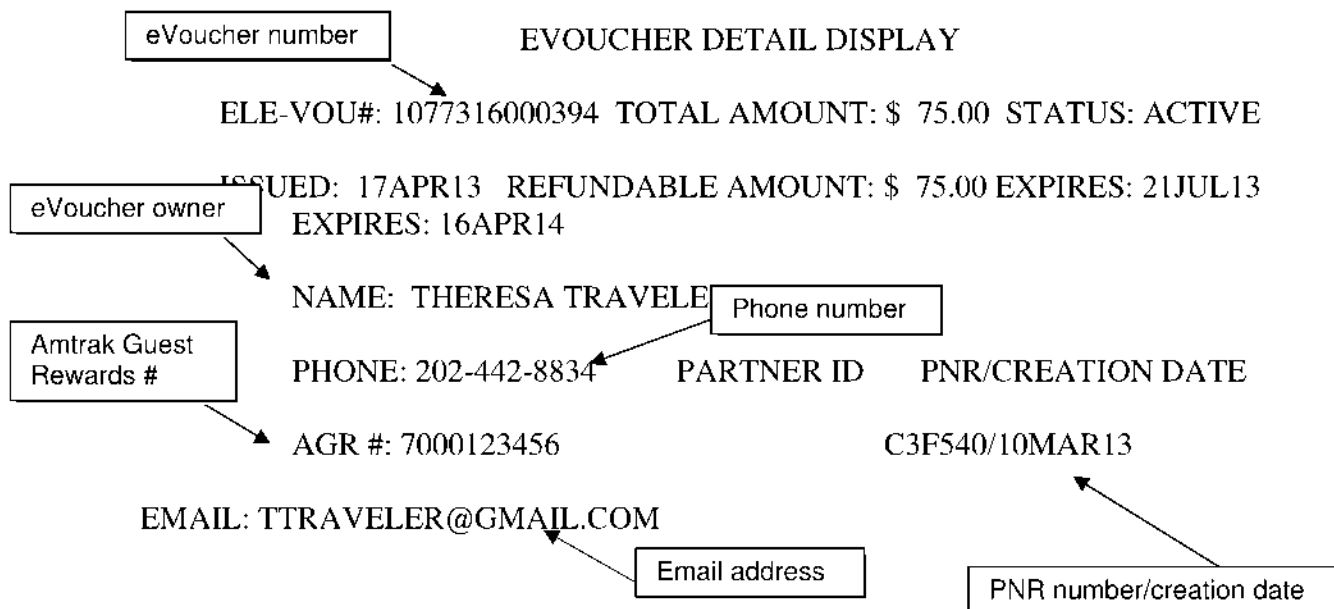
## General policy

An eVoucher may only be honored by the person named on it, even if another person has paid for the reservation from which the eVoucher was created. eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler

## eVoucher Arrow display

This display shows the various elements that are part of an eVoucher record. To display an eVoucher, make the following entries to bring up the eVoucher display entry screen.

- RailRes: alt-V/View, V/eVoucher
- STARS: alt-V/View, V/eVoucher



## eVoucher honoring at contact centers

### Passenger knows the eVoucher number

The passenger may redeem the eVoucher for himself or herself. eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler

### Passenger does not know the eVoucher number

eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler. The eVoucher owner may redeem the eVoucher



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number for **himself or herself only**, not for another person. The owner must know at least **three** of the following items that are in the eVoucher display:

- First and last name
- Phone number
- Amtrak Guest Rewards number
- Email address
- PNR number and approximate date PNR was first created

#### **eVoucher honoring through Julie (voice response unit)**

The passenger may redeem the eVoucher for himself or herself. eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler

Only one voucher number per transaction may be redeemed through Julie.

- If the passenger does not know the eVoucher number, the eVoucher cannot be redeemed through Julie and the passenger will have to redeem it through a contact center agent or a station ticket office.

#### ***eVoucher honoring at stations***

In all cases the passenger must present his or her own picture identification that matches the name on the eVoucher printout or on the screen display.

#### **Passenger presents a printout of the eVoucher**

The eVoucher owner may only redeem the eVoucher for himself or herself. eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler

#### **Passenger has no printout but knows the eVoucher number**

The eVoucher owner may only redeem the eVoucher for himself or herself. eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler

#### **Passenger has no printout and does not know the eVoucher number**

The eVoucher owner may redeem the eVoucher number for **himself or herself only**. The owner must know at least **three** of the following items that are in the eVoucher display:

- First and last name
- Phone number
- Amtrak Guest Rewards number



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- Email address
- PNR number and approximate date PNR was first created

eVouchers are non-transferable. The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used as payment. To pay with multiple eVouchers, all eVouchers must belong to the same traveler

### ***eVoucher honoring at Quik-Trak kiosks***

- eVouchers cannot be redeemed at Quik-Trak kiosks.
- Use one of the other redemption channels.

### ***eVoucher honoring at Amtrak.com***

#### **Passenger has an Amtrak.com account**

If the passenger has an Amtrak.com account and has logged onto it, any available eVouchers which contain the email address of the Amtrak.com account holder will appear on the screen at the time of ticketing. The passenger may check the boxes next to the eVouchers he or she wants to apply to the reservation.

#### **Passenger does not have or is not using an Amtrak.com account**

If the passenger does not have an Amtrak.com account or is otherwise making a purchase as a guest, the passenger must know the eVoucher number. Additional questions may be asked to confirm that this eVoucher belongs to the passenger.

If the passenger does not know the eVoucher number, the eVoucher cannot be redeemed at Amtrak.com and the passenger will have to redeem it through a contact center or a station ticket office. The procedures above apply.

### ***eVoucher honoring through the mobile app (iPhone, Android)***

- eVouchers cannot be redeemed through the mobile app.
- Use one of the other redemption channels.
- If a passenger changes a reservation through the mobile app, however, an eVoucher will be created if there is money left over after the change.

### ***Similar names – caution***

There are many eVouchers stored in Arrow. If you search by passenger name, not all the names on the resulting display may be the person on the phone or at your window. This is especially true if the passenger's name is fairly common.



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**EVOUCHER LIST DISPLAY**

SEARCHED BY

NAME: JONES/ROBIN

SEQ	EVOUCHER #	NAME	PNR/CREATE	PHONE #	EXP	VALUE	S
001	V791168893	JONES/ROBIN	7AC43F/05FEB	3308836644	04FEB15	\$ 16.00	
002	V125052196	JONES/ROBIN MS	C167FD/08APR	2126271359	08APR15	\$ 259.00	
003	V198612158	JONES/ROBIN MS	107246/10APR	7032170426	10APR15	\$ 84.00	

END OF DISPLAY

If Robin Jones is your customer, do not assume that all three of these belong to her just because the names are the same.

- Ask her for her phone number, for the PNR number and approximate date it was created, the value of the eVoucher, etc., until you have identified only those eVouchers that actually belong to her.
- You may need to display each voucher (and not just rely on the above list) in order to see additional elements such as the AGR number, email address, etc. that will help you determine which eVouchers are hers.
- Only after you have identified those eVouchers, and those only, that belong to her, may you then apply them to her new reservation.
- Applying someone else's eVoucher that does not belong to your customer to his or her reservation may result in a chargeback.

## Unlifting eTickets after travel

Normally once travel has taken place, unlifting tickets is not appropriate – you can't undo the fact that the passenger has in fact traveled.

However, there are circumstances where unlifting is appropriate. This process is normally carried out by the support desks at the contact centers, not at stations. See the table below.

Refunds and eVoucher value:

- This applies for the entire logical trip in which the affected segments appear.
- Normally no refund or eVoucher is given if the amount paid is forfeited.
- See the Amtrak refund policy for details.



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Category	Situation	OK to unlift?	Process
Passenger removal	Passenger is removed due to a medical condition	Yes	<ul style="list-style-type: none"><li>• Unlift segment.</li><li>• Adjust segment to reflect actual city pair traveled.</li><li>• Relift segment.</li></ul>
	Passenger is removed due to misbehavior	No	<ul style="list-style-type: none"><li>• Do not unlift or alter segment.</li><li>• Remaining amount forfeited.</li></ul>
	Passenger voluntarily detrains early	No	<ul style="list-style-type: none"><li>• Do not unlift or alter segment.</li><li>• Remaining amount forfeited.</li><li>• If passenger has complaint about service, refer him or her to Customer Relations.</li></ul>
Service disruption	Alternate transportation provided – no separate segment in PNR	No	<ul style="list-style-type: none"><li>• Do not unlift or alter segment.</li><li>• If passenger has complaint about disruption, refer him or her to Customer Relations.</li></ul>
	Alternate transportation provided – separate segment for it in PNR	Yes	<ul style="list-style-type: none"><li>• Unlift segment.</li><li>• Rebook to reflect scheduled alternate transportation.</li><li>• Relift segment.</li></ul>
	No alternate transportation provided	Yes	<ul style="list-style-type: none"><li>• Unlift segment.</li><li>• Adjust segment to reflect actual city pair traveled.</li><li>• Relift segment.</li></ul>

## Refunds

Refunds, and the value and use of eVouchers created by PNR changes, are subject to Amtrak's refund and change fee policy.

No refunds or eVouchers are given for segments already traveled by the passenger. If the passenger is dissatisfied with the service received, refer the passenger to Amtrak Customer Relations.



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If eVoucher(s) was used as the only payment method, then the refunded eVoucher will retain the original eVoucher expiry dates. If the original payment method contains a form of payment other than an eVoucher, then the expiration date of the eVoucher will be one year from eVoucher issuance.

### ***PNR segment status indicators***

The following defines the various segment status indicators in PNR segments. The location of the indicator is shown in red below.

2 14 C MTZ-EUG 1046P MO 27NOV 1229P 28NOV YD \*E HK1

<b>Segment status indicator</b>	<b>Meaning</b>	<b>Comment</b>
<b>(nothing)</b>	PNR has not been paid	Collect payment.
<b>*A</b>	PNR is advance paid	RARE. Legacy advance payment PNRs only (.).
<b>*C</b>	The passenger has checked in for this segment. No paper ticket was printed	Auto Train: Checked in at the ticket counter. Other trains: Initial indicator after force lift.
<b>*E</b>	PNR is paid. eTicket has been issued for this segment	PNR is paid but segment has not yet been lifted or checked in.
<b>*F</b>	Segment is firmed.	RARE. A protect code was issued. Or, paper tickets had been issued, then the segment was changed, and a paper ticket has not yet been issued for the changed segment.
<b>*L</b>	Segment has been lifted. No paper ticket was printed.	Normally this is the final indicator.
<b>*T</b>	A paper ticket has been issued for this segment.	A paper ticket has been printed.



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## Appendix

### Sample eVoucher e-mail text

From: eTickets@amtrak.com [<mailto:eTickets@amtrak.com>]

To: Boyd Crawford

Subject: Amtrak eVoucher toward future Amtrak travel

Dear Amtrak Customer,

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

This e-mail is confirmation of the electronic voucher (eVoucher) created to hold the value remaining following your requested changes to your reservation (excluding any fees or penalties). The eVoucher may be used as payment toward future Amtrak travel. Please review the following eVoucher information:

- eVouchers are only redeemable at Amtrak station ticket offices (see a Ticket Agent to redeem).
- 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.
- You do not have to use the value of the entire eVoucher at once. A new eVoucher will be created to hold any remaining value.
- 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:** 2995355500066

**Reservation Number:** 240B1D





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**Reservation Creation Date:** 26 OCT 11

**eVoucher Issued To:** BOYD CRAWFORD

**Issue Date:** 26 OCT 11

**eVoucher Expiration Date:** 24 OCT 12

**Total Value:** \$189.00

**Refundable Amount:** \$189.00

**Refundable Expiration Date:** 24 OCT 12

**e-Mail:** [CRAW@AMTRAK.COM](mailto:CRAW@AMTRAK.COM)

**Telephone Number:** (111) 111-1111

#### **Job aid and Policy**

To search for complete details on eVouchers, use keyword "eVoucher" in Super Julie.



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## Updates

- 2021-02-21: Language on eVoucher transferability and expiration updated.
- 2020-03-12: Updated chapter, removed El Paso mention, change in taking phone and e-mails at stations.
- 2017-12-28: Document completely rewritten to reflect the complete transition to eTicketing systemwide and to include updates to procedures since 2012. Incorporates material from G/POL/TKT and G/POL/EXC, which have been deleted; also includes material formerly in the eTicketing, Ticket Delivery, Auto Train eTicket Check-In, and Redeeming eVouchers chapters, all of which have been retired.
- 2012-05-03: Force lift procedures modified to more clearly describe the automated process; Arrow command-line entries for un-checking-in a passenger added as they are not in STARS except for the Auto Train stations.
- 2012-04-16: Force lift description and procedures added; pass tickets will be issued as eTickets if entire train is eTicket eligible, but can only be issued at a station or at Quik-Trak.
- 2012-04-02: Conjunctive ticket "e-exchange" information added; implementation dates added; eVoucher honoring procedures updated.
- 2012-04-06: Section added describing what is issued from the station ticket printer.
- 2011-12-07: Warning added not to cancel already-traveled space.
- 2011-11-18: Ticketing clarified for USA Rail Pass and employee pass reservations.
- 2011-10-30: eVoucher e-mail notification sample added; ticket office paper ticket exchange process modified to show that an eVoucher is issued.
- 2011-10-28: Call center job aid added.
- 2011-10-26: Downgrade exchange job aid added.
- 2011-10-14: New.

## About this chapter

<b>Contact(s):</b> Ann Adams/Elizabeth Bailey	<b>Subject:</b> Reservation and Ticketing Procedures
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



## Red Cap

### Chapter Summary:

This chapter details the Red Cap's role in stations and assisting customers.

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## Red Cap Baggage Requirements

### ***Baggage Requirements***

- Amtrak employees performing Red Cap duties will handle baggage to either the carry-on baggage requirements (*Refer to "Carry-On Baggage"*) or checked baggage requirement (*Refer to "Checked Baggage"*), depending which service the customer requests.
- Any carry-on baggage that is questionable in size and weight or any bags that are to be transported in checked baggage service must be checked at a baggage sizer or brought to the checked baggage area. If baggage is overweight, it must be repacked. Boxes are sold at most staffed stations. Customers must be charged for baggage that is oversized or over the carry-on baggage limits.
- Any baggage that is specified as prohibited in *"Prohibited/Allowed Items"* will not be accepted at any time.

### **Time of Storage**

Baggage items left with the Red Cap attendant and not claimed or delivered after 30 minutes will be brought to the appropriate baggage storage area and may be subject to storage charges (*Refer to "Unclaimed Baggage"*).

### **Disclaimer of Liability**

Amtrak disclaims liability for loss or damage in excess of \$50.00 for each item handled in Red Cap service. Additional valuation cannot be declared.

### **Identification and Security**

- Each piece of baggage handled must be adequately protected from loss, theft, or damage, and identified by a separate *"Red Cap Check"* (old NRPC 313 or new NRPC 4001) (*Refer to Figure F-1*).
- If the customers are going to stay with their baggage until delivered to the appropriate location, a *"Red Cap Check"* (old NRPC 313 or new NRPC 4001) will not be required.
- Customers leaving their baggage in the care of Red Cap personnel will have to surrender their copy of the claim check upon returning to claim their baggage.
- Customers will be informed that if they intend to separate from their baggage longer than 30 minutes, that they will be required to store their bags in Parcel Check (*Refer to "Parcel Check"*).
- If the customer has firearms or ammunition, inform them that you cannot hold their baggage. Escort the customer directly to the baggage check-in area.

### **Entraining Customers**

- Greet the customer asking, *"Would you like assistance to your train?"*
- Request to see the customer's travel documents, walking them to the ticketing area to receive their travel documents if they do not have them.
- Inspect the travel document looking for the following:
  - Verify the train number and today's date.
  - Look to see if the customer has booked sleeping car accommodations.
  - Look to see if the customer has the option to check their baggage.



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- If the customer has the option to check their baggage, ask *"How many bags will you be checking today?"*
- If the customer would like to check some, or all, of their items walk the customer and their baggage to the baggage check-in area and assist with checking-in their baggage.
- If at any time the customer wishes to separate from their baggage, complete a *"Red Cap Check"* (old NRPC 313 or new NRPC 4001) for each item, giving the customer their receipt and confirming a time and location for meet-up (*Refer to Figure F-1*).
- **If the customer would like to carry-on some, or all, of their items:**
  - Ensure the baggage the customer wishes to carry-on are within the requirements outlined in – "Carry-On Baggage".
  - Check baggage for identification tags, issuing an *"Amtrak Baggage Identification Tag"* (old NRPC 347 or new NRPC 4007) if customer does not have the appropriate tags.
  - If the baggage appears too large or bulky for carry-on baggage service, then inform them they must check their items or will not be allowed to board the train.
  - If they have special items to be carried onboard (*Refer to "Special Items"*), make sure they have a travel document or escort them to a ticket counter to purchase one.
  - Take the customer and their baggage to the train in a timely manner.

**At trainside:**

- Collect the customer's receipt of the *"Red Cap Check"* (old NRPC 313 or new NRPC 4001) if necessary, removing the string copy from the baggage item(s) or the cart. *Keep these forms filed in the station's records following the retention schedule.*
- Deliver the baggage to the train attendant or place in appropriate baggage areas of the car.

## Detraining Customers

- Greet the customer and ask them *"Would you like assistance through the station?"*
- Determine where the customer would like to go, inspecting their travel documents if they are connecting to another train (*Refer to "Entraining Customers"*).
- If at any time the customer wishes to separate from the baggage, complete a *"Red Cap Check"* (old NRPC 313 or new NRPC 4001) for each item (*Refer to Figure F-1*).
- Bring the customer to their location in a timely manner.
- Collect the customer's receipt of the *"Red Cap Check"* (old NRPC 313 or new NRPC 4001) if necessary, removing the string copy from the baggage item(s) or cart. *Keep these forms filed in the station's records following the retention schedule.*

## Escorting Customers with Disabilities

- The accessible seats in coach are reserved for customers with disabilities.
- Superliner 34000-Series Coaches have lower level seats, which can be reserved on a first come first serve basis by any customer.
- The train manifest lists those customers by name that have made reservations for the lower level seating; including customers who have reserved the accessible seat.
- Customers who have reserved the accessible seat and wheelchair area will have one ticket for transportation and another for the wheelchair or Segway



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- Customers with disabilities, who do not utilize a wheelchair, can be seated in either an accessible seat or the lower level of Superliner equipment (providing reservations have been made to be seated in the lower level) as necessary.
- Red Caps should ask customers in wheelchairs if they would like arm assistance to transfer from their wheelchair to a seat.
- Determine from the customer if they can reasonably participate in this transfer. *Amtrak employees are not to pick-up or carry customers unless in an emergency situation.*
- Customers who choose to remain, or need to remain, in their wheelchair must use the designated area with the wheelchair brake applied to securely hold the wheelchair from moving
- **If you are escorting a customer with disabilities** to ADA reserved seating and the seat is occupied by another customer:
  - Inform the customer that the seat is needed for the customer you are escorting and will need them to move.
  - If the customer that is occupying the seat informs that they have a disability in which they require the seat, determine if there are any other available ADA seats, seeking the train crew's assistance if necessary.
- **If you are escorting a customer with disabilities** to ADA reserved seating and the seat or area is occupied by another person's baggage:
  - Ask the Conductor to make an announcement to identify the owner of the baggage or if customers are nearby, ask them if that is their baggage.
  - Inform them that you will need the area, as it is ADA Reserved Seating.
  - Assist in moving their baggage to another location.
- **When assisting customers through the station and onto/out of trains, taxis, or other area, only arm assistance should be offered.** *Amtrak employees are not to pick-up or carry customers unless in an emergency situation.*

#### Tips

- Tips may not be solicited, nor may the customers be made to feel in any way that a tip is expected.
- Accept any tip offered to you discreetly and thank the customer.
- Tips are taxable income and must be reported.



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Figure F-1

## Example of "Red Cap Check" (old NRPC 313 or new NRPC 4001)

**NRPC 4001**  
0000-01

**Free Red Cap Service**

Return Location: \_\_\_\_\_  
Return Time: \_\_\_\_\_  
PNR: \_\_\_\_\_

**RCP 00-00-01**

Red Cap Agent: \_\_\_\_\_

**THIS IS NOT CHECKED BAGGAGE.**  
Passenger is responsible for item once it is  
received from the Red Cap Agent. Amtrak  
disclaims liability for loss or damage in excess  
of \$50.00 per piece handled in Red Cap service.  
Additional liability will be determined.

**RCP 00-00-01**

**NRPC 313, 4001**

**RED CAP CHECK**

LOCATION: \_\_\_\_\_

**AMTRAK**  
NATIONAL RAILROAD PASSENGER CORPORATION

**K 76-10-12**  
**FREE RED CAP SERVICE**

TRAIN	CAR	BAG ROOM	DATE	RED CAP
		TAXI		
		OTHER*		

\*Other Location: \_\_\_\_\_

TRAIN	CAR	BAG ROOM	DATE	RED CAP
		TAXI		
		OTHER*		

\*Other Location: \_\_\_\_\_

**THIS IS NOT CHECKED BAGGAGE.**  
Passenger is responsible for item  
once reclaimed at trainside, at  
taxi stand, or at other location.

**LIABILITY**  
Amtrak disclaims liability for loss  
or damage in excess of \$50.00 per  
piece handled in red cap service.

**K 76-10-12**  
**RED CAP SERVICE PASSENGER RECEIPT**

*Form Changes – NRPC 313 will be replaced by NRPC 4001. NRPC 313 may be substituted for NRPC 4001 in which case the PNR should be written on the back of NRPC 313.*

**Instructions for Completing "Red Cap Check" (NRPC 4001)**

<b>Return Location:</b>	The agreed upon location where you will meet the customer.
<b>Return Time:</b>	The agreed upon time when you will meet the customer. <i>Ensure to synchronize watches/electronic clocks.</i>
<b>PNR:</b>	Customer's PNR provided on their travel tickets.
<b>Red Cap Agent:</b>	Name of employee completing the report.

**Instructions for Completing "Red Cap Check" (NRPC 313)**

<b>Train:</b>	Train number.
<b>Car:</b>	Car number if a sleeping car customer.
<b>Bag Room/ Taxi /Other:</b>	Check if taken to bag room, taxi stand, or other location, providing a brief description of the other location.
<b>Date:</b>	Today's date.
<b>Red Cap:</b>	Write your assigned Red Cap number or your last name.



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## Appendix

### *Update history*

2019-12-06 Converted to new template

### *About this chapter*

<b>Contact(s):</b> Phil Bouchard & Ann Adams	<b>Subject:</b> Red Caps
<b>Owner Department:</b> Product Development Customer Experience	<b>Group:</b> Station Standards





## **Railroad Orders**

**Chapter Summary:** This chapter contains instructions for reserving and ticketing travel paid by railroad orders, documents used by freight railroads to pay for tickets used by railroad operating employees traveling to or from work assignments.

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## Introduction

Railroad orders (Form 620) are used by freight railroads to pay for tickets needed by their operating crews traveling to or from work assignments. Amtrak is reimbursed for the tickets when the railroad order is sent to the railroad.

The form is titled "RAILROAD REQUEST FOR EMPLOYEE TRANSPORTATION". It includes sections for "Issued By" (with Amtrak logo), "Service Requested" (listing options like Unreserved Coach, Reserved Coach, Business Class, Acela Business Class, Acela First Class, Roomette, and Bedroom), and "Billable Value" (with columns for Fares, Taxes, and Total). A "CONDUCTOR" section is also present. The form is marked with a vertical stamp: "Issuing Office Must Check Service Type". At the bottom, it says "FORM NO. 422751".

Railroad order (Form 620)

## Eligible railroads

- Canadian National Railway
- Canadian Pacific Railway
- Norfolk Southern Railway
- Union Pacific Railroad

Employees of any railroad not listed above, including BNSF, do not use Railroad Orders.

Other railroad employees are reserved, priced and ticketed the same as any other revenue passenger or any other company; in some cases, the employee may have been booked through Amtrak.com, so the procedures in this chapter, including the requirement to price with "RR", do not apply.

As of March 1, 2019, BNSF is not a member of this program. Do not honor Form 620 from BNSF employees on or after March 1, 2019. Request for payment will not be paid by BNSF and will result in a shortage to the agent or conductor.

Note: In the event a BNSF employee is not ticketed, Conductors will issue a COTS-Payment Due, as outlined in the Train Service Accounting Procedures - User Guide. Station employees responsible for Conductor remits are to accept and report these COTS on ASAP line 690.



## Policy

### ***Fare charged***

The agreement between Amtrak and the railroads is that the railroad always pays the highest rail fare between the cities traveled (YOFC or equivalent), even if the seat inventory class (bucket) booked would otherwise call for a lower fare.

### ***Must have railroad order and railroad company identification***

The employee must present the actual, original, signed railroad order, as well as identification that verifies they are an employee of the railroad in which name the railroad order was issued and to which the tickets will be billed.

- Do not ticket only with the railroad order number, even if it is in PNR remarks, and even if the employee insists.
- Do not accept a photocopy of the railroad order.
- If the employee does not have the railroad order, and/or does not have railroad company identification, reprice the reservation with passenger type "F". The conductor will complete a COTS (conductor onboard ticket stock) and have the employee sign on the "Passenger Signature" line. This validates that the employee was carried. Conductor will place the COTS in the "Train Earning Reports Envelope (NRPC 158)

## Procedures

### ***Reserving***

#### **Reservation procedure – contact center**

Reservations are normally made by the employee at the station from which he or she will depart, but sometimes they may be made over the phone with an Amtrak contact center.

1. Book the space from standard availability (this is not pass travel).
2. Book reserved or unreserved coach, depending on which type of train the employee will ride. Do not book sleeper, business class or Acela Express unless you are specifically told that a railroad order will be presented with this type of service authorized.
3. Tell the caller that the employee must present the original railroad order and display railroad employee identification to the station agent, when picking up the tickets.

#### **Reservation procedure – station ticket office**

1. You must have the actual, original, signed three-part railroad order) in hand.
  - Do not ticket with only the railroad order number, even if it is in the PNR, and even if the employee insists.



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- Do not accept a photocopy of the railroad order.
  - The employee's supervisor is supposed to fill out the railroad order and sign it. If you are presented with a blank railroad order, complete it yourself (including the employee name, and number if available) and have the employee presenting it to you sign it. Honor it only for unreserved or reserved (non-Acela) coach.
  - If the employee does not have the railroad order, reprice the reservation with passenger type "F" and collect payment (cash or credit card) from the employee, who will then have to settle things later with his or her railroad.
2. Examine the railroad order. It must be the original multi-part document (copies are not accepted), and contain, written in ink, the following information:
- The name of the railroad.
  - The city pair between which travel is authorized (one way).
  - The signature of the railroad officer authorizing the travel.
  - The location of the office that issued the railroad order.
  - The type of service requested. Normally this will be coach. Higher accommodations are not common.
  - The number of passengers. (Amounts should not be shown.)
3. Employee/traveler names on the railroad order:
- If there is no employee/traveler name on the railroad order:
    - Honor it for the employee or employees presenting it.
    - All must be reserved and ticketed together.
    - Write the names (and employee numbers) on the railroad order before separating the copies. This will reduce difficulty collecting payment from the railroad.
  - If there are employee/traveler names on the railroad order:
    - Honor it only for the person or persons named.
    - All must be reserved and ticketed together.
4. Retrieve the Permanent PNR (PPNR) associated with the railroad by entering the appropriate phone number below. (Do not phone these numbers for any reason, just use them to retrieve the Permanent PNR.)
- RailRes and STARS: F11/Retrieve PNR, Option 3/Phone Number
  - Command-line Arrow: \*phonenumber

Railroad	Retrieve PPNR using this phone number
Canadian National Railway	8886684626
Canadian Pacific Railway	8883336370
Norfolk Southern Railway	7576292600
Union Pacific Railroad	4025445000



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If there are many active PNRs existing that were created against the Permanent PNR, a list may be displayed. Display the item corresponding to the railroad's name, as indicated in the table above. It is usually the first item. The others are individual travelers.

7576292600	
001 01NORFOLK/	757 629-2600 BUSINESS
002 01FEGLEY/W	757 629-2600 BUSINESS

The Permanent PNR may have one to many active PNR numbers in a "RES NUM" remarks field. Those are other travelers who have booked using the PPNR; ignore them.

** VIP **	RR	CTC-P	**NONE**
-01@	CANADIAN/NATIONAL RAILWAY		
503@ RES NUM-	10B188		
501@ BILLING-	CANADIAN NATIONAL RAILWAY		
	17641 ASHLAND AVENUE		
	HOMEWOOD,IL,60430		
502@ CORP -	11955842-CANADIAN NATIONAL RAILWAY		
901@	888-668-4626-B /P1		

5. With the Permanent PNR displayed on your screen, book one-way (only) space from standard availability, as indicated in the "Service Requested" area. Do not use "coach class detailed" in the availability entry.
  - If only one box is checked, book the accommodation checked (normally this will be coach).
  - If more than one box is checked, book the **lowest** accommodation checked. Example: Travel is on the Northeast Corridor, and both Acela Business and reserved coach are checked. Book reserved coach on a Northeast Regional train.
  - If no box is checked, book reserved or unreserved coach, depending on which train the employee will take. (Do not book Acela Express.)
6. Accept whatever inventory class you get. If the train is sold out:
  - Any train except Acela Express: Book open coach tickets (Y). The employees still have to travel. Do not book any higher class unless the railroad order indicates that it is valid in that class.
  - If the railroad order is valid for Acela Express, do not book open. Instead, book the passenger on a Northeast Regional train.
7. Price the segments with passenger type "RR" (only). This will price the segment at full fare (YOFC or equivalent) regardless of the inventory class booked. Do not use manual pricing or any passenger type other than "RR".



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8. Go to the Pax Info screen (STARS: F4, RailRes: F5, Option 2/Name), and change the names from that of the railroad (auto-populated from the PPNR shell) to those of the actual employees traveling.
9. End transact.

## ***Ticketing***

### **Ticketing procedures**

1. Ask each employee for identification that proves identity and that he or she works for the railroad in which name the railroad order was created and to which the tickets will be billed.
2. Examine the railroad order for completeness, if not already done when the reservation was made.
3. Issue the ticket with form of payment "RR" (STARS: F12/Ticketing, Option 2/Standard, form of payment R/Railroad Order). Enter the six-digit railroad order document number where specified.  
If a pricing mistake was made in the booking (such as using passenger type "F" and not "RR"), an error message will be received, "INVALID FORM OF PAYMENT". Reprice the PNR correctly with passenger type "RR". Do not use manual pricing or the "Other" form of payment as a workaround to this problem.
4. Enter, in ink, the ticket amounts where indicated under "Billable Value".
  - Rail fare (total for all passengers) in the top box.
  - Accommodation charges (if any) in the next box.
  - The total of the two in the total box.
  - Make sure the amounts are clear on all copies.
5. Have the employee sign, and print his or her name, where indicated (if more than one employee is traveling, only one signature is needed – the travelers will decide who that is).
6. Die-stamp the completed railroad order with your dater.
7. Give the employee the tickets and copy 3 (white) of the railroad order.

### **Accounting procedures**

1. Report the sale in ASAP on line 690, "RRO ORDER".
2. Submit the top green copy of the Railroad Order (Original Invoice) to Philadelphia with your sales report.
3. Keep the yellow copy of the Railroad Order (Accounting) at the station.
4. Return the white coupon to the customer.

### **Retention of Records**

Retain the yellow copies of the Railroad Order in the office for three years from the date of sale.



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***Unused tickets***

If a ticket is unused, the employee must return it to the railroad officer who gave him or her railroad order. That officer will submit the ticket through established channels for credit. Do not give a refund to the employee or send the ticket to Amtrak Refunds in Philadelphia. Cancel the space in the reservation, however, if you are told the ticket will not be used.

***Honoring on the train***

Railroad orders will be honored on trains only if there is no ticket office at the boarding location.

In order to be transported, freight railroad employees must have a ticket or a properly completed "Railroad Request for Employee Transportation", form 620. The fare block on the railroad order must be blank when presented to the conductor. The conductor will calculate the applicable "One Way Full Fare" for each employee and write the total in the fare block.

If the employee has completed the fare block and the fare shown is insufficient, the conductor should cross out the incorrect fare and write in the new fare and honor the new fare for travel.

In the event the railroad employee has no ticket or a form 620 - Railroad Request for Employee Transportation, conductors are instructed to calculate the applicable "One Way Full Fare" and follow the procedures for the payment due as outlined on the back of the COTS. The conductor should have the employee or one of the employees sign the COTS on the passenger signature line. This verifies that the employee was carried.

Conductors are instructed to collect and pouch the form 620 in the "Train Earnings Reports Envelope" (NRPC 158)

Instructions are in chapter 8, Accounting, of the "Service Standards Manual for Train Service and On-Board Service Employees".

**Cross Border Travel**

Only ticketed travel with the cross border information is allow for travel into Canada. The form 620 cannot be presented onboard the train for travel into Canada.

**Obtaining railroad order forms**

Stations do not provide railroad orders or have them on hand. The individual railroads order them directly and distribute them to their field offices.



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If a railroad officer contacts you needing more railroad order forms, have the officer call Susan Dollarton at 215-349-3483 or James Balliet at 215-349- 4276. Both are in Philadelphia and are available Monday-Friday, 0830-1700 ET.

**Contacts**

CN – A.T. Burney, phone 708-332-4519, [tamera.burney@cn.ca](mailto:tamera.burney@cn.ca)

NS – Coral LeBlue, email (only) [coral.leblue@nscorp.com](mailto:coral.leblue@nscorp.com)

UP – Keith Miller, phone 402-636-7094, [kemiller@up.com](mailto:kemiller@up.com)





2019-02-28

## Appendix

### *Update history*

2019-02-28 Effective March 1, 2019, BNSF removed from the program.

2018-12-02 Philadelphia contacts have changed.

2017-07-13 Change in accounting procedures. Green goes to Philadelphia, yellow stays in the station.

2017-04-07 Added local contact to obtain the form 620

2016-01-20 No Border Crossing Travel, conductor to collect and pouch the 620, and added Deborah Carse as officer in charge of forms.

2015-03-24 Added instructions to write the names of the employees on the railroad order, if they are not already on it.

2015-03-18 Added instructions that if employees are named on the railroad order, it is only valid for those employees named.

2015-01-21 Honoring on the train updated to include the use of COTS onboard.

2014-06-25 Booking, pricing and ticketing procedures clarified for railroads that do not participate in the Railroad Order program, including CSX. CSX phone number removed from Permanent PNR table.

2014-06-10 Effective at 1700 ET Sunday, June 15, 2014, CSX Transportation has withdrawn from the program.

2013-12-20 Clarified instructions if "Service Requested" box is not filled out or if form is presented unsigned.

2012-09-11 Added eTicketing and eMD information.

### *About this chapter*

<b>Contact(s):</b> Phil Bouchard/Ann Adams	<b>Subject:</b> Railroad Orders
<b>Owner Department:</b> Marketing and Business Development	<b>Group:</b> Passenger Experience



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## Rail Fares

### Chapter Summary: Rail Fares

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## Policy

Rail Fares cover transportation only and are classified as:

- Regular one-way fare
- Regular round-trip fare
- Special fares
- Excursion fares

The rail fare allows occupancy of:

- A coach seat on trains other than Acela Express
- A Business class seat, on Acela Express only

Occupancy of any other type of accommodation requires an additional payment.

### ***Fare plan structure***

The fare plan structure (mnemonics) are designated as:

- Character 1- designates the required inventory class to sell from (often referred to as a coach "bucket")

EXAMPLE:      Y=Y              YA=A              YB=B  
                     YD=D              YE=E              YG=G              U=U

- Character 2- designates (O) One-way, (R) Round-trip
- Character 3 and 4 have no specific designation but may refer to conditions of use, such as:
  - B=DATE/BLACKOUT
  - T=TIME/BLACKOUT
  - G=GOVERNMENT
  - O=OFF-PEAK
  - N=NON-REFUNDABLE
  - P=PEAK
  - W=WEEKEND
  - X=HOLIDAY

### ***Regular One-Way Fares***

A regular one-way rail fare (designated YOFC, YOF1 or UOSJ) is published between most points where Amtrak provides direct service (no change of trains). Regular one-way



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fares are also published between certain other points (via connect points displayed in fare quote), where the fare is designated as a "connection/transfer" fare.

Tickets are good for travel at any time for one year from the date of purchase. Changes to purchased reserved fares are subject to the prevailing fare at the time the change is made.

### ***Special Fares***

Special fares are one-way Rail Fares that are lower than regular one-way fares. The ticket validity limit is stated in conjunction with each special fare.

### ***Roll Up***

"Roll up" describes a situation in which a seat in a particular coach inventory class is considered equivalent to a higher-priced inventory class in order for the PNR to price at an available fare. This will occur in the following instances:

#### **Through fares involving transfers:**

The fare plan applying on each segment of an itinerary over which a through fare applies, will be the fare plan applying to the highest price level class of the segments included. The fare will "roll up" to the highest-priced class used.

Example:

- A two-segment (in each direction) transcontinental itinerary is reserved in 'YD' class New York to Chicago, then in 'YB' class Chicago to Los Angeles. The 'YD' seat is considered equivalent ("rolls up") to the 'YB' level. These segments will price at a fare applying to 'YB', rather than 'YD'.

A seat reserved one way in a discount inventory type will "roll up" to a full fare ('YOFC') if there is no discounted one-way fare in that inventory.

A seat reserved in a discount inventory class will roll up to a higher inventory fare plan if there is no fare plan in that city pair for the type of discount seat booked.

Example:

- A passenger books a reservation from Chicago to Indianapolis. The agent reserves 'YE' seats. The reservation "rolls up" to a DOH1 fare, since there is no 'YE' fare between Chicago and Indianapolis.



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### ***Endorsements***

Round-trip tickets sold at excursion fares must be endorsed with:

- The proper ticket limit. See "fare code rules" for specific restrictions of each fare plan.
- Four character fare plan code(s).
- Any other special conditions.

One-way tickets sold at special fares must also be endorsed with:

- The proper ticket limit. See "fare code rules" for specific restrictions of each fare plan.
- Four character fare code if applicable.
- Any other special conditions.

### ***Lowest Fare for Trip***

Agents should always quote and sell the lowest **authorized** fare, including excursion fares, for all passengers, whether traveling individually or together subject to any special fare stipulations such as non-refundability which must be acceptable to the passenger.

### ***Points Not Shown in the Tariff***

When special stops or new stops are authorized at stations for which no fares and charges are published:

- Apply the fares and charges shown in Amtrak's automated reservation system (Arrow) to or from the next more distant station.

Exception: If a lower fare is established by an Amtrak fares order or fares notice to or from the next more distant station, that fare will be the correct rate.

## **Appendix**

### ***Update History***

2018-05-08: Removed Non-Combinable and Combinable Fares and Calculation explanation of the roundtrip fares since we have not sold roundtrip fares in over five (5) years.

### ***About this Chapter***

<b>Contact(s):</b> Robert Pee	<b>Subject:</b> Rail Fares
<b>Owner Department:</b> Tariff Department	<b>Group:</b> Pricing



## Forms

### Chapter Summary:

This section outlines how to order and complete forms.

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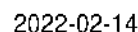
## Ordering Forms

- Forms can be ordered online** on the Amtrak Intranet under Library > Forms.
- If unable to order forms through this website, then use “Forms Requisition”** (NRPC 1899)
- When ordering forms, ONLY ORDER A 6 MONTH SUPPLY.** *Quantities ordered will be monitored and anything over a reasonable amount will be adjusted. Larger stations should have a designated person to order forms to reduce duplication.*

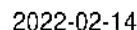
Name	Form Number	Name	Form Number
Miscellaneous Station Revenue	NRPC 169	Military Tag	NRPC 4010
Ticket Sequence Control Log	NRPC 277	Transfer Tag Multiple	NRPC 4011
Canadian Customs	NRPC 3008	Transfer Tag – Single	NRPC 4012
Baggage Tag	NRPC 4000	Lost Claim Check	NRPC 319 (will be changed to NRPC 4013)
Universal Baggage Tag	NRPC 4000U	Release of All Claims	NRPC 4014
Red Cap	NRPC 4001	Group Tag	NRPC 4015
Parcel Check	NRPC 4002	Firearms Declaration	NRPC 4016
Receipt for Baggage Charges	NRPC 4003	Claim Statement	NRPC 4017
Receipt for Storage Charges	NRPC 4004	Baggage Tracing	NRPC 4017
Lost Article Check	NRPC 4005	Unstaffed Station	NRPC 4018
Station Record Baggage/Express	NRPC 4006	Transmittal Envelope	-
Amtrak Identification	NRPC 4007	Limited Liability Release	-
Heavy Tag	NRPC 4009	Notification Postcard	-
		Company Material Check	-

### **NRPC 169 – Miscellaneous Station Revenue**

#### **A. Example of “Miscellaneous Station Revenue” (NRPC 169)**



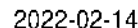




### B. Instructions for Completing "Ticket Sequence Control Log" (NRPC 277)

**NRPC 1899 – Forms Requisition**

## 4



## Date: \_\_\_\_\_

- |                        |              |
|------------------------|--------------|
| <b>Office Use Only</b> |              |
| Date Shipped           | Ship Method  |
| Filled by              |              |
| No. Pieces             | Carton Usage |
| Label Numbers          |              |

LAC NO.

### Three Ways to Send Your Order

☒ **Railroad Baggage Mail to:**  
**Amtrak Forms Distribution**  
c/o Western Folder Distributing Co.  
Baggage Room  
Chicago, IL 60606

**630-773-4006** (no ATIS available)  
This fax is sometimes very busy. If you have trouble connecting, try again. The best times to transmit are early in the morning or later in the afternoon.

SHIP TO: Office  
Room Number or Equivalent

City, State &amp; Zip Code

Send order to the attention of:

Street Address:

ATS Phone Number      Bell Phone Number      Fax Number

If unsure how the form you want is shipped, order in quantities of each.  
DO NOT ORDER IN QUANTITIES OF BOX OR CASE.

Does Amtrak Railroad Baggage Mail serve this location?

☐ Yes ☐ No

[illegible]

NR18C 1899 (07:00)

**B. Instructions for Completing “Forms Requisition” (NRPC 1899)**

<b>Office:</b>	Three-letter city code.
<b>City, State, Zip:</b>	City, state, and zip.
<b>Room Number:</b>	Room number if applicable.
<b>Send order to the attention of:</b>	The person completing the report.
<b>Street Address:</b>	Station address.
<b>ATS Phone:</b>	ATS phone if applicable.
<b>Bell Phone:</b>	Station’s local phone number.
<b>Fax Number:</b>	Fax number if applicable.
<b>Does Amtrak RRB serve this location?</b>	All stations should mark yes unless the order needs to be expedited.
<b>Form Number:</b>	NRPC + the form number.
<b>Amount:</b>	The amount needed – <b>ORDER ONLY 6 MONTHS SUPPLY.</b>
<b>Unit:</b>	All baggage forms mark (EA) except for NRPC 4004, which you should mark (PD). <b>ONLY ORDER 1 PAD AT A TIME.</b>
<b>Distribute as follows (pick only one):</b>	
<b>Fax to:</b>	630-773-4006
<b>RRB to:</b>	Amtrak Forms Distribution c/o Western Folder Distributing Co. Baggage Room Chicago, IL 60606
<b>Mail to:</b>	Amtrak Forms Distribution c/o Western Folder Distributing Co. 1549 Glenlake Avenue Itasca, IL 60143



## NRPC 2980 – Notice of Limited Liability for Checked Baggage

### A. Example of "Notice of Limited Liability for Checked Baggage" (NRPC 2980)

Date		Checked	
		From:	
		To:	
Claim Check Numbers			
<input type="checkbox"/> Late check-in - release of liability applies to delay			
<input type="checkbox"/> Delay due to non-availability of checked baggage service - on one or more trains or buses on passenger's itinerary, or delay in handling item due to size or weight - release of liability applies to delay			
<input type="checkbox"/> Received damage - release of liability applies to pre-existing damage to contents as indicated below			
<input type="checkbox"/> Handle broken <input type="checkbox"/> Torn <input type="checkbox"/> Scratched <input type="checkbox"/> Strap broken			
<input type="checkbox"/> Dent <input type="checkbox"/> Stains or Marks <input type="checkbox"/> Other _____			
Location: <input type="checkbox"/> Top <input type="checkbox"/> Bottom <input type="checkbox"/> Side <input type="checkbox"/> End			
<input type="checkbox"/> Fragile - release of liability applies to damage			
<input type="checkbox"/> Unsuitably packed - release of liability applies to damage to or loss of contents			
<input type="checkbox"/> Bicycle checked not in a container on trains which permit this exception - release of liability applies to damage			
<p>I, the undersigned, of Amtrak transporting my property (described above), which was not packed for check-in in time to assure loading before scheduled departure, which will not be carried on one or more trains or buses in my itinerary because such train or bus does not carry checked baggage, which may be delayed due to size or weight, which has been damaged previously, which is deemed by Amtrak's checked baggage policy to be unsuitable for transportation as checked baggage, or which is a bicycle checked not in a container, I hereby release Amtrak from liability resulting from the condition or conditions indicated above.</p>			
Passenger's Name (Print)		Agent's Name (Print)	
Passenger's Signature		Agent's Signature	
White - Passenger Copy		Pink - Station Copy	Tag - Item Copy
NRPC 2980 (10/98) AMTRAK is a registered service mark of the National Railroad Passenger Corporation			









**B. Instructions for Completing "Notice of Limited Liability for Checked Baggage" (NRPC 2980)**

<b>Date:</b>	Today's date.
<b>Checked from/to:</b>	Where the item is checked from and where the item is being checked to.
<b>Late check-in:</b>	Check if delay is for late check-in.
<b>Delay due to non-availability of checked baggage service:</b>	Check if delay is for baggage that will be checked, but not all trains or services have checked baggage in the passenger's itinerary.
<b>Received damaged:</b>	Check if baggage was received damaged, marking the location and type of damage.
<b>Fragile:</b>	Do not mark – Amtrak no longer accepts fragile items.
<b>Unsuitably Packed:</b>	Do not mark – Amtrak no longer accepts unsuitably packed items.
<b>Bicycle checked not in a container:</b>	Check for trains with Walk-On bicycle service where Amtrak accepts the bike to be stored in a bicycle rack.
<b>Passengers Name:</b>	The name of the passenger accepting the conditions.
<b>Passengers Signature:</b>	The signature of the passenger accepting the conditions.
<b>Agents Name:</b>	The name of the agent completing the report.
<b>Agents Signature:</b>	The signature of the agent completing the report.
<b>Copies:</b>	White Copy: Passenger Copy Pink Copy: Station Copy Tag: Item Copy



## NRPC 4000 – Baggage Tag

## A. Example of “Baggage Tag” (NRPC 4000)

Front	Back										
<div><p>Baggage Claim Check </p><div><p>Penn Station, Newark, New Jersey</p></div><p>PNR _____</p><p><b>NWK 12-00-01</b></p><div><div>DATE AND TIME RECEIVED</div><div>AM PM</div></div></div>	<div><div><p>Penn Station, Newark, New Jersey</p></div><p><b>RELEASE OF LIABILITY</b></p><p>HEREBY RELEASE AMTRAK AND ITS CONTRACTORS AND AGENTS FROM ANY LIABILITY FOR DELAYED OR DAMAGED CHECKED BAGGAGE UNDER CONTRACT, NEGLIGENCE OR OTHER THEORY FOR THE CHECKED ITEM(S).</p><p><b>SUBJECT TO DELAY</b></p><p><input type="checkbox"/> Delay due to late baggage check-in or reroute of baggage from passenger's itinerary.</p><p><b>RECEIVED DAMAGED</b></p><table><tbody><tr><td><input type="checkbox"/> Handle/strap/wheel broken</td><td><input type="checkbox"/> Top</td></tr><tr><td><input type="checkbox"/> Scratch</td><td><input type="checkbox"/> Bottom</td></tr><tr><td><input type="checkbox"/> Torn</td><td><input type="checkbox"/> Side</td></tr><tr><td><input type="checkbox"/> Dent</td><td><input type="checkbox"/> End</td></tr><tr><td><input type="checkbox"/> Stain</td><td></td></tr></tbody></table><p>Passenger's Signature _____</p><p><small>AMTRAK IS NOT A FREIGHT CARRIER AND DOES NOT BEHOLD LIABILITY FOR LOSS OF OR DAMAGE TO BAGGAGE.</small></p></div>	<input type="checkbox"/> Handle/strap/wheel broken	<input type="checkbox"/> Top	<input type="checkbox"/> Scratch	<input type="checkbox"/> Bottom	<input type="checkbox"/> Torn	<input type="checkbox"/> Side	<input type="checkbox"/> Dent	<input type="checkbox"/> End	<input type="checkbox"/> Stain	
<input type="checkbox"/> Handle/strap/wheel broken	<input type="checkbox"/> Top										
<input type="checkbox"/> Scratch	<input type="checkbox"/> Bottom										
<input type="checkbox"/> Torn	<input type="checkbox"/> Side										
<input type="checkbox"/> Dent	<input type="checkbox"/> End										
<input type="checkbox"/> Stain											
<div><p>Station Record </p><p><b>NWK 12-00-01</b></p><div><p>Penn Station Newark New Jersey</p></div></div>	<div><p><b>Forwarded</b></p><div>TRAIN AND DATE</div><div></div></div> <div><div><p>Penn Station Newark New Jersey</p></div><p><small>AMTRAK IS NOT A FREIGHT CARRIER AND DOES NOT BEHOLD LIABILITY FOR LOSS OF OR DAMAGE TO BAGGAGE.</small></p></div>										
<div><p>Passenger Claim Check </p><p><b>NWK 12-00-01</b></p><p>Your Baggage is Checked To:</p><div><p>Penn Station Newark New Jersey</p></div></div>	<div><p><b>NOTICE TO PASSENGER</b></p><p>Baggage will be held for 14 hours free at destination. Thereafter, tariff rates for storage will be assessed. Amtrak reserves the right to auction or otherwise dispose of baggage left unclaimed for a period exceeding 60 days.</p><p>Amtrak disclaims liability for loss or damage to checked baggage in excess of \$500.00 per ticketed passenger unless greater value, not to exceed \$2500.00, is declared, and appropriate charge paid at the time the baggage is checked. Amtrak disclaims liability for prohibited articles.</p><p>Unaccompanied baggage will be charged the full Express tariff rates.</p><p>Consult an Amtrak agent for further details.</p><p><small>AMTRAK IS NOT A FREIGHT CARRIER AND DOES NOT BEHOLD LIABILITY FOR LOSS OF OR DAMAGE TO BAGGAGE.</small></p></div>										



<b>Amtrak</b>		NRPC 300-TAC (1/00)	
		ORIGIN	
		[ ] [ ] [ ] [ ]	
NATIONAL RAILROAD PASSENGER CORPORATION			
TO:		<b>TAC</b>	
		TACOMA, WASHINGTON	
Via Route: _____		Train No.: _____	
If checked here <input type="checkbox"/> Subject to Delay			
BB		01 - 38 - 60	
Via Route: _____		NRPC 300-TAC (1/00)	
		ORIGIN	
Train No.: _____		[ ] [ ] [ ] [ ]	
NATIONAL RAILROAD PASSENGER CORPORATION			
TO:		<b>TAC</b>	
		TACOMA, WASHINGTON	
VISIBLE DEFECT: _____			
If checked here <input type="checkbox"/> Subject to Delay			
BB		01 - 38 - 60	
STATION RECORD			
BB		01 - 38 - 60	
Via Route: _____		NRPC 300-TAC (1/00)	
		ORIGIN	
Train No.: _____		[ ] [ ] [ ] [ ]	
NATIONAL RAILROAD PASSENGER CORPORATION			
TO:		<b>TAC</b>	
		TACOMA, WASHINGTON	
VISIBLE DEFECT: _____			
If checked here <input type="checkbox"/> Subject to Delay			
PASSENGER CLAIM CHECK			

*If baggage is damaged or will be delayed, NRPC 2980 must be used.*



#### **B. Instructions for Completing "Baggage Tag" (NRPC 4000)**

<b>PNR:</b>	Passenger's reservation number.
<b>Date/Time Received:</b>	Date and time the item was received if not claimed directly after train arrival.
<b>Release of Liability:</b>	Mark for damage or delay. Write "Delay" on the passengers claim check.
<b>Passengers Signature:</b>	The signature of the passenger accepting the conditions.
<b>Forwarded:</b>	Train and date the item was forwarded. Staple claim check to item tag.

### ***NRPC 4000U (10/2012) – Universal Baggage Tag***

#### **A. Example of "Universal Baggage Tag" (NRPC 4000U)**



					
ORIGIN					
<table border="1" style="width: 100px; height: 20px;"><tr><td style="width: 33%;"></td><td style="width: 33%;"></td><td style="width: 33%;"></td></tr></table>					
TO	<table border="1" style="width: 200px; height: 50px;"><tr><td style="width: 33%;"></td><td style="width: 33%;"></td><td style="width: 33%;"></td></tr></table>				
<hr/>					
City and State (print in full)					
<input type="checkbox"/> VISIBLE DEFECT <hr/>					
M 64-26-04					
<p><b>NOTICE TO PASSENGER</b> Amtrak® disclaims liability for loss or damage to checked baggage in excess of \$500.00 per ticketed passenger unless greater value, not to exceed \$2500.00, is declared, and the appropriate charge paid, at the time the baggage is checked. Amtrak disclaims liability for prohibited articles. Baggage will be held for free for 48 hours at destination. Thereafter, tariff rates for storage will be assessed. Amtrak® reserves the right to auction or otherwise dispose of baggage left unclaimed for a period exceeding 60 days. Consult agent for further details.</p>					
<div style="display: flex; justify-content: space-between; align-items: center;"><div><small>Amtrak is a registered service mark of the National Railroad Passenger Corporation NRPC 4000 U (10/2012)</small></div><div></div></div>					

*If baggage is damaged or will be delayed, NRPC 2980 must be used marking visible defect and providing a brief description.*

**B. Instructions for Completing "Universal Baggage Tag" (NRPC 4000U)**

To:	Three-letter city-code.
City and State:	City followed by the passengers PNR.
Visible Defect:	If the baggage was received damaged or will be delayed, check writing a brief description. NRPC 2980 must be used.

**NRPC 4001 (5/2016) – Red Cap Tag**

**A. Example of "Red Cap Check" (NRPC 4001 / NRPC 313)**





NRPC 4001 (05/2016)		AMTRAK	
Red Cap Service			
PNR/Last Name of Passenger			
Return Location/Time			
Train #			
Car #			
Room #			
RCP			
Red Cap Service Passenger Receipt			
Return Location			
Return Time			
Red Cap Agent			
THIS IS NOT CHECKED BAGGAGE Passenger is responsible for item once it is reclaimed from the Red Cap Agent. Amtrak disclaims liability for loss or damage in excess of \$50.00 per piece handled in Red Cap service. Additional valuation cannot be declared.			
RCP			

**B. Instructions for Completing "Red Cap Check" (NRPC 4001)**

<b>Return Location:</b>	The agreed upon location where you will meet the passenger.
<b>Return Time:</b>	The agreed upon time when you will meet the passenger. <i>Ensure to synchronize watches/electronic clocks.</i>
<b>PNR:</b>	Passenger's PNR provided on their travel tickets.
<b>Red Cap Agent:</b>	Name of employee completing the report.

**NRPC 4002 – Parcel Check Tag****A. Example of "Parcel Check" (NRPC 4002 - 5/2016)**



NRPC 4002 (5/2016)			
<b>Parcel Check</b>			
Date Received	Time Received	AM	PM
		<input type="checkbox"/>	<input type="checkbox"/>
<b>RELEASE OF LIABILITY</b>			
I HEREBY RELEASE AMTRAK AND ITS CONTRACTORS AND AGENTS FROM ANY LIABILITY FOR DAMAGED CHECKED BAGGAGE (UNDER CONTRACT, NEGLIGENCE OR OTHER THEORY) FOR THE CHECKED ITEM(S).			
<b>Received Damaged</b>			
<input type="checkbox"/> Handle/strap/wheel broken	<input type="checkbox"/> Top		
<input type="checkbox"/> Scratch	<input type="checkbox"/> Bottom		
<input type="checkbox"/> Torn	<input type="checkbox"/> Side		
<input type="checkbox"/> Dent	<input type="checkbox"/> End		
<input type="checkbox"/> Stain or Mark			
Signature _____			
<b>Storage Charges Apply per Each 24-hour Period</b>			
NOTICE TO PASSENGER: Amtrak disclaims liability in excess of \$100.00 per item for loss or damage to items stored in parcel check service. Additional valuation cannot be declared.			
The charge for each item is \$ _____ for each 24-hour period, starting at the time the article was checked. Amtrak disclaims liability for, and will dispose of, any item not claimed for 45 days. Amtrak further disclaims liability for prohibited articles.			
CONSULT AGENT FOR FURTHER DETAILS: The customer's acceptance of this claim check constitutes acceptance of the above conditions.			
Date Claimed	Time Claimed	AM	PM
		<input type="checkbox"/>	<input type="checkbox"/>
<b>PCK</b>			
CUSTOMER RECEIPT			
<small>Amtrak is a registered service mark of the National Railroad Passenger Corporation</small>			

**B. Instructions for Completing "Parcel Check" (NRPC 4002)**


This is an accounting document and must be used in sequential order, accounted for at the end of each shift. Refer to section N. "Accounting".

<b>Date/Time:</b>	Today's date and time, checking either AM or PM.
<b>Release of Liability:</b>	If the baggage was received damaged, mark the type of damage and the location on the item(s).
<b>Signature:</b>	The signature of the passenger accepting the conditions.
<b>Price:</b>	Write the price in the blank space provided.
<b>Date/Time:</b>	The date and time when the item was claimed.
<b>Additional Storage NRPC 4004 _____</b>	"Receipt for Baggage Storage Charges" (NRPC 4004) form number.
<b>Copies:</b>	White Copy (Front): Passenger Claim Check Pink Copy: Station Green Copy: Accounting White Copy (Back Tag): Item Tag



## NRPC 4003 – Receipt for Baggage Service Charges

### A. Example of "Receipt for Baggage Service Charges" (NRPC 4003)

	
NRPC 4003 04/20/12	
<b>Receipt for Baggage Service Charges</b>	
Date Received	Time Received <input type="checkbox"/> AM <input type="checkbox"/> PM
<input type="checkbox"/> Excess Item(s) _____ Total number of items checked _____	
<input type="checkbox"/> Oversize Item(s) _____	
<input type="checkbox"/> Special Item(s) _____	
<input type="checkbox"/> Declared Value The total value of all items of checked baggage is declared by me to be not over \$500.00 per ticketed passenger. Unless a higher value, \$ _____, not to exceed \$2500 per ticketed passenger for a item(s) included on this form is <b>declared</b> and paid for on this form. The liability of Amtrak is limited to the declared value. I further understand and agree that I have been informed which items are prohibited in checked baggage service, that there are no such items in my checked baggage, and that Amtrak disclaims liability for any such prohibited items and for damage caused by any such items, regardless of any values declared by me. My signature below indicates that I understand and agree with the above limitations and that the value I have declared is correct. \$ _____	
Total Charges Collected \$ _____	
Customer Signature _____	
Agent Signature _____	
<b>BSC 00-00-01</b>	
<small>Amtrak is a registered service mark of the National Railroad Passenger Corporation</small>	

### B. Instructions for Completing "Receipt for Baggage Service Charges" (NRPC 4003)

This is an accounting document and must be in sequential order, accounted for at the end of each shift. Refer to section N, "Accounting".


<b>Date/Time:</b>	Today's date and time, checking either AM or PM.
<b>Excess Item:</b>	Check if the charge is for excess item(s), marking the total amount of items checked. Leave blank if no excess items.
<b>Oversize Item:</b>	Check if the charge is for oversize item(s). Leave blank if no oversize item(s).
<b>Special Item:</b>	Check if the charge is for special item(s). Leave blank if no special item(s).
<b>Declared Value:</b>	Check if the charge is for declaring additional value (\$1.00 per \$100.00 declared - \$2,000.00 maximum). Write the total received in both blank areas.
<b>Total Charges Collected:</b>	The total amount collected from the passenger.
<b>Customer Signature:</b>	Passenger's signature.
<b>Agent Signature:</b>	Agent's signature.
<b>Copies:</b>	White Copy: Passenger



Pink Copy: Station  
Green Copy: Accounting

## NRPC 4004 – Receipt for Baggage Storage Charges

### A. Example of “Receipt for Baggage Storage Charges” (NRPC 4004)

 **Receipt for Baggage/Express  
Storage Charges**  
NRPC 4004 (Rev. 12)

---

Station \_\_\_\_\_ Date \_\_\_\_\_

Received from the bearer the sum of \$ \_\_\_\_\_  
representing storage charges on the items indicated below that  
were claimed after the expiration of the free storage period, or after  
the expiration of the initial parcel check storage period that was  
paid in advance on NRPC 4004.

☐ Checked Baggage ☐ Parcel Check

☐ Amtrak Express ☐ Other \_\_\_\_\_

Received at Station: \_\_\_\_\_ Date: \_\_\_\_\_

Delivered to Customer: \_\_\_\_\_ Date: \_\_\_\_\_

Number of days \_\_\_\_\_ Number of pieces \_\_\_\_\_

Check or waybill numbers \_\_\_\_\_

\_\_\_\_\_

Agent  
4004 - 0050401 1

**White** - Customer Receipt **Yellow** - Accounting **Pink** - Station

Amtrak is a registered provider of the National Rail Passenger's Corporation.


**B. Instructions for Completing “Receipt for Baggage Storage Charges” (NRPC 4004)**


This is an accounting document and must be used in sequential order, accounted for at the end of each shift. Refer to section N. “Accounting”.

<b>Station:</b>	The station the report was completed at.
<b>Date:</b>	Today’s date.
<b>Received from the bearer the sum of \$_____:</b>	The money received from the owner of the item(s). The charges are calculated as <u>Total Items X Total Days After the First 24hrs X \$5.00</u> . <i>The first 24 hours is not charged for.</i>
<b>Type of Service:</b>	Check one.
<b>Received at Station:</b>	Date the item(s) arrived at your station.
<b>Delivered to Customer:</b>	Date the item(s) were delivered to the customer.
<b>Days:</b>	Total number of days the item(s) was stored.
<b>Number of Pieces:</b>	Total number of item(s) the passenger is claiming.
<b>Check/Waybill Numbers:</b>	Claim check or waybill numbers for the item(s) being claimed.
<b>Agent:</b>	The agent completing the report.

**A. Example of “Lost Article Check” (NRPC 4005)**

-----

  
NRPC  
4005  
1/6/2016



**Lost Article Check**

Date Received	Item Received	ASA	PIA
		<input type="checkbox"/>	<input type="checkbox"/>
Station Code	Found By		
Found At/On			

☐ 1) Audio/Video  
☐ 2) Books/Folders/Papers  
☐ 3) Cell Phone  
☐ 4) Clothing/Headwear/Footwear  
☐ 5) Hand/Shoulder Bag  
☐ 6) Infant/Child Item  
☐ 7) Luggage  
☐ 8) Medical  
☐ 9) Music  
☐ 10) Package/Box  
☐ 11) Personal Effects  
☐ 12) Sport  
☐ 13) Laptop/Computer  
☐ 14) Miscellaneous \_\_\_\_\_

Claimed By Owner

Disposed of To/Where

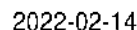
**LST 00-00-01**

ITEM 160

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B. Instructions for Completing “Lost Article Check” (NRPC 4005)	
<b>Date/Time:</b>	Today’s date and time, checking either AM or PM.
<b>Found At/On:</b>	Where the item was found.
<b>Found By:</b>	Who the item was found by. <i>If there is no finder, write the employees name and AMTK.</i>
<b>Finder Contact:</b>	The preferred contact of the finder, preferably phone or email address.
<b>Lost Item Categories:</b>	The category which the lost item falls under. If none, mark Miscellaneous and provide a brief description
<b>Claimed By:</b>	If the item is claimed, check either Owner or Finder.
<b>Disposed Of To / Where:</b>	If the item is not claimed after 60 days, mark where the item was disposed of and to if a specific person or vendor.
<b>Copies:</b>	Top Copy: Finder Copy 2nd Copy: Station File Tag Copy: Stays with Lost Article





Claimed:	"Disposal".
----------	-------------

## NRPC 4008 – Amtrak Identification Tag

### A. Example of "Amtrak Identification Tag" (NRPC 4008)

Help us identify your bag  
and keep everyone secure.  
Please tag *all* your bags.



Name / Nombre	
Email / Correo electrónico	
Phone #1 / N° de teléfono 1	Phone #2 / N° de teléfono 2

NRPC 4008 – Amtrak is a registered service mark of the National Railroad Passenger Corporation. "See where the train can take you" and all the service marks are service marks of the National Railroad Passenger Corporation.

### B. Instructions for Completing "Amtrak Identification Tag" (NRPC 4007)

Name:	Passenger's name.
Address:	Passenger's home address.
City/ State:	Passenger's home city and state.
Zip/ Country/ Phone:	Passenger's home zip and country and their best contact for phone.
Email:	Passenger's email address.

## NRPC 3088 – Canadian Customs Tag

### A. Example of "Canadian Customs Tag" (NRPC 3088)

CITIZENSHIP <input checked="" type="checkbox"/> UNITED STATES <input type="checkbox"/> CANADA <input type="checkbox"/> OTHER: _____	
IDENTIFICATION NUMBER NRPC 3088	A760009 A760009



**B. Instructions for Completing “Canadian Customs Tag” (NRPC 3088)**

<b>Name:</b>	Passenger’s name.
<b>Citizenship:</b>	Passenger’s citizenship – USA, Canada, or other (please specify).
<b>Peel off Number:</b>	Place on passenger’s travel ticket receipt.

**NRPC 4009 – Heavy Tag****A. Example of “Heavy Tag” (NRPC 4009 )**

<div style="text-align: center;"><p>The image shows a sample of a 'Heavy Tag' (NRPC 4009). It features the word 'HEAVY' in large, bold, black capital letters. Below this, the Amtrak logo is displayed. At the bottom, there is a line of small text: 'NRPC 4009 (1/1/2021) - A label to indicate when used for the purpose of indicating baggage weight.</p></div>
--

**B. Instructions for Completing “Heavy Tag” (NRPC 4009)**

<b>Weight:</b>	The weight of the item. <i>Must not exceed 50lbs (23 kg)</i>
----------------	--



## NRPC 4010 – Military Baggage Tag

### A. Example of “Military Baggage Tag” (NRPC 4010)

The image shows a sample of the NRPC 4010 Military Baggage Tag. It is a white rectangular tag with a black border. In the top left corner, it says "NRPC 4010 (04/2012)". In the top right corner, there is the Amtrak logo. The center of the tag features the text "Military Baggage" followed by "-OVERWEIGHT-" in large, bold, black letters. Below this, it says "Not to exceed 100 lbs" and then a large empty rectangular box for the weight. Underneath the box, it says "Weight:". At the bottom of the tag, there is a section titled "THIS IS NOT A BAGGAGE CLAIM CHECK." followed by a paragraph of text explaining the tag's purpose and weight limits. At the very bottom, in small print, it says "Amtrak is a registered service mark of the National Rail and Passenger Corporation."

NRPC  
4010  
(04/2012)

AMTRAK

Military Baggage  
**-OVERWEIGHT-**

Not to exceed 100 lbs

Weight:

**THIS IS NOT A BAGGAGE CLAIM CHECK.**  
This tag is for articles held by authorized military personnel on official orders for the United States Government. The weight of the article is not over 100 lbs. Any baggage over 50 lbs that is handled at a station staffed by only one Amtrak Employee will require the assistance of the owner.

Amtrak is a registered service mark of the National Rail and Passenger Corporation

### B. Instructions for Completing “Military Baggage Tag” (NRPC 4010)

<b>Weight:</b>	The weight of the item. <i>Must not exceed 100lbs (45 kg)</i>
----------------	---



**NRPC 4011 – Three Part Transfer Tag**

**A. Example of “Three Part Transfer Tag” (NRPC 4011)**

TRANSFER

NRPC 4011 U 10/1/2022

City

To Train

Transfer #3

City

To Train

Transfer #2

City

To Train

Transfer #1

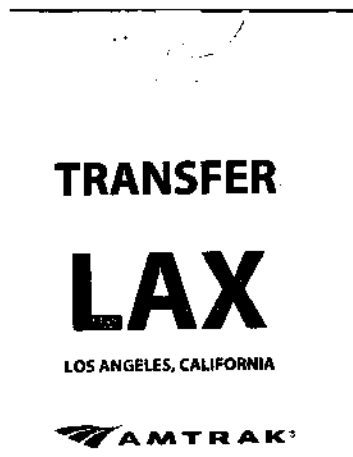
AMTRAK

**B. Instructions for Completing “Three Part Transfer Tag” (NRPC 4011)**

<b>Transfer (#1, #2, or #3):</b>	Start from the bottom up, marking the city code, city name, and to which train it will transfer.
----------------------------------	--

## ***NRPC 4012 – Transfer Tag***


### **A. Example of “*Transfer Tag*” (NRPC 4012)**





## NRPC 4013 – Lost Claim Check Application

### A. Example of "Lost Claim Check Application" (NRPC 319)

					
<b>Lost Claim Check Application</b> (See back of form for instructions)					
<b>1. Description of Items</b>					
Checked from or at _____ to _____ on (date) _____					
with baggage claim check numbers _____					
or parcel check tag numbers _____					
Description of Baggage or Parcel Item	Principal Articles Contained Inside Item	Color	Size	Unique Markings or Decoration	Other Identifying Information
Name of Passenger (please print clearly) _____					
Home Street Address _____					
City _____		State/Province _____		Zip/Postal Code _____	
Home Telephone _____					
<b>2. Certification</b>					
I certify that I have the right to claim the items and contents described above, that I have lost the baggage claim checks or parcel checks indicated, and that I have received all items checked under the claim check numbers indicated above. No exception is taken in the contents of the items.					
Passenger's Signature _____				Date _____	
Identification Presented (type, number/expiration if applicable) _____					
The items and contents indicated above were fully described, and right of claiming proved, by the applicant whose name, signature, and identification appears above, before they were shown and delivered to him or her.					
Amtrak Employee Name (please print) _____				Signature _____	
Title _____		Location _____		Date _____	
NRPC 319 (17/07) <span style="float: right;">Amtrak is a registered service mark of the National Railroad Passenger Corporation</span>					



B. Instructions for Completing "Lost Claim Check Application" (NRPC 319)	
<b>Checked:</b>	Where the item was checked from, to, and on which date.
<b>Claim Check Numbers:</b>	The baggage claim check numbers if the item was handled in checked baggage.
<b>Parcel Check Tag Numbers:</b>	The parcel check tag numbers if the item was handled in parcel check.
<b>Description of Item:</b>	Brief description of the item(s).
<b>Principal Articles Contained Inside Item:</b>	Contents in the baggage that will help identify the baggage to the customer.
<b>Color:</b>	Color of the item(s) the owner is describing.
<b>Size:</b>	Estimated size of the item(s) the owner is describing.
<b>Unique Markings or Decoration:</b>	Any markings or decorations that would help identify the item(s).
<b>Other Identifying Information:</b>	Provide the brand or model or any specific details.
<b>Name of the Passenger:</b>	Passenger's name.
<b>Home Street Address:</b>	Passenger's address.
<b>City /State / Zip:</b>	Passenger's city, state, and zip.
<b>Home Telephone:</b>	Passenger's home telephone or phone with best point of contact.
<b>Passengers Signature and Date:</b>	Passenger's signature and today's date.
<b>Identification Presented:</b>	The ID that is presented by the passenger.
<b>Amtrak Employee Name and Signature:</b>	The employee completing the report.
<b>Title /Location /Date:</b>	The employees title, location, and today's date.
<b>Copies:</b>	White Copy: Office of Customer Relation Yellow Copy: Passenger Pink Copy: Mail this to the Office of Customer Relations. Amtrak Office of Customer Relations Baggage Claims Officer 1 Massachusetts Ave., N.W. Washington, D.C. 20001

**NRPC 4014 – Release of All Claims****A. Example of "Lost Claim Check Application" (NRPC4014)****Release Of All Claims**

Received from the National Railroad Passenger Corporation (Amtrak) the sum and payment indicated below hereof which by my/our signature and endorsement subscribed below, I/We declare and agree to be a full and final settlement, satisfaction and release, of any and all claims for all Loss, Damage, and Expense of whatsoever nature and whensoever sustained arising out of the incident occurring on or about

\_\_\_\_\_ at or near \_\_\_\_\_  
Date Station

\_\_\_\_\_  
Passenger Signature Passenger Signature

Settlement Amount \$ \_\_\_\_\_ EEV # \_\_\_\_\_

Amtrak Representative  
Signature

NRPC 241111/063

Amtrak is a registered service mark of the National Railroad Passenger Corporation

**B. Instructions for Completing "Lost Claim Check Application" (NRPC 4011)**

<b>Date:</b>	The date of the incident.
<b>Station:</b>	The station where the incident occurred or where the passenger filed the claim.
<b>Passenger Signature:</b>	Passenger's signature. If multiple passengers in the claim, obtain multiple signatures.
<b>Settlement Amount:</b>	The amount settled by Amtrak to the passenger.
<b>EEV#:</b>	The EEV number used to settle to the passenger.
<b>Amtrak Representative:</b>	The employee's signature and the today's date.

**NRPC 4015 – Group Tag****A. Example of "Group Tag" (NRPC 4015)**

Amtrak

**GROUP**

GROUP NAME

PASSENGER NAME

NRPC 4015 (Rev. 10/19)

**B. Instructions for Completing "Group Tag" (NRPC 4015 )**


<b>Group Name:</b>	The group name and/or the group's reservation number.
<b>Passenger Name:</b>	The passenger's name who owns the item.





## NRPC 4016 – Firearms Declaration

### A. Example of "Firearms Declaration" (NRPC 3344)

 <b>Firearm(s) Declaration</b>	
Customer's Name	Baggage Check Number
<p>I declare that my firearm is in an approved locked hard-sided container and I am in sole possession of the key or combination for such container.</p> <p>I understand that the carriage of an unloaded weapon is subject to terms and conditions and that Amtrak reserves the right to inspect my firearms prior to check-in.</p> <p>I am completing one declaration form for each container holding a firearm(s) or ammunition.</p> <p>I declare as required by federal regulation that all firearm(s) in this bag/container, are in a hard-sided container, NOT loaded and my luggage contains no more than eleven pounds of ammunition.</p> <p>All ammunition I am carrying is securely packed in the original manufacturer's container, fiber, wood, or metal boxes; or in other packaging specifically designed to carry small amounts of ammunition.</p> <p>I release Amtrak from any liability which may result from the discharge of my declared firearm(s) or ammunition.</p> <p>I also understand that State laws vary regarding registration, possession and carriage of weapons. I also acknowledge that I am responsible for knowing and following all federal, state and local firearm laws to and through any and all jurisdictions through which I will be traveling.</p> <p>All BB guns and Compressed Air Guns (to include paintball markers) are packaged as though they are firearms; canisters, tanks, or other devices containing propellants are empty and securely packaged in manufacturer's container within the contents of my luggage or firearm(s) case.</p>	
Customer's Signature	Date
NRPC 3344 (10/2010) <b>Passenger Copy</b> AMTRAK is a registered service mark of the National Railroad Passenger Corporation.	

### B. Instructions for Completing "Firearms Declaration" (NRPC 4016)

Customer's Name:	Customer's name.
Baggage Check Number:	The baggage check number for the item. <i>A separate "Firearms Declaration" (NRPC 4016) must be used per baggage item or firearms case.</i>
Customer Signature:	Customer's signature.
Date:	Today's date.

**NRPC 4017 – Baggage Tracing/Claim Form****A. Example of "Tracing/Claim Form" (NRPC 4017)**

4017 Baggage Tracing/Claim Form		Serial Number	
<b>A Customer Information</b>			
<input type="checkbox"/> Checked Baggage <input type="checkbox"/> Red Caps <input type="checkbox"/> Parcel Check <input type="checkbox"/> Amtrak Express <input type="checkbox"/> Carry-on or lost in station			
Station		Agent	
Owner's Name		Phone	
Last Name		First Name	
Permanent Address		Middle Initial	
Street		City	
State		Zip	
Local Address (for temporary stay)			
Street		City	
State		Zip	
Local Phone		Mobile	
E-mail			
Reservation Number		Class/Coach/First/Worlds	
<b>Travel Itinerary</b>			
Origin	Destination	Train/Bus Numbers	Date of Travel
Last Seen			
<b>Baggage Description</b>			
Type of Item	Color	Mfg. Of Item	External Trademarks
Identifying Contents			
<b>B Tracing and Disposition</b>			
Locations Called/Quoted			
Tracing Notes			
Items found at			
on (date)			
received on (date)			
Picked-up (name) or Sent to (where)			
on (date)			
Sent via (carrier)			
waybill			
EEV 75-			
Amount \$			
<b>C Emergency Funds for Replacement Clothing and Toiletries</b>			
Funds dispersed: Date			
NRPC 638 No.			
Amount \$			
<b>D Local Claim Settlement</b>			
Local Claim Settlement for			
EEV 75-			
Amount \$			
<b>E Claim Information</b>			
List the baggage items and its contents below. If additional space is needed for description of contents, use separate piece of paper.			
Article	No.	Label or Brand, Size, Color, Material	Gender
			(M, F)
			Store Purchased
			Date Purchased
			Original List
Do you declare and pay higher value? <input type="checkbox"/> Yes <input type="checkbox"/> No Value Declared \$			
Do you have insurance that will apply to this claim? <input type="checkbox"/> Yes <input type="checkbox"/> No Name and Agent			
I do hereby promise the foregoing statement and those on the accompanying form(s) to be accurate, complete, true, and I hereby make a claim against the National Railroad Passenger Corporation (Amtrak) in the amount of \$ for loss occurring on			
20			
Customer Signature			
Date			
Whiter: Office or Government Relationship Act; Baggage Claims Amtrak, 101 Massachusetts Ave NE, Washington, DC 20002-4251   Pink: Station			
Yellow: Customer Final Receipt   Goldenrod: Customer Initial Receipt   give for delayed baggage.			

**B. Instructions for Completing "Tracing/Claim Form" (NRPC 4017)****Customer Information – Passenger Use**

<b>A.</b>	<b>Type of Service:</b>	Check one.
	<b>Station:</b>	The station the report is being filed at.
	<b>Agent:</b>	The station agents name.
	<b>Phone:</b>	The best number for contacting the station.
	<b>Date:</b>	Today's date.
	<b>Last Name:</b>	Passenger's last name.
	<b>First Name:</b>	Passenger's first name.
	<b>Middle Initial:</b>	Passenger's middle initial.
	<b>Permanent Address:</b>	The passenger's permanent address, including street, apt., city, state, and zip.
	<b>Local Address:</b>	If temporary stay, the passengers address, including street, apt., city, state, and zip.
	<b>Local Phone:</b>	The best point of contact for the passenger in the next 7-10 business days.
	<b>Mobile:</b>	Passenger's mobile phone. If none, have them provide an alternate to the local phone number.
	<b>Email:</b>	Passenger's email address.
	<b>Reservation Number:</b>	Passenger's reservation number. A separate claim form is required for each passenger making a claim. Exception: A family (married couple/parents or parents and any children) traveling together on one ticket may submit one form covering all such family members.
<b>Claim Check(s)/Waybill(s):</b>	The claim check or waybill numbers of the baggage or express item(s).	
<b>Travel Itinerary:</b>	The origin/destination stations, train/bus numbers, dates of travel, and where the baggage item(s) were last seen.	
<b>Baggage Description:</b>	A description of the baggage items(s) being specific as possible. Note the type of item, color, manufacturer, any exterior trademarks (brand name, model name) and any contents in the pockets that may help identify the item to the passenger.	

**Tracing and Disposing – Amtrak Use Only**

<b>B.</b>	<b>Locations Called/Queued:</b>	List of the locations that you have called or queued on you search for the item.
	<b>Tacking Notes:</b>	Any notes that will assist in others attempting to locate the item.
	<b>Items found at _____:</b>	When the item(s) are found, where.
	<b>on (date)_____:</b>	When the item(s) are found, when.
	<b>Received on (date)_____:</b>	When the item(s) are found, when did your station receive the item?
	<b>Picked-up /Sent to/Date:</b>	Who the item was picked-up by or where the item was sent to and on what date.
	<b>Sent via _____:</b>	If sent, which courier.
	<b>Waybill _____:</b>	The waybill associated with the courier.
	<b>NRPC 3445 _____:</b>	The NRPC 3445 number associated with expenses to send the item to the passenger. If expenses incurred and a claim is filed and settled at the station, then write the NRPC 3445 in section D.
	<b>Amount \$ _____:</b>	Write the amount given to the passenger.

**Emergency Funds for Replacement Clothing and Toiletries – Amtrak Use Only**

<b>C.</b>	<b>Date:</b>	The date the funds were dispersed.
	<b>NRPC 638 No. _____:</b>	Fill out "Miscellaneous Billing" (NRPC 638) and write the number here until an EEV is prepared in section D.
	<b>Amount \$ _____:</b>	Write the amount given to the passenger.

**Local Claim Settlement – Amtrak Use Only**

<b>D.</b>	<b>Local Claim Settlement for _____:</b>	If a claim is settled at your station, write the type of claim that is being settled.
	<b>NRPC 3445 _____:</b>	Write the NRPC 3445 number and the amount given if a claim is settled at your station



		and/or if section C was completed.
	Amount \$ _____:	Write the amount given to the passenger.
<b>Claim Information – Passenger Use</b>		
<b>E.</b>	<b>Type of Claim:</b>	Check one, marking the nature and extent for pilferage and damage claims.
	<b>Documentation Attached:</b>	Is the required documentation attached and if not, why.
	<b>Article:</b>	Description of the one of the contents the passenger is making the claim for.
	<b>No.</b>	If more than one of these items, how many total.
	<b>Label/Brand, Size, Color, Material:</b>	Description of the item.
	<b>Gender (M/F):</b>	If the item is for men or women. If neither, leave blank.
	<b>Store Purchased:</b>	Where the item was purchased.
	<b>Date Purchased:</b>	The estimated date of purchase.
	<b>Original Cost:</b>	The estimated original cost.
	<b>Declaration of Value:</b>	If value was declared at time of check-in, mark "Yes" and the value declared, otherwise mark "No".
	<b>Insurance:</b>	If the passenger would like to apply their insurance to this claim, mark "Yes" and write the insurance agents name and the company, otherwise mark "No".
	<b>amount of \$ _____:</b>	The total amount the passenger is making the claim for.
	<b>loss occurring on ____:</b>	The date of the incident.
	<b>Customer Signature:</b>	Customer's signature.
<b>Date:</b>	The date the report was completed.	
<b>Copies:</b>	Copy 1: Accounting Copy 2: Station Copy. Copy 3: District Manager	

## **NRPC 4018 – Unstaffed Station Tag**

### **A. Example of "Unstaffed Station Tag" (NRPC 4018)**



UNSTAFFED  
STATION

This is NOT checked baggage. Amtrak assumes no responsibility for unloading this baggage from the train and will not be held liable for its loss or damage.

Name

Address

City

State

Country

Phone

TO:  
(Destination Station)

THANK YOU FOR TRAVELING AMTRAK



Amtrak is a registered service mark of the National Railroad Passenger Corporation.  
NRP 4018 05-01

B. Instructions for Completing “Unstaffed Station Tag” (NRP 4018)

Name:	Passenger’s name.
Address:	Passenger’s home address.
City/ State:	Passenger’s home city and state.
Zip/ Country/ Phone:	Passenger’s home zip and country and their best contact for phone.
Email:	Passenger’s email address.
To:	The unstaffed station destination.

Appendix

Update history

- 2020-01-06 Updated to new template.
- 2018-07-11: Changed the NRPC number for the Canadian Customs Tag



2018-04-01: Update the baggage charges, Change EEV reference to the NRPC 3445, updated forms.

### ***About this chapter***

<b>Contact(s):</b> Ann Adams, Beth Bailey	<b>Subject:</b> Forms
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Station Standards



2015-07-30

## Quiet Cars

**Chapter Summary:** Amtrak offers Quiet Cars® on many corridor trains, providing a peaceful, quiet atmosphere for passengers who want to work or rest without distraction.

The term "Quiet Car" is a registered service mark of Amtrak. Commuter train operators which have this feature and which call them Quiet Cars use this term with Amtrak's permission.

## Table of Contents

*To return to the table of contents from anywhere in the document, push Ctrl-Home on your keyboard (the Home key is on the right side of the keyboard).*

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## Policy

The following guidelines apply to the Quiet Car:

- **Passenger conversation must be in quiet, subdued tones**, and should be limited. Passengers who want to carry on extended conversations should move to another car.
- **Passengers may not make or receive calls on cellular phones**, including smart phones. If a call must be made or answered, the passenger must move to another car.
- **No device that makes any sound audible to others may be used**, including but not limited to:
  - Cellular phones including smart phones – the ringing must be adjusted to a silent or a vibrating setting
  - Pagers, unless adjusted to a silent or vibrating setting
  - Alarm watches, unless adjusted to a silent or vibrating setting
  - MP3 players (iPod, Zune, etc.), or any device that functions as an MP3 player, without headphones\*
  - CD or DVD players without headphones\*
  - Handheld electronic game devices without headphones\*
  - Laptop computers with audible features enabled\*
  - Passengers using headphones must keep the volume low enough so that the audio cannot be heard by other passengers.\*

\* These requirements actually apply throughout the train, not just in the Quiet Car.

Passengers who are unable to follow these guidelines will be asked by Amtrak personnel to move to another car.

## Seating

- Seating in the Quiet Car is on a first-come, first-served basis and cannot be reserved as such. There is no additional charge to sit in the Quiet Car.
- In order to provide space for all who want to ride in the Quiet Car, passengers may occupy only one seat per person. The adjacent seat may not be used for personal belongings.
- Passengers who board trains and find that seats are only available in the Quiet Car must follow the Quiet Car guidelines.

## Lighting and luggage bins

Overhead lighting in the Quiet Car is normally dimmed, to provide a more restful atmosphere. Reading lights may be used and emergency lights will remain lit. Luggage bin doors, where they exist, must remain closed.





## Quiet Car Reference information

### *Trains with Quiet Cars*

The following trains currently have Quiet Cars. The availability of a Quiet Car on a train is shown by the existence of the letter "Q" in the services section of Arrow availability, or by a symbol in Amtrak.com availability. See [below](#).

Train number or corridor name	Location in Quiet Car
Acela Express trains	Business class car next to first class car
Northeast Regional trains except to/from Newport News	Coach car next to business class car
Northeast Regional trains to and from Newport News and Williamsburg, Virginia (66, 67, 83, 94, 95, 99, 194)	Last car on the train
Keystone Corridor trains New York-Harrisburg	Coach car next to locomotive*
Empire Corridor trains 230, 232, 234, 250 and 252 only	Unspecified – ask conductor
Hiawatha Corridor trains Chicago-Milwaukee	Last car on the train
Capitol Corridor trains 520, 521, 522, 523, 525, 527, 529 and 531 only	Unspecified – ask conductor
Wolverines Service trains 350, 351, 352, 353, 354 and 355	The Quiet Car will be the coach car on the opposite end of the train from the business class/café car

\* Keystone trains to and from New York change direction at Philadelphia; if the Quiet Car on a New York-Harrisburg train is at the front of the train departing New York, it will be on the rear of the train departing Philadelphia for Harrisburg. There is no set pattern for any train at which end the Quiet Car will be located; check the train consist in Arrow for the day of operation to determine the location of the Quiet Car on that train.

### *Trains without Quiet Cars*

Quiet cars are not available on any other Amtrak train, including:

- All long distance trains
- Any Empire Corridor train not specified above
- Ethan Allen trains
- Downeaster trains
- Vermonter (54/55/56/57)
- Maple Leaf (63/64)



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- Adirondack (68/69)
- Piedmont (73-76)
- Carolinian (79/80)
- Palmetto (89/90)
- Chicago corridor trains other than the Hiawathas
- Amtrak Cascades trains
- Capitol Corridor trains other than those in the table above
- San Joaquin trains
- Pacific Surfliner trains

### ***Display of Quiet Car availability***

#### **Arrow**

A15APRCHIMKE

CHICAGO	IL	- MILWAUKEE	WI	FR 15APR 600A
1	329C CHIMKE	600A 15APR 729A	-MTWTFSS	BQ U8
			1:29	
2	331C CHIMKE	825A 15APR 954A	@	BQ U8
			1:29	

#### **Amtrak.com**

**ADD TO CART** **\$22.00**

TO:	Departs: 6:00 AM	Arrives: 7:25 AM	Amtrak.com	<b>1:1:29</b>
From: Chicago	FR 15APR 2015	FR 15APR 2015		Train Pass
Range:	Chicago, IL - Union	MILWAUKEE, WI - BQ		
	Chicago, IL			
	Chicago, IL			
	Chicago, IL			
	Chicago, IL			

### ***Customer relations issues***

Subdued conversation is permitted in the Quiet Car. However, some passengers feel that this is the "Silent Car" rather than the "Quiet Car" and may complain if even subdued conversation is heard. Please be certain they are aware of the established Quiet Car guidelines. Nonetheless, as stated above, passengers who want to carry on anything other than brief, subdued conversation should relocate to another car on the train.

Passengers who are sitting in other cars on trains that have Quiet Cars, and who are unhappy about the sound level in those cars, are invited to relocate to the Quiet Car, if seats are available.



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Passengers in Quiet Cars are asked to be courteous to other passengers when reminding them not to make noise.

### ***Signs***

The following signs are posted at the entrance to the Quiet Car and in many cases in one or two locations along the ceiling over the aisle:



### ***Commuter Railroads***

The following commuter railroads have cars similar to the Amtrak Quiet Car. The name of the car may vary, as the phrase "Quiet Car" is a registered service mark of Amtrak, and may only be used with the permission of Amtrak.

Commuter Railroad	Location	Website for more information
Massachusetts Bay Transportation Authority	Boston, Massachusetts	<a href="http://www.mbta.com">www.mbta.com</a>
Metro-North Railroad	New York City	<a href="http://www.mta.info/mnr">www.mta.info/mnr</a>
New Jersey Transit	New Jersey or New York City	<a href="http://www.njtransit.com">www.njtransit.com</a>
Southeastern Pennsylvania Transportation Authority	Philadelphia, Pennsylvania	<a href="http://www.septa.com">www.septa.com</a>
Maryland Rail Commuter	Baltimore, Maryland and Washington, DC	<a href="http://mta.maryland.gov">mta.maryland.gov</a>
Virginia Railway Express	Virginia to Washington, DC	<a href="http://www.vre.org">www.vre.org</a>

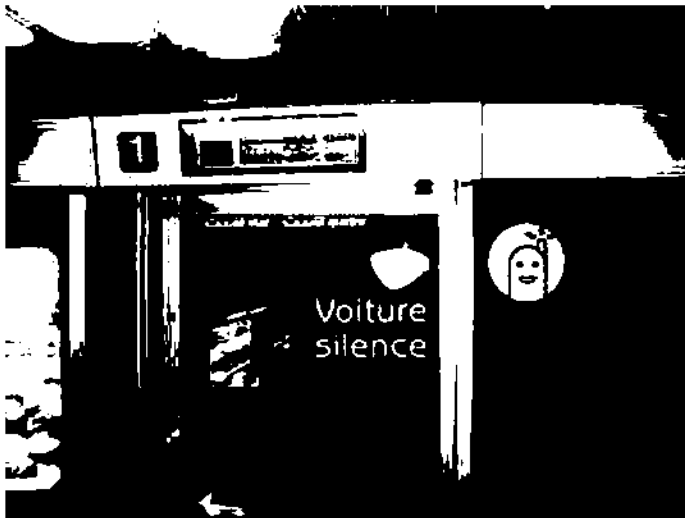


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Commuter Railroad	Location	Website for more information
Metra	Chicago, Illinois	<a href="http://www.metrarail.com">www.metrarail.com</a>
Metrolink	Los Angeles, California area	<a href="http://www.metrolinktrains.com">www.metrolinktrains.com</a>

### ***Other passenger railroads***

A number of railroads in other countries have established a similar service. The picture below is from a high speed train operated by SNCF (Société Nationale des Chemins de fer Française). The image of the cell phone (yellow circle to right of door) means that it is OK to use the phone on this side of the door, the vestibule side. On the opposite side of the door, within the car, there is a symbol of a cell phone that is asleep, meaning, don't use it.



## **Appendix**

### ***Update History***

- 2015-07-30: Train 236 does not have a quiet car; removed from table.
- 2014-06-05: Added three new train numbers to the Capitol Corridor and Empire service trains.
- 2013-09-12: Starting August 9 the Wolverines will now have Quiet Car service.
- 2013-03-12: added note regarding no quiet car on the Vermonters.
- 2012-01-09: Metro-North Railroad now has quiet cars on all three lines.
- 2011-10-24: Metro-North Railroad begins operation of quiet cars.
- 2011-10-18: Trains 250 and 252 do not have quiet cars.
- 2011-09-27: Metrolink (Los Angeles) to have quiet cars on all trains by October 3, 2011.
- 2011-09-19: Train 236 does not have a quiet car.
- 2011-05-17: Metra (Chicago) to have quiet cars on all trains by June 6, 2011.
- 2011-04-04: Quiet Car symbol in Arrow and Amtrak.com availability added.



2015-07-30

2011-04-04: Quiet Car symbol in Arrow and Amtrak.com availability added.

2011-02-01: Capitol Corridor weekday quiet car trains added.

2011-01-19: New. Replaces G/TRN/QTC.

### ***About this Policy***

<b>Contact(s):</b> Phil Bouchard, Ann Adams	<b>Subject:</b> Quiet Cars
<b>Owner Department:</b> Transportation	<b>Group:</b> Service Delivery



## Picking Up Tickets for another Person

**Chapter Summary:** This chapter contains procedures for issuing a paper value ticket or an eTicket to someone other than a person whose name is in the PNR.

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## Policy

When someone other than the person named in a paid-for PNR wants to pick up the ticket for that person, Amtrak wants to make sure this person is actually entitled to have it, since we are not collecting any money when we give out that ticket. This can include a secretary picking up tickets for the boss, one family member picking up tickets for another family member, etc.

These policies apply to paper value tickets and to eTickets printed at ticket counters.

The normal identification policy applies; the person picking up the tickets must show identification.

If someone is picking up or exchanging tickets from a ticket agent and is not one of the passengers named in the PNR, the name of that person, the ID presented, and the location, date, and time of ticket issuance, must be entered in a 5TKT field in the PNR. If the tickets are previously paid:

- The PNR must contain an authorization remark, made at the time of booking, that this person is entitled to pick up the tickets, or
- The person picking up the tickets is the one who paid for them using advance payment, or
- The ticket agent must contact the passenger named in the PNR to determine if this person is in fact authorized to pick up the tickets.

## Procedures

### ***Person picking up or exchanging tickets is named in the PNR***

Applies to both payment or exchange at the window and to previously paid tickets.

- This person may pick up the tickets for all persons in the PNR.
- This person must show identification when picking up the tickets.
- Any other passenger who is present at the window must show identification.
- The tickets of all passengers not present at the window must be stamped "ID Required On Board".

### ***Person picking up or exchanging tickets is not named in the PNR***

#### **Person is paying or exchanging at the window**

- This person may pick up the tickets for all persons in the PNR.
- This person must show identification when picking up the tickets.



2012-03-05

- A 5TKT remark field must be entered into the PNR by the ticket agent indicating the name of the person who picked up the tickets, location, date and time, and type (only) of ID presented.
- The tickets of all passengers not present at the window must be stamped "ID Required On Board".

### **Person is picking up previously paid tickets**

#### Call Center Procedures

If the person calling to make the reservation indicates that he or she is doing so for someone else, use the appropriate contact code, such as "S" for "Secretary". In a 5TKT field, put that person's name. Ask that person who will be picking up the tickets; if it's not the passenger but rather someone such as a secretary or assistant, put that person's name in the 5TKT field too:

ROSEMARY WOODS WILL PICK UP MR. NIXON'S TICKETS

If the person calling doesn't specifically indicate this but you can figure it out (woman's name in the PNR, man calling), then ask who will be picking up the tickets, and proceed as above.

#### Station Procedures

If the above remark is in the PNR:

- This person may pick up the tickets for all persons in the PNR.
- This person must show identification when picking up the tickets.
- Another 5TKT remark field must be entered into the PNR by the ticket agent indicating the name of the person who picked up the tickets, location, date and time, and type (only) of ID presented.
- The tickets of all passengers not present at the window must be stamped "ID Required On Board".

If the above remark is not in the PNR:

Ask the person at the window if he or she is the one whose credit card was used to make the advance payment.

- If yes, ask to see the credit card that was used to make the advance payment. If the person has it and it is that person's credit card, you may issue the tickets to that person.
- If not:





2012-03-05

- Call the phone number in the PNR.
- Ask to speak with the person named in the PNR.
- Tell this person who is at the window to pick up the tickets and ask if this person is authorized to do so. (Tell the person that this is being done to make sure that his or her ticket is not given to anyone not authorized to have it.)

If you obtain authorization:

- This person may pick up the tickets for all persons in the PNR.
- This person must show identification when picking up the tickets.
- A 5TKT remark field must be entered into the PNR by the ticket agent indicating the name of the person who picked up the tickets, location, date and time, and type (only) of ID presented.
- The tickets of all passengers not present at the window must be stamped "ID Required On Board".

If you do not obtain authorization because you cannot reach this person, or you did reach the person and he or she said "no":

- Do not issue the tickets to the person at the window.
- Explain that you need authorization from the person named in the PNR to do so.
- Otherwise, the person traveling may pick up his or her tickets on the day of departure (assuming the ticket office is open for that train's departure).
- Remind the person at the window that the person traveling will need identification.

### ***Membership Discounts***

If the passenger has a ticket priced at a membership discount that requires proof of membership to be presented, and someone else is picking up that passenger's ticket, the passenger will have to show proof of eligibility on board the train, in the same manner as if the ticket had been picked up from a Quik-Trak machine or sent in the mail. In an open area on the ticket, note that the membership card is required on the train so the conductor knows to ask for it.

## **Appendix**

### ***Update History***

2012-02-02: Reissued in new template format.

2010-09-28: Language changed to reflect the replacement of advance payment with eTicketing.



2012-03-05

2006-12-04: Procedures clarified to include ticket exchange as well as new purchase.

2005-08-22: New.

### ***About this Chapter***

<b>Contact:</b> Carleton MacDonald	<b>Subject:</b> Picking up Tickets for Another Person
<b>Owner Department:</b> Marketing and Product Management	<b>Group:</b> Station Sales Support



2014-04-03

## Personal Food on Trains

**Chapter Summary:** This chapter contains information on where personal food may be consumed on Amtrak trains, and restrictions on personal food in Amtrak food storage and preparation equipment.

"Personal food" means food and drink not purchased from Amtrak, including baby food and formula.

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## Policy

Personal food may be consumed in the following areas on the train:

Passenger accommodation:

- Coach seats
- Business class seats (including Acela Express business class)
- First class seats (Acela Express)
- Sleeping car rooms
- Thruway services in the 3000-6999 series (Thruway services in the 7000-8999 series are operated by other carriers and the personal food policy of that carrier applies)

Food service cars:

- Northeast Regional café cars
- Acela Express café (bistro) cars
- Empire Service café cars
- Superliner Sightseer Lounge cars (upper level only)

Personal food may not be consumed in the following food service cars:

- Dining cars
- Café cars (other than Acela Express, Northeast Regional and Empire Service)
- Superliner Sightseer Lounge cars (lower level)
- All other lounge cars

Exception: A baby may be fed baby food or formula in these cars, if the parents are purchasing or consuming Amtrak-provided food or drink at the same time (such as dinner in a dining car).

## ***Alcohol***

The consumption of alcohol is subject to different rules.

## ***Storing or preparing personal food***

Federal food safety regulations forbid Amtrak from providing any refrigeration, thawing, heating, cooking or storage of any personal food or other item (beverage, baby food or formula, medicine, etc.) brought on trains by passengers or employees due to the possibility of cross-contamination of Amtrak food and supplies.



2014-04-03

Amtrak can provide ice for a passenger's personal cooler that is needed for any of these items, but the passenger must keep that cooler with him or her, away from Amtrak food storage and preparation areas. If the passenger does not have his or her own cooler and needs a paper bucket for the ice, a Special Service Request (REFG) for an "ice bucket" is required; [click here](#) for details.

## Appendix

### *Update History*

2011-12-20: Ported to new template

2010-08-09: New.

### *About this Chapter*

<b>Contact(s):</b> Phil Bouchard, Ann Adams	<b>Subject:</b> Personal Food on Trains
<b>Owner Department:</b> Transportation	<b>Group:</b> Service Delivery



## Passenger Hardship Exceptions

**Chapter Summary:** This chapter contains policies and procedures for rebooking or refunding reservations when a passenger has to delay or cancel travel due to a **personal situation** beyond his or her control. These policies apply to all passengers, both revenue and pass rider.

For policies and procedures that apply when **Amtrak** is unable to provide the service paid for due to a service failure on the part of **Amtrak**, see the [Service Disruption](#) section of Reservation and Ticketing Policies on the Intranet.

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2017-07-28

## Policy

When a passenger is forced to change or cancel his or her travel plans due to a personal situation outside the control of the passenger, Amtrak will modify or waive fare and refund policies that would have normally applied to that change or cancellation had it been made voluntarily.

For policies and procedures that apply when **Amtrak** is unable to provide the service paid for due to a service failure on the part of Amtrak (train annulment or detour, car removed from train or room unavailable due to an equipment problem, etc.), see the [Service Disruption](#) section of Reservation and Ticketing Policies on the Intranet.

### ***Types of personal situations covered by this policy***

- Illness or injury to the passenger, to anyone traveling with the passenger (if enroute), or to an immediate family member,\* that makes travel dangerous or impossible.
- Death of an immediate family member.\*
- Military orders – to report to active duty, to transfer to another duty location, or any other order that makes it no longer possible for the passenger to travel as planned.
- Jury duty.
- Quarantine – If the passenger becomes subject to a quarantine established by a government authority due to an epidemic or public health emergency.

\*Definition of an immediate family member:

- Spouse
- Domestic partner
- Parent
- Child (natural child, stepchild, foster child, or child for whom the passenger and/or spouse is legal guardian)
- Grandparent
- Grandchild
- Brother or sister
- Aunt or uncle
- Niece or nephew
- In-laws of the above (that is, the spouse's or domestic partner's child, grandparent, grandchild, brother or sister, aunt or uncle, niece or nephew)

### ***Exceptions allowed***

If one or more of the above situations exists, the following may be done.



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**Travel has not yet begun - reservation is not yet paid for**

- Passenger may rebook for future travel at the best fare then available. The original fare will not be protected. Or,
- Passenger may cancel.

**Travel has not yet begun - reservation is paid for**

- Passenger may rebook for future travel at the best fare then available. The original fare will not be protected, but the entire amount paid may be applied toward the future travel. Or,
- Passenger may be refunded the amount paid, without fee or penalty, even if part or all of the amount paid is not refundable. Proof of the hardship must be provided.

Note: If the **form of payment** is not refundable (such as a Transportation Voucher), an eVoucher that may be applied toward future travel will be provided, rather than a refund.

**Travel has begun - passenger is en route, but not at a stopover or a destination**

Note: If the time at a transfer point is 23 hr 31 min or more, this is a stopover, unless, due to less-than-daily service, the first possible onward train departs after this time. For example, passenger is on a continuous journey from Seattle to Miami via Chicago and Washington, and becomes ill at Minot, or during the layover in Chicago or Washington.

- The passenger may rebook in the same class of service on the first day that onward travel is possible, and the fare will be protected. Manual pricing may be needed to preserve the original fare, and the reason must be included in the manual pricing remarks field. Proof of the hardship must be provided.
  - If onward travel is in a **lower** class of service, the original rail fare will be protected, and any difference in accommodation charges may be refunded without fee or penalty.
  - If onward travel is in a **higher** class of service, the original rail fare will be protected if it is higher than the rail fare contacted for by the new class of service, but the passenger must pay any difference in accommodation charges. If the new class of service contacts for a lower rail fare, the difference may be applied toward the accommodation upgrade.
- Or, the passenger may cancel onward travel at that point, and may be refunded (without fee or penalty) the difference between the amount paid and the amount that applies to travel already completed, even if part or all of the amount paid is not refundable. Proof of the hardship must be provided.

Note: "lower class of service" or "higher class of service" means changing between coach, business class, roomette, bedroom, family bedroom, accessible bedroom, etc. **Within** a class of service, no additional amount is due or refundable if the inventory class ("bucket") is different.





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**Travel has begun - passenger is at a stopover or destination**

Note: This means that the time at a layover point is 23 hr 31 min or more (unless, due to less-than-daily service, the first possible onward train departs after this time), or the passenger is at the outward city of a round trip. For example passenger is on a journey from Omaha to New York and return, and becomes ill while in New York.

- Passenger may rebook for future travel at the best fare then available. The original fare will not be protected, but the remaining value of the fare paid (total amount less the amount that applies to travel already completed) may be applied toward the future travel. Or,
- The passenger may cancel onward travel at that point, and may be refunded (without fee or penalty) the difference between the amount paid and the amount that applies to travel already completed, even if part or all of the amount paid is not refundable.
- In both cases, proof of the hardship must be provided. Read on for details on handling these situations.

**Extraordinary situations**

Reservation office supervisory personnel may exercise their management authority to allow a more liberal policy for a passenger on a case-by-case basis, if in their judgment the situation warrants it. Such a decision must be thoroughly documented in a "5PRB" field in the PNR, to include the full name and location of the supervisor, and the date and time the exception was made.



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***Proof of hardship***

When proof of hardship is required, this means:

Type of hardship	Proof required
Illness or injury	Statement from doctor clinic
Death of a family member	Name, relationship, date of death, and name of funeral director. A death certificate is not required, but some written proof must be presented (copy of obituary notice from newspaper or a printout from the newspaper's or funeral director's web site, copy of funeral service bulletin, note from funeral director, etc.)
Military orders	Copy of military order or military transfer orders
Jury duty	Copy of jury duty summons
Quarantine	Written statement from doctor or public health officer

***Repricing reservations when the fare may be protected***

Note: These procedures only apply in those few situations mentioned above – passenger is en route or when extraordinary exceptions have been made – where the original fare may be protected. Disregard this section in all other cases.

The contact center will normally price the new travel at the protected fare, but this protected fare may not be applied until the passenger submits the appropriate proof of hardship. This may be presented to the ticket agent who will issue new eTickets for the new travel. It may also be mailed or faxed to the Refund Desk at the Philadelphia contact center (see below for the address and fax number); if this has been done, and the proof received, include remarks to that effect in PNR ticketing remarks fields, so the ticket agent will know not to ask for the proof again.

If the passenger does not have this proof of hardship at the time the new eTickets are to be issued, the station agent must re-price the new space in the PNR at the best available fare, and apply any remaining value of the ticket to that fare. The passenger may communicate with Amtrak Customer Relations for an adjustment once he or she does obtain the necessary proof.

Exception: If the passenger was removed from a train en route due to illness, injury, or inability to complete travel due to a disability, and this is documented in the PNR or in



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an Amtrak Morning Report, you may honor the fare based on that information. This does not apply if the passenger was removed from the train for misconduct or by a law enforcement agency.

Attach the proof of hardship to a printout of the PNR containing the documented remarks and the eTickets exchanged. Submit this to Revenue Accounting with your station sales report.

### ***Documenting refunds when an exception has been made due to the hardship***

#### **Station agents**

If one or more refund rules (non-refundability, waiver of fees, waiver of penalties, etc.) has been granted, and a refund is processed, attach the proof of hardship to a printout of the PNR created after the refund has been processed. Submit this to Revenue Accounting with your station sales report, or, if the refund is being mailed to Amtrak Refunds in Philadelphia for processing, include this proof with the information being sent in for refund.

#### **Contact center agents**

- If no fee or penalty would apply to the refund if a hardship situation did not exist (example: flexible fares), just refund the eTicket.
- If a fee or penalty would otherwise apply to the ticket, hardship refund requests are approved by the refund desk at the Philadelphia contact center. Create an eVoucher, and tell the passenger to mail or fax the eVoucher information and the proof of hardship to:

Refund Department  
Amtrak Mid-Atlantic RSCC  
PO Box 14472  
Philadelphia, PA 19115-0472  
Fax: 215-856-7805

The Refund Department will process the refund once acceptable proof is received.

### ***Station agents honoring fares authorized by contact center agents***

Station agents are to honor the fare priced by the contact center agent, or any refund rules waived by the contact center agent, unless the PNR states that the passenger must have proof of hardship to get that fare or waiver, and does not have such proof.



2017-07-28

## Appendix

### *Update history*

- 2017-07-28: Policies revised to reflect the use of eTickets rather than paper value tickets.
- 2012-03-06: Republished in new format, no other changes.
- 2010-09-17: Proof of hardship procedures clarified.
- 2010-01-27: Application of procedures to protect fare clarified; only applies in few cases
- 2009-12-16: New. Replaces POL/HRD in Arrow.

### *About this chapter*

<b>Contact:</b> Carleton MacDonald	<b>Subject:</b> Passenger Hardship Exceptions
<b>Owner Department:</b> Marketing	<b>Group:</b> Sales Distribution and Customer Service



2019-04-15

## Disposal of Unclaimed Items

**Chapter Summary:** This policy outlines procedures for disposing of any unclaimed checked baggage, parcel checked and lost and found items.

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## Policy

Amtrak disclaims liability and will dispose of any checked baggage, parcel checked, express and red cap checked items after 30 days. Lost and found items are disposed of after 30 days.

Disposal will be done after every effort has been made to contact customers.

- Baggage content should be checked, with supervision, for items that may identify the owner of the contents.
- Queues should be checked for items of similar description. Baggage may have been checked to the wrong location.

## Disposition of items – other

### Types of items

- Unclaimed bags/Express boxes
- Clothes, books, umbrellas, gloves, hats, infant items, sporting items, etc.
- Jewelry, laptops, MP3 players and valuables.

### Shipping instructions

- All items will be shipped to the Owen Group Company based in Alabama.
- To reduce shipping costs, pallets will be shipped via RRB to Amtrak Jacksonville Station. Employees at Jacksonville will load trucks bound for Alabama.
- Stations that do not handle pallets and/or do not have enough unclaimed items to fill a pallet will ship to a regional distribution point:
  - **Southwest** – ship to Los Angeles, CA
  - **Pacific Northwest** – ship to Seattle, WA
  - **Pacific** – ship to Seattle, WA or Los Angeles, CA
  - **Central** – ship to Chicago, IL
  - **Southern** – ship to New Orleans, LA Raleigh, NC or directly to Jacksonville, FL
  - **Northeast** – ship to Boston, MA or Albany, NY.
  - **Mid-Atlantic** – ship to Philadelphia, PA or Washington, DC.
- Use sturdy boxes or if none available, use an Amtrak shipping box, not to exceed 50 lbs., when packed. *Please record use of the Amtrak shipping box.*
- Create a memo listing the items being shipped. Have a manager or lead sign-off.
- Label all bags or boxes with an RRB label, NRPC 345 or Express Lot label, NRPC 149.
- Mark all bags or boxes with "Unclaimed – Attn: Owens Group".
  - The label should have the total number or pieces and the regional distribution point.
  - Each area will gather and shrink wrap all unclaimed items.
  - Each regional distribution point will send full pallets to Jacksonville, FL via RRB.

### Jewelry, laptops, MP3 players, other valuables

- After 30 days, items of higher value can be shipped directly to The Owens Group, via FedEx Ground.
- Use sturdy boxes or FedEx boxes, not to exceed 25 lbs when packed.



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- Individual items of value should be held until the station has enough to send.
- Prior to shipping, create a memo which lists the items being shipped, and have the manager or lead sign off.
- Use FedEx account 157058428 and ship FedEx Ground to below address:

OCS Operations Warehouse  
Contact: Brad Vines  
905 Jefferson Drive  
Scottsboro, AL 35768

### ***Disposition of electronic items – eCycle wireless recycling program***

#### **Types of items**

- Cell phones including smartphones (iPhone, android, blackberry, etc.)
- PDA's
- Tablets including iPads (No MP3, music players or laptops – see Disposition of items-other)

#### **Ordering prepaid shipping labels**

Prepaid shipping labels may be ordered by contacting eCycle:

- Beverly Wright - 610-787-9580 or [Beverly.Wright@e-cycle.com](mailto:Beverly.Wright@e-cycle.com).
- Kennedy Edwards 614-345-2753 or [Kennedy.Edwards@e-cycle.com](mailto:Kennedy.Edwards@e-cycle.com).

#### **Electronic Shipping Label & Packaging Instructions**

Print only 1 copy of each PDF file – DO NOT DUPLICATE LABELS. UPS will reject duplicate copies of the same shipping label.

#### **Packaging**

- Please use sturdy boxes to limit potential damage during shipping.
- Padded envelopes or other soft-sided packaging is NOT recommended.
- For any sized box, tape all the seams and then tape cross-wise.
- DO NOT OVERPACK – no more than 40 pounds per box.
- Pack all wireless devices, charges, and cases in the same box – no need to sort.
- Please include a copy of the shipping label inside of the box
- The e-Cycle Inventory List is optional.

#### **Phone batteries**

- Batteries should remain inside the phones for shipping.
- **e-Cycle does not recommend sending loose batteries.** However, if spare/loose batteries are sent with devices, please refer to the U.S. Department of Transportation packing and shipping requirements for shipping loose batteries (page 8)
  - In order to prevent short circuits, spare batteries must be packed in individual, non-conductive, sealed plastic bags



2019-04-15

- Swollen or damaged batteries must be recycled locally.

### Labeling the Box

- Secure the UPS shipping label to the box using a packing slip pouch or tape completely over the label using packing tape to ensure the label does not tear during shipping.
- **Battery Caution Labels** must be printed in color and adhered to any box containing 3 or more lithium ion batteries
  - Do not obstruct the Battery Caution Label, it must be fully visible.
  - The Battery Caution Label cannot overlap box edges or any other labels
  - The Battery Caution Label must show the red HazMat border
  - If you are shipping 1 or 2 phones only, you do not need to adhere a Battery Caution Label

### Shipping

- To schedule a pickup online, go to [wwwapps.ups.com/pickup/schedule](http://wwwapps.ups.com/pickup/schedule)
  - When prompted, enter **6V4-62R** into the "Account Number" field.
- To schedule a pickup by phone, call UPS at 800-742-5877
  - The prompt will ask what you want to do. Say, "Schedule a Pick-up".
  - The prompt will ask if you would like help finding a UPS location. Say, "No".
  - The prompt will ask for your phone number.
  - The prompt will ask what the shipper number is. Say, **6V4-62R** and you will be connected to an agent.
  - The agent will ask the pickup address and how many packages you have.
  - The agent will ask the tracking number(s). You can find this information directly on the label.
  - The agent will ask for the account number again. Give them **6V4-62R**
  - For your security, the agent will ask for the billing zip code. Give them e-Cycle's zip code: 43026.
- Getting Your Shipments To UPS
  - Schedule a pick up (see instructions above) or hand the package to any UPS driver in your area.
  - Take your package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you. Items sent via UPS Return Services<sup>SM</sup> (including Ground) are also accepted at Drop Boxes. To find the location nearest you, go to [UPS.com](http://UPS.com) and select Locations, enter your City and State.

The shipment is valuable and we want to make sure it arrives safely, on time, and intact! If you have any questions about labeling or packaging instructions, please contact your e-Cycle Account Manager at 614.210.1120 or [gogreen@e-Cycle.com](mailto:gogreen@e-Cycle.com)





2019-04-15

**e-Cycle Packing Slip**

This document is intended to aid in the identification and recovery of this package in the unlikely event that it is lost or damaged in transit.

**PLEASE PLACE INSIDE OF EACH PACKAGE****BOX#** \_\_\_\_\_ **OF** \_\_\_\_\_**Sent From:****Send To:**

**e-Cycle Receiving Department  
4105 Leap Road  
Hilliard, Ohio 43026**

Thank you for your cooperation,  
The e-Cycle Team  
Toll Free: 1.877.215.5255

2019-04-15

## e-Cycle Inventory List

This document is not required. However, including this list in your shipment will allow e-Cycle to verify all devices sent are accounted for. If you have your own inventory list feel free to include that instead.

**Company Contact:**

**Company Name:**

**Company Address:**

**Ship Date:**

**Number of Boxes Shipped:**

[illegible]

**Total number of phones submitted to e-Cycle: \_\_\_\_\_**

2019-04-15

### Battery Caution Labels

- Boxes containing three or more phones must have the label (shown below) adhered to the outside.
- The label must be printed in color and the exact size provided below.



- Do not obstruct the Battery Caution Label by overlapping it with the shipping label or by folding it over the edge of the box. The battery label must be fully visible.
- Only adhere one copy of the battery caution label to each box.



2019-04-15

## Shipping Loose Batteries

Lithium ion batteries not contained within a device must be packed and labeled according to the below guidelines per the US Department of Transportation.

### Packing Loose Batteries

- Spare batteries (loose batteries not contained within a device) must be packed into the same box as the phones for shipping.
- Loose batteries must be packed in individual, non-conductive, sealed plastic bags.
- In order to prohibit sparks, dangerous evolution of heat, etc., please do not include loose batteries that appear to be defective (swollen, water damaged [pink, red, or purple litmus paper], or corrosive spots anywhere on the body of the battery).
- Securely pack the batteries using packing material to avoid shifting during transport (e.g. sealed air, bubble bags)

### Using the Proper Shipping Container

- Shipping container must meet the US Department of Transportation Packing Group II requirements:
  - Must be capable of passing a 1.2 meter drop-test in any direction without spillage of the contents, damage of the batteries, or shifting of the contents that could lead to short circuit.
  - Gross weight of each box cannot exceed 66 pounds.
- Do not use envelopes or other soft-sided shipping containers
- Shipping container must be marked with a **Battery Caution Label**.

### ***Disposition of cash, items containing cash, foreign currency, payment cards and vital records***

Refer to the Lost and Found policy for handling procedures.

## Station paperwork

- Remove all tags from unclaimed items (Baggage Tag, NRPC 4000, Red Cap, NRPC 4001, Parcel Check, NRPC 4001 or Lost Article Check, NRPC 4005)
- Mark **DISPOSED** on tags. File tags with station paperwork.
- Record the unclaimed item as Disposed, in the station record for Baggage/Express, NRPC 4006 or logbook for lost items.
- Change the status of all Unclaimed Lost items to **5.1 - Item Discarded Report/High Value Report** in the Chargerback system.
  - ✓ Choose a date range, 60 days out, for a 30-day period.



2019-04-15

- Example – Today is 12/17/18. Select **Begin Date** 10/19/2019 and **End Date** 11/17/2019.
- ✓ Choose “Found” items.
- ✓ Choose **1- Found Item Reported by Staff**, status to review.
- ✓ Update Selected Items To **5.1 – Item Discarded**.
- ✓ Leave **Click here to select item type(s)** blank.
- ✓ Select station under **Optional Filter by Station Found**.
- ✓ Under **Tools**, click **Load Items for Review**.
- ✓ Select items that meet the 30 days criteria.
- ✓ Under **Tools**, click **Download Selected Items As Spreadsheet**.
  - or
- ✓ Under **Tools**, click **Print Selected Items**.
  - Change Print Layout to **Landscape**.
  - **Print**.
- File original copies of memos, pertaining to disposed items with station paperwork.
- Staple tags and associated paperwork to memos.



## Appendix

### Job Aid

#### eCycle Job Aid

#### ***Update history***

- 2019-04-15 Shipping Apple or Samsung devices section removed. Vendor advised instructions were only relevant for Corporate accounts not devices found on a train or at stations. Station paperwork updated to include steps on how to change the status of unclaimed lost items.
- 2019-03-22 Battery Caution Label updated and eCycle contacts for ordering prepaid shipping labels added.
- 2018-12-22 Remove a mention of a 60 day hold
- 2017-01-16 New sections on Finding Payment Cards and vital records added. Found Carry-On items updated with APD instructions for handling weapons, Alcohol and Tobacco products removed and the 60 day storage requirement changed to 30 days for disposal. Transferred to the new template.

#### ***About this chapter***

<b>Contact(s):</b> Ann Adams/Phil Bouchard	<b>Subject:</b> Disposal of Unclaimed Items
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Station Standards



## Operational Status of Trains and Thruway Buses

**Chapter Summary:** This chapter provides procedures for entering and correcting arrival and departure times of Amtrak trains and Thruway buses.

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## **Responsibility**

The Transportation and Marketing departments are jointly responsible for entering arrival and departure times of Amtrak trains. The Marketing Department is responsible for maintaining the National Train Activity Monitoring System (NTAMS), which provides automated arrival and departure messages, and delay information.

### **Entry of train arrival and departure times**

In the Northeast Corridor, operational status of trains will be recorded at the Centralized Electrification and Traffic Control (CETC) centers or by NTAMS based on the characteristics of individual stations as determined by the Transportation Department. On all trains operating on Metro-North New Haven Line and outside the Northeast Corridor, operational status of trains will be recorded by NTAMS or via EDI.

- NTAMS uses GPS location data as sent by a device on the train locomotive. The locomotive is assigned to a particular train, and as the locomotive reports its location, the train arrival and departure information is updated.
- EDI means "Electronic Data Interface" and uses train location information sent electronically to Amtrak by various systems used by freight railroads.

### **Entry of Thruway bus arrival and departure times**

Arrival and departure times of Amtrak Thruway buses are not automatically entered. Customer Service Representatives at stations are responsible for accurately reporting arrival and departure times of Thruway buses. This may be done by observing the bus arriving and departing, or, for outlying stops, by information phoned in by the bus driver.

### **Corrections to automated entries**

Manual overrides to entries reported by NTAMS are prohibited except in cases where the accuracy of an Amtrak train operational status comes into question. Corrections will be handled in the following manner:

1. On the Northeast Corridor: CETC employees are responsible for corrections on the Northeast Corridor. Manual overrides by non-CETC employees are not authorized and any disputes should be directed to CNOC Customer Service (800-424-0217, option 6).
2. Off-corridor and Metro-North New Haven Line: Corrections may be made **ONLY** under the following circumstances:
  - Ten minutes have passed since a train's actual arrival or departure and the NTAMS system has not reported an arrival, departure or estimated time.
  - The NTAMS system has calculated an estimated time, but there is local activity, such as police activity, affecting train operation.





2015-03-11

- Conductors report arrival or departure times that are five or more minutes different (+/-) from what the NTAMS system reported.

Prompt and accurate reporting of an initial terminal delays and en-route failures are the key to providing high level accurate customer service to our traveling passengers. When an initial terminal delay is reported from the field, the data input is performed by the System Operations Duty Officers (SODO) at CNOC or Oakland Ops. It will be the responsibility of the CNOC and or Oakland OPS to enter the reported information (ETA or ETD) in the Arrow system upon notification from the field. This notification and reporting of the initial delays only applies to the Long Distance Business Lines trains at all initial terminals.

In order to ensure the Arrow system is promptly updated, the Customer Service Desk has been linked with the SODO's at CNOC. During service disruptions they will work as a team to manage events and update the system. Notification of initial terminal delays will be made promptly to CNOC or Oakland OPS. When an initial terminal delay is estimated to be **30 minutes** or greater an ETD will be attached in Arrow. Once an ETD is attached the delayed train will not depart prior to the time entered into the system.

### **Problems with train status information**

Although many safeguards are in place, it is possible that a train may show an estimated train arrival (ETA) or estimated train departure (ETD) that does not make sense. When a major discrepancy needs immediate correction to prevent passenger confusion, contact CNOC Customer Service (800-424-0217, option 6)

For minor discrepancies, or other frequently occurring ETA or ETDs that do not make sense, queue a text message to Q/HMC or send an email to [cohenh@amtrak.com](mailto:cohenh@amtrak.com).

The Best Run Time Table (BRTT), which is an internal table showing actual running times between locations (often different from times shown in timetables) is used by Arrow to calculate arrival and departure times at downline stations.

### **Reporting an operational status using Railres/Stars**

Use **Train Status – Operational Status** and fill-in all fields. In Stars, use F8-option 4; in RailRes, use F7, option 4.



2015-03-11

Type:	A	Actual	Departure Date:		
Train #:	4		Origin Date:		Delete Report [Y/N]: N
City:	KCY		Remarks		
Arrival Date:	23NOV		DELAYED DUE TO POLICE ACTIVITY		
Arrival Time:	645A				
Departure Time:	848A				

## ***Reporting an operational status using command-line (Green Screen)***

### ***Arrow entries***

#### **Action Code: OS**

Function: Report the operational status of a train

Input format: OS### DATE2 (DATE1) AR CTY ARTIME DP DPTIME RMK: REMARKS

### = Train number

DATE2 = Date train actually passes the reporting station (required).

(DATE1)= Origin date of train as programmed into Arrow. Use this option when the train does not pass the station on the day it is scheduled to pass it (optional).

CTY = City code for the reporting city

ARTIME = Train arrival time.

DPTIME = Train departure time.

RMK: = To add remarks (Up to 87 characters).

**Input examples** Note: Spaces are required where shown.

OS 4 23NOV DP KCY 645A

OS 91 23NOV AR SFD 724A DP 848A RMK: DELAYED FOR REPAIRS

OS 85 23NOV NYP RMK: ADVANCE SECTION NYP-WAS, DP NYP 152P

OS 5 15MAY AR MTZ 457A DP459A

**Example 1:** Train 14 scheduled to depart SAC at 1111P 3Jan. It arrived at 1155P 3Jan and left at 1205A 4Jan. Two entries are needed because the arrival and departure occurred on two different calendar days:

OS 14 3JAN AR SAC 1155P

OS 14 4JAN 31JAN DP SAC 1205A

If the arrival were also at or after midnight, one entry will do:

OS 14 4JAN 3JAN AR SAC 1200A DP 1207A

**Example 2:** Terminating train due just after midnight arrives before midnight. In this case, train 710, origin date 7Apr, is due in Bakersfield at 1217A 8Apr, but it's early.

OS 710 7APR 7APR AR BFD 1158P



2015-03-11

***Proper use of remarks area***

Use the remarks area only for train operation information that explains delays, or when a bus is operated at that station instead of the train and the bus was NOT assigned a separate number. Examples:

Allowable remarks

- DELAYED WAITING FOR FUEL TRUCK
- FREIGHT TRAIN BROKEN DOWN AHEAD
- BUS 427 AR 716P DP 719P

Unauthorized remarks

- UNACCOMPANIED MINOR 2A14C7
- 20 BAGS EUG/5 ALY/2 ALY/45 PDX
- WHEELCHAIR NEEDED CAR 0812

Use the station queuing system for such messages. (Note that in many cases the station should already know about the unaccompanied minor, wheelchair request, etc. from the SOS list or from PNR queues.)

***Safeguards in the OS entry***

The departure time in an entry cannot be earlier than the scheduled departure time (except for off-only stations and towers). Further, the entry cannot be made earlier than the time in the departure entry. This safeguard prevents the premature cancellation of unticketed reservations.

**Example :** Train 11 is scheduled to depart Eugene, Oregon at 5:45PM. The departure time in the entry cannot be earlier than 545P, and the entry cannot be made earlier than 5:45PM. If the departure time in the "OS" entry is 720PM, then the entry cannot be made earlier than 7:20PM.

**Bus arrival and departure entries*****The bus has its own schedule number***

Buses that have separate schedule numbers in Arrow include:

- Regularly-scheduled Amtrak Thruway buses.
- Substitute buses operating in place of trains due to trackwork or other operational issues, when the disruption was known far enough in advance to enable their separate schedules to be added to Arrow.

Procedure:

"OS" buses as if they were trains, using the schedule number found in Arrow.



2015-03-11

**Regularly-scheduled Thruway buses**

AFNOLAX  
 FRESNO CA - LOS ANGELES CA TU 03JUN 955A  
 1 702C FNOBFD 955A 03JUN 1202P 2 8 RBSN Y8  
 2:07  
 2 BUS\* 5802C BFDLAX 1213P 03JUN 230P 3 3 T8  
 2:20  
 3 712C FNOBFD 1135A 03JUN 141P 2 8 RBSN Y8  
 2:06  
 4 BUS\* 5812C BFDLAX 150P 03JUN 410P 3 3 T8  
 2:20

A train is detouring and missing some of the stops along its route, and a bus has been created to protect the missed stops.

**Buses created due to a service disruption or trackwork**

A15JUNCHIGK  
 CHICAGO IL - GRAND FORKS ND SU 15JUN 215P  
 BUS 1007 IS FOR LOCAL PSGRS ON OR OFF AT GFX, DVL, RUG  
 BOOK PSGRS BOARDING AT FAR AND OFF AT MOT ON TRAIN, NOT BUS  
 1 27C CHIFAR 215P 15JUN 335A +1 2 8 RDLB FS0 HS1 DS0 ES1 LY4  
 13:20 Y8  
 2 BUS 1007C FARGFX 340A 16JUN 452A 3 3 T8  
 1:12  
 3 7C CHIFAR 215P 15JUN 335A +1 2 8 RDLB FS0 HS2 DS0 ES3 LY4  
 13:20 Y8  
 4 BUS 1007C FARGFX 340A 16JUN 452A 3 3 T8  
 1:12

A trackwork project causes a train not to operate over a portion of its route, and a bus has been created to protect the missed stops.

**Examples:**

A15JUNBOSCH  
 BOSTON ARPA MA SALL- CHICAGO IL SU 15JUN 1155A  
 1 449C BOSCHI 1155A 15JUN 945A -1 S----- DIB \*\*CANCELED\*\*  
 2 BUS 1449C BOSALB 1155A 15JUN 935P SMTW--- B T8  
 5:40  
 3 449C ARBCHI 735P 15JUN 945A -1 SMTW--- DIB DS1 VS3  
 15:40 Y8

**The bus does not have its own schedule number****Service disruption**

This can occur when:

The service disruption happens at the last minute and it is too late to create a separate schedule number for the bus (track blockage ahead, locomotive breakdown, etc.).

The nature of the busing is such that creating a separate bus number would require significant renumbering of trains, rebuilding of connections, etc., which may not make sense due to the short segment being bused, the short duration of the disruption, etc.

The train is detouring for a day or two and the busing is too complicated to set up in Arrow, AND it would require reconstructing hundreds of connections.



2015-03-11

**Example:**

There is a two-day trackwork project between Albany and Eugene, Oregon. Trains 11 and 14, through trains Los Angeles-Seattle, are turning in Portland and Eugene. To create a bus segment bridging the gap would also require renumbering the Seattle-Portland sections to something else AND would require reconstructing hundreds of connections to and from both trains.

**Procedure:**

DO NOT report arrival and departure times in the arrival and departure sections of the OS entry, as if the train were still operating to or from that stop.

Report arrival and departure times of the bus in the remarks section ONLY.

**Example:**

```
TS 14 02JUN14 EUG          SERVICE DISRUPTION - BUS BRID EUG-PDX G//TMC/D01/Ps
UNIT 206 EDI at AMTRAK STN TAC      X 247MI N   SEATTLE WA
2014/06/02 19:07:00
P 122  EUG 1229P 1236P      (NTMS/NTMS) AR 1239P DP 1258P 22 MI LATE
                        RMK:... (2999 02JUN14) MTR BUS 521/213 DP 115PM NON STOP
                        PDX, EXP OREGON ALY/SLM/PDX DP 115P
P 43  ALY          0122P      *NO REPORT*
                        RMK:... (8882 02JUN14) BUS ARR 2P DEP 203P
P 28  SLM          0155P      *NO REPORT*
                        RMK:... (8014 02JUN14) BUS ARRIVED AT 236P AND DP AT 242P
P 52  PDX 0332P 0412P      (4947/4947) AR 0345P DP 0412P ON TIME
                        RMK:... (4947 02JUN14) TRAIN LAX-EUG, 3 BUSES EUG-PDX,
                        TRAIN PDX-SEA
```

Note: Reporting bus times in the arrival/departure fields of an OS entry, when the train is not operating to that stop, falsifies the location of the train equipment and causes no end of operational problems.

**An advance section of a late train is operating**

This often happens in the Northeast Corridor, when, for example, a Boston-Washington train incurs significant delay inbound to New York from Boston and an advance section of the train New York-Washington is put together using equipment from the yard to protect the scheduled departure time from New York.

**Procedure:**

- Report the arrival and departure of the **advance** section in the **remarks field** only. Indicate that this is the advance section.
- Report the arrival and departure of the **late train** in the **arrival and departure** fields.

**Example:**

```
E 36  NYP 1020A 1035A (CETC/CETC) AR 227p DP 235P 4 HR LATE
                        RMK:... (8882 02JUN14) ON TIME SECTION NYP-WAS DP 1035A
```



## Appendix

### ***Definitions***

#### **BRTT (Best Run Time Table)**

A system within Arrow that contains information pertaining to run and dwell times for all Amtrak trains and thruway bus routes. The BRTT works in conjunction with other train status systems, including NTAMS and CETC to provide accurate train status information for Amtrak customers.

#### **EDI (Electronic Data Interchange):**

An automated process that passes data from freight railroad track monitoring systems to determine the location of trains. It automatically makes OS arrival and departure entries at reporting points, but not at stations. OS entries made by EDI are marked "EDIE" followed by the initials of the host railroad providing the data; for example, "EDIE/UPRR" indicates the Union Pacific was the source of the data.

#### **NTAMS (National Train Activity Monitoring System):**

An automated system that uses GPS technology and equipment in locomotives, to determine where trains are located. It automatically makes OS arrival and departure entries at stations and at reporting points (also known as x-points). NTAMS calculates arrival times based on run time tables, determines arrivals and departures based on the train's reported GPS location. OS entries made by NTAMS are marked with log sine "NTMS" in Arrow.

#### **Northeast Corridor:**

The railroad operated by Amtrak between Boston and Washington including the Springfield and Harrisburg lines.

#### **OS (Operational Status):**

Arrow action code for reporting the operational status of a train.

**SODO:** System Operation Duty Officers

**CNOC:** Centralized National Operations Center

**CETC:** Centralized Electrification and Traffic Control

### ***Update history***

2015-03-11: New information regarding estimated time of departures.

2014-06-04: Entry of Thruway bus times and Best Run Time Table information added.

2013-08-27: New.

### ***About this chapter***

<b>Contact(s):</b> Ann Adams/ Phil Bouchard	<b>Subject:</b> Operational Status of Trains and Thruway Buses
<b>Owner Department:</b> Transportation	<b>Group:</b> Customer Service - Stations



## On-Board Fare Policy

**Chapter Summary:** This chapter contains policies and procedures for fares paid to conductors on trains, including what fares are charged and what fares are available.

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## Fares paid to Conductors on trains

When the word "ticket" is used, it is to be understood to mean both a paper value ticket and an eTicket.

### ***Basic Policy***

Passengers who intend to pay the conductor on the train will be charged one of the two following fares.

- No open ticket office available at the time of departure - The full "Basic Fare", which is the YOFC or equivalent fare.
- Open ticket office available at the time of departure – The full "On-board Fare", which is the "Basic Fare" plus a surcharge of \$10 for fares \$20 and over and up to \$10 for fares less than \$20.
- Lower bucket fares are not available for conductor payment, even if the passenger has reserved such a fare in advance. To obtain the lower bucket fares with or without any other discount, the passenger must make payment before boarding the train, or as described in the note immediately below by a method other than through the conductor.

Note: A passenger who is on the train, and who does not pay the conductor but rather uses his or her cell phone to call Amtrak and make payment over the phone, or uses a method other than through the conductor, pays the fare that is in the reservation, and is not subject to the above policy.

### ***Coach, Business Class, Acela Express Business or First Class***

#### **Boarding at a station with no ticket office, or a closed ticket office**

- The passenger will pay the conductor the full "Basic Fare" (YOFC or equivalent).
- This fare applies even if the passenger made a reservation in a lower-priced inventory class. The only way to get that lower fare is to pay by a method other than through the conductor.

#### **Boarding at a station with an open ticket office\***

- The passenger will pay the full "On-board Fare", which is the "Basic Fare" plus a surcharge of \$10 for fares \$20 and over and up to \$10 for fares less than \$20.
- This fare applies even if the passenger made a reservation in a lower-priced inventory class. The only way to get that lower fare is to pay by a method other than through the conductor.
- This fare also applies if the passenger intended to make payment at the station but arrived at the station too late to do so, and the only remaining alternative is to pay the conductor.





- If the station agent tells the conductor that the ticket office was unable to ticket all passengers due to problems with the Arrow ticketing system or due to a staffing shortage (NRPC 2429, Train Fare Penalty Waiver, if available, may be used for this purpose), the conductor may call the Contact Center Customer Support Desk, obtain the reservation, and fare information, and collect the fare that is in the reservation. Amtrak will not penalize the passenger due to the inability of Amtrak due to a failure of the ticketing system or lack of normal staffing at the station. (If the problem was due to a failure of the Arrow ticketing system, the ticket office should issue manual (book) tickets to the extent possible.)

### **Discounts to either fare**

- The only discounts allowed to fare paid to conductors on trains are:
  - the Child's half fare discount (proof of age may be required)
  - the Disabled 10 percent discounted fare (proof of disability required), or
  - the Mobility impaired 10 percent discounted fare (completion of self-certification form required).
- No other discounts apply (Senior, Rail Passengers Association, Military, Promotions, Coupons, etc.). To obtain those discounts the passenger must make payment by a method other than through the conductor and meet any other conditions called for by the specific discount desired.

\* "Ticket Office" means an open ticket office with one or more ticket agents. If the passenger bypasses this open ticket office, boards the train, and pays the conductor, the higher "On-board Fare" will be charged. The "Basic Fare", and not the "On-board Fare", will be charged if the ticket office is closed or if there is no ticket office, even if a Quik-Trak kiosk is available.

### ***Sleeper***

#### ***Passenger has made an advance reservation***

- The conductor will phone the Contact Center to determine the fare in the PNR and will charge that fare.
- If the passenger is paying by credit card the reservation can be ticketed directly through the Customer Support Desk, but if payment is cash then the conductor must issue a COTS.

#### ***Passenger has not made a reservation***

- The conductor will tell the passenger to use a cell phone to contact Amtrak at 800-USA-RAIL make a reservation and payment.
- If the passenger is unable to do this the conductor will phone the Contact Center to make the reservation.



- If the passenger is paying by credit card the reservation can be ticketed directly through the Customer Support Desk, but if payment is cash then the conductor must issue a COTS.
- In either case, the conductor will charge the fare determined by the Contact Center agent, which will normally be the **BOF1** rail fare plus the accommodation charge applied to the sleeper accommodation bucket booked.

### ***San Joaquin, Capitol Corridor and Pacific Surfliner***

These trains reference Conductor Memorandum Tariff eBooks for On-board sales, accessible for conductors on the EMD in the Amtrak Document section of the SignOn app.

### ***Conductor Memorandum Tariff eBook fare reference***

The "Basic Fare" and the "On-board Fare" will appear in the Conductor Memorandum Tariff (eBook). The Conductor Memorandum Tariff (eBooks) are only used on the San Joaquin, Pacific Surfliner and Capitol Corridor routes.

### ***To avoid paying the higher fare paid on the train***

Make payment through any of the following:

- Amtrak.com\*
- Amtrak Contact Center at 800-USA-RAIL (800-872-7245)\*
- iPhone or Android application on a smartphone or tablet\*
- Quik-Trak kiosk, if available\*
- Amtrak ticket office, if available
- Amtrak travel agent

\* Credit card form of payment required.

### ***Fares available for payment on trains***

#### **Only the full Basic Fare is sold**

Only the "Basic Fare" – the full, undiscounted fare (YOFC or equivalent) or the full "On-board Fare" – is available for payment to conductors on trains, even if a reservation at a lower fare has been made but not paid for.

#### **Destinations and ticket types**

- Sales or payment to the conductor will only be permitted for points along that train's route.



Example – Passenger is boarding a Capitol Corridor train at Suisun-Fairfield for Sacramento where she will transfer to the California Zephyr for Chicago. The conductor on the Capitol Corridor train will only sell a ticket Suisun-Fairfield to Sacramento.

- Through fares or Inter-Route fares beyond the train's route cannot be sold or paid for through the conductor.
- Only one-way fares can be sold on board.
- Multi-ride fares, Tour Pass products, and other fare types cannot be sold or paid for through the conductor.

### **Credit of fares paid on board**

- Fares paid to the conductor cannot be credited toward a through fare, round trip fare or other fares or purchases such as multi-ride tickets.

Example – Passenger boarded a Capitol Corridor train at Suisun-Fairfield and paid the conductor for a fare to Sacramento, where she will transfer to the California Zephyr for Chicago. The fare paid between Suisun-Fairfield and Sacramento cannot be applied toward the total amount of the reservation, even if the Capitol Corridor train was part of that reservation. Price the remaining segments separately and charge that fare.

### **What to do if the passenger paid the conductor for the first segment of travel**

The conductor will not collect payment for the entire reservation, only for the specific train for which he or she collected the fare. The conductor collects the full YOFC (or equivalent) fare and issues a cash fare ticket receipt to the passenger. He or she then enters the passenger into the eTicketing Mobile Device (EMD) as "HNF" (Honored Not Found), since there is no eTicket to lift as the passenger has not paid. This counts the passenger as a rider on the train and there is no need to reissue a ticket for that same train then try to get it lifted. The passenger will then come to the ticket office at the transfer station to have the rest of the reservation eTicketed.

You will be eTicketing the rest of the PNR as if the passenger were originating at your station, and you do not need the cash fare receipt from the passenger as you will not be giving any credit for it.

Follow these steps:

1. Cancel the train segment for which the passenger paid the conductor. Don't worry about losing ridership data - the conductor already did it with his EMD when he or she collected the cash fare.
2. Cancel the pricing field (3-field) for that segment. In almost every case it was priced separately, and you should not need to manually price the rest of the PNR.
3. End-transaction the PNR.
4. Collect payment for and ticket the remaining segments in the PNR, at the fare shown.

**Fares paid on trains are not refundable**

- Fares purchased through conductors are not refundable because travel has been taken.
- No adjustment to the fare paid may be made if lower fare inventory classes were available. Passengers must book and pay for lower fare inventory by a method other than through the conductor to be eligible for such prices.

***Passengers making reservations who are not paying at the time of booking*****Passengers indicating that they will pay the conductor on the train**

- If the boarding station has an open ticket office at the time of departure, tell the passenger to pay at the ticket office, and not to the conductor on the train. If the boarding station has a Quik-Trak kiosk, and the passenger has a credit card, tell the passenger to pay at the kiosk, or at the ticket office if there is one and it is open.
- Passengers making reservations other than in sleeper who state that they will pay the conductor on the train will pay the full "Basic Fare" (YOFC or equivalent) and must be advised of this higher fare upon making the reservation.
  - Confirm with the passenger that this is what he or she intends to do. Make sure the passenger understands the fare that will be paid, and the alternatives that can be taken to avoid paying that fare (see the appendix).
  - If the passenger still states that he or she will pay the conductor, reprice the reservation using fare plan "YOFC" or equivalent. Upon end-transaction, this will cause the coach or business class inventory class to change to the full fare bucket automatically.
  - Inform the passenger that if he or she changes his or her mind about making payment, the inventory class originally booked (and its associated fare) may no longer be available.

**Passengers who do not indicate how they intend to pay**

- Passengers making reservations without indicating how they intend to pay, and all passengers making reservations more than three days before departure, and who pay the conductor on the train, will pay the full "Basic" or "On-board" Fare (YOFC or equivalent) to the conductor regardless of the inventory previously reserved, passenger type or promotional discount previously applied, or fare previously quoted. These unticketed reservations may not be protected and the reservations will be canceled if not paid by the hold limit date, or, if the hold limit is the day of departure when the train has departed.
- Give the passenger the various other ticketing options.

**Passenger is changing onward or return travel, does not have a credit card**

This section applies when the following conditions exist:

- The passenger is making a change to onward or return travel.
- The passenger does not have a credit card.
- There is no open ticket office at the onward or return departure station where the passenger can make a ticket exchange and pay the difference.
- The passenger is boarding the train with no ticket, or with a ticket not valid for the train (train number, date, city pair) upon which the passenger is riding.

Follow these steps:

1. Change the reservation as desired by the passenger.
2. Inform the passenger that unless he or she can make other ticketing arrangements before departure (go to an open ticket office, have a friend with a credit card pay, purchase a credit card-based gift card, and use that, etc.), he or she will have to pay the full "Basic Fare" on the train. Conductors cannot carry out ticket exchanges nor apply the value of the former ticket.
3. Reverse the eTicket for the travel formerly held by the passenger.
4. Tell the passenger to contact Amtrak Refunds for credit for that former eTicket, and that no adjustment will be given for the higher fare paid on the train.

***Passengers without reservations***

- Passengers without reservations who board the train and pay the conductor will pay the full "Basic Fare" or the "On-board Fare" (YOFC or equivalent) regardless of available inventory.

**Accommodation upgrades paid on the train*****Procedures for various types of upgrades once onboard the train***

Note: Fares shown below are examples only and may have changed since this section was written.

**Coach upgrade to Business Class**

- Passengers will only be charged the full Business Class accommodation charge calculated from the next available station onward. No adjustment will be made to the coach rail fare already paid.

***Acela Express Business Class upgrade to Acela Express First Class***

- Passengers will only be charged the full First Class accommodation charge calculated from the next available station onward. No adjustment will be made to the coach rail fare already paid.



### **Coach upgrade to Sleeping Car**

- Passengers will be charged the current selling bucket level fare for the accommodation, calculated from the next available station onward.

Example: Passenger is traveling coach between Los Angeles and Eugene, and at San Luis Obispo wants to upgrade to roomette. At the moment of upgrade roomettes are selling out of the EA bucket. The cost to upgrade is the SLO-EUG EA room charge, \$353.00.

### **Sleeping Car upgrade of room type**

- Passengers with a sleeping car accommodation who want to purchase a higher type of accommodation on the train to the conductor will be charged the difference between the bucket level paid and the current selling bucket level of the requested accommodation from the next available station onward. If the difference is less than \$50.00, the charge to upgrade will be \$50.00.

Example 1: Passenger is traveling in an EA roomette between Los Angeles and Eugene, and at San Luis Obispo wants to upgrade to bedroom. At the moment of upgrade bedrooms are selling out of the DS bucket. The cost to upgrade is \$981.00 (DS room charge SLO-EUG) minus \$353.00 (EA room charge SLO-EUG), or \$628.00.

Example 2: Passenger is traveling in an ES roomette between Los Angeles and Eugene, and at San Luis Obispo wants to upgrade to bedroom. At the moment of upgrade bedrooms are selling out of the DD bucket for some incomprehensible reason. The calculation of the upgrade would be \$378.00 (DD room charge SLO-EUG) minus \$375.00 (ES room charge SLO-EUG), or \$ 3.00. However, this is less than \$50.00, so the cost to upgrade is \$50.00.

### **Upgrading Amtrak Guest Rewards redemption travel**

- AGR redemption travel cannot be upgraded by paying money for the difference, only by paying additional points.
- The passenger must make a new reservation paid entirely with points or entirely with money, in the accommodation type desired.
- If the passenger paid money for the upgraded PNR, the passenger may contact Amtrak Guest Rewards to have the points paid for the original redemption PNR restored.

## **Appendix**

### ***Alternatives for passengers without credit cards***

Passengers with credit cards can make payment prior to departure by calling Amtrak at 800-USA-RAIL or by booking through Amtrak.com. Passengers should always be able to make payment prior to boarding, even if the passenger has no print-at-home capability or the station has no ticket document printing capability. The eTicket paid by the passenger will still appear on the conductor's eTicketing Mobile Device.



Passengers without credit cards using cash or other forms of payment may make payment at an open ticket office, or through an Amtrak travel agency (payment policies at travel agencies may vary).

If a passenger is boarding at a station with no ticket office and intends to pay the fare to the conductor, he or she will be charged the full (YOFC or equivalent) basic fare, even if a lower inventory class was booked. The passenger may avoid this situation, and pay a lower fare if available, by one of the following options.

### **Stored value or gift card**

The passenger may purchase a stored value or gift card with a Visa, MasterCard, or American Express logo. These cards are widely available at many establishments such as chain drug stores and convenience stores.

Notes about these cards:

- In many cases the card must be registered with the issuer before using it, particularly in "card not present" situations such as over the phone or at Amtrak.com. Reason – The passenger must give a Zip code when making such a booking and if the card is not registered there will be no Zip code associated with the card.
- Fees normally apply to these cards.
- If the passenger is due any kind of refund, the refund is credited back to the card. Therefore, the passenger must not dispose of the card after its value is used up until the trip has been completed or it is certain that nothing charged to the card will ever be refunded or returned. If the passenger has disposed of the card, then amounts are credited back to it, it will be very difficult to access the money.
- Refunded amounts do not post back to the card immediately. It can take a week or more for the money to be available for reuse.

### **Going to a staffed station to pay**

The passenger may travel to a station with an open ticket office to make payment.

### **Going to a travel agency to pay**

The passenger may pay through a travel agency, using whatever form of payment the travel agency accepts. Many travel agencies charge a ticketing fee.



## ***Update history***

- 2022-04-13: Policy was review and updated: Reservations are no longer “protected” for on-board sale if made within three days of departure. Also, the conductor will now charge the BOF1 rail fare (instead of DOF1) plus sleeper accommodation bucket.
- 2021-01-05: Upgrades on the train can only be from the from the next available station Onward. It can not be effective from a previous stop.
- 2019-05-22: San Joaquin, Capitol Corridor and Pacific Surfliner now reference eBook Cond Tariffs on the EMD. Also changed reference from N.A.R.P. to Railroad Passengers Association (name changed in 2017).
- 2018-07-30: NNEPRA (Downeaster) complies to Amtrak’s standard policy and charge the full basic fare (YOD1) for on board sales; was the lower YODF fare.
- 2018-06-05: Removed reference to Veterans Advantage and referenced San Joaquin going Unreserved; use DOSJ fares in Conductor Memorandum Tariff.
- 2018-01-07: Senior discounts are no longer valid for purchase on board the train.
- 2017-07-25: Changed Downeasters fare to appear on EMD to YODF due to a fare structure change.
- 2017-06-22: Replaced ISIC with Amtrak Student and updated city pairs & fares
- 2017-06-05: Remove Carolinian and Piedmont from the exceptions.
- 2016-12-01: Removed “Upgrading on the train vs. upgrading before departure”.
- 2016-08-29: Removed Auto Train Exception for sleeper upgrades once board the train
- 2016-12-01: Removed “Upgrading on the train vs. upgrading before departure”.
- 2016-07-18: Added AGR Redemption to policy
- 2016-03-17: Clarify procedures for various types of upgrades.
- 2015-11-09: Change wording of exceptions to state passengers purchasing tickets on the Carolinian, traveling locally NYP-WAS (and intermediate stops) will pay the full basic or On-board Fare (as displayed on the EMD).
- 2015-07-28: Instructions for ticketing the rest of the PNR added when the passenger paid the fare for the first segment to the conductor.
- 2014-05-13: Downeaster changed the fare structure and will go to a single fare (YODE) paid on board. This enabled them to move to EMD’s for onboard sales and removed from “Exception” section.
- 2013-01-08: Policy rewritten to clarify that the higher fare applies only when paying the conductor on the train. Passengers who are on the train but are paying with a credit card over the phone or by using a smartphone or tablet device are not subject to that fare as they are not paying the conductor.
- 2012-10-25: Carolinian and Piedmont added to train exceptions; instructions added for passengers changing onward travel when the fare is higher, and payment cannot be made by credit card.
- 2012-10-22: New. Replaces G/POL/ACC/P39-P44 and P53-P56 in Arrow.





2022-4-13

***About this chapter***

<b>Contact(s):</b> Sue Riley	<b>Subject:</b> On Board Fare
<b>Owner Department:</b> Marketing	<b>Group:</b> Tariff

**N. Accounting**

22-FOI-00090

00000000160

"UNCLASSIFIED"

6/2/2022

**1. ASAP Baggage Accounting Lines**

- a. The following (listed below) are accounting documents, including the associated ASAP accounting lines, that must be accounted for at the end of each shift or the employee responsible for maintaining these forms may be held accountable for the minimal charges on each form.
- **Amtrak Express Waybill (NRPC 147)**
    - Total of express sales (cash and account): 202
    - All express sales paid for by credit card: 110
    - The additional charge paid for declaring value on shipments: 210 (cash and account)
  - **Miscellaneous Station Revenue (NRPC 169)**
    - Processing Cash 042
    - Processing Credit through STARS: 125
  - **Parcel Check Tag (NRPC 4002) and Baggage – Express Storage Charges (NRPC 4004)**
    - Processing Cash 107
    - Processing Credit through STARS: 105
  - **Receipt for Baggage Service Charges (NRPC 4003)**
    - Processing Cash 106
    - Processing Credit through STARS: 105
  - **Receipt for Baggage Service Charges (NRPC 4003) – Excess Valuation Only**
    - Processing Cash 108
    - Processing Credit through STARS: 105
  - **Excess Carry-On Baggage (NRPC 4018S)**
    - Processing Cash 106
    - Processing Credit through STARS: 105

Line	Description	Explanation	Entry/Format
042	<b>MISC REVENUE</b>	Ticket office related miscellaneous revenue documented on NRPC 169.	<i>Ledger: Enter NRPC 169 document number and short description of the source of the miscellaneous revenue.</i>
105	<b>AUTO BAGG SALES</b>	Total volume and amount of baggage sales processed through STARS/Arrow.	<i>Automatically transferred from PST line 105.</i>
106	<b>MANUAL BAGG SALES</b>	Manual Baggage Sales.	<i>Ledger: Enter the NRPC 4003 or 4018. Document number and the amount collected for excess baggage items.</i>
107	<b>PARCL/STOR CHARGES</b>	Parcel checks (collected on NRPC 4002) and baggage and express storage charges (collected on NRPC 4004).	<i>Ledger: Enter each NRPC 4002 or NRPC 4004 document number and the amount charged. <u>Cash Sales Only</u></i>
108	<b>EXCESS VALUATION</b>	Excess baggage valuation charges declared on checked baggage. (additional liability)	<i>Ledger: Enter the NRPC 4003 document number and the amount charged. <u>Cash Sales Only</u></i>
110	<b>EXPRESS SALES</b>	Total amount of express sales and the number of waybills issued for this.	<i>Automatically transferred from PST line 110.</i>
125	<b>MISCELLANEOUS SALES</b>	Total amount of miscellaneous sales (MSC-CHG) and number of tickets issued for this.	<i>Automatically transferred from line 125 of the PST.</i>

202	<b>TOTAL EXPRESS CHRGs</b>	<small>02-FOI-00090</small> <small>60000000160</small> "UNCLASSIFIED" <b>Total Express charges. (<u>Cash and Accounts Only</u>)</b>	<small>6/2/2002</small> <b>Ledger: Enter the waybill number, form of payment, pick-up charge, Amtrak charge, declared value charge, delivery charge, any additional charge and number of pieces. The various charges will then automatically transfer to the appropriate line of the Sales Report:</b> <ul style="list-style-type: none"> <li>• Amtrak charge - Line 202</li> <li>• Additional charge – Line 202</li> <li>• Declared value charge – 210</li> <li>• Amtrak Rail Express Account – Line 600</li> </ul>
210	<b>DECLARED VALUE</b>	Declared value of Express items. ( <b><u>Cash and Account Only</u></b> )	Automatically transferred from PST line 202. Submit copy of NRPC 147 waybill to support this line.

## 2. Accounting Forms – Ordering and Storage

- When ordering accounting forms**, place the order one month in advance through Forms Control (Amtrak Intranet Home Page / Library / Forms).
  - Forms may be ordered in increments of 50.
  - When ordering forms, only order six (6) months supply.
- Store all forms in a secure, dry place.**
- In the event that forms becomes unusable** (spilled water, too old), all forms will be marked "VOID" across all copies and mailed to accounting in Philadelphia. Accounting forms that are filled out incorrectly will follow the same process. Forms should not have areas lined out where agent made an error.
  - This must be done with all form(s) if more than one becomes unusable.
  - Log these actions into "*Ticket Sequence Control Log*" (NRPC 277B).
  - If an entire sealed box of accounting forms becomes unusable, contact a supervisor for directions on mailing the form(s) back to be destroyed.
- All accounting receipts will be held at the station along with station copies.**
- All receipts and supporting documents filed at stations must be available for audits, upon request.**
- All station copies will be held at the station for up to three (3) years**, in which they will be destroyed, following the guidelines for records destruction.

## 3. Usage of Accounting Forms – One Employee Per Shift

- If your station is staffed by one employee per shift** and/or if the baggage area is worked by only one employee per shift, then follow the procedures for receiving and using accounting forms.
- Upon receiving accounting forms** from Western Folder:
  - Check to see they are the correct forms and quantities ordered.
  - Count the forms to make sure they have all arrived making sure they are in sequential order.
  - If the forms are not all there, contact Forms Control, informing your supervisor.
  - Record each type of accounting form (NRPC 147, NRPC 169, NRPC 4002, NRPC 4004, and NRPC 4003, NRPC 4018) on a separate "*Ticket Sequence Control Log*" (NRPC 277B) under "Stocked Received". One (1) "*Ticket Sequence Control Log*" (NRPC 277B) per form.
- When using accounting forms**, always use in sequential order following the below procedures.
  - At the beginning of your shift, check the last shift's work, making sure all baggage forms were used in sequential order.
  - Keep the forms in sequential order during your shift.

- At the end of your shift, place the forms back in the secure location, filling out the “*Ticket Sequence Control Log*” (NRPC 277B) under “Stock Issued”.
  - If forms are used out of sequential order at the end of the day, make note on the form 277B, ensuring that you have accounted for all documents issued.
- d. In the event an agent makes an error when completing an accounting form, the agent should start over with a fresh form, marking ‘VOID’ across all copies of the incorrect form.

#### 4. Usage of Accounting Forms – Multiple Employee Per Shift

- a. **If your station is staffed by multiple employees per shift** and/or if the baggage area is worked by multiple employees per shift, then follow the procedures for receiving and using accounting forms.
- b. **Upon receiving accounting forms:**
- Check to see they are the correct forms and quantities ordered.
  - Count the forms to make sure they have all arrived making sure they are in sequential order.
  - If the forms are not all there, contact Forms Control, informing your supervisor.
  - Depending how many ticket/baggage windows are worked, divide the forms stock into piles for those windows, and label with a note which stock belongs to which window. *Three ticket windows – Three stacks of NRPC 326, etc...*
  - Record separately each type of accounting form (NRPC 169, NRPC 4002, NRPC 4004, and NRPC 4003, NRPC 4018) and each stack of forms for each window on a separate “*Ticket Sequence Control Log*” (NRPC 277B) under “Receipts”. One (1) “*Ticket Sequence Control Log*” (NRPC 277B) per form, per window.
- c. **When using accounting forms**, always use in sequential order following the below procedures.
- Pull from one stack of forms, and check the last stations work on the “*Ticket Sequence Control Log*” (NRPC 277B).
  - Keep the forms in sequential order during your shift.
  - At the end of your shift, place the forms back in the secure location, filling out the “*Ticket Sequence Control Log*” (NRPC 277B) associated with the stack of forms you pulled from under “Stock Issued”.
  - If forms are used out of sequential order at the end of the day, record this in the remarks field, ensuring that you have accounted for all documents issued.
- d. In the event an agent makes an error when completing an accounting form, the agent should start over with a fresh form, marking ‘VOID’ across all copies of the incorrect form.

#### 5. Update for Baggage Charges – STARS

- a. **Procedure for credit card transactions:**
- **Record all charges for baggage on the associated paper form.**
  - **In STARS, for Excess Carry-On Baggage charges, select F1, option 11** and provide the proper city pair and date of travel. Agents must create a new reservation. Do not add this information into an existing customer reservation. The charge is good for one-way travel, so if there are multiple segments, price the first segment for the total excess charge and manually price the remaining segments at \$00.00
  - **In STARS for non-automated services, go to F2/Sell, Option 6, Miscellaneous Product**, selecting the appropriate option, based on what non-automated service you are selling.

STARS option	Description	Origin city code*	Fare plan*
B	Baggage charges (NRPC 4002, NRPC 4003, NRPC 4004)	BAG	BAGC
M	Miscellaneous charges for which no other code is appropriate (NRPC 169)	MSC	MSCC

- Stars will automatically populate an origin and destination for the segment in the PNR. The destination city is always “CHG” for “Charge”.
- You will be asked to select option N (create new PNR). When you select N you will be taken to a screen where you enter the customer’s name and phone.
- Enter the dollar amount you need to collect.
- Enter the form of payment. The only option is “C” for credit card. You will enter the card payment data. For the card number, swipe the card in the credit card reader; do not enter it manually.
- Depending on the option you chose, you will be asked to enter details about what product you are selling: baggage form number and/or explanation for miscellaneous charges.
- The PNR will be completed, the card charged, and a ticket will be issued from the Arrow ticket printer (Refer to Figure N-1). The city pair on the ticket will be as shown as the following:

Option	City pair on ticket
F2/Sell, Option 6, B	BAGGAGE – CHARGE
F2/Sell, Option 6, M	MISCELLANEOUS – CHARGE
Option	Excess Carry-on Baggage
F1, option 11	City Pair, plus Excess Carry-On Baggage

Figure N-1 Arrow Ticket: Baggage Charges

- Have the customer sign the upper left corner of the BAG-CHG ticket to acknowledge the charge (***THIS IS A PAPER VALUE TICKET, NOT AN ETICKET DOCUMENT***)
  - Separate the ticket – Large left side and Small right side
  - Staple the small stub portion (right side of the ticket) to the customer copy of the baggage/storage document and give it to the customer
  - Write the baggage document number on the large left side of the BAG-CHG ticket
  - Paperclip the large ticket coupon to the accounting copy of the baggage/storage document
  - DO NOT REPORT the accounting copy of the baggage document on line 106, 107 and/or 108 if you have processed a credit card payment
- b. Procedure for Cash payment
- Give the customer copy of the baggage document to the customer
  - Report the accounting copy of the baggage document on line 106 (manual baggage charges ONLY), 107 (parcel/storage charges) and/or 108 (excess valuation). The cash reported on line 985 at the end of the shift will off-set the entries made on the baggage debit lines.
- c. Procedure for payment with BOTH credit card and cash
- The amount to be charged on the credit card needs to be processed first
  - The credit payment for BAG-CHG is already on line 105 (Make sure the baggage document number is written on the BAG-CHG coupon)
  - Enter the amount that was paid with cash on line 106, 107 and/or line 108

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- The cash reported on line 985 at the end of the shift will off-set the entries made on the baggage debit lines.

Single Accounting Lines			
Type of sale	Description	ASAP – left (debit) side	ASAP – right (credit) side
Baggage Charges	BAG-CHG ticket	105 – Auto Baggage Sales	660 – Auto CC FOP
Excess Carry-On Charge	City Pair	025 – E TKT Sales	660 – Auto CC FOP or – 985 – Cash
Double Accounting Lines			
Miscellaneous charge	Item being sold (boxes/ski bag)	Line 042 Miscellaneous Sales	580 – Arrow Exchanged Tickets
	MSC-CHG ticket	125 – Miscellaneous Sales	660 – Auto CC FOP

d. **Reversals:**

- If you **spoil** the **MSC-CHG** or **BAG-CHG** ticket, the dollar figure backs out from lines 105 or 125 of your PST report, but it will show in PST as a credit card charge (line 660) and a credit card reversal (line 085). Mark the ticket “SPOILED” or “VOID” and turn it in with your sales report.
- If you **refund** this ticket it will appear on your PST as a credit card refund transaction (lines 560 and 085).

## 6. Update for Express Charges – STARS

a. Procedure for credit card transactions:

- Record all charges for express on the associated paper form
- In STARS, for Express charges, select F2/Sell, Option 6, E

STARS option	Description	Origin city code*	Fare plan*
E	Express charges (NRPC 147)	EXP	EXPC

- Stars will automatically populate an origin and destination for the segment in the PNR. The destination city is always “CHG” for “Charge”.
- You will be asked to select option N (create new PNR). When you select N you will be taken to a screen where you enter the customer’s name and phone.
- Enter the dollar amount you need to collect.
- Enter the form of payment. The only option is “C” for credit card. You will enter the credit card payment data. For the card number, swipe the card in the credit card reader; do not enter it manually.
- You will be asked to enter details about what product you are selling: waybill number
- The PNR will be completed, the card charged, and a ticket will be issued from the Arrow ticket printer (Refer to Figure N-2). The city pair on the ticket will be as shown as the following:

Option	City pair on ticket
F2/Sell, Option 6, E	EXPRESS – CHARGE

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**AMTRAK** Ticket Coupon 01 of 01

I acknowledge receipt of this ticket and agree to accept it being in the correct card ident line below.

**SIGN HERE**

Name of Passenger: **CARTER/KENNETH**

Date of Issue: **17NOV17** Place of Issue: **WIL** Res. No.: **7C2794**

From: **EXPRESS** To: **EXPRESS**

Carrier: **2V** Type of Car: **1F** Status: **OK**

Endorsement/Restrictions: **25NOV/16NOV18 U UNRESERVED**

VALID PHOTO ID REQUIRED

CREDIT OR DEBIT CARD RECORD FOR AMTRAK EXPRESS PURCHASE

**NON-REFUNDABLE**

Form of Payment: **V1100.00 0007**

Rail Fare: **\$100.00** Fare Plans: **EXPC** Tkt. Ptn: **S007**

Accom Charge: **\$0.00** Pricing Pts: **EXP-CHG**

Total Charge: **\$100.00**

097814769371 3212861500252

TKT NO - DO NOT MARK OR STAMP IN THIS BLOCK

Form of Payment: **V1100.00 0007** Rail Fare: **\$100.00** Accom Charge: **\$0.00**

**EXP-CHG** Ticket No.: **3212861500252** No. of Tickets: **01**

**17NOV17** **7C2794**

PASSENGER RECEIPT

Figure N-2 Arrow Ticket: Express Charges

- Have the customer sign the upper left corner of the EXP-CHG ticket to acknowledge the charge. (**THIS IS A PAPER VALUE TICKET, NOT AN ETICKET DOCUMENT**)
- Separate the ticket – Large left side and Small right side
- Staple the small stub portion (right side of the ticket) to the customer copy (3. Shipper's Copy) of the waybill and give it to the customer
- Paperclip the large (left) portion of the ticket to the accounting copy (1. Accounting Copy) of the waybill and file that portion with station documents to back up the transaction, as shown in the table below.

Type of sale	Description	ASAP – left (debit) side	ASAP – right (credit) side
Express Charge	EXP-CHG Ticket	110 – Express Sales	660 – Auto CC FOP

- DO NOT report the accounting copy of the waybill on Line 202
- b. **Procedure for cash payment or account sales**
- Give the customer copy of the waybill to the customer
  - Report the accounting copy of the waybill on line 202 (declared value charges will automatically populate to line 210)
  - The cash reported on line 985 at the end of the shift will off-set the entries made on the express debit lines.
- c. **Procedure for payment with BOTH credit card and cash**
- Enter the breakdown for payment on the waybill. For example, total waybill \$75.00. Credit charge \$50.00 and Cash \$25.00 (See example below)
  - The amount to be charged on the credit card needs to be processed first
  - The part of the waybill that was paid with a credit card EXP-CHG is already on line 110
  - Enter the amount of the waybill that was paid with cash on line 202

Two different forms of payments, breakdown the total in the General Comments section as outlined below. Please write card type, for example Visa, American Express, Discover, MasterCard, etc. (example: Visa: \$50.00, Cash \$25.00, Total Bill \$75.00)

Amtrak Express® 1-800-377-6914

**AMTRAK**

Waybill Number **CA 00012620**

<b>SHIPPER'S NAME AND ADDRESS</b> Name _____ Company _____ Shipper's Reference Number _____ Street Address _____ City _____ State _____ Zip Code _____ Telephone (Day) ( ) _____ Telephone (Evening) ( ) _____ Consignor's Signature X _____ Date _____ Time _____		<b>CONSIGNEE'S NAME AND ADDRESS</b> Name _____ Company _____ Street Address _____ City _____ State _____ Zip Code _____ Telephone (Day) ( ) _____ Telephone (Evening) ( ) _____ Consignee's Signature X _____ Date _____ Time _____	
I have read and agree with the conditions and terms of this contract as printed on the reverse of this waybill. (The signature of the shipper is required for all shipments.) <b>Shipper's Signature X</b> _____ Shipment Contents _____ I warrant to deliver additional cargo: _____ > Yes - If yes, indicate amount \$ _____ > No _____		<b>SEE BACK OF FORM FOR CONTRACT OF CARRIAGE</b> Amount in Good Condition by Direct Station _____ Name _____ Date _____ Comments: _____ > Very Damaged: Please describe and _____ > Call for Actual _____ > Other (Specify): _____	
Method of Payment: Please check one > Credit Card > Cash > Other _____ > Bill Shipper's American Express Account _____ If the above number does not indicate destination: From # _____ To # _____ From # _____ To # _____		<b>Waybill Number</b> <b>CA 00012620</b> Amtrak Charges \$ _____ Destination Charges \$ _____ Other Charges \$ _____ Agent Charges (shown on 101) \$ _____ <b>TOTAL CHARGES</b> <b>\$ _____</b>	
Actual Weight # _____ Shipment Date _____ RR Orig. Code _____ RR Destination Code _____		Total Weight _____ > CB# Number of pieces Number of cartons _____ General Comments: Visa \$50.00 Cash \$25.00 Total Bill \$75.00	

NPCC 147 CA Rev. 10/2015 NON-NEGOTIABLE WAYBILL SUBJECT TO CONDITIONS OF CONTRACT SET FORTH ON REVERSE SIDE ACCOUNTING COPY

d. **Reversals:**

- If you **spoil** the **EXP-CHG** ticket, the dollar figure backs out from lines 110 or 125 of your PST report, but it will show in PST as a credit card charge (line 660) and a credit card reversal (line 085). Mark the ticket "SPOILED" or "VOID" and turn it in with your sales report.
- If you **refund** this ticket it will appear on your PST as a credit card refund transaction (lines 560 and 085).



**Example of “Ticket Sequence Control Log” (NRPC 277B)**



Sheet of Sheets

**Stock Form Number:**

*Form Changes – This form will not be changed or replaced.*

### Instructions for Completing "*Ticket Sequence Control Log*" (NRPC 277B)

**Stock Form Number:** Form number. A different sheet is needed for any accountable document.

**Stock Form Name:** Name of the form.

#### Stock Received

**Date Received:** Date the forms were received.

**Invoice Number:** The invoice number from Western Folder.

**Starting Number:** The commencing number of the form series.

**Ending Number:** The ending number of the form series.

**Number Received:** Total number received.

#### Stock Issued

**Starting Number:** The commencing number of the form series.

**Ending Number:** The ending number of the form series.

**Issued To (type or print name):** Enter employee's last name

**Date Issued:** Today's date.

## Update History

- 2019-06-17 Accounting Forms – Ordering and Storage section updated. Supporting documents will be filed at the station.
- 2019-03-08 Change Stock Received to Stock Issued under section 3C – third bullet.
- 2017-11-21 New single line accounting procedures added.



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## Multiride Tickets

**Chapter Summary:** This chapter contains information about multiride tickets sold by Amtrak.

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## Introduction

A multiride ticket is a ticket good for more than one ride.

- Amtrak sells multiride tickets for Amtrak trains, details of which are contained in this chapter.
- Amtrak also sells multiride tickets for certain commuter railroads. Go to the Commuter Train Services chapter for details.

## Types of multiride tickets

### *Unlimited use*

This is a multiride ticket good for unlimited travel between the city pair on the ticket (or a city pair intermediate thereto), good for a calendar month (first of the month through the last day of the month). These are often called “monthly” tickets.

### *Fixed number of rides*

This is a multiride ticket good for a fixed number of one way rides between the city pair on the ticket (or a city pair intermediate thereto). These are often called “ten-ride”, “six-ride”, etc. tickets. There is a time limit to these tickets, and after that time limit has been exceeded, the ticket is no longer valid, even if all the rides allowed by that ticket have not been taken.

## Where multiride tickets may be purchased

- All Amtrak ticket offices systemwide, even if that ticket office is not on the route of the ticket being purchased. [Click here](#) for the station job aid for issuing multiride tickets.
- Quik-Trak kiosks – the origin city of the multiride ticket will be that where the kiosk is located; this applies only if the multiride ticket wanted is offered at that kiosk. An Arrow eTicket document will be issued.
- Amtrak.com or the Amtrak mobile app. An eTicket document will be sent to the passenger by email. The passenger may print a copy of this eTicket or display the eTicket on a smartphone or tablet.
- Contact centers.
- Multiride tickets are not available at travel agencies.
- Multiride tickets are not sold by conductors on trains.

## Conditions applying to multiride tickets

### *All ticket types*

#### **Where valid**

- Multiride tickets are available between cities where a multiride fare is published.



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- Multiride tickets are valid for coach travel on all trains between the city pair on the ticket, unless restricted in the table in the appendix). [Click here](#) to go to the Appendix for more details.

### **No discounts**

Multiride tickets are sold at full fare (passenger type "F") only. There are no discounts of any kind.

### **Reservations not allowed**

- Reservations are not permitted for multiride tickets. The passenger boards without a reservation and may use the ticket on all allowed trains and buses. Exception: Passengers with mobility impairments are entitled to reserve mobility impaired seats or wheelchair space.
- Multiride passengers have equal priority with passengers with reserved tickets on all allowed trains and buses.

### **Cities between which the passenger may travel**

- The passenger may travel between the two cities listed on the ticket, or any intermediate cities.
- If the passenger wants to board before the origin city on the ticket, or travel beyond the destination city, and use the multiride ticket between the city pair for which it is valid, a separate ticket must be purchased for the train being traveled, at whatever fare is currently being sold for that train.

### **Conductor eTicketing Mobile Device validates ticket**

- All multiride tickets are eTickets. If the passenger loses the multiride eTicket document another may be printed.
- Valid multiride tickets on a route are downloaded daily to the conductor eTicketing Mobile Devices.
- The conductor's eTicketing Mobile Device validates the ticket, determines if the ticket is fraudulent and, in the case of tickets valid for a fixed number of rides, decrements one ride every time the passenger travels.
- If the passenger is making a connection within the overall city pair of the ticket (example: LNC-PHL-NWK) the reservation system will determine for each train or bus whether or not a ride will be decremented.
- If a ride has been decremented in error, the Customer Support Desk in the contact center has the ability to adjust the number of rides on the ticket.

### **Thruway services**

- Some routes include Thruway bus service in the 3000-6999 series. If a multiride fare is published between a city pair that requires bus travel, the multiride ticket is valid on the buses as well as on the trains.



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### **Connecting travel**

- The ticket is valid for continuous travel, even over connections, provided it has been sold between the city pair to be traveled. For tickets good for a fixed number of rides, the connections must normally be immediate, without a layover; in order that only one ride is decremented for the trip.
- If the passenger is traveling on two corridors, each of which has a multiride fare, but there is not a through multiride fare between the city pair desired by the passenger (that is, the fare quote display has "FARES **ADDED** VIA XXX-YYY-ZZZ"), sell two separate multiride tickets, one for each corridor. See the [appendix](#) for more details.

### **Upgrades**

- Upgrading to business class:
  - This is only allowed for tickets sold under fare plans UEMT, UECA, UENC, UEPS and UE60.
  - The fare rules for passenger type "FM" indicate specific trains that allow this upgrade.
- The passenger should present both the multiride ticket and the upgrade ticket to the conductor.
- Upgrading to Acela Express is not allowed. A separate Acela Express one way ticket must be purchased.

### **Amtrak Guest Rewards**

- The passenger will earn Amtrak Guest Rewards points for multiride ticket purchases if the AGR member number is included when the ticket is purchased. Points are credited after the multiride ticket validity period has ended.

### **Refunds and exchanges**

- Information is located in the Refund Policy chapter.

### **Do not laminate the ticket**

- The passenger must not laminate the multiride ticket (no matter from where produced) as the laminating process will either turn it dark and unreadable or will cause problems with the conductor scan.

### **Validity period**

#### **Unlimited use**

- Tickets are valid for the calendar month specified on the ticket, not for a fixed period of time beginning on the date of sale.
- Tickets may be purchased for the current month or for the next two months.
- The ticket is not valid for travel before or after the calendar month for which the ticket has been sold.



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- If the agent does not specify a future month when selling the ticket, the date of purchase determines which month will be on the ticket:

Ticket purchased on -	Will be valid for -	Comments
Days 1-15 of month	The current month	
Days 16-20 of month	The following month	Agent can specify current month if passenger wants
Days 21-end of month	The following month	

### **Fixed number of rides**

- Tickets are valid for the date range on the ticket. The number of days it is valid is specified in the fare plan rules applying to that ticket.
- The ticket is not valid before or after the date range shown on the ticket, even if all the rides allowed by the ticket have not been taken.

Example – Ticket is a 45-day ticket for travel September 1-October 15. The ticket may not be used before September 1. At the end of the day on October 15, the passenger has taken seven rides. The ticket may not be used October 16 or later, even though three rides have not been taken.

### ***Who may use the ticket***

#### **Unlimited use**

- Unlimited-use multiride tickets are only valid for the person whose name is printed on the ticket.
- Multiple passengers may not use the ticket, nor may the ticket be given to another person to use.
- Conductors may ask for identification at any time.

#### **Fixed number of rides**

- Most tickets good for a fixed number of rides are only valid for the person whose name is printed on the ticket.
- In a few legacy routes, additional passengers may use the ticket. The person named on the ticket must be one of the travelers and they all must be traveling together. These routes, which are subject to change at any time, are those where the “UECA” and “UEPS” multiride fare plans are published.

#### **Checking the use of the ticket**

Passengers can determine the use and number of remaining rides on the ticket by:

- Asking a station ticket agent
- Phoning Amtrak at 800-USA-RAIL
- Logging into Amtrak.com, if the ticket was purchased at Amtrak.com (retrieve reservation and view details under “Usage History”).

The passenger must know the reservation number which is printed on the eTicket document.



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## Procedures

### Mobility impaired space

Passengers with mobility impairments are entitled to reserve mobility impaired seats (XY, XU) or occupied wheelchair areas (WY, WU). Follow these procedures.

1. The specific travel must be allowed by the multiride ticket purchased – specific train, city pair, time limit of ticket, etc.
2. Book mobility impaired space as indicated above on the date, on the train, and between the city pair desired by the passenger.
3. Manually price the mobility impaired space with the appropriate mobility impaired passenger type (usually WM), the appropriate fare plan, and zero fare. For the reason, enter “MOBILITY IMPAIRED MULTIRIDE PASSENGER - *number*”, where *number* = the multiride ticket number.
4. Issue the ticket using the “Other” form of payment, with appropriate remarks.
5. The passenger should present both the multiride ticket and the mobility impaired ticket to the conductor (the same as is done when upgrading to business class, as described in the previous section).

### Checking the use of the ticket

To determine the use and number of remaining rides on the ticket by:

- STARS: F10/Display PNR/Fields, option 13
- RailRes: F12/Display PNR, option 12
- Amtrak.com - if the ticket was purchased at Amtrak.com and you have the reservation number (found on eTicket document) you can retrieve the reservation and view the details under “Usage History”.

## Appendix

### *Trains upon which multiride tickets are not valid*

Conductor eTicketing Mobile Devices know these restrictions and will not accept the multiride ticket if presented on a train for which it is not valid.

#### Northeast Corridor and Empire Service

Train	Multiride tickets not accepted -
All Acela Express trains	Over the entire route; no upgrade allowed
19, 20	Over the entire route
48, 49	Over the entire route
50, 51	Over the entire route
89, 90	To or from any stop south of Washington; allowed between New York, Washington and intermediate stops only.





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91, 92	Over the entire route
97, 98	Over the entire route
135, 156	Over the entire route
56, 83, 93	No local travel New York-Philadelphia*
79, 80	No local travel New York-Washington*
84, 87	No local travel New York-Washington*
94, 95, 194	No local travel New London-Washington*

\*No local travel" applies to travel **wholly within** the city pair specified. That is, if a train specifies "no local travel New London-Washington", it means:

- New Haven-Philadelphia: Not allowed (this is wholly within the city pair)
- New York-Baltimore: Not allowed (this is wholly within the city pair)
- Boston-New Haven: Allowed (Boston is outside the city pair)
- Wilmington-Richmond: Allowed (Richmond is outside the city pair)
- Boston-Providence: Allowed (this is wholly outside the city pair)
- Washington-Williamsburg: Allowed (this is wholly outside the city pair)

#### **Other corridors (Piedmont, Midwest, West Coast)**

These long-distance trains operate in part over various corridors in North Carolina, the Midwest, and West Coast, where multiride fares are published.

- If a train is not listed but multiride fares are published over part of its route, multiride tickets may be used on that train.
- If a multiride fare is not published over any part of a long-distance train's route, it is not listed.

<b>Train</b>	<b>Multiride tickets not accepted -</b>
3, 4	Over the entire route
5, 6	Over the entire route
7, 8	Over the entire route
11, 14	Over the entire route
19, 20	Over the entire route
27, 28	Over the entire route
58, 59	Over the entire route
89, 90	Over the entire route
91, 92	Over the entire route
97, 98	Over the entire route

#### ***Through multiride fares vs. added-together fares***

##### **Through fare published**

Sell one through multiride ticket MKV-FNO.



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FQ\*MKVFNO

TH 24MAY 700A \*\*\* MKV-MTZ-FNO (note absence of "fares added" indication.)  
 USE F\*AC FOR ACCOM CHARGES

## 1FULL RAIL FARE CALCULATED

		AMOUNT	FT	CL	MAX	LSTTVL	R	AR	
1	JOSJ	69.00	OW	U	365	23MAY9	Y	0	SAN JOAQUINS UNRESERVED FARE
2	JE60	439.00	MR	U	60		Y	0	TEN RIDE TKT GOOD 60 DAYS

**Added-together fare published**

Sell two multiride tickets, KAL-CHI and CHI-SPI. The sum of the fares for the two tickets is the same as the added-together fare shown in fare quote.

FQ\*KALSPI

WE 23MAY 1019A \*\*\* FARES ADDED VIA KAL-CHI-SPI

ONE WAY ACCOMMODATION CHARGES ADDED VIA ABOVE CONNECT POINTS

CV	35.00				
BV	20.00				
GX	20.00	BX	40.00	QX	50.00

## 1FULL RAIL FARE CALCULATED

		AMOUNT	FT	CL	MAX	LSTTVL	R	AR	
1	? E08L	38.00	OW	YE	365	22MAY9	N	2D	SAVER LONG DIST 14 DAY ADV PUR FARE
2	DOF1	47.00	OW	YD	365	22MAY9	Y	0	ONE-WAY SPECIAL 'YD' FARE
3	BOF1	67.00	OW	YB	365	22MAY9	Y	0	ONE-WAY SPECIAL 'YB' FARE
4	AOF1	86.00	OW	YA	365	22MAY9	Y	0	ONE-WAY SPECIAL 'YA' FARE
5	YOF1	117.00	OW	Y	365	22MAY9	Y	0	ONE WAY REGULAR 'Y' FARE
6	JE60	447.00	MR	U	60		Y	0	TEN-RIDE TKT GOOD 60 DAYS

\*\*\* FOR POINT-TO-POINT FARES, DO F\*PP

**Update history**

- 2019-08-23: Removed requirement that subsidized card are required to purchase multiride tickets
- 2018-11-13: Clarified that subsidy coupons are not accepted by Amtrak except in WAS-BAL area for MARC tickets.
- 2018-05-08: Updated document to include UEPS.
- 2016-04-01: Subsidized forms of payment can only be used for multiride tickets (no longer valid for at least 3 single trips in markets where multiride are sold).
- 2015-10-30: Trains 89 and 90 allow multiride tickets between New York, Washington and intermediate points due to the consolidation of these trains with certain Northeast Regional trains upon which multiride tickets were accepted.
- 2014-08-28: New. Replaces various items in G/POL/TKT.

**About this chapter**

<b>Contact(s):</b> Donna Dicks, Robert Pee	<b>Subject:</b> Multiride tickets
<b>Owner Department:</b> Pricing and Tariffs	<b>Group:</b> Marketing



2019-08-23

## Multiride Tickets

**Chapter Summary:** This chapter contains information about multiride tickets sold by Amtrak.

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## Introduction

A multiride ticket is a ticket good for more than one ride.

- Amtrak sells multiride tickets for Amtrak trains, details of which are contained in this chapter.
- Amtrak also sells multiride tickets for certain commuter railroads. Go to the Commuter Train Services chapter for details.

## Types of multiride tickets

### *Unlimited use*

This is a multiride ticket good for unlimited travel between the city pair on the ticket (or a city pair intermediate thereto), good for a calendar month (first of the month through the last day of the month). These are often called “monthly” tickets.

### *Fixed number of rides*

This is a multiride ticket good for a fixed number of one way rides between the city pair on the ticket (or a city pair intermediate thereto). These are often called “ten-ride”, “six-ride”, etc. tickets. There is a time limit to these tickets, and after that time limit has been exceeded, the ticket is no longer valid, even if all the rides allowed by that ticket have not been taken.

## Where multiride tickets may be purchased

- All Amtrak ticket offices systemwide, even if that ticket office is not on the route of the ticket being purchased. [Click here](#) for the station job aid for issuing multiride tickets.
- Quik-Trak kiosks – the origin city of the multiride ticket will be that where the kiosk is located; this applies only if the multiride ticket wanted is offered at that kiosk. An Arrow eTicket document will be issued.
- Amtrak.com or the Amtrak mobile app. An eTicket document will be sent to the passenger by email. The passenger may print a copy of this eTicket or display the eTicket on a smartphone or tablet.
- Contact centers.
- Multiride tickets are not available at travel agencies.
- Multiride tickets are not sold by conductors on trains.

## Conditions applying to multiride tickets

### *All ticket types*

#### **Where valid**

- Multiride tickets are available between cities where a multiride fare is published.



2019-08-23

- Multiride tickets are valid for coach travel on all trains between the city pair on the ticket, unless restricted in the table in the appendix). [Click here](#) to go to the Appendix for more details.

### **No discounts**

Multiride tickets are sold at full fare (passenger type "F") only. There are no discounts of any kind.

### **Reservations not allowed**

- Reservations are not permitted for multiride tickets. The passenger boards without a reservation and may use the ticket on all allowed trains and buses. Exception: Passengers with mobility impairments are entitled to reserve mobility impaired seats or wheelchair space.
- Multiride passengers have equal priority with passengers with reserved tickets on all allowed trains and buses.

### **Cities between which the passenger may travel**

- The passenger may travel between the two cities listed on the ticket, or any intermediate cities.
- If the passenger wants to board before the origin city on the ticket, or travel beyond the destination city, and use the multiride ticket between the city pair for which it is valid, a separate ticket must be purchased for the train being traveled, at whatever fare is currently being sold for that train.

### **Conductor eTicketing Mobile Device validates ticket**

- All multiride tickets are eTickets. If the passenger loses the multiride eTicket document another may be printed.
- Valid multiride tickets on a route are downloaded daily to the conductor eTicketing Mobile Devices.
- The conductor's eTicketing Mobile Device validates the ticket, determines if the ticket is fraudulent and, in the case of tickets valid for a fixed number of rides, decrements one ride every time the passenger travels.
- If the passenger is making a connection within the overall city pair of the ticket (example: LNC-PHL-NWK) the reservation system will determine for each train or bus whether or not a ride will be decremented.
- If a ride has been decremented in error, the Customer Support Desk in the contact center has the ability to adjust the number of rides on the ticket.

### **Thruway services**

- Some routes include Thruway bus service in the 3000-6999 series. If a multiride fare is published between a city pair that requires bus travel, the multiride ticket is valid on the buses as well as on the trains.



2019-08-23

**Connecting travel**

- The ticket is valid for continuous travel, even over connections, provided it has been sold between the city pair to be traveled. For tickets good for a fixed number of rides, the connections must normally be immediate, without a layover; in order that only one ride is decremented for the trip.
- If the passenger is traveling on two corridors, each of which has a multiride fare, but there is not a through multiride fare between the city pair desired by the passenger (that is, the fare quote display has "FARES **ADDED** VIA XXX-YYY-ZZZ"), sell two separate multiride tickets, one for each corridor. See the [appendix](#) for more details.

**Upgrades**

- Upgrading to business class:
  - This is only allowed for tickets sold under fare plans UEMT, UECA, UENC, UEPS and UE60.
  - The fare rules for passenger type "FM" indicate specific trains that allow this upgrade.
- The passenger should present both the multiride ticket and the upgrade ticket to the conductor.
- Upgrading to Acela Express is not allowed. A separate Acela Express one way ticket must be purchased.

**Amtrak Guest Rewards**

- The passenger will earn Amtrak Guest Rewards points for multiride ticket purchases if the AGR member number is included when the ticket is purchased. Points are credited after the multiride ticket validity period has ended.

**Refunds and exchanges**

- Information is located in the Refund Policy chapter.

**Do not laminate the ticket**

- The passenger must not laminate the multiride ticket (no matter from where produced) as the laminating process will either turn it dark and unreadable or will cause problems with the conductor scan.

***Validity period*****Unlimited use**

- Tickets are valid for the calendar month specified on the ticket, not for a fixed period of time beginning on the date of sale.
- Tickets may be purchased for the current month or for the next two months.
- The ticket is not valid for travel before or after the calendar month for which the ticket has been sold.



2019-08-23

- If the agent does not specify a future month when selling the ticket, the date of purchase determines which month will be on the ticket:

Ticket purchased on -	Will be valid for -	Comments
Days 1-15 of month	The current month	
Days 16-20 of month	The following month	Agent can specify current month if passenger wants
Days 21-end of month	The following month	

### Fixed number of rides

- Tickets are valid for the date range on the ticket. The number of days it is valid is specified in the fare plan rules applying to that ticket.
- The ticket is not valid before or after the date range shown on the ticket, even if all the rides allowed by the ticket have not been taken.

Example – Ticket is a 45-day ticket for travel September 1-October 15. The ticket may not be used before September 1. At the end of the day on October 15, the passenger has taken seven rides. The ticket may not be used October 16 or later, even though three rides have not been taken.

### Who may use the ticket

#### Unlimited use

- Unlimited-use multiride tickets are only valid for the person whose name is printed on the ticket.
- Multiple passengers may not use the ticket, nor may the ticket be given to another person to use.
- Conductors may ask for identification at any time.

#### Fixed number of rides

- Most tickets good for a fixed number of rides are only valid for the person whose name is printed on the ticket.
- In a few legacy routes, additional passengers may use the ticket. The person named on the ticket must be one of the travelers and they all must be traveling together. These routes, which are subject to change at any time, are those where the “UECA” and “UEPS” multiride fare plans are published.

### Checking the use of the ticket

Passengers can determine the use and number of remaining rides on the ticket by:

- Asking a station ticket agent
- Phoning Amtrak at 800-USA-RAIL
- Logging into Amtrak.com, if the ticket was purchased at Amtrak.com (retrieve reservation and view details under “Usage History”).

The passenger must know the reservation number which is printed on the eTicket document.



2019-08-23

## Procedures

### Mobility impaired space

Passengers with mobility impairments are entitled to reserve mobility impaired seats (XY, XU) or occupied wheelchair areas (WY, WU). Follow these procedures.

1. The specific travel must be allowed by the multiride ticket purchased – specific train, city pair, time limit of ticket, etc.
2. Book mobility impaired space as indicated above on the date, on the train, and between the city pair desired by the passenger.
3. Manually price the mobility impaired space with the appropriate mobility impaired passenger type (usually WM), the appropriate fare plan, and zero fare. For the reason, enter “MOBILITY IMPAIRED MULTIRIDE PASSENGER - *number*”, where *number* = the multiride ticket number.
4. Issue the ticket using the “Other” form of payment, with appropriate remarks.
5. The passenger should present both the multiride ticket and the mobility impaired ticket to the conductor (the same as is done when upgrading to business class, as described in the previous section).

### Checking the use of the ticket

To determine the use and number of remaining rides on the ticket by:

- STARS: F10/Display PNR/Fields, option 13
- RailRes: F12/Display PNR, option 12
- Amtrak.com - if the ticket was purchased at Amtrak.com and you have the reservation number (found on eTicket document) you can retrieve the reservation and view the details under “Usage History”.

## Appendix

### *Trains upon which multiride tickets are not valid*

Conductor eTicketing Mobile Devices know these restrictions and will not accept the multiride ticket if presented on a train for which it is not valid.

### Northeast Corridor and Empire Service

Train	Multiride tickets not accepted -
All Acela Express trains	Over the entire route; no upgrade allowed
19, 20	Over the entire route
48, 49	Over the entire route
50, 51	Over the entire route
89, 90	To or from any stop south of Washington; allowed between New York, Washington and intermediate stops only.





2019-08-23

91, 92	Over the entire route
97, 98	Over the entire route
135, 156	Over the entire route
56, 83, 93	No local travel New York-Philadelphia*
79, 80	No local travel New York-Washington*
84, 87	No local travel New York-Washington*
94, 95, 194	No local travel New London-Washington*

\*No local travel” applies to travel **wholly within** the city pair specified. That is, if a train specifies “no local travel New London-Washington”, it means:

- New Haven-Philadelphia: Not allowed (this is wholly within the city pair)
- New York-Baltimore: Not allowed (this is wholly within the city pair)
- Boston-New Haven: Allowed (Boston is outside the city pair)
- Wilmington-Richmond: Allowed (Richmond is outside the city pair)
- Boston-Providence: Allowed (this is wholly outside the city pair)
- Washington-Williamsburg: Allowed (this is wholly outside the city pair)

#### **Other corridors (Piedmont, Midwest, West Coast)**

These long-distance trains operate in part over various corridors in North Carolina, the Midwest, and West Coast, where multiride fares are published.

- If a train is not listed but multiride fares are published over part of its route, multiride tickets may be used on that train.
- If a multiride fare is not published over any part of a long-distance train’s route, it is not listed.

<b>Train</b>	<b>Multiride tickets not accepted -</b>
3, 4	Over the entire route
5, 6	Over the entire route
7, 8	Over the entire route
11, 14	Over the entire route
19, 20	Over the entire route
27, 28	Over the entire route
58, 59	Over the entire route
89, 90	Over the entire route
91, 92	Over the entire route
97, 98	Over the entire route

#### ***Through multiride fares vs. added-together fares***

##### **Through fare published**

Sell one through multiride ticket MKV-FNO.



2019-08-23

FQ\*MKVFNO

TH 24MAY 700A \*\*\* MKV-MTZ-FNO (note absence of "fares added" indication.)  
 USE F\*AC FOR ACCOM CHARGES

## 1FULL RAIL FARE CALCULATED

		AMOUNT	FT	CL	MAX	LSTTVL	R	AR	
1	JOSJ	69.00	OW	U	365	23MAY9	Y	0	SAN JOAQUINS UNRESERVED FARE
2	JE60	439.00	MR	U	60		Y	0	TEN RIDE TKT GOOD 60 DAYS

**Added-together fare published**

Sell two multiride tickets, KAL-CHI and CHI-SPI. The sum of the fares for the two tickets is the same as the added-together fare shown in fare quote.

FQ\*KALSPI

WE 23MAY 1019A \*\*\* FARES ADDED VIA KAL-CHI-SPI

ONE WAY ACCOMMODATION CHARGES ADDED VIA ABOVE CONNECT POINTS

C-	35.00				
BV	20.00				
GX	20.00	BX	40.00	QX	50.00

## 1FULL RAIL FARE CALCULATED

		AMOUNT	FT	CL	MAX	LSTTVL	R	AR	
1	? E08L	38.00	OW	YE	365	22MAY9	N	2D	SAVER LONG DIST 14 DAY ADV PUR FARE
2	DOF1	47.00	OW	YD	365	22MAY9	Y	0	ONE-WAY SPECIAL 'YD' FARE
3	BOF1	67.00	OW	YB	365	22MAY9	Y	0	ONE-WAY SPECIAL 'YB' FARE
4	AOF1	86.00	OW	YA	365	22MAY9	Y	0	ONE-WAY SPECIAL 'YA' FARE
5	Y0FC	117.00	OW	Y	365	22MAY9	Y	0	ONE WAY REGULAR 'Y' FARE
6	JE60	447.00	MR	U	60		Y	0	TEN-RIDE TKT GOOD 60 DAYS

\*\*\* FOR POINT-TO-POINT FARES, DO F\*PP

**Update history**

- 2019-08-23: Removed requirement that subsidized card are required to purchase multiride tickets
- 2018-11-13: Clarified that subsidy coupons are not accepted by Amtrak except in WAS-BAL area for MARC tickets.
- 2018-05-08: Updated document to include UEPS.
- 2016-04-01: Subsidized forms of payment can only be used for multiride tickets (no longer valid for at least 3 single trips in markets where multiride are sold).
- 2015-10-30: Trains 89 and 90 allow multiride tickets between New York, Washington and intermediate points due to the consolidation of these trains with certain Northeast Regional trains upon which multiride tickets were accepted.
- 2014-08-28: New. Replaces various items in G/POL/TKT.

**About this chapter**

<b>Contact(s):</b> Donna Dicks, Robert Pee	<b>Subject:</b> Multiride tickets
<b>Owner Department:</b> Pricing and Tariffs	<b>Group:</b> Marketing



2019-12-09

## Military Baggage

### Chapter Summary:

This section outlines policies for Military Personnel traveling on official orders for the United States Government and their exemption to certain policies.

### Table of Contents

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2019-12-09

## Authorized Military Personnel on Official Orders

Authorized Military Personnel on official orders by the United States government are exempt from standard size, weight and quantity limitations for carry-on and checked baggage restrictions.

- Official orders must be government documents specifying movement for Military purpose. Military ID's and discharge papers are not considered official orders.

### Restrictions

- **For safety reasons, the following restrictions will apply:**
  - Weight will be limited to 100 lbs (45 kg) per piece.
  - Carry-on items must be able to be safely stowed on-board trains or checked, if available.
- **Military baggage over 50 lbs (23 kg)** must be tagged with a "*Military Baggage Tag*" (NRPC 4010) (*Refer to Figure K-1*).

### Loading or unloading of Overweight Military Baggage

- Must be performed with at least two Amtrak employees.
  - **If no personnel are available to assist**, ask the Military personnel to help load/unload their items. *Military personnel may accompany you to restricted areas to assist with their baggage.*
  - **Origin stations must queue downline or transfer stations** that military baggage is on-board the train and assistance will be needed (*Refer to "Queues" section*).



2019-12-09

Figure K-1

## Example of "Military Baggage Tag" (NRPC 4010)

NRPC  
4010  
(04/2012)

AMTRAK

Military Baggage

**-OVERWEIGHT-**

Not to exceed 100 lbs

Weight:

**THIS IS NOT A BAGGAGE CLAIM CHECK.**  
This tag is for articles held by authorized military personnel on official orders for the United States Government. The weight of the article is not over 100 lbs. Any baggage over 50 lbs that is handled at a station staffed by only one Amtrak Employee will require the assistance of the owner.

Amtrak is a registered service mark of the National Rail and Passenger Corporation

*Form Changes – New form available July 1<sup>st</sup>. In the interim, use heavy tag and mark the weight and "Military" in an empty space on both sides of NRPC 2680.*

**Instructions for Completing "Military Baggage Tag" (NRPC 4010)**

<b>Weight:</b>	The weight of the item. <i>Must not exceed 100lbs (45 kg)</i>
----------------	---



2019-12-09

## Appendix

### *Update history*

2019-12-06 Updated to new template.

### *About this chapter*

<b>Contact(s):</b> Phil Bouchard, Ann Adams	<b>Subject:</b> Group Travel
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Station Standards

## M. Safety and Security

22-FOI-00090

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"UNCLASSIFIED"

6/2/2022

This section outlines safe handling of baggage items, including heavy baggage, and the security of baggage areas. Prior to any shift, employees working baggage that shift should conduct a safety briefing if more than one employee. During this safety briefing, the work area should be inspected for possible hazards. Equipment should always be inspected prior to starting a shift.

### 1. Proper Handling of Baggage

#### a. Practice safe lifting techniques:

- Stand in front of item, feet shoulder width apart, one foot slightly ahead of the other.
- Bend the knees, keeping your chin tucked in and your back straight.
- Get a firm grip with palm of one hand on the upper corner of the object.
- Tilt the item toward you and grip beneath the lower corner of the object.
- Keep elbows and arms tucked in and body weight directly over feet.
- Slowly straighten your legs, avoiding any sudden jerks. Keep your back straight, letting your legs do the work.

#### b. Practice safe stacking techniques:

- Keep your hands, fingers, arms and other parts of your body away from pinch points.
- Place items on a suitable and substantial foundation and secure, if necessary.
- Place material in a safe and orderly manner and avoid making high or narrow piles.
- Securely block material that is likely to shift or fall.
- Only stack material, boxes, or supplies to a height of not more than 6'6".
- Always place heavier items on the bottom.

#### c. Do not pile baggage dangerously high on baggage floats or trucks.

- Place heavy and large items on floor for substantial base.
- Place baggage on end with handle inward.
- Soft articles are left until last.
- If necessary, secure load with rope or other means to prevent shifting or falling.
- Protect and cover baggage from weather elements when possible.

#### d. Stack baggage in baggage cars in a suitable manner for transport.

- Stay in contact with train crews, yard supervisors or others concerned, getting permission to unload/load the baggage car.
- Observe applicable loading diagram, placing items in areas of the baggage assigned to specific destinations. First stop out is loaded closest to door.
- Do not throw baggage.
- Place heavy and large items on floor for substantial base.
- When stacking boxes, use alternate cross-stack for better stability.
- Stack items receding to the side and leaning toward the outside of the car.
- Place soft luggage on top.
- Keep destination tags in full view.
- Baggage and Express are to be kept in separate stacks.

### 2. Handling Heavy Baggage

- When baggage is heavier than they appear**, tag with "*Heavy Baggage Tag*" (old NRPC 2680 or new NRPC 4009) (*Refer to Figure M-1*). All baggage must weigh less than 50 lbs (23 kg) or the passenger must repack their item(s) or be denied transport.
- When handling heavy baggage**, inform other employees before handing off the item to the effect "*Careful when lifting, this item is heavy*"
- If baggage is found to be over 50 lbs (23 kg)** and is not Military Baggage (*Refer to Section K "Military Baggage"*), then:
  - Ensure another employee is present to assist with moving the baggage around.

- Attempt to contact the owner if at a transfer station to see if they can repack the items into another checked item or an Amtrak shipping box.
- Ensure to contact a manager to follow-up with the station who loaded the overweight item.

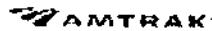
### 3. Securing the Baggage Area

- To protect passenger's belongings and ensure the safety of passenger's and Amtrak personnel, baggage areas are restricted to Authorized Personnel Only.
- All unauthorized persons will be asked to leave and should contact Amtrak Police (800) 331-0008 if faced with any non-compliance.
- Regular inspections must be made of the baggage room for safety and security purposes.
- Baggage should never be left unattended in areas that are not restricted to Amtrak personnel only.
- Any Amtrak property, to include For-Sale Items (bicycle/shipping boxes, ski bags, tamper evident tape) should be in a secured area if possible.

Figure M-1

#### Example of "Heavy Tag" (NRPC 4009 / NRPC 2680)

**HEAVY**



NRPC 2680 (03/09/21) - Amtrak is required to provide this tag for all checked baggage exceeding 50 lbs (23 kg).

*Form Changes – NRPC 2680 will be replaced by NRPC 4009. NRPC 2680 may be substituted for NRPC 4009 in which case the weight should be written in a blank space (both sides) of NRPC 2680.*

#### Instructions for Completing "Heavy Tag" (NRPC 4009)

<b>Weight:</b>	The weight of the item. <i>Must not exceed 50lbs (23 kg)</i>
----------------	--





2019-01-22

## Lost Ticket Policy

**Chapter Summary:** This policy contains policies for lost paper value tickets and the procedures for employees and passengers to follow when such tickets are lost. For eTickets, click the "eTickets and eVouchers" link in the table of contents below.

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## Policy

If a customer loses his or her paper value ticket:

- The customer must repurchase the ticket in order to travel.
- The customer may then complete NRPC 3237, Lost Ticket Refund Application – Limitation of Liability and Indemnity Agreement, and send it to Amtrak Refunds in Philadelphia.
  - Amtrak Refunds will hold the application for five months after –
    - the date the Lost Ticket Refund Application was received, or
    - the travel date on the lost ticket,whichever is later. (Reason – We don't have gate check-in so we can't stop the use of the ticket on a train or bus.)
  - If, after that time, the ticket does not show up in various systems as voided, exchanged, refunded or lifted (used), Amtrak Refunds will process the application.
  - A \$75.00 service charge per application will be deducted from any refund or adjustment.
  - The application may be submitted whether or not the tickets were repurchased.
  - If the lost tickets were not repurchased, Amtrak will also apply the 10% refund fee to any amount actually refunded. This fee may be avoided by accepting an exchange voucher instead.

The purpose of this policy is to provide some level of protection for customers who lose higher value tickets. Similar to the deductibles that apply to homeowner's and automobile insurance, it is not designed to cover minor losses. The service charge covers Amtrak's extra costs in processing these refunds, and applying for a refund or adjustment of a lost ticket will make no sense if the refund value is at or lower than the service charge.

Note: The \$75.00 service charge applies per lost ticket application. Individual eligible tickets with a value of under that amount may be included with the application, as long as the total value of all eligible tickets in the request is greater than \$75.00.

Group tickets and some TBM tickets are handled differently; click on the appropriate link for details.

## Definitions

For the purposed of this policy, "lost" means "lost", "stolen", "misplaced", or destroyed

- **Lost** – I don't have my ticket and I don't know where it is.
- **Stolen** – Someone took my ticket.



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- **Misplaced** – I don't have my ticket and I do know where it is (such as, I left it at home on the dresser).
- **Destroyed** – The ticket has been physically destroyed.

### ***eTickets and eVouchers***

**eTickets** are how most Amtrak tickets are sold. Passengers are not issued paper value tickets, but instead have no-value eTicket documents with barcodes that are scanned by conductor handheld devices. These no-value eTicket documents can be printed by the passenger at home, work or other locations, can be issued by station ticket agents or Quik-Trak kiosks on Arrow ticket printer stock, or can even be a bar code displayed on a smartphone. No matter how eTicket documents are issued, they are not paper value tickets and they have no intrinsic value; because of this, if an eTicket is lost or misplaced, it can be reprinted and used on the train for which the underlying reservation was made (the control being that an eTicket can only be scanned or "lifted" once). eTickets do not fall under the lost ticket policy because there is no need for them to do so.

The **eVoucher** is an electronically stored credit. At stations, the Arrow ticket printer issues a receipt for the eVoucher to help the passenger remember its number. This eVoucher receipt has no value and if the passenger loses it the eVoucher value can still be redeemed if the passenger provides information allowing the agent to find it, and can prove that he or she has the right to redeem it.

### ***Separate payment requires separate applications***

The tickets reported on an application must all have been paid for by the same person. Two or more customers, who have paid for their lost tickets separately, require separate applications. Example:

- Tickets paid by one person for all members of his or her family or traveling group – One application.
- Tickets paid separately by two persons traveling together – Two applications.

### ***Nature of the refund or adjustment***

The nature of the refund or adjustment is based on the refundability of the ticket that was lost.

- **If the original ticket was refundable**, the customer may indicate, on the application form, a choice to –
  - Accept a refund, less the \$75.00 service charge and, if the tickets were not repurchased, an additional 10% refund fee on the remaining amount actually refunded, or



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- Accept an exchange voucher, less the \$75.00 service charge but with no additional refund fee.
- **If the original ticket was non-refundable**, an exchange voucher is the only option unless new tickets are purchased for the same city pair (but not necessarily for the same train or date), and the original receipts of the new tickets are included with the application. If this is done the lost tickets may be refunded, but not for an amount more than the repurchased tickets (an exchange voucher will be issued to make up the difference if the refund option is chosen). The \$75.00 service charge will apply.
- **If the original ticket was both non-refundable and non-exchangeable**, no refund or exchange voucher may be issued unless new tickets are purchased for the same train/city pair/date, and the original receipts of the new tickets are included with the application. If this is done the lost tickets may be refunded, but not for an amount more than the repurchased tickets (an exchange voucher will be issued to make up the difference if the refund option is chosen). The \$75.00 service charge will apply.

### ***Tickets eligible for this program***

All reserved and unreserved Amtrak paper value tickets –

- Arrow automated tickets, including those issued by New Jersey Transit and by VIA Rail Canada
- Gift certificates issued on Arrow ticket stock from an Arrow ticket printer
- Book tickets issued by Amtrak
- Amtrak travel agency tickets

– except as noted below.

### ***Tickets not eligible for this program***

- **Tickets not issued by Amtrak or Amtrak travel agencies**, such as tickets issued on VIA Rail Canada ticket stock.
- **Tickets not lifted by Amtrak conductors**, such as flash-type and punch-type multi-ride tickets, as there is no way to determine the extent of use, or even if they have been used. This includes Arrow tickets issued for travel on other operations such as MARC, Shore Line East, 7000 and 8000-series Thruway operations, etc.
- **Gift certificates** (NRPT 55). Many are issued by an outside vendor and we have no record of that issuance. Gift certificates issued on Arrow ticket stock are eligible.
- **Rail Passes** (USA Rail Pass, California Rail Pass, etc.) Tickets issued against these passes, that have a dollar value, are eligible. See the [Rail Passes](#) section below.
- **Tickets that are both non-refundable and non-exchangeable**, unless new tickets are purchased for the same train/city pair/date, and the original receipts of the



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new tickets are included with the application. If this is done the lost tickets may be refunded, but not for an amount more than the repurchased tickets.

### ***Repurchased tickets - PNR changes and refunds***

There are no restrictions on PNR changes, either before or after the tickets are repurchased. Repurchased tickets do not have to be issued as exact duplicates of the tickets that were lost.

Tickets repurchased under this program may be exchanged or refunded, as they are considered new sales.

## **Procedures**

### ***Reservation agents***

If a customer calls to report lost tickets:

1. Tell him or her of the policy, including the requirement to repurchase the tickets (if they want to avoid the 10% fee). The tickets may be repurchased from an Amtrak ticket office or, if sold by a travel agency, at that agency. If the customer wants to repurchase using advance payment, this cannot be done in the same PNR because tickets have already been issued. A new PNR would have to be created in order to create a new advance payment.
2. If there is a PNR, enter remarks about the lost tickets.
3. If you can determine the lost ticket numbers, put them on the Arrow ticket hot list as "lost" or "stolen".
4. Tell the customer that it would be to his or her advantage to try to find the lost tickets due to the size of the lost ticket service charge (\$75.00 per application). If the tickets were misplaced, the customer knows where they are, and they should be sent in for refund to avoid the lost ticket service charge.
5. Tell the customer that the lost ticket refund application form, NRPC 3237, may be picked up at any ticket office, or printed from Amtrak's web site ([www.amtrak.com](http://www.amtrak.com)). If the customer does not have Internet access and going to a station is inconvenient, use the "Mailout" feature in RailRes to have a copy sent (alt – Tools – Mailout).
6. Tell the customer that he or she will have to know the ticket numbers in order to complete the lost ticket refund application. If the PNR is still displayable, offer to provide these numbers. The customer will need a way to write them down. Tell him or her to transfer these numbers to the lost ticket refund application form once he or she has it. If the PNR is not displayable in Arrow, the Support Desk might be able to help.



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7. Tell the customer that the tickets need to be repurchased, and the original receipts from the repurchased tickets must be included with the application, if he or she wants –

- A refund of refundable tickets without the additional 10% refund fee;
- A refund of non-refundable tickets, rather than an exchange voucher;
- A refund or an exchange voucher of non-refundable and non-exchangeable tickets.

In every case, the \$75.00 service charge will apply.

8. Tell the customer that the Lost Ticket Refund Application will be processed five months after –
  - the date the application is received by Customer Refunds in Philadelphia, or
  - the travel date on the ticket,

Whichever is later.

9. Provide any other reservation assistance needed by the customer.
10. If the customer has now decided not to travel, cancel the PNR.

### ***Ticket agents***

1. If the PNR does not already contain remarks about the lost tickets, enter them in remarks fields. **DO NOT ENTER THEM AS “REPLACED” (5RPL fields)! If you do that the customer will not be able to refund the lost tickets if he or she finds them. The “5RPL” entry has been removed from station agent Arrow duty codes.**
2. If the lost tickets are not already on the Arrow ticket hot list, enter them on that list as “lost” or “stolen”.
3. Ask the customer if he or she will still travel.
  - If the customer will still travel, re-ticket the portion of the PNR corresponding to the lost tickets. (This may be all or part of the PNR.) Any acceptable form of payment may be used. You may issue automated tickets through Arrow; book tickets are not required.
    - If nothing has been changed, re-ticket at the original fare
    - If the PNR has been changed, re-ticket at the fare that applies to the changed PNR.
  - If the customer has now decided not to travel, cancel the PNR.
4. Give the customer NRPC 3237, Lost Ticket Refund Application, and a pre-addressed Amtrak Refunds envelope, NRPC 3156. Fill in the lost ticket numbers for the customer, if you can determine them from the PNR.
  - If the customer completes it at your station, make a copy once completed and give it to him or her. Send the original by US Mail to Amtrak Refunds in the pre-addressed envelope, NRPC 3156. You do not need a station copy.



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- If the customer takes it away to complete and send in later (recommended, in order to conduct a more diligent search for the tickets, because finding them avoids the \$75.00 processing charge), tell him or her to:
  1. Fasten the original receipts of any repurchased tickets to the form, if required.
  2. Make a photocopy for his or her records.
  3. Send the form to Amtrak Refunds using the pre-addressed envelope, NRPC 3156.

*In either case, if the customer needs to include the original receipts of any repurchased tickets, the application cannot be sent until travel on the new tickets has taken place.*

5. Tell the customer that it would be to his or her advantage to try to find the lost tickets due to the size of the lost ticket service charge (\$75.00 per application). If the tickets were misplaced, the customer knows where they are, and they should be sent in for refund to avoid the lost ticket service charge.
6. Tell the customer that the Lost Ticket Refund Application will be processed five months after –
  - the date the application is received by Customer Refunds in Philadelphia, or
  - the travel date on the ticket,

whichever is later.

### ***Processing the application - refund office***

Amtrak Refunds will keep the form on file for five months, based on the later of the date they receive it or the travel date on the ticket. At the end of this period they will pull the form and check the lost ticket numbers against various ticket databases.

- If the tickets show up as voided, exchanged, refunded, or used, the application will not be processed. Amtrak Refunds will notify the customer of this decision. No service charge will apply.
- If the tickets were not voided, exchanged, refunded, or used, Amtrak Refunds will process the application. The nature of the refund or adjustment will depend on which of the above conditions applies.

### **Example: Customer lost tickets and repurchased**

Original tickets were valued at \$300.00. All the tickets were lost. The customer repurchased new tickets valued at \$400.00 and sent the original receipts from the repurchased tickets along with the refund application form. The refund office will –





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- Refund \$300.00 less the service charge of \$75.00, that is, refund \$225.00; or
- Issue an exchange voucher for \$225.00 (\$300.00 less the service charge of \$75.00).

**Example: Customer lost tickets and did not repurchase**

Original tickets were valued at \$300.00. All the tickets were lost. The customer did not repurchase the tickets. The refund office will –

- Refund \$300.00 less the service charge of \$75.00 and the refund fee of \$22.50 (10% of the \$225.00 remaining amount), that is, refund \$202.50; or
- Issue an exchange voucher for \$225.00 (\$300.00 less the service charge of \$75.00).

**Special situations*****Refunding the lost tickets if they are found***

Since the customer has paid for both sets of tickets, either may be refunded at any time, subject only to any fare plan rules governing non-refundability or change fees, or to non-cancellation policies. There are no restrictions on PNR changes or ticket exchanges.

Therefore, if the customer finds the original lost tickets, they may be refunded, subject to the normal rules (form of payment, fare plan, passenger type, promotion code, etc.). It does not matter whether or not a lost ticket refund application has been sent; however, you should still ask if this has been done so you can notify Customer Refunds that the tickets have now been found and refunded.

**If the tickets have been repurchased**

- The 10% refund fee does not apply
- The tickets may be refunded, even if there is a non-refundable or non-exchangeable condition (exception: if the original form of payment is not refundable, issue an exchange voucher rather than a refund)
- The customer must submit the original receipts from the repurchased tickets along with the original tickets that were lost, then found

**If the tickets have not been repurchased**

- The refund fee does apply
- All rules regarding refundability and exchangeability apply

**Procedures for refunding the found tickets**

Note: The procedures below make reference to the Ticket Hot List. [Click here](#) to view the entire [Ticket Hot List policy and procedure chapter](#).



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1. Verify the identity of the customer to confirm his or her eligibility to receive the refund (if paid by credit card, this is not as critical as the refund will be to the original card in any case).
2. Reverse the ticket numbers in Arrow (refunding to cash, check, automated credit card, or manual credit card). If for some reason you cannot reverse them in Arrow and have to process the refund manually (this should be very rare), check the ticket hot list before giving back money. In either case, if they are on a ticket hot list, you will get a response. The response will include a letter indicating why the ticket is on the hot list.

Code	Reason	Can station agent (SL, SM) remove ticket from hot list?
B	Paid by check, which bounced	No
D	Customer disputed credit card charge	No - see below
L	Lost ticket	Yes, if ticket present; ask for ID proving ownership
N	Refunded by Customer Refunds without the ticket	No - see below
R	Ticket was replaced	No - see below
S	Stolen ticket	Yes, if ticket present; ask for ID proving ownership

- If the tickets are on the hot list as “lost” (L) or “stolen” (S), you will have to remove them from the hot list before you can refund them.
- If they appear on the hot list as “refunded without ticket” (N), the customer has already been given his or her refund from the lost ticket application form. Mark the tickets “refunded by Amtrak Refunds, PHL” and give them back to the customer; they have no value.
- If they appear on the hot list as “replaced” (R), no refund may be given. Mark the tickets “replaced” and give them back to the customer; they have no value. (Do not send them to Customer Refunds or to Customer Relations.)
- If they appear on the hot list as “disputed credit card” (D), send them to Customer Refunds with a note to that effect. Tell the customer that Customer Refunds will decide if a refund can be given; make no promises on their behalf.
- If they do not appear on the hot list, process the refund normally. If the customer sent in a lost ticket refund application, Customer Refunds will check the ticket numbers on the form five months after they receive it. The ticket numbers will show up in their systems as refunded, and they will notify the customer of this, and not process a second refund. (To save



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Customer Refunds from doing this work, attach a note to the tickets indicating that the customer sent in a lost ticket refund application; Customer Refunds can then pull the application from the suspense file.)

If the customer sends the tickets to Customer Refunds directly, tell him or her to include a statement that a lost ticket application form has been submitted. If Customer Refunds has already refunded those lost tickets, they will not refund them again if they are found later.

### **Lost tickets repurchased, both tickets get lifted on the train**

When a passenger loses, misplaces or forgets paper value tickets, the tickets must be repurchased in order to travel. This repurchase does not reverse/refund/invalidate the original tickets, as, if they are later found, they continue to have value. Because both sets of tickets are active, both sets appear on the conductor's eTicketing Mobile Device - and very often both sets get lifted. We are working on a way to get around that, but, in the meantime, if the passenger subsequently finds the lost tickets and brings them to your station for refund, and you can't because they were lifted, send them to Amtrak Refunds in Philadelphia, along with the ticket receipts (stubs) from the used, repurchased tickets. Amtrak Refunds can process the refund to the passenger.

This problem will mostly go away once eTicketing is fully implemented systemwide, as most passengers will no longer have paper value tickets to lose.

## ***Group tickets***

### **Lost group ticket – general policies**

Lost group tickets are handled differently because the ticket –

- Is readily identifiable (it's a book ticket)
- Can only be exchanged with prior authorization from the Group Desk
- Can only be refunded by the Group Desk
- Is usually for a very large amount of money

A lost group ticket may be replaced. No prior authorization from the Group Desk is required. Conditions:

- There is a \$75.00 charge for this service. This charge is not refundable, even if the original ticket is found later.
- A group ticket may be replaced only once. If the replacement ticket is lost, the group ticket must be repurchased.
- The replacement ticket is not refundable and not exchangeable. **Exception:** If the original ticket is found, and both the original ticket and replacement ticket are



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returned unused, the original fare paid may be refundable; the normal group ticket refund policy will apply. Call the Amtrak Group Desk at the Philadelphia contact center (800-USA-1GRP or 800-872-1477) for instructions. The hours are 0900-1930 (900a-730p) Eastern Time, Mondays through Fridays except holidays.

### **Lost group travel book ticket**

Follow this process to rewrite the group ticket:

1. Display availability between "RPL" and "TIK" for the first date of travel that is in the group PNR.
2. In a new PNR, book one U seat on "train" 3102.
3. Auto-price with "1F" (it will price with fare plan "RPLT" and a \$75.00 fare).
4. Include remarks that this is the replacement fee for group PNR (number).
5. Complete the "RPL-TIK" PNR.
6. Collect the money and issue the RPL-TIK ticket using cash, check, exchange voucher, eVoucher or credit card.
7. Give the receipt portion of the RPL-TIK ticket to the person who paid the \$75.00 fee.
8. Rewrite the book ticket for the group travel. Call the Group Desk (800-872-1477) if you need help doing this.
  - Show the total PNR value on the ticket (and not a zero value) so train earnings are properly allocated.
  - In the open box on the lower right corner, write:  
"Lost Ticket (number)",  
"Service Charge \$75.00",  
"No Refund/Exchange"
9. In the actual group PNR, include remarks with the ticket number of the \$75.00 replacement charge ticket, the number of the lost ticket, and the number of the new group ticket.
10. Phone the Group Desk (800-872-1477) and notify a Group Desk agent that you have reissued the ticket; give the lost and the new ticket numbers. If the Group Desk is closed and the group is departing before it reopens, phone the call center support desk at Philadelphia: 877-872-2330.
  - give the agent the lost and the new ticket numbers,
  - ask the agent to show the lost ticket as "replaced", and
  - ask the agent to notify the Group Desk that the ticket has been reissued. (Support Desk: send an e-mail with this information, including PNR and lost and new ticket numbers, to Gary Tunnell).
11. Fasten the accounting coupon of the reissued group book ticket and the lift portion of the RPL-TIK ticket to a printout of the group PNR (after the above remarks have been entered) and send it to Revenue Accounting with your station sales report.



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## 12. ASAP accounting:

Item	ASAP debit line (left side)	ASAP credit line (right side)
Replacement charge ticket	056 – REPL TKT CHG (if you show a false shortage of this amount it is because the sale was captured as part of line 025 – this will be fixed in an upcoming ASAP release; in the meantime, if this occurs, do not enter it on line 056)	The line corresponding to the form of payment used to pay for the replacement charge ticket
Replacement group travel ticket	236 – REPLACEMENT TKTS	607 – REPLACEMENT TKTS

*Hotlist entries*

- When a group ticket is reported lost, a ticket, call center support desk agent, or Group Desk agent may put the book ticket number on the hotlist as “lost”.
- When the Group Desk receives notification that a new ticket has been issued, a Group Desk agent or a call center support desk agent will change the status of the book ticket number to “replaced”.

**Lost group deposit ticket**

Deposit tickets are paper value tickets issued from Arrow ticket printers each time a group representative makes a deposit payment for a group at a station. When the final group book travel ticket is written, the group representative pays for it by turning in the deposit paper value tickets and also making the final payment to the ticket agent.

If a group deposit ticket is lost, it may be replaced for a \$75.00 fee. If the group representative is making final payment at the same time, carry out two separate steps.

- First, replace the group deposit ticket.
- Then, separately, use that replaced ticket, any other deposit tickets, and the final payment, to issue the group book travel ticket.

Follow these steps to replace the lost deposit ticket.

1. Display availability between “RPL” and “TIK” for the first date of travel that is in the group PNR.
2. In a new PNR, book one U seat on “train” 3102.
3. Auto-price with “1F” (it will price with fare plan “RPLT” and a \$75.00 fare).
4. Include remarks that this is the replacement fee for deposit ticket (number) in group PNR (number).
5. Complete the “RPL-TIK” PNR.



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6. Collect the money and issue the RPL-TIK ticket using cash, check, exchange voucher, eVoucher or credit card.
7. Give the receipt portion of the RPL-TIK ticket to the person who paid the \$75.00 fee.
8. Write a book ticket for the group deposit ticket. Call the Group Desk (800-872-1477) if you need help doing this.
  - In the fare ladder on the book ticket, write, on the top line, the dollar value of the lost deposit ticket. , and total it at the bottom of the fare ladder. Also include that amount in the open box at the bottom center of the book ticket.
  - In the open box on the lower right corner, write:
    - "Lost deposit ticket (number)" – this is the number of the Arrow ticket that was lost,
    - "Service Charge \$75.00 collected on ticket number (number)" – this is the number of the Arrow ticket you just issued to collect the replacement ticket fee, and
    - "No refund/exchange"
9. In the actual group PNR, include remarks with the ticket number of the \$75.00 replacement charge ticket, the number of the lost deposit ticket, and the number of the new deposit book ticket.
10. Phone the Group Desk (800-872-1477) and notify a Group Desk agent that you have reissued the ticket; give the lost and the new ticket numbers. If the Group Desk is closed and the group is departing before it reopens, phone the call center support desk at the Philadelphia: 877-872-2330:
  - give the agent the lost and the new ticket numbers,
  - ask the agent to show the lost ticket as "replaced", and
  - ask the agent to notify the Group Desk that the ticket has been reissued. (Support Desk: send an e-mail with this information, including PNR and lost and new ticket numbers, to Jonathan Miller).
11. Fasten the accounting coupon of the reissued deposit book ticket and the lift portion of the RPL-TIK ticket to a printout of the group PNR (after the above remarks have been entered) and send it to Revenue Accounting with your station sales report.



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## 12. ASAP Accounting:

Item	ASAP debit line (left side)	ASAP credit line (right side)
Replacement charge ticket	056 – REPL TKT CHG (if you show a false shortage of this amount it is because the sale was captured as part of line 025 – this will be fixed in an upcoming ASAP release; in the meantime, if this occurs, do not enter it on line 056)	The line corresponding to the form of payment used to pay for the replacement charge ticket
Replacement deposit book ticket	236 – REPLACEMENT TKTS	607 – REPLACEMENT TKTS
Group travel ticket (if you are now also writing the actual ticket the group will use on the train)	005 – BOOK TICKET SALES	580 – ARROW EXCHD TKTS (for any other Arrow-issued deposit tickets being turned in, and for the final payment (FIN-PAY) Arrow ticket) 581 – BOOK EXCHD TKTS (for the replacement deposit book ticket you just wrote)

*Hotlist entries*

- When a group deposit ticket is reported lost, a ticket, call center support desk agent, or Group Desk agent may put the lost deposit ticket number on the hotlist as “lost”. If the lost deposit ticket is found **before** it has been replaced, it can be removed from the hot list, then honored.
- When the Group Desk receives notification that a replacement deposit ticket has been issued, a Group Desk agent or a call center support desk agent will change the status of the lost deposit ticket number to “replaced”. The lost deposit ticket now cannot be removed from the hot list, exchanged, or refunded.

Contact the Group Desk (800-872-1477) if you have any questions.

***Tickets by mail (TBM)*****Which tickets are eligible**

- Only paper value tickets mailed by Amtrak through the standard TBM process are eligible for the replacement procedure described below.



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- Tickets produced and mailed by travel agencies, and tickets obtained from Amtrak but mailed by a person or company other than Amtrak, are not eligible for this replacement procedure. The standard lost ticket policy, earlier in this chapter, applies – the tickets must be repurchased, then an application for refund made. The customer will need to contact the agency, person or company that sent the tickets for further information.

### **Not received due to Amtrak error, still wants to travel**

TBM tickets not received due to an error made by Amtrak (address entered incorrectly by an Amtrak agent, tickets mailed too late, etc.), or where Amtrak had control over the mailing process, will be replaced at no charge.

- This does not apply to tickets that are lost after the passenger receives them.
- This may only be done at a staffed station.
- The passenger must allow enough time before departure for this procedure to be carried out. One hour is the recommended minimum.
- There is no fee for this service.
- If the passenger is departing from an unstaffed station and is unable to get to a staffed station for new tickets before departure (and call center personnel are unable to arrange for a prior staffed station to follow the procedure below, produce the tickets, and give them to the conductor for distribution to the passenger when he or she boards at the unstaffed station), the passenger will have to pay the conductor for the first segment of travel. The tickets may be replaced at the first convenient staffed station, and the passenger refunded for the fare paid to the conductor.
- Tickets sent by Federal Express: If the FedEx delivery record shows that the tickets were delivered to the right address on time, the tickets are not eligible for replacement, and must be repurchased. The passenger should make inquiry with the person shown as having signed for the tickets. If the passenger requested "delivery without signature", and because of that there is no record of who received the tickets, they were delivered at the passenger's risk and are likewise not eligible for replacement. The Federal Express delivery record is available by entering the airbill number associated with the shipment into the tracking section on the [www.federalexpress.com](http://www.federalexpress.com) home page. (The airbill number may be obtained from the TBM office that produced the tickets.)

### **Station agent procedures**

1. Display the PNR and obtain the TBM ticket numbers.
2. Call the RSCC 24-hour support desk:•
  - Philadelphia: 877-872-2330





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\* New York Penn Station has access to CICS and does not need to make this call since the ticket numbers can be looked up directly.

3. Ask if the tickets have already been refunded (the return address is the Philadelphia refund office) or if they were exchanged or honored on a train. If the tickets were sent by Federal Express, ask if there is a record of delivery, and who signed for the tickets. (See the last bullet in the previous section above.
  - If they have been refunded, the passenger will need to repurchase the tickets. (The refund will be posted to the credit card account within 10 days of the date the refund was processed.)
  - If they have not been refunded, continue with step 4.
4. Delete the 7TBM field. It looks like this: 7002@ TBM 6816 RCR 30NOV. (The number is usually, but not always, 7002.)
5. Enter a remark in the PNR that includes the name of the call center agent with whom you spoke, the date and time you spoke with that agent, and a notation that you were told the tickets had not been refunded, exchanged or honored on a train.
6. Reissue the tickets using the "exchange" form of payment and the original ticket numbers.
7. After (and not before) performing this exchange, call the RSCC support desk again to have the original ticket numbers put on the hot list as "replaced". This will prevent the original tickets from being refunded if they turn up later.
8. Make a printout of the PNR and use it as backup for line 580 of your ASAP report.

#### **Not received due to Amtrak error, no longer wants to travel**

1. Cancel the PNR.
2. Contact the Philadelphia Support Desk (phone numbers above) and tell the agent that the tickets have not been received.
3. Support desk will make a copy of the PNR and fax or deliver it to the Philadelphia RSCC Refund Desk (not the Refund Department at 30th St. Station).
4. The Philadelphia RSCC Refund Desk will wait until after the travel dates have passed, then refund the PNR less the 10% refund fee.

#### **Not received due to error by passenger or other person**

TBM tickets not received due to an error not made by Amtrak, or where Amtrak had no control over the mailing process, fall under the lost ticket policy in this chapter. Such situations include:

- Passenger booked on the Internet and entered the address incorrectly, resulting in delayed or misdirected mail
- Tickets mailed by someone other than Amtrak, such as a travel agency



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The passenger will need to repurchase the tickets then refund the original tickets if they are received later, or apply for a refund using the procedures in this chapter.

### ***Amtrak Guest Rewards redemption tickets***

This applies to reward tickets for travel, issued against Guest Rewards points. If a Guest Rewards member has lost his or her redemption tickets, or if they have not arrived in the mail, issue new tickets as follows. There is no fee for this service.

1. Display the PNR.
2. Issue new tickets in exchange.
  - Redefine the 3-fields so you can re-ticket the PNR.
  - Use the old ticket numbers as dependent data for the exchange ticketing entry.
  - Frequent traveler redemption – press ctrl-right arrow to go to the frequent traveler option on the next screen and select “Y”
3. Add the old ticket numbers to the hot list as “lost”.
4. Enter remarks into the PNR indicating that new tickets were issued.
5. Print a copy of the PNR and use it as the supporting document for the ticket exchange transaction.
6. Queue the PNR to “REV”, queue 10.

### ***Rail passes***

This applies to the USA Rail Pass, the California Rail Pass, and any other touring pass sold by Amtrak.

#### **If the pass is lost (whether or not the tickets are also lost)**

Lost rail passes will not be refunded nor replaced. Passes are not eligible for refund under the lost ticket policy in this chapter.

Further, all tickets issued against the pass are invalid without the pass, even if the tickets themselves are not lost. (But if they have a dollar value they may be applied in exchange toward new tickets, provided the passenger has not lost them as well).

The tickets must be repurchased in order to use them, or a new pass can be purchased then new tickets issued. (If the tickets will be repurchased without a new pass, charge “YA” fares wherever there are “YF” seats, unless they can be actually rebooked in a lower inventory class.)

#### **If the tickets are lost, but not the pass**

New Amtrak tickets may be issued using the pass, since the lost tickets are not valid without the pass and bear a restrictive endorsement. Issue the tickets normally; if the tickets have a dollar value, this must be paid again (that is, the ticket must be



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repurchased); the passenger may apply for a refund of this dollar value under the policy in this chapter.

### ***Stranded passenger situations***

If a passenger is en route and has lost his or her ticket, he or she must purchase new tickets for the remainder of the trip.

If the passenger is destitute – no money to buy a new ticket and no way to obtain money from family or friends – contact your manager or the support desk at the call center for instructions on what to do. New procedures for such situations will be forthcoming as part of the rewrite of the Inconvenienced Passenger procedures.

### ***Tickets found in station, on trains or elsewhere***

This includes:

- any ticket found within or in the vicinity of a station;
- any ticket brought to you by a person saying he or she found it;
- any ticket found in or on Quik-Trak kiosks, that a passenger may have left behind;
- any exchange voucher issued by a ticket agent that the passenger accidentally or deliberately left behind at the window;
- and in general any unclaimed, abandoned or lost ticket.

The following procedures are mandatory. **You may not use any such ticket or exchange voucher for any other purpose.**

If you find a lost ticket in a station, on a train, or elsewhere, display the PNR number on the ticket.

#### **If the PNR is still active**

1. Enter in a "5TKT" remarks field the following:
  - location where tickets were recovered
  - date where tickets were recovered
  - ticket numbers recovered
2. Do not cancel any itinerary.
3. If remarks information already exists within the PNR concerning the lost tickets, contact the location that entered the remarks to determine what to do with them.
4. Queue the PNR to queue 9 ("Agent Action Required") of all stations in future itinerary, and also to queue "PHR" (Refund Office, Philadelphia).
5. Take an envelope, and:



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- Write on it the passenger's name, reservation number, and date tickets were recovered.
  - Seal the tickets inside it.
  - Keep this envelope locked in the station safe.
6. If the purchaser of the tickets comes to your station asking about them, ask for identification and for details about the trip that the purchaser would know (dates of travel, itinerary, phone number used when making the reservation, how they were paid for, etc.). If you are satisfied that this is the person entitled to have the tickets return them to that person.
  7. You may also receive a request from another station asking for the tickets if the purchaser comes to that station. Ask for the same details and, if the answers are satisfactory, mail them (US Mail) to the other station. The other station may choose to reissue the tickets to the passenger itself, create a station receivable, and ask you to send it the tickets to satisfy the receivable.
  8. If you are not contacted about these tickets within seven days of finding them, mail the tickets to Amtrak Refunds, following the procedures in the next section below.

**Tickets without PNR data in Arrow (quick tickets or PNR no longer displayable)**

1. Attach a note to the tickets indicating –
  - location where tickets recovered
  - date recovered
  - name and telephone number of lead agent at the location
2. Make a copy of that note and of the tickets and keep it on file at your station in case anyone asks you about them.
3. Mail the tickets, on the same day you recover them, to:

Refund Department – Found Tickets  
Amtrak  
Box 70, 30th St. Station  
2955 Market St.  
Philadelphia PA 19104-2898

The Refund Office will create a case file on the lost tickets in the event the owner of the tickets makes inquiry about them, and will match them up to any lost ticket refund application that may be sent to them.





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## ***Updates***

- 2019-01-22: Removed mention of Riverside contact center and added Philadelphia
- 2018-09-04: Group contact for lost ticket updated.
- 2015-02-13: Reference made to new Ticket Hot List chapter. Minor language adjustments, mainly indicating that these procedures apply only to paper value tickets.
- 2014-10-28: Tickets not mailed by Amtrak, such as by travel agencies, individuals, or companies, are not eligible for the free TBM replacement process.
- 2014-02-14: Minor ASAP line corrections.
- 2012-07-10: Procedures added when passenger repurchases tickets, finds original tickets, brings them back for refund, but both the repurchased tickets and the original tickets were lifted on the train by the conductor's eTicketing Mobile Device.
- 2012-06-21: Procedures for replacing lost group deposit ticket added; ASAP accounting clarified for lost group tickets and lost deposit tickets.
- 2012-02-21: Chapter reformatted.
- 2011-10-04: eTicket and eVoucher information added; references to discontinued ticket types (Explore America, North America Rail Pass) removed.
- 2011-07-06: Group Desk contact names changed to "Group Desk Supervisors".
- 2009-10-23: Provision for TBM tickets not received due to station error to be reissued at a prior staffed station; if passenger is boarding at a down-line station, if arranged by a call center.
- 2009-03-05: Ineligible tickets clarified to include tickets not lifted by Amtrak conductors, such as ACES, etc. Minimum total amount clarified; individual tickets in the request may be lower. Arrow-issued gift certificates made eligible.
- 2009-01-23: Procedures for found tickets clarified; gift certificates issued on Arrow ticket stock made eligible.
- 2008-09-29: Group Desk contact names changed (remove Rodeana Stephens).
- 2008-08-11: Group Desk contact names changed (Jeanette Sanders).
- 2008-07-16: Gift certificates (NRPT 55) added as not eligible.
- 2008-06-17: Guest Rewards ticket instructions added.
- 2008-02-20: Group ticket replacement – ASAP line numbers corrected (item 11).
- 2007-12-13: Ticket hot list reason codes added. Comparison with old policy removed.
- 2006-12-04: Federal Express TBM ticket replacement information added.

## ***About this chapter***

<b>Contacts:</b> Lisa Banks	<b>Subject:</b> Lost Ticket Policy
<b>Owner Department:</b> Finance	<b>Group:</b> Refunds



2019-12-06

## Lost Claim Checks-Safeguard Process

### Chapter Summary:

This section outlines the safeguard process for customers who present themselves to claim an item but have lost their claim checks for Checked Baggage, Parcel Check or Red Cap service.

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Click on an item below to go to that section. To return to the table of contents from anywhere in the document, enter Ctrl-Home.

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## Safeguard Process

Greet the customer asking, *"How may I assist you today?"*

- Ask the customer for their travel document or travel document receipt. If the customer cannot provide these, ask some key questions to determine if they are an Amtrak customer:
  - "What train did you travel on?"
  - "What was your day of departure?"
  - "Where did you book your tickets?"
- Have the customer describe the baggage item(s) they are looking to claim, asking for any identifying marks. *Example: Baggage has bright red identification tag.*
- Once the item(s) are found, do not show item to the customer initially.

### **Lost Claim Check Application** (NRPC 4013) (*Refer to Figure I-1*).

- Have the customer fill out the top portion
  - "1. Description of Items". When describing the contents contained within the baggage, the customer should be as specific as possible, giving details that only he or she would know about; examples are "red hair dryer", "blue leather high heel shoes" or "white dress shirt with red stripes".
- Obtain identification, such as a driver's license, from the customer as specified in part 2., Certification.
- Have the customer sign the *"Lost Claim Check Application"* (NRPC 4013), comparing the signature above the address to the signature on the identification.
- Record the type of identification (including number and expiration) at the bottom of the *"Lost Claim Check Application"* (NRPC 4013).

### **Comparing Item with Lost Claim Check Application**


- Bring the item(s) to the customer, or the customer to the item(s).
- Show the item(s) to the customer and open it in his or her presence.
- Compare the contents inside the baggage to the contents the customer listed in part "1 Description of Items".
- If necessary, collect additional storage charges (*Refer to "Checked Baggage, Pg. 9"*).
- Sign your name noting your title, location, and date.
- Remove the tags from the item(s) and write the date and time delivered in the appropriate section of these forms.
  - Staple these to the white copy of the *"Lost Claim Check Application"* (NRPC 4013).
  - This will be filed at your station for up to 3 years.





Figure I-1

## Example of "Lost Claim Check Application" (NRPC 319)



**Lost Claim Check Application**  
(See back of form for instructions)

**1. Description of Items**  
Checked from or at \_\_\_\_\_ to \_\_\_\_\_ on (date) \_\_\_\_\_  
with baggage claim check numbers \_\_\_\_\_  
or parcel check tag numbers \_\_\_\_\_

Description of Baggage or Parcel Item	Principal Articles Contained Inside Item	Color	Size	Unique Markings or Decoration	Other Identifying Information

Name of Passenger (please print clearly)

Home Street Address

City

State/Province

Zip/Postal Code

Home Telephone

**2. Certification**  
*I certify that I have the right to claim the items and contents described above, that I have lost the baggage claim checks or parcel checks indicated, and that I have received all items checked under the claim check numbers indicated above. No exception is taken in the contents of the items.*

Passenger's Signature

Date

Identification Presented (type, number/expiration if applicable)

*The items and contents indicated above were fully described, and right of claiming proved, by the applicant whose name, signature, and identification appears above, before they were shown and delivered to him or her.*

Amtrak Employee Name (please print)

Signature

Title

Location

Date

NRPC 319 (07/07)

Amtrak is a registered service mark of the National Railroad Passenger Corporation

Form Changes – The form design will not change, but the form number will change to NRPC 4013. NRPC 319 may be substituted for NRPC 4013. No example given of NRPC 4013 as only the form number will change.



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**Instructions for Completing "Lost Claim Check Application" (NRPC 4011 / NRPC 2902)**

<b>Checked:</b>	Where the item was checked from, to, and on which date.
<b>Claim Check Numbers:</b>	The baggage claim check numbers if the item was handled in checked baggage.
<b>Parcel Check Tag Numbers:</b>	The parcel check tag numbers if the item was handled in parcel check.
<b>Description of Item:</b>	Brief description of the item(s).
<b>Principal Articles Contained Inside Item:</b>	Contents in the baggage that will help identify the baggage to the customer.
<b>Color:</b>	Color of the item(s) the owner is describing.
<b>Size:</b>	Estimated size of the item(s) the owner is describing.
<b>Unique Markings or Decoration:</b>	Any markings or decorations that would help identify the item(s).
<b>Other Identifying Information:</b>	Provide the brand or model and/or any specific details.
<b>Name of the Customer:</b>	Customer's name.
<b>Home Street Address:</b>	Customer's address.
<b>City /State / Zip:</b>	Customer's city, state, and zip.
<b>Home Telephone:</b>	Customer's home telephone or phone with best point of contact.
<b>Customer's Signature and Date:</b>	Customer's signature and today's date.
<b>Identification Presented:</b>	The ID that is presented by the customer.
<b>Amtrak Employee Name and Signature:</b>	The employee completing the report.
<b>Title /Location /Date:</b>	The employees title, location and today's date.
<b>Copies:</b>	White Copy: Office of Customer Relation Yellow Copy: Customer Pink Copy: Mail this to the Office of Customer Relations.  Amtrak Office of Customer Relations Baggage Claims Officer 1 Massachusetts Ave., N.W. Washington, D.C. 20001



2019-12-06

## Appendix

### *Update history*

2021-04-13 Updated contact information

2019-11-06 Updated to new template and updated Customer Relations address.

### *About this chapter*

<b>Contact(s):</b> Ann Adams/Beth Bailey	<b>Subject:</b> Lost Claim Checks
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



## Limited English Proficiency Program

**Chapter Summary:** This chapter provides information to Customer Service Representatives on how to assist customers with limited knowledge of the English language.

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## History

In August of 2000, then President Clinton signed Executive Order 13166 requiring Federal agencies to provide services to individuals with limited English proficiency. Amtrak provided services in some Northeast Corridor stations, Chicago and the Pacific Northwest stations.

In order to comply with Executive order 13166, all stations will provide the service to individuals who request assistance.

### ***Executive Order 13166***

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency". The Executive Order requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

To assist Federal agencies in carrying out these responsibilities, the U.S. Department of Justice has issued a Policy Guidance Document, "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination against Persons with Limited English Proficiency". This LEP Guidance sets forth the compliance standards that recipients of Federal financial assistance must follow to ensure that their programs and activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI's prohibition against national origin discrimination.

More information can be found on <http://www.lep.gov/13166/eo13166.html>

## Policy

Amtrak has worked with Language Line in the past to provide large Northeast Corridor stations, Chicago and Pacific Northwest stations with customer translation services. In 2014, the company was informed that the all stations must provide travel assistance services to customers that have a limited knowledge of the English language.



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Amtrak shall provide at no cost timely language assistance and effective communication to customers and their families with limited English proficiency. These language services will be provided to customers to ensure them equal access to our services.

Oral translation services may be provided by a bilingual Amtrak employee. If there are no employees that speak the language, arrangements shall be made through Amtrak's language line contractor, *LanguageLine Solutions*.

Amtrak will conduct a regular review of the language access needs of our customer population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

Stations were provided with a laminated card with instructions on one side and a language assistance guide on the other side. If a station did not receive or requires additional sheets, send a request to Phil Bouchard ([bouchap@amtrak.com](mailto:bouchap@amtrak.com)) or Ann Adams ([adamsan@amtrak.com](mailto:adamsan@amtrak.com)) Each contact center has instructions for individual stations as a backup.

## Obtaining a qualified interpreter

Station supervisory personnel and/ or designated employees are responsible for:

- Maintaining an accurate and current employee name list showing the name, language, phone number and hours of availability of bilingual employees on site and/ or within the station region;
- Contacting the appropriate bilingual employee to provide assistance in the event that an interpreter is needed and qualified to interpret;
- Obtaining an outside interpreter if a bilingual employee is not available or does not speak the needed language.

*LanguageLine Solutions* has agreed to provide qualified interpreter services. The agency's telephone number is 1-800-874-9426. Specific instructions are provided on a laminated card that has been distributed to each station. Each contact center has instructions for individual stations as a backup.

## Providing written translations

When translation of station signage is needed, each station shall submit requests for translation into frequently-encountered languages to the Customer Service – Service Delivery, Senior Manager of Stations.

## Additional Materials

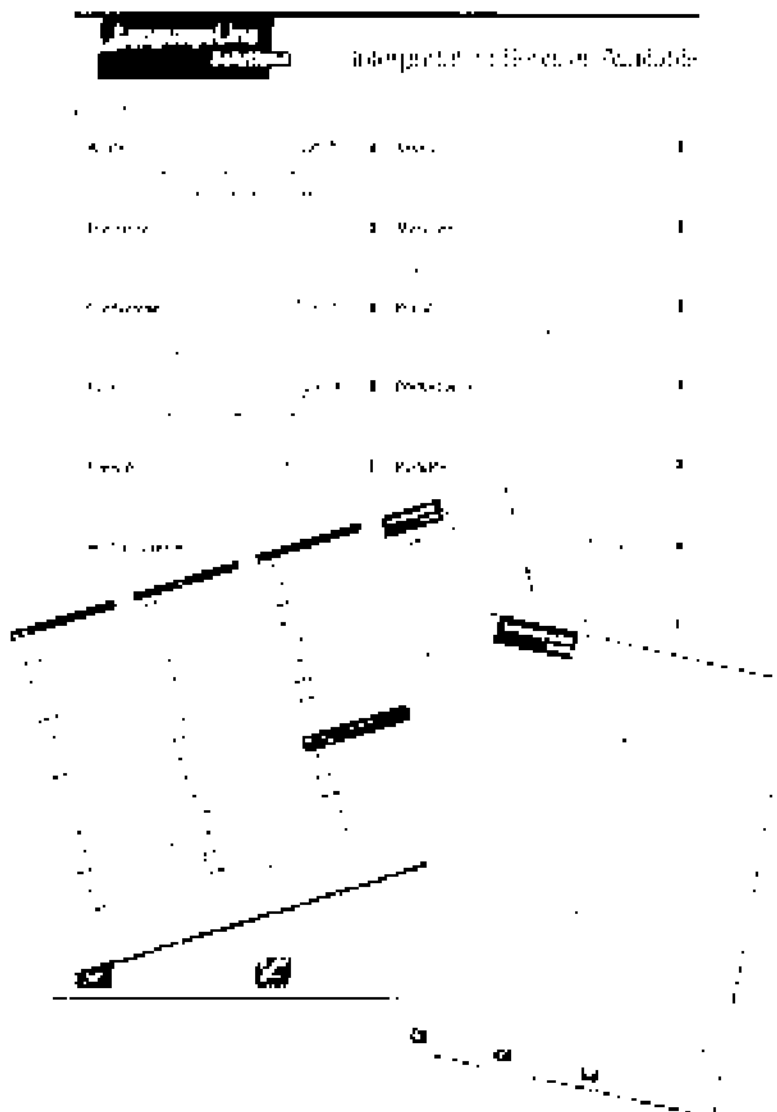
Additional items are available at Western Folder. Station personnel can order the items through eTrax.

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Poster: 02-9717

Laminated card with additional languages: 02-9718

Counter card: 02-9719





2015-02 11

## Additional Station Cards

The limited English Proficiency card is part of the station mini-audit requirements. Additional station cards can be ordered by sending a request to Phil Bouchard ([bouchap@amtrak.com](mailto:bouchap@amtrak.com)) or Ann Adams ([adamsan@amtrak.com](mailto:adamsan@amtrak.com))

## Update History

2015-02-11: New Chapter

### *About this Chapter*

<b>Contact(s):</b> Phil Bouchard / Ann Adams	<b>Subject:</b> Limited English Proficiency
<b>Owner Department:</b> Transportation	<b>Group:</b> Customer Service - Stations





## Employee Baggage Restrictions

### Employees on Personal or Business Travel

Employees (active or retired), traveling with personal passes in non-business, off-duty, status (vacation, personnel leave, rest days, etc.) or for business, will be subject to the same policies as a revenue passenger.

- Baggage will be covered to the same liability.
- If an employee chooses to ship items via Amtrak Express, the employee will be responsible to pay all associated fees (Section S); there is no employee discount.
- Employees are prohibited from using Railroad Business (RRB) to ship personal belongings.
- Employees are eligible to use Railroad Business (RRB) when shipping Amtrak related office files and supplies.

### Crew Baggage

All baggage being transported on a train by on-duty crew members will be subject to the following conditions:

- All baggage must have identification with owners name and contact information.
- Baggage will be the sole responsibility of the crew member who owns the baggage and must be stored in the crew area or designated baggage area to be adequately protected from theft or damage.
- Baggage that is stolen, damaged, pilfered, or has been lost will not be covered by Amtrak but may be considered if there is reasonable justification. Submit all claims through the Office of Customer Relations, completing a *"Baggage Tracing/Claim Form"* (NRPC 4017).

### Updated History

2017-01-27 Ported to a new template, employee personal and business travel better defined

### About this Chapter

<b>Contact(s):</b> Phil Bouchard / Tina Slapcinsky	<b>Subject:</b> Employee Baggage Restrictions
<b>Owner Department:</b> Marketing and Business Development	<b>Group:</b> Passenger Experience - Stations



## Julie – Amtrak’s automated agent

**Chapter Summary:** This chapter contains information on Julie, Amtrak’s automated agent, which uses voice response technology to assist customers.

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### Introduction

Julie is Amtrak’s interactive automated customer agent and uses voice response technology. Julie is available 24 hours a day.

Throughout this chapter, “Julie” will refer to this voice response unit system.

Customers calling Amtrak at 800-USA-RAIL number are connected to Julie first, and receive this initial greeting:

*Hi. I’m Julie, Amtrak’s automated agent. To check if a particular train is running on time, say “train status”. Or to get schedule and price information, say “schedules”. For new or existing reservations, say “reservations”. <1 second pause>. You can also say “It’s something else”. [If the customer does not interrupt with a reply by the end of this dialog, information about how to communicate in Spanish follows.]*



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The customer can interrupt Julie at any time with the answer, as long as Julie has offered the response he or she wants to make – the customer does not have to wait for Julie to stop talking.

Julie converts spoken commands by the user into Arrow command-line entries needed to carry out the functions listed below in “What Julie can do”. Julie can also intelligently respond to other words spoken by the customer and will let him or her know if she does not understand something.

## What Julie can do

Julie can:

- Give fare and schedule information.
- Provide the operating status of a train.
- Make reserved or unreserved coach reservations.
- Make reservations in non-Acela Express business class.
- Make reservations on Acela Express trains (both business class and first class).
- Make connecting and round trip reservations, providing each direction requires no more than one connection.
- Collect the passenger’s name, one phone number, and Amtrak Guest Rewards number.
- Accept payment using a credit card.
- Accept payment on previously created PNRs made by Julie or a contact center or station agent, where payment was not made at the time the reservation was created.
- Modify some reservations initially made on Amtrak.com or through Julie. See below.
- Cancel PNRs made by any Amtrak channel (Julie, Amtrak.com, mobile app, contact center agent, station agent, Quik-Trak).

Julie repeats necessary information about the reservation back to the customer after it is created, including giving the reservation number at least twice.

## What Julie cannot do

Julie cannot:

- Make reservations involving sleeping car travel.
- Make reservations on Auto Train.
- Make reservations where there is more than one connection in each direction.
- Make reservations where special service requests are required.
- Make or modify pass rider reservations.
- Modify reservations made at a travel agency.



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## Modifying reservations

Julie can modify some reservations.

- The reservation must have been initially made through an Amtrak channel and limited to a PNR type that Julie can create.
- If paid, the reservation must have been paid with a credit card.
- The new itinerary must be one that Julie can book (coach, non-Acela Express business class, Acela Express business or first class; not more than one connection each way).

Julie cannot modify reservations:

- Not made through an Amtrak channel.
- Where the change is to a class or service that Julie cannot book (see "What Julie cannot do", above).

If Julie cannot modify the reservation, she will tell the caller that she will be transferring him or her to a human agent, then will do so.

- "Modify PNR" will appear at the bottom of the RailRes screen and the PNR will be displayed to the agent.
- If there is other PNR or itinerary information on the agent's screen, the agent will have to ignore it first.

### *Sample dialog when a reservation is modified*

<b>Caller is changing inventory class, price has increased</b>	
<b>System</b>	Hi. I'm Julie, Amtrak's automated agent. To check if a particular train is running on-time, say "train status". Or to get schedule and price information, say "schedules". For new or existing reservations, say "reservations". <1 second pause>. You can also say "It's something else".
<b>Caller</b>	<i>Reservations</i>
<b>System</b>	If you're calling about a reservation you've already made, say "I already have a reservation". Otherwise, I'll be able to help you book seats on any Amtrak train. You'll want a pen and paper handy to write down some important information. Ok, let's get started.
<b>Caller</b>	<i>I already have a reservation</i>
<b>System</b>	Tell me what you'd like to do. You can say, "pay for my reservation", "review my reservation", "change my reservation", "cancel my reservation", or "it's something else".
<b>Caller</b>	<i>Change my reservation</i>
<b>System</b>	<SUCCESSFUL PNR COLLECTION>
	First, I need to confirm that I have the correct itinerary. Are you calling about the trip that departs Boston on June 11th at 11:15am?



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<b>Caller</b>	Yes
<b>System</b>	<p>&lt;SUCCESSFUL CREDIT CARD VERIFICATION&gt;</p> <p>Your current reservation is for a one way trip. Train number 173 departs Boston on June 11th at 11:15am and arrives in Philadelphia the same day at 4:52pm. There are 2 adults traveling in coach class.</p> <p>What part of this itinerary do you want to change? You can say "Departure Date", "Departure Time", or "Class". If you want to keep your original itinerary, say "no changes"</p>
<b>Caller</b>	<i>Class</i>
<b>System</b>	<p>Which class would you like – I have seats available in Business and First Class. [Had the passenger said "First Class", Julie would offer Acela Express trains as there is no first class on train 173.]</p>
<b>Caller</b>	<i>Business Class</i>
<b>System</b>	<p>Let me confirm your new itinerary. I have two adults in business class on train number 173 departing Boston on June 11th at 11:15am and arriving in Philadelphia the same day at 4:52pm.</p> <p>If this itinerary is correct, say "no more changes". Or, if you would like to change something else, you can say "Departure Date", "Departure Time", or "Class".</p>
<b>Caller</b>	<i>No more changes</i>
<b>System</b>	<p>The new fare for your itinerary is \$402.00. This includes an increase of \$84.00.</p> <p>In order to finalize these changes, you will now need to pay the outstanding balance using the same card you used to pay for your original reservation. &lt;pause&gt; To finalize these changes, say "pay now". Otherwise, say "cancel changes". To speak to an agent about these changes, or to use another payment method, say "agent".</p>
<b>Caller</b>	<i>Pay now</i>
<b>System</b>	<p>Please tell me your credit card number, or enter it on your keypad.</p> <p>&lt;SUCCESSFULLY COLLECTS PAYMENT INFORMATION USING CURRENT PAYMENT FLOW&gt;</p> <p>Thank you. Please hold while I submit your payment information &lt;pause&gt; Your reservation is now paid for. \$84.00 has been charged to your Visa card. Your confirmation number for these changes is [initial PNR number].</p> <p>To hear your new itinerary in full again, say "hear itinerary". Otherwise, is there anything else I can help you with today?</p>
<b>Caller</b>	Yes
<b>System</b>	<returns caller to the Main Menu>



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## How to bypass Julie

### ***Customer can bypass Julie at any time***

- A customer can bypass Julie at any time by saying “agent” into the telephone or by pressing zero on the telephone keypad.
- Julie will respond the first time with “Maybe there is something else I can help you with.” (This is to try to keep customers using Julie.) Say “agent” or press zero a second time to be transferred to a human contact center agent.
- Customers who know that they have to speak with a human agent (such as pass riders) can do this at the beginning of the call.
- Julie will not feel hurt that you do not want to talk with her.

### ***Julie can pass on information***

If the customer has already started to book travel with Julie, and then wants to be transferred to a human agent by interrupting with “agent” or pressing zero), Julie will pass on to the agent the work she has already done.

- “Modify PNR” will appear at the bottom of the RailRes screen and the PNR (complete or incomplete) will be displayed to the agent.
- If there is other PNR or itinerary information on the agent’s screen, the agent will have to ignore it first.

## Travel agent ownership of reservations made on Julie

Travel agents can take ownership of reservations made on Julie provided no payment has been made. The standard ownership change process applies.

## Problems with the initial Julie greeting

If a customer reports that there is something wrong with Julie’s initial greeting, have your supervisor or lead report it to your local technical staff.



2014-12-04

## Appendix

### *Update history*

2014-12-04: New. Replaces G/POL/VRU.

### *About this chapter*

<b>Contact(s):</b> Clyde Coatney	<b>Subject:</b> Julie – Amtrak’s automated agent
<b>Owner Department:</b> Marketing	<b>Group:</b> Contact Center Technologies



2021-04-13

## Illness and Pandemic Waiver Policy

**Policy Summary:** This chapter contains policies for waiving cancellation or change fees due to illness or communicable disease.

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## Basic Policy

When a passenger requests to change or cancel his or her travel plans due to an illness and upon presentation of a doctor's note; Amtrak will modify or waive fare change and refund policies that would have normally applied to that change or cancellation had it been made voluntarily. This waiver would apply to all persons in the ill passenger's party.

## Broad Communicable and Pandemic Waiver Policy

Upon identification/notification of a broad communicable disease and/or pandemic event, tariff waiver policy will be enacted. Cancellation Fees and Change fees will be waived for the duration of the event. Individual, group, and multiride tickets are included. Multi-ride tickets are recalculated, and passenger refunded remaining value based on the average segment price calculated for used trips (10-ride pass) or travel on weekdays within the month (Monthly Pass). For each event a travel and rebooking period will be defined.

## Processing the refund

When sending refund requests to Amtrak Refunds for processing, include:

- The passenger's name, address, phone number, and e-mail address, so that he or she can be contacted if Amtrak Refunds needs additional information in order to minimize delay to the refund, and
- All necessary material to process the refund (paper value tickets are required; for eTickets, information such as PNR printouts, eTicket documents, and anything else that will enable Amtrak Refunds to research and process the refund)

Use NRPC 3155, mail-in refund form. Fill it out completely, and give the passenger his or her copy of that form. Send the refund request using NRPC 3156, pre-addressed envelope, which has the address below. If you do not have or cannot use this envelope, send the refund (by U.S. Mail or commercial express carrier only) to the address below. Do not use railroad mail and DO NOT include this refund request in a station sales accounting pouch – the refund will be seriously delayed and may never get there.

Amtrak Refunds  
Box 70, 30th St. Station  
2955 Market St.  
Philadelphia PA 19104-2898  
Phone for this office (**Amtrak internal use ONLY**, do not give this to the public)  
ATS 728-1610 / 215-349-1610



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## Multiride

All multi-ride refunds must be referred to the Refunds Research Department. The refund department will then create a case and offer a refund based on the number of trips that have been taken. This process could take up to six weeks.

### *Refund Inquiries*

Customers may call Amtrak at 800-USA-RAIL and ask to be transferred to the Refund Desk (contact center agents: transfer to Refunds). Hours: 0800-2030 Eastern time Monday through Friday except holidays.

## Appendix

### Update History

**2022-04-13:** Update Refund Desk Hours.

**2020-03-15:** Created specific illness and pandemic waiver policy.

About this Chapter

<b>Contact(s):</b> Sue Riley	<b>Subject:</b> Refunds-Basic Policy
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



2022-04-15

## Hold Limit

**Chapter Summary:** This chapter contains information about Amtrak's hold limit policy that applies to unpaid reservations, how hold limits work with eTicket reservations, and the use of protect codes.

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## Hold Limit

To keep speculative reservations from remaining unpaid for a long period of time, denying other passengers the ability to reserve the space, Amtrak requires that payment for reservations must be made within a certain amount of time after the reservation is created.

### ***Hold limit table – how many days after booking***

#### **All trains except the San Joaquin trains**

<b>Days until departure of first segment</b>	<b>How many days after booking payment must be made</b>
0-1 days before departure	Day of departure
2-6 days before departure	One day after booking is made
7-29 days before departure	Three days after booking is made
30 or more days before departure	Seven days after booking is made

#### **San Joaquin trains**

<b>Days until departure of first segment (San Joaquin trains only)</b>	<b>How many days after booking payment must be made</b>
0-2 days before departure	Day of departure
3-5 days before departure	Two days after booking is made
6-7 days before departure	Three days after booking is made
8-9 days before departure	Four days after booking is made
10 or more days before departure	Seven days after booking is made

### ***Exceptions***

The following exceptions may result in a hold limit other than those shown in the tables above.

#### **Self-service booking channels**

Self-service booking channels (Amtrak.com, mobile apps, Quik-Trak) require the customer to pay immediately without regard to the above table.

#### **Unstaffed Stations**

Bookings from unstaffed stations get a day of departure hold limit if the booking is made no more than three days before departure. This only applies if there is no ticket office at the location, not if there is one but it is closed for that departure.

#### **Unreserved Coach**

Bookings that are entirely **unreserved coach** get a day of departure hold limit. This does not apply to **accessible space** or **business class** on a train with unreserved coach; those services are reserved (even if coach is not) and the above table applies to them.



## Group PNRs

Hold limits for group PNRs vary – see the **Group Chapter**.

## Promotional Fares

Promotional fares may have hold limits that are more restrictive than those shown in the table above. See the rules for each promotional fare.

### ***When PNR cancels if not paid by hold limit***

If not paid by the hold limit in the PNR, the reservation will automatically cancel early the next morning, at approximately the time ranges in the table below. Any rebooking will be in the space and at the fares then available; the fare previously obtained will not apply.

Time zone	Unpaid PNRs cancel at approximately -
Atlantic	0400-0500
Eastern	0300-0400
Central	0200-0300
Mountain, and Arizona if DST not in effect	0100-0200
Pacific, and Arizona if DST is in effect	0000-0100

### ***Hold limit is the day of departure – different processing***

If the hold limit is the day of departure, **and payment has not yet been made**, the entire PNR will cancel when the first train in the PNR departs that segment's origin segment, without regard to the normal time when hold limit cancellation processing is carried out. This avoids the problem of the PNR cancelling "on time" when the train is scheduled to depart just before midnight but instead is running late and the passenger adjusts his or her arrival time at the departure station to take into account this lateness.

Examples:

- A passenger **who has not yet paid** has a reservation on train 14 departing Sacramento one minute before midnight, with a day of departure hold limit. It is running three hours late and the passenger, knowing this and not wanting to sit around the station for three hours, gets to the station at 0215 the next morning, the day after the hold limit (the new day begins at midnight). Normally the PNR would have cancelled by then (0215 PT = 0515 ET) but instead it will not cancel until train 14 has actually departed Sacramento. The passenger's reservation remains intact upon his or her arrival at the station, and payment can be made.
- A passenger **who has not yet paid** has a reservation on train 2104 departing Washington at 0800 and a return on train 2119 departing New York at 1800, with a day of departure hold limit. The passenger does not pay and is a no-show. Both train 2104 and train 2119 will cancel when train 2104 departs Washington, even



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though normally hold limit cancellation would not take place until early the next morning.

### ***Schedule Changes***

Schedule change processing, including confirming the new segment with the new schedule, will not cause the hold limit to be recalculated, provided the PNR is otherwise not changed.

### ***PNR changes other than schedule change***

If an unpaid PNR is modified (itinerary, pricing, or both), the hold limit will recalculate as if the PNR had been initially created on the date of the change.

- Be sure to confirm the new hold limit date with the passenger.
- DO NOT make needless itinerary or pricing changes if the only reason for doing so is to get Arrow to recalculate a later hold limit.

### **eTicketed PNRs**

Once payment has been made and eTickets created:

- The hold limit changes to the departure date in the first segment of the PNR. It does not become "NONE" (unless paper value tickets were produced).
- As each segment is traveled, the hold limit changes in turn to the departure date of the next segment.
- If the passenger no-shows for any segment, that segment **and all remaining segments in the PNR** will cancel. Refundability and/or exchangeability depends on the rules applying to the fare paid and the type of service booked. See the **Refund Chapter** for details.
- No show processing for eTicketed reservations is different than that for unpaid reservations. See the **eTicketing Chapter** for more details.

Example:

RESV #		HL 28NOV	CTC-NONE	**NONE**
	NO NAME			
1	141 C WIL-WAS	1132A TH 15JAN	100P 15JAN	YF EK1
2	29 C WAS CHI	405P TH 15JAN	845A 16JAN	YF EK1
3	3 C CHI-LAX	300P FR 16JAN	815A 18JAN	YD EK1
4	14 C LAX-EUG	1010A SU 18JAN	1229P 19JAN	YD EK1

1. The PNR is booked on November 21. A November 28 hold limit is applied, according to the table above, and as shown in the example.
2. The PNR is paid on November 23. The hold limit changes to January 15, the departure date of the first segment.
3. The passenger travels on train 141. The hold limit remains January 15, as that is also the departure date of the next segment out of Washington.



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4. The passenger travels on train 29. The hold limit changes to January 16, the departure date of the next segment out of Chicago.
5. The passenger travels on train 3. The hold limit changes to January 18, the departure date of the next segment out of Los Angeles.

If, in the above example, the passenger no-showed for train 29 out of Washington, train 29, train 3, and train 14 would all cancel.

## Adjusting hold limits

Amtrak establishes hold limits to make sure passengers commit to travel in a timely manner by paying for it, so that space not wanted is returned to inventory in time to resell it. There are very few situations that justify not collecting payment before the hold limit date.

### *Prohibited practices*

Do not manually adjust hold limits without good reason. Changing the hold limit just because the passenger doesn't want to spend his or her money earlier, because the person is a "regular customer", is "known to the agent", etc. is prohibited. Doing this is not fair to other passengers and can cost Amtrak revenue if the passenger does not travel and there is no time to resell the space.

Adjusting the hold limit by making needless itinerary or pricing changes, when the only purpose of the change is to force Arrow to recalculate the hold limit, is also prohibited.

### *If a hold limit must be adjusted*

If a hold limit must be adjusted to a date reasonably close (a day or two) to the Arrow-assigned hold limit date (example: hold limit is Sunday, passenger gets paid Monday), include a ticketing remark with **full** details. DO NOT enter a cryptic remark such as "courtesy", "CQI", etc. that does not clearly explain why this was done. You must include your name, location, and date in the ticketing remarks field.

## Passenger only has cash and is departing from an unstaffed station

If the passenger is departing from a station with no ticket office or a ticket office that is closed at the time of departure, and intends to pay cash to the conductor, strongly encourage the passenger to:

- Pay for the reservation at a station with an open ticket office by the hold limit date, if convenient.
- Pay for the reservation at a travel agency by the hold limit date. (Charge fees may apply).
- Go to a supermarket, drug store, Mega Lo Mart type store, etc., and purchase a stored-value American Express or Visa card. The American Express "Serve" card



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has particularly low fees. The passenger must phone a number on the card or go online to register it; once that has been done and money loaded onto the card, it can be used the same as a credit card, through Amtrak.com, Amtrak app, or by calling 800-USA-RAIL, to pay for the reservation and obtain eTickets.

- Another alternative is to get a friend to pay for the ticket using his or her own credit card. The passenger then pays the friend. (Note that any refund will go back to that friend's card.)

By doing one of the above, not only will the passenger be ticketed but he or she will also avoid paying the very high fare that applies when paying the conductor.

## Protect codes

Use protect codes **ONLY** when the passenger is departing from a station with no ticket office, does not have a credit card, cannot use any of the above options, and has to pay cash to the conductor on the train.

This may only be done for bookings made within three days of departure.

Give the passenger the PNR number and the protect code, and make sure that he or she understands that the conductor will be collecting the full "YOFC" or equivalent fare, regardless of the fare that would have applied if the passenger were not paying the conductor. (If there is a large difference this may encourage the passenger to use one of the other options instead.)

### Notes:

- Putting a protect code into the PNR will force paper value tickets for all subsequent ticketing, even if all segments are otherwise eTicket eligible.
- Putting a protect code into the PNR will also prevent the PNR from ever cancelling if the passenger no-shows, thereby denying other passengers the ability to purchase the space.

The conductor can only collect payment for the train upon which the passenger is riding and cannot collect payment for subsequent trains. Therefore, create two PNRs:

- First PNR – only the segment that has to be paid to the conductor. This is the PNR for which you issue a protect code.
- Second PNR – all other segments, beginning with the first segment departing a staffed station. DO NOT issue a protect code for this second PNR.

### Example:

Passenger is traveling Dunsmuir-Sacramento-Chicago-New York-Providence.

- First PNR, for which the payment will be made to the conductor: Dunsmuir-Sacramento only.





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- Second PNR, for which the passenger will pay at Sacramento: Sacramento-Chicago-New York-Providence.

## New trip, New PNR

For each new trip by the passenger, create a new, separate PNR.

Do not:

- Keep adding more travel to an already-traveled PNR. Make a new one.
- Put multiple trips into one PNR – all the passenger has to do is no-show for any of them, and that trip and all subsequent trips will cancel. Put each trip (one way or round trip) into a separate PNR.

## Appendix

### *Update history*

2022-04-13: Removed Corporate Accounts as an exception to the Hold Limit.

2014-11-25: New. Replaces G/POL/HLD.

### *About this chapter*

<b>Contact(s):</b> Sue Riley	<b>Subject:</b> Hold Limits
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing/Tariffs



2019-05-08

## Lost and Found

**Chapter Summary:** This policy outlines procedures for tracing, returning, and storing customers' personal carry-on items left at stations or on trains.

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About this chapter



## Policy

Customer items left at stations or on trains are in the care of Amtrak, and must be safeguarded to ensure items are not damaged or stolen. Every effort should be made to return lost and found items to the proper owner.

- All unclaimed items become the property of Amtrak.
- Note: For lost checked baggage, refer to the *Delayed Baggage* policy and for checked baggage that arrives without baggage tags, refer to the *Unclaimed Baggage* policy.

## Lost and Found database

Effective October 15, 2018, all lost and found customer items left at stations or on trains items must be logged in the Chargerback lost and found database. Previously used logbooks for these items and station records must be retained according to Records Retention guidelines.

## Responsibilities

### Managers

Managers are responsible for monitoring employee activity in the Chargerback database, the handling and disposition of found items at the station and the disposal of found items.

Managers must be fully educated on Chargerback and insure that:

- Employees who handle Lost and Found items are fully trained and have access to the Chargerback database.
- Employees are entering found items into the Chargeback database in a timely manner.
- Employees are entering accurate and legible data into the Chargerback database for the found items and lost item reports.
- All found items have a Found Item tag attached.
- Employees are reviewing and taking action on the suggested matches in the Chargerback database.
- Employees are returning items to customers in a timely manner.
- Employees' access to the Chargerback database is accurate. (*Requests to grant or revoke access to the Chargerback database must be immediately communicated to the Station Standards group*).
- Updates to the policy and procedures are communicated with station staff.
- Activity in the Chargerback database is only during employees' scheduled work hours.
- Reports of discarded items are printed every 30 days.



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## **Customer Service Representatives**

Designated employees, responsible for managing lost and found items will be able to:

- Input found items
- Add notes
- Print Item tags
- Search and view found items
- Add a lost item
- Search and view lost items
- Search and match items
- Print a Shipping label
- View and print reports
  - Found Items Report – displays all items logged into the database.
  - Lost Items Report – displays lost item reports filed by customers.
  - Success and Effectiveness Summary - Provides an overview of all activities related to the lost and found process.
  - High Value Report – Tracks cash separately

## **Found Items**

Items found must be brought to the Lost and Found area at the station. Designated employees will be responsible to enter found items in the Chargerback lost and found database.

- Item(s) found on Amtrak property are in the care of Amtrak until the rightful owner is found. No one may claim an item(s) unless they are the rightful owner. All items not claimed by the rightful owner become the property of Amtrak. Items are not returned to Finder.
- Employees that find items, at stations or on trains must bring these items to the Lost and Found area at the station. Once received, designated employees will log all items in the Chargerback database and store these items.
- Failure to immediately report a found item or unauthorized removal of any lost & found property will be considered theft and the employee will be subject to disciplinary action up to and including termination.

## **Recording found Items**

When an item is found, a Found Item report must be created in the Chargerback lost and found database. Provide detailed information regarding the item (i.e. model/serial number, brand, color, size, etc.) and fill in all relevant fields such as address, email and telephone number, if the owner's information is known. Once the report is completed and saved, a Report ID is created. This ID number can be found on the Found Item tag, which must be printed and attached to the found item.



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### ***Tagging items***

All items found must be tagged with a Found item tag printed from the Chargerback Lost and Found database. Note: Items found prior to October 15, 2018, will be tagged with a Lost Article Check, NRPC 4005 tag.

### ***Item inspection***

Any items found and brought to the station should be inspected to identify the owner. Ensure items are not perishable, hazardous or pose a safety or security threat.

- Look for identification on the exterior of the item. Use this information to contact the owner.
- If the Amtrak Identification Tag", NRPC 4007 does not provide adequate contact information or there is no Identification tag, the item must be opened.
  - Have a supervisor or lead agent present when opening items. First check the front or side pockets of the item. If ID is still not found, look for individual lost items (hats, books, etc.) that may have a name or address on it.
- If unable to find customer contact information, based on the contents try to determine where the items may have come from.
- Look on the train manifests to see if the owner can be identified from the reservation origin and destination city pairs.
- After the item is searched for owner information, it should not be reopened unless there is a need to identify additional possessions by the owner when claiming the item. Items are personal belongings and should be treated with proper care and security.

### ***High value items***

When high value items such as cash, jewelry, electronics, credit cards, etc., are found, these items must be entered into the Chargerback lost and found database, then placed in the station safe for security. (Refer to the Lost and Found job aid)

On the Item Found Report indicate the *Cash Value* (e.g. Cash \$ 1,000.00) and *Est. Value* \$ enter 1.

Store all high value items in the station safe or the designated secured storage area for high value lost and found items. If expensive clothing (furs, expensive suits, dresses etc.) is found, secure items in a locked area (e.g. the Lost and Found locker).

### ***Dangerous, illegal substances***

When dangerous or illegal substances, weapons, firearms or ammunition are found, do not create a Found Item report. File a copy of the Police Report for station records.

Contact Amtrak Police Department (APD) 800- 331-0008 or local police. **Do not touch these items.** Safeguard them for APD.



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**Weapons, firearms or ammunition**

Contact APD (800) 331-0008. **Whenever possible, do not handle the firearm.** Safeguard the weapon until a trained person can render the weapon safe.

**Food**

Dispose of all perishable food items.

**Controlled substances (medications)**

When controlled substances (medications) are found, create a Found Item Report and store item(s) in a secured area. If not claimed after 30 days, send to the Owens Group for handling. Update the Found Item report, in the Chargerback Lost and Found database. Change the item status to 5.1 – Items Discarded.

Note: Controlled substances (medication) cannot be shipped using our Chargerback options (Fed-EX or USPS). Customers must retrieve items from the station.

**Reporting lost items**

When customers discover their personal item(s) are missing and want to inquire if Amtrak has found the item(s), the following three methods can be used.

**Amtrak website**

Customers may report lost items on the Amtrak website.

**Send-A-Link**

Employees can send the URL link to customers by using the "Send-A-Link" function in the Chargerback Lost and Found database.

**By phone or at station**

Employees can complete a Lost Item report in the Chargerback Lost and Found database, on behalf of the customer.

Customers should be encouraged to opt into the text option, so messages can be received on their phone.

- Once the report is saved, a Lost Report ID is created.
- Customers that provide an email address will receive an email confirmation that their lost item report has been successfully submitted, along with an ID number.
- Customers reporting lost items at stations and do not have access to email, will be given a printed copy of the Lost Item Report, highlighting the ID number for his/her records (e.g. Lost Report ID: 9341687).



## ***Searching, matching and returning items***

### **Searching**

The Chargeback lost and found database will automatically search items entered and suggest a match when the description on a Found item report matches the description on a Lost Item report. These matches can be found under Suggested Matches.

Employees may also search the database for items by:

- Conducting a manual search, or
- Conducting a custom search, by using key words. (Refer to Job aid)

### **Matching and Merging**

The employee responsible for handling lost and found items will match and merge Lost Item Reports and Found Item Reports.

### **Returning items**

Three return options are sent to customers. Once notified of return options, customers will be expected to select one of the following options:

- Pay to ship – When chosen, the customer pays online via a PCI compliant payment portal.
  - Customers will be responsible for all costs associated with having lost and found item(s) shipped and delivered.
  - Once payment is made, an alert (Ready to Ship) will be illuminated, indicating a shipping label is ready for printing.
  - Once the shipping label is printed, a tracking number is issued and automatically sent to the customer.
- Hold for pickup – When chosen, the item will be held at the station for 10 calendar days.
  - Items may not be transferred between stations to hold for pickup.
  - Send to the Owens Group for handling after 30 days.
- Do not return – When chosen, the item will be sent to the Owens group, after 30 days.

### **Shipping options**

Amtrak offers USPS or FedEx to ship lost and found items to customers.

- Weight limit of Priority Flat Rate envelopes is 70 lbs.
- Weight limit of FedEx Next Day envelopes is 2 lbs.

### **Scheduling a pick-up**

For FedEx pick-ups –

- Call 800-463-3339





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- Say, schedule a pick-up.
- Prompt will ask for account number – wait for next option
- The next option will ask if you want to use a label to schedule a pick-up.
- Read the tracking number. This will allow you to schedule the pick-up using just the label.

For USPS pick-ups –

- If there is regular mail pick-up and delivery, the box/envelope just needs to be placed with the outgoing mail, and the carrier will take it.
- If there is not regular pick-up and delivery at the station, then a pick up can be scheduled. Please click the link below for further instructions in this area.  
<https://tools.usps.com/schedule-pickup-steps.htm>

### ***Ordering shipping supplies***

The employee responsible for returning lost and found items to customers must maintain sufficient shipping supplies at his/her station. USPS and FedEx supplies can be ordered from the Chargerback database by clicking on *Shipping Supplies*.

### **Awaiting action by customer**

If pending action by the customer exceeds 30 days, update the Found Item Report within the Internal Notes that the item was sent to the Owens Group to be discarded. (Refer to the Unclaimed Baggage policy).

### **Items used for K9 Bomb Detection**

Empty suitcases, not claimed after 30 days, may be used for K9 Bomb Detection testing at Amtrak locations.

- If an Amtrak Police representative requests a piece of luggage for the purpose of K9 Bomb Detection testing, place the contents of the suitcase in an Amtrak shipping box and send along with other unclaimed items to Jacksonville. Update the Found Item Report in Chargerback with the comment **APD – K9 Unit.**
- Items of no value are disposed of in accordance with *Disposal of Unclaimed Items Policy*

### ***Finding cash or items containing cash***

#### **Refund Voucher**

- Count the cash.
- Create a refund voucher (REF-VOU).
- On the Found Item Report indicate the Cash Value (e.g. Cash \$ 1,000.00) and enter 1 for Est. Value \$.



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- State under "Optional Internal ID", the voucher is in the customer's found item (e.g. wallet, etc.).
- Print and store the voucher with the lost item.

Store in the station safe or the designated secured storage area for high value lost and found items.

### **Customer Returns**

When the customer returns to claim the cash, give them the refund voucher.

- If there is adequate cash in the working fund to cover the refund, offer a refund at the station.
- If there is not enough cash to cover the refund, advise the customer to mail the voucher to Amtrak Refunds within one year to receive the funds. The customer has one year to claim the cash, from the date the voucher was created.

Address for the Refunds Department:

Amtrak Refunds  
Box 70  
30<sup>th</sup> Street Station  
2955 Market Street  
Philadelphia, PA 19104-2898

### **Customer does not return**

When the customer does not return, the cash will remain with Amtrak. The finder may not claim the cash.

- Mail the refund voucher to Amtrak Refunds after 30 days, with a note regarding the reason, e.g. Refund voucher for found cash that was not claimed.
- Refer to the *Disposal of Unclaimed Items* policy for handling the item, the cash was found in.
- Update the status of the Found Item report in the Chargeback Lost and Found database.

### ***Finding foreign currency***

When an item is turned in to the lost and found department that contains foreign currency -

- Create a Chargeback report
- Place the currency in an envelope and note the Chargeback ID report number on the envelope
- Make a notation in the Optional ID area that the currency is stored in the station safe.

When the customer returns, retrieve the item and the envelope and return to the customer. Adjust the Chargeback record.



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If the items are not claimed within 30 days, change the Chargerback status 5.1. Send foreign currency must be sent Fed-Ex (2-Day) to:

Tania Mejil  
Lead Treasury Operations Specialist  
1 Massachusetts Ave, NW. #440H  
Washington, DC 20001

Wallet or purse will still be sent to the Owens group following the normal process.

**Deposit instructions for Washington, DC only:** Once the Operations Specialist has enough foreign currency to exchange to US Dollars, the US currency will be deposited at the Washington, DC ticket office. Agents are to complete a NRPC 169 – Miscellaneous Revenue and add the totals to line 42 – Misc. Revenue and line 985 – Cash. The top white copy of the NRPC 169 (Customer) must be returned to the Operations Specialist.

### ***Finding payment cards***

When a payment card is found on Amtrak property and/or returned to Customer Services or to a Customer Service Representative at the Ticket office.

The following steps must occur:

- Page and ask the cardholder to return to Customer Services or the Ticket office.
- If unsuccessful, research train manifests or reservations to locate customer information.
- Call the issuing bank via the toll-free number on the back of the card and report the card as lost. Follow instructions provided by the bank.
- Record in Chargerback database and on the Lost/Found Customer Payment Card Log, NRPC 3439, all the card type, cardholder's name, date the issuing bank was notified, date cardholder recovered, date card was destroyed or shredded and Amtrak Employee ID number.
- If successful in finding a telephone contact in a reservation, call and advise the cardholder that the card will be held for 24 hours for pick up.
- The card must be kept in the station safe until a customer returns to claim the card or the card is destroyed.
- If the card was not collected within 48 hours – destroy the card and update the status of the Found Item report and on the Lost/Found Customer Payment Card Log, NRPC 3439.

### ***Finding vital records***

(Items in this section are not eligible to be shipped)



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When State issued identification (ID) cards, birth certificates, Medicare cards, marriage certificates, divorce decrees and certificates, federal employee ID cards (Smart Cards), Permanent Resident (Green) cards or social security cards are found:

- Make every attempt to contact the owner.
- Record the item details in the Chargerback lost and found database.
- If successful in contacting the owner, advise the owner the item will be held for 24 hours for pick up. These items are not eligible to be shipped.
- If the item has not been collected or if unsuccessful, in contacting the owner, destroy the item within 48 hours.
- Update the Found Item report with information on all attempts to contact the owner.
- Update the status of the Found Item report.

### **U.S. passports**

When U.S. passports are found, make every attempt to contact the owner.

- Record the item details in the Chargerback lost and found database.
- If successful in contacting the owner, advise the owner that the item will be held for 24 hours for pick up. These items are not eligible to be shipped.
- After 48 hours, if the passport has not been collected or if unsuccessful, in contacting the owner, send the passport in a sturdy envelope to the address below.

U.S. Department of State  
Consular Lost and Stolen Passport Unit (CLASP)  
CA/PPT/S/L/LE/CP  
44132 Mercure Circle  
PO Box 1227  
Sterling, VA 20166-1227

- Update the Found Item report with all attempts made to contact the owner.

### **Foreign passports**

- If a foreign passport is found, make every attempt to contact the owner.
- Record the item details in the Chargerback lost and found database.
- If successful in contacting the owner, advise the owner that the item will be held for 24 hours for pick-up.
- After 48 hours, if the passport has not been collected, return the passport to the issuing country's embassy or consulate.

### **U.S. military ID cards**

When U.S. Military ID cards are found, make every attempt to contact the owner.

- Record the item details in the Chargerback lost and found database.



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- If successful in contacting the owner, advise the owner the item will be held for 24 hours for pick up.
- After 48 hours, if the item has not been collected or if unsuccessful, in contacting the owner, return the item to the nearest military installation. (For list, see <http://www.militaryinstallations.dod.mil>)
- Update the Found Item report with a record of all attempts made to contact the owner.

### ***Stolen or pilfered items***

For items known to be stolen or pilfered, contact APD immediately at (800) 331-008.

### ***Tracking the status of an item***

Chargerback maintains the chain of custody by recording a steady progression of status changes as each lost report or found item report advances through the system. The chain of custody can be used to view the history of activity on a Found Item report.

### **Baggage Tracing/Claim Form, NRPC 4017**

Effective October, 15, 2018, claim information for *Carry-on or Lost in station* items will be reported via the Chargerback lost and found database. Customers will no longer be given form NRPC 4017 to report lost carry-on or lost in station items.

### ***Records Retention***

Keep station records on all Lost and Found activities for three (3) years.



2019-03-08

## Appendix

### Found Item Tag

<b>Amtrak Lost and Found</b>	
<b>Print Date: 9/28/2018 12:00:52 PM</b>	
<b>Chargerback ID</b>	<b>Our ID</b>
10023866	
<b>Description Of Item</b>	<b>System Date</b>
Shirt: Color: Pattern Material: Flannel	9/28/2018
Brand: Diesel Notes: Size: Large	12:00:34 PM
<b>Current Status</b>	<b>Date of Lost/Found</b>
1 - Reported by staff	9/28/2018
<b>Important Notes:</b>	<b>Where</b>
	Waiting Room
	<b>Current Location</b>
	Lost and Found Locker
	DAL, Dallas, TX
	<b>Found By</b>
	<b>Return To Finder:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No

<b>Guest Information</b>	
<b>First Name:</b>	
<b>Last Name:</b>	
<b>Phone Number:</b>	
<b>Email Address:</b>	
<b>Train #:</b>	
<b>Description As Reported By Guest:</b>	
<b>Return Shipping Information</b>	
<b>Address:</b>	
<b>City:</b>	
<b>State:</b>	
<b>Zipcode:</b>	
<b>Ship Via:</b>	
<b>Tracking Number:</b>	
<b>Date Shipped:</b>	
<b>Returned To Guest In</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> <b>Date Returned:</b> [ / / ]
<b>Print Guest Name:</b>	
<b>Guest Signature:</b>	
<b>Employee Name:</b>	<b>ID type shown:</b> [ ]


  
\* 1 0 0 2 3 8 6 6 \*

Figure 1: Item Tag



2019-03-08

***Update history***

2019-05-08 Added the procedures for scheduling a pick-up.  
2019-03-08 Foreign currency information added.  
2018-10-11 Updated to include responsibilities for the Chargerback Lost and Found database. Effective October 15, 2018, all lost and found items must be reported in the database.  
2018-05-22 Updated Amtrak K9 Policy for training and transferred to new template  
2018-03-20 Information added regarding management compliance responsibility  
2017-09-23 Information about placing credit cards in stations safes added  
2017-08-14 Updated manager name  
2017-01-16 New sections on Finding Payment Cards and Vital Records added. Found Carry-on items updated with APD instructions for handling weapons. Alcohol and Tobacco products removed, and the 60-day storage requirement changed to 30 days for disposal.

***About this chapter***

<b>Contact(s):</b> Phil Bouchard/ Ann Adams	<b>Subject:</b> Lost and Found
<b>Owner Department:</b> Product Development & Customer Service	<b>Group:</b> Station Standards



2019-12-06

## Group Travel

### Chapter Summary:

This section outlines policies and procedures for group travel with carry-on or checked baggage.

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2019-12-06

## Groups Checking Baggage

Groups that plan on checking their baggage will need all baggage item(s) tagged with "Group Tag" (NRPC 4015) (Refer to Figure J-1).

- Baggage size and quantity restrictions may not apply to organizations that require special backpacks or baggage of specific size with prior approval from the Group Desk.
- Appropriate accommodations should be made prior to group travel, in which a passenger car will be sectioned off or a portion of the Baggage Car left open for the group's baggage. Conductors should notify all employees (station or train crew) to leave designated space for loading of group's baggage based on the origin of the group.

## Origin Stations

- Origin stations must queue downline stations with the group's information such as the party size, amount of baggage items, and the group reservation number. Depending on the size of the group or the distance to destination, a call should be given to the downline station to ensure they are prepared or if they need to acquire extra staffing.

Figure J-1

### Example of "Group Tag" (NRPC 2799)

*Form Changes – The form design will not change, but the form number will change to NRPC 4015. NRPC 2799 may be substituted for NRPC 4015. No example given of NRPC 4015 as only the form number will change.*

### Instructions for Completing "Group Tag" (NRPC 4015)

<b>Group Name:</b>	The group name and/or the group's reservation number.
<b>Passenger Name:</b>	The passengers' name who owns the item.



2019-12-06

## Appendix

### *Update history*

2019-12-06 Updated to new template.

### *About this chapter*

<b>Contact(s):</b> Ann Adams/Beth Bailey	<b>Subject:</b> Group Travel
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



2020-02-11

## Group Travel

**Chapter Summary:** This chapter contains policies and procedures that apply to travel on Amtrak by organized groups. It does not include private car movement requests or special train requests; see the separate chapters for those.

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## Group policy

### ***Definition of group***

A micro group is defined as 15-19 passengers who are:

- traveling on the same itinerary (trains, dates, origin and destination, etc.), and
- booked by the same individual, organization or agency through the Amtrak Group Desk at the Philadelphia customer care center.

### ***PNR restrictions – 20 or more passengers***

If 20 or more passengers want to travel together, the reservation must be handled by the Amtrak group desk. Arrow will not allow agents other than at the Group Desk to create a PNR if it has more than 19 passengers in it. Booking separate PNRs as a workaround to this restriction is not permitted, and such PNRs are subject to cancellation.

In other words:

- 15-19 or passengers can be booked as a micro group by the group desk only.
- 20 or more passengers in a PNR **must** be booked by the group desk.
- 14 or less passengers in a PNR cannot be a group.

Please contact the Group Desk at 800-USA-1GRP (800-872-1477) with any questions

### ***Itinerary***

All passengers in a group must pay for the same itinerary (same train, same date, same city pair).

Members of the group may board at stations after the origin, or detrain at stations short of the destination, but must pay the fare that applies from the origin to the destination of the group as reserved. Example: Group pays for travel Washington-New York but a few of the passengers in the group want to board at Baltimore. This is allowed but the Baltimore passengers must pay the Washington-New York group fare. The Group Desk will tell the group representative of any conditions that apply to this provision.

### ***Food and beverages on the train***

- Regular menu prices apply for group travel.
- Payment is made on the train to the food service staff, not beforehand. It is normally not possible to prepay meals. Contact the Group Desk for any exceptions.
- Groups may not bring their own food and beverages for consumption on the train, unless the group is booking exclusive occupancy of a car
- Box lunches and similar items are not available on all trains.
- Notify the Group Desk if there are special dietary requirements.



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## ***Baggage***

Standard checked and carry-on baggage policies apply. Specific arrangements for checked baggage, where available, will be arranged by the Group Desk.

## ***Identification***

Each passenger in the group who is 18 years old or over must have acceptable identification. .

## ***Fares***

Fares are calculated by the Group Desk and are based on the lowest applicable fare, or range of fares, available at the time the group reservation is made, subject to all conditions applying to those fares. Amtrak reserves the right to charge the group a higher fare.

### **Adult passengers (aged 13 and over)**

Adults will be priced at the full group fare. The group fare may or may not include discounts given to the group by the Group Desk.

### **Child passengers (aged 2-12)**

Children will be priced at half the adult group fare, not to exceed one child at half fare for each person paying adult fare. Any children in excess of this amount pay the adult group fare (which then entitles two more children to travel at the child group fare).

## ***Discounts***

There are no other discounts (senior, military, membership, etc.) to group fares. Any discounts that are given will be calculated into the adult group fare by the Group Desk.

## ***Escorts***

If the group is given the group discount, no free escort fares are given.

If the group is not given the group discount, the following applies:

- One free escort rail fare is granted for every 21 paying customers. This will not be honored if restricted by the rules applying to a fare plan or promotion.
- The escorts must travel on the same itinerary as the rest of the passengers in the group.
- The escort does have to pay for any extra-fare accommodation (non-Acela Express business class, Acela Express first class, or sleeper).

### **Thruway travel, including the Maple Leaf in Canada**

- Group fares normally include the 3000-6999 series Thruway services as these are dedicated charters.



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- Travel on the 7000-8000 series Thruway services, as well as on the Canadian portion of the Maple Leaf train (7098-7099) will be calculated separately by the Group Desk. These services are schedules of other carriers.

## **Reserving group travel**

### ***All group travel arranged by the Group Desk***

All group travel is arranged by the Amtrak Group Desk at the Philadelphia customer care center. Call 800-USA-1GRP (800-872-1477) for information.

### ***Confirming group travel requests***

Each request for group travel is evaluated on a case-by-case basis. Group confirmations are based on:

- Availability of equipment and consist limitations
- Cost of operations
- Anticipated equipment requirements for carrying regular-fare passengers
- Availability of seats in each inventory class (reserved trains)
- Length of the trip

No groups will be booked within four business days of travel.

### ***Youth groups***

Any group primarily consisting of passengers under 18 years old requires at least one adult chaperone for every six passengers under 18. These adult chaperones pay adult group fares, unless one or more of them are free group escorts.

### ***Passenger names***

Often a group is booked before all the names of the passengers are known, such as a travel agency setting up a tour group.

The group PNR can be initially created with only the group name, but before tickets are issued, each individual name must be supplied to the Group Desk, which will enter them into the name remarks fields (5NAM) of the PNR (this is not the same as the name field at the top of the PNR).

### ***Substituting passengers***

Passenger substitutions or cancellations may only be handled by the Group Desk.

Names may be changed after ticketing, up to 48 business hours prior to the departure date, as the ticket is issued in the name of the entire group only.



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Any change to the fare is subject to the normal group PNR cancellation and refund policies and deadlines. If the name change is made after the cancellation and refund deadline (that is, the group PNR is now non-refundable), contact the Group Desk for details.

### ***Confirmation letter***

The Group Desk will create, and send to the group leader, a confirmation letter that specifies the terms and conditions of the group move. Making any payment for the group constitutes acceptance of the terms and conditions indicated in the confirmation letter.

### ***Changing group itineraries***

- All changes to group reservations are made by the Group Desk only.
- Station and contact center agents may not change group PNRs.
- If a service disruption exists and the Group Desk is closed contact the Customer Support Desk or CNOC (302-683-2299) for assistance.

### ***Mobility impaired space***

#### **Location**

Due to the location of mobility impaired space on some trains, particularly those with Superliner equipment, it may not be possible to accommodate those passengers with the rest of the members of the group.

#### **If additional wheelchair space is required**

The amount of wheelchair space on trains meets the requirements of the Americans With Disabilities Act.

If a group needs additional wheelchair space:

- One seat pair will have to be removed for each additional occupied wheelchair.
- A seat removal fee applies, in addition to the rail fare paid by the group for the passenger. This charge applies for the entire itinerary, not per segment. Dummy "train" 929, manually priced, is used to collect the charge.
- This charge does not include the rail fare for the passenger.
- The Group Desk will arrange for this service. A minimum of 14 days advance notice is required.
- The service is subject to approval by the Operations Department in Wilmington (CNOC).

### ***Exclusive occupancy of cars***

These procedures apply if the group is asking for exclusive occupancy of an Amtrak coach car, business class car, first class car, or sleeping car.





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The group organizer makes arrangements with the Group Desk, which coordinates the request with Operations (CNOC).

A minimum of two weeks' notice is required for any exclusive occupancy request.

### Fares

If group has exclusive occupancy of	The fare will be the greater of
Coach cars Business class cars – non-Acela Express Business class cars – Acela Express	<ul style="list-style-type: none"><li>One fare for each passenger, plus accommodation charges if any, or</li><li>100% of the total fares, including accommodation charges if any, for all the seats in the car.</li></ul> <p>The above fares do not include the cost of an attendant.</p>
Acela Express first class cars	<ul style="list-style-type: none"><li>One fare for each passenger (rail fare and accommodation charge), or</li><li>100% of the total fares (rail fares and accommodation charges) for all the seats in the car.</li></ul> <p>The above fares include the cost of the two attendants that are normally provided for this car.</p>
Sleeping cars	<ul style="list-style-type: none"><li>One fare for each passenger (rail fare and accommodation charge), or</li><li>One fare for each room (rail fare and accommodation charge).</li></ul> <p>The above fares include the cost of the attendant.</p>

### Charges for other cars or services

If the group is also requesting exclusive use of food service cars or baggage cars, the cost of providing those cars, plus any attendants, will be determined by the Group Desk and quoted to the group organizer. The cost will include actual use of the car, any attendants within the car, any costs to add or remove the car from the train, and any costs incurred if the car has to be moved from or to another location.

If any other special services are requested, the cost of providing those services will be determined by the Group Desk and quoted to the group organizer.

### Payment, cancellation and refunds

Normal group payment and cancellation/refund policies apply.



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## Payment and ticketing

### *Forms of payment accepted for groups*

These are accepted by both the Group Desk and at station ticket offices, unless otherwise indicated.

- Cash (stations only)
- Cashier's check (bank check)
- Personal check
- Company check
- Credit card (one card for the entire group)

### *When payment is due*

The hold limit in the group PNR reflects these deadlines. When payment is made and entered as a remark in the group PNR, the hold limit will reset.

Days booked before departure	Payment is due
340-180 days before departure	Full payment is due no later than 60 days after confirmation.
179-90 days before departure	Full payment is due no later than 30 days after confirmation.
89-45 days before departure	Full payment is due no later than 7 days after confirmation.
44-14 days before departure	Full payment is due no later than 3 days after confirmation.
13-4 days before departure	Full payment is due no later than 1 day after confirmation.
3-0 days before departure	Group booking not accepted.

## Group payment and ticketing

Group tickets may not be issued until the final passenger name list has been received by the Group Desk. This is indicated by a remarks field within the name field at the top of the PNR.

- **N/L Entered** – The name list was received and the Group Desk has entered into the PNR.
- **N/L Received** – The name list was received but the Group Desk has not yet entered it into the PNR.

If neither appears, contact the Group Desk for assistance.

If the group leader brings the name list to a station, fax it immediately to the Group Desk at 800-872-3298 or ATS 763-3298, then contact the Group Desk to confirm it was received and to obtain further instructions.



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## ***Station ticket offices***

[Click here](#) for the job aid.

## ***Group Desk***

The Group Desk uses a Group version of RailRes. Specific ticketing instructions are provided to the Group Desk agents.

### **Payments received by mail (checks)**

1. From Group availability, add the FedEx fee segment ("train" 917 CHG-GPF) to the group PNR. For the date, use the first travel date of the group. It will auto price at \$15.00.
2. From Group availability, add the Final Payment segment ("train" 907 FIN-PAY) to the group PNR. For the date, use the first travel date of the group. Make sure the amount shown is the final amount to be collected; if not, change it.
3. End-transact the reservation. Make sure the hold limit is the first date of travel (if not, change it).
4. Complete the final payment form and give it to the TBM agent who will issue and send the group book ticket.

### **Payments received by phone (credit card)**

1. From Group availability, add the FedEx fee segment ("train" 917 CHG-GPF) to the group PNR. For the date, use the first travel date of the group. It will auto price at \$15.00.
2. From Group availability, add the Final Payment segment ("train" 907 FIN-PAY) to the group PNR. For the date, use the first travel date of the group. Make sure the amount shown is the final amount to be collected; if not, change it.

Agents will use:

1. F3. (Sell)
2. Option 5 (Group Payment)
3. Select 1 (total amount including the \$15.00 FedEx charge and the travel date.
3. End-transact the reservation.
4. Advance-pay the reservation. This will add the credit card to the PNR 1-field, charge the card, and create a 7APP field in the amount of the payment.
5. Make sure the hold limit is the first date of travel (if not, change it).
6. Complete the final payment form and give it to the TBM agent who will issue and send the group book ticket.



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## Refunds and cancellations

### ***Processed through the Group Desk only***

All refunds and cancellations are processed by the Group Desk only. No other location may cancel space or process a refund. Do not make any promises or representations about the amount of the refund, or even if any amount will be refunded. Only the Group Desk can determine this.

If tickets have been issued, please send to the address located below.

### ***Group refund policy***

If all or any portion of a paid group reservation is cancelled, even if the group rebooks for another train or date, the following applies.

If the group detrains short of its ticketed destination there is no refund.

<b>Cancellation is made</b>	<b>Refund will be</b>
90 or more days before departure	Full refund – 0% fee
89-21 days before departure	75% refund – 25% fee
20-0 days before departure, or no show	No refund – 100% fee



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## Appendix

### ***Group Desk contact information***

To contact the Group Desk at the Philadelphia customer care center:

Hours: 0900-1930 Eastern Time, Monday through Friday  
Email: [groupsales@amtrak.com](mailto:groupsales@amtrak.com)  
Phone: 800-USA-1GRP (800-872-1477)  
Fax: 800-872-3298  
PNR queue:

Mailing address for refunds or other purposes:

Amtrak Group Sales  
2198 Hornig Rd.  
Philadelphia, PA, 19116

### ***Update history***

2020-02-11: Reviewed by the Group Desk.  
2019-01-19: Riverside Close, group department transferred to Philadelphia  
2016-08-18: New. Replaces G/POL/GRP and G/POL/OCU in Arrow.

### ***About this chapter***

<b>Contact:</b> Gary Tunnel, Ann Adams	<b>Subject:</b> Group Travel
<b>Owner Department:</b> Marketing	<b>Group:</b> Reservation Sales



## Greyhound Interline Tickets on the California Zephyr

**Chapter Summary:** This chapter contains procedures for honoring Greyhound interline tickets on the California Zephyr between Reno and Salt Lake City.

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## Introduction

Greyhound has an interline agreement to sell tickets for travel on Amtrak trains 5 and 6, the *California Zephyr*, between Reno and Salt Lake City, inclusive of the intermediate stops Elko and Winnemucca.

This agreement adds additional customers and ticket revenue to the *California Zephyr* on a lightly-traveled route. The tickets are marketed and sold through the Greyhound computer system as interline connections to and from Greyhound buses..

## Policy

Effective February 21, 2018, for travel between Reno and Salt Lake City, Greyhound will sell and issue tickets to customers for interline connections from Greyhound buses to Amtrak trains. The tickets will be printed as Greyhound tickets or eTickets, but will be honored by Amtrak for travel on Amtrak trains.

### ***Connection stations***

Greyhound connections are as follows:

#### ***Reno***

- Bus 8302 (San Francisco) connects to Train 6.
- Train 5 connects to bus 8305 (San Francisco). A Greyhound bus will meet customers at the Reno train station.

#### ***Salt Lake City***

- Bus 1347 (Denver) connects to Train 5.
- Bus 1300 (Boise) connects to Train 5.
- Bus 6052 (Las Vegas) connects to Train 5.
- Train 6 connects to Bus 1314 (Denver).
- Train 6 connects to Bus 1318 (Denver).
- Train 6 connects to Bus 1337 (Boise).
- Train 6 connects to Bus 6053 (Las Vegas).

## ***Reservation and ticketing***

### ***Greyhound travel***

Greyhound tickets will be issued by the TRIPS reservation system. (See Appendix for sample ticket).

### ***Amtrak travel***

After Greyhound tickets are issued to the customer, Greyhound will reserve customers on the Amtrak reservation system (Arrow) using the B-2-B interface. Each Greyhound



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customer should have an Amtrak reservation. Note: Greyhound will be responsible for reserving space on Amtrak. (See Appendix for display).

- Fare plan - XXGL
- Passenger type - F
- Form of payment - OT
- Ticket type – eTicket

Greyhound customers will not have Amtrak travel documents unless issued by Amtrak a Customer Service Representatives (CSR).

### ***Wheelchair Service***

Greyhound will send an email notification to Amtrak Special Services for assistance with customers with mobility impaired reservations. Amtrak Special Services will modify Greyhound reservations to Transfer space (XY) or Accessible space (WY), when a customer is traveling with a wheelchair.

### ***Ticket refunds and exchanges***

#### ***Customer Service Representatives (CSRs)***

In the event Greyhound Lines agents are unavailable, CSRs can exchange (re-issue) bus tickets using the Greyhound ticketing system for customers that have missed connections.

- Login to NBTS.
- Collect the tickets that need to be re-issued from the customer.
- Lookup the tickets to be issued using the confirmation number on the ticket(s).
- Reissue the ticket(s) to the next available bus schedule.
- Print the tickets and give them to the customer.

#### ***Contact Center Support Desk***

Representatives can modify existing Greyhound reservations and exchange (re-issue) tickets.

#### ***Refunds***

Amtrak will not refund Greyhound tickets to customers. Customers can be advised to send a written request to:

Greyhound Lines, Inc.  
P.O. Box 660691, MS 470  
Dallas, TX 75266-0691

Amtrak will cancel Greyhound reservations if the train is canceled and alternate transportation is not provided by Amtrak. If Amtrak provides alternate transportation, then Greyhound customers will be carried in the same manner as all other Amtrak customers provided transportation.





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## ***Greyhound manifest***

Amtrak Customer Service Representatives (CSRs) are responsible to check the Greyhound manifest for inbound and outbound Greyhound connections.

- Print a copy of the manifest with connections which is displayed in the Greyhound ticketing system – NBTS.
- Inbound Greyhound bus status information can be found at [www.bustracker.greyhound.com](http://www.bustracker.greyhound.com)

## ***General boarding***

### ***Announcement***

Before boarding begins, CSRs should make an announcement requesting Greyhound customers to approach the Amtrak ticket office. This allows each customer to receive an Amtrak travel document and make it easier to scan on the train. Train conductors cannot scan Greyhound tickets, but they can "lookup" customers by name.

### ***Travel document(s)***

Once customers are at the ticket office, print the Amtrak travel document for each customer.

- Look up the customer by name to find the reservation.
- A customer with a Greyhound ticket that does not have an Amtrak reservation in Arrow must have a reservation created.
  - Use XXGL fare plan.
  - Use form of payment OT (*If this is not possible, then do an exchange and use the Greyhound ticket number and manually price at zero and remit the Greyhound ticket*).

### ***Baggage Policy***

Standard Amtrak carry-on baggage policies apply. CSRs are not to receive checked baggage from connecting Greyhound customers. Customers connecting from Greyhound buses will need to take their baggage with them on board trains. CSR may check connecting Greyhound customer baggage only if their final destination is either Salt Lake City, UT (SLC) or Reno, NV (RNO).

### ***Late inbound trains***

If the inbound Greyhound customers making connections to buses are traveling to an Amtrak destination *that is on the California Zephyr route* (e.g. to Denver, Sacramento, etc.) customers may be provided Amtrak transportation to his or her final destination.

- The Greyhound manifest will display the final destination of connecting Greyhound customers.



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- Each Amtrak reservation created by Greyhound may also list the final destination in the remarks.

### ***Modify reservations***

- Retrieve reservation. The reservation will list the Greyhound confirmation number in the "Order ID" field. The reservation should list the final destination of the customer.
- Add new segments to the customer's destination as listed on the Greyhound manifest.
- Manually price the new segments at zero.
- Have the conductor notify the customer and advise to remain on the train to the appropriate stop.
- Have the conductor lift the newly-added segments.

### ***Missed connections***

#### ***Amtrak to Greyhound***

If a train misses a Greyhound connection to non-Amtrak points, reissue the Greyhound tickets to the next available bus scheduled at the Amtrak station (*refer to Ticket refunds and exchanges*).

#### ***Overnight accommodations***

If trains are more than eight hours late and causes a Greyhound customer to miss the last possible connection to Greyhound, CSRs have the authority to arrange for overnight lodging and taxi at Amtrak's expense, using approved vendors.









#### ***Greyhound to Amtrak***

The Greyhound is responsible to provide alternate transportation or accommodations to customers that missed trains due to late Greyhound bus operations.

- Amtrak local staff may remark reservations of affected customers. Do not alter travel segments in the reservation unless directed by Amtrak management or CNOC.
- Amtrak is not responsible for missed connections; however, if instructed by Amtrak management or CNOC to provide accommodations or compensation, support documentation (NRPC 3445) and receipts must be maintained. Send copies of this information to the Thruway bus group. Fax: 215-349-3662; email: [Thruway.Buses@amtrak.com](mailto:Thruway.Buses@amtrak.com).



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DATE # CHECK AT STATION							
<b>SMITH JOHN</b>		<b>Reno Amtrak (e), NV</b>		<b>Salt Lake City, UT</b>			
<b>AMT0006</b>		<b>Tue Apr 17 2018</b>		<b>3:46 pm</b>			
<small>This part of your trip will be with our partner bus company, ANTRAK. Contact your driver or call 800-872-6842 for more information regarding this segment of your trip. For other questions, contact your purchase location.</small>							
		CONFIRMATION # 66660076					
<b>Tariff: NV  Tax:</b>		<b>Reno Amtrak (e), NV</b>		<b>Salt Lake City, UT</b>		<b>1 of 1</b>	
		<b>Tariff: NV  Tax:</b>					
							

**Figure 2: Sample Two**

REBOARD PASS  
BOARDING 0: 4

DATE BOOK  
22Mar18 11:15p

SECT: AMT 0005

COUPON ORIG  
SALT LAKE CI UT  
\*COUPON DEST\*  
RNO ANTRAX NV

TRT DEST  
RNO ANTRAX NV

CONF#: 2001759501  
07Feb18 09:26a  
SOLD AT: 05746  
1 2 3 4 5 6 7

FROM: SALT LAKE CI UT  
TO: RNO ANTRAX NV

REF: 22Mar18 11:15:  
SECT 0005 BOARDING 0  
ES ANTR

NO REFUND, SUBJECT TO A FEE, IF VALID FOR EXCHANGE  
TICKET FOR SECT 0005 22Mar18

PAGE \$297.00  
TAX XX  
SUBTOTAL: \$297.00  
FEE: \$5.00 NONE  
CASH

AC:  
CA/CA  
MILES: 461 1382  
COUPON 02 OF 04

CONF#: 2001759501  
05746 HELPDSEK TX  
07Feb18 09:26a 8487  
HELPDSEK1

TRT ORIG: PHOVO (E) UT  
TRT DEST: RNO ANTRAX NV  
TARIFF: UT1

00142G5 001 02 29 00016379 7 0010275000163797

**Figure 3: Sample Three**



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**Reservation made by Greyhound**

Retrieve PNR - PNR #											
Sign	Accounting	Protect	View	Format	Station Operations	Edit	Express	Tools	City Profile	Daily Advisories	Help
*** ELECTRONIC TICKET ***											
CE1468	GH HL 10MAR	CTC-T	GLI00043	45.00	Acceptable ID Required For Each Pax, 16 And Over						
-01@ ELLIOT/SAM											
TRIP 1 *											
1	5 C	SIC-RNO	1130P	SA 10MAR	925A	11MAR	Y	*E	HK1		
301@	T SEG #	1 BASIS	1F	/P1							
* XXGL PAID FARE 45 00											
5001@ EMAIL -											
INFO@GREYHOUND.COM											
5005@	TICKET-	0010229002715962									
5006@	CONF	40281431	PROVO (E)	UT TO RENO	AMTRAK (E)	NV					
5002@ REMARK-											
ORIERID/004028143102											
5003@	CREATED BY	GREYHOUNDTEST									
7002@	EKT	0460953501935	SEG #1	OT	\$45.00	/P1					
901@	214-849-8663	B	/P1								
902@	248-858-9696	H	/P1								
PNR#: CE1468											

**Line 5005** - Greyhound confirmation number.

**Line 5006** - True origin and destination of the customer.

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Availability	Sell	Price	Pax Info	Fare Quote	Remarks	Modify Itinerary	Train Status	Non PNR Ticket	Display PNR/Fields	Retrieve PNR	Ticket PNR

**Figure 4: Display in STARS****Greyhound Contacts**

Greyhound Lines Dispatch:  
Call Desk: 214-720-3726

Reno Bus Station:  
775-322-8801

Daily Hours of Operation:  
6:00 AM CST – 10:00 PM (CST)

Reno Driver Manager  
(Seung Sohn):  
513-478-7901

Salt Lake City bus station:  
801-355-9579

Salt Lake City Terminal Manager  
(Milan Obradovic):  
801-755-4993



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## Update History

2018-02-27 Updated wheelchair service, baggage policy, points of contact.

2018-02-16 New.

### *About this Chapter*

<b>Contact:</b> Noah Bradshaw/ Adam Krom	<b>Subject:</b> Greyhound Interline Tickets on the California Zephyr
<b>Owner Department:</b> Commercial Organization	<b>Group:</b> Customer Service, Station Standards



## Greyhound and Amtrak Partnership

**Chapter Summary:** This chapter contains policy and procedures for Greyhound ticket sales at San Jose, CA.

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2016-06-16

## Introduction

Founded in 1914, Greyhound Lines, Inc. is the largest provider of intercity bus transportation, serving more than 3,800 destinations across North America with a modern, environmentally friendly fleet. It has become an American icon, providing safe, enjoyable and affordable travel to nearly 18 million passengers each year in the United States and Canada.

Amtrak passengers use Greyhound to make connections to cities not served by rail. Greyhound is used in conjunction with the purchase of a rail ticket.

### New Greyhound Bus Station Address

65 Cahill Street  
Diridon Station  
San Jose, CA 95110

### Telephone Numbers

Main: 408-295-4151  
Baggage: 408-295-6939  
Package Express: 408-295-6939  
Customer Service: 408-295-4153

### Hours of Operation

Bus Station:

Monday – Sunday and Holidays	12:01AM – 12:45AM 6:00AM – 11:59PM
---------------------------------	---------------------------------------

Package Express:

Monday - Sunday and Holidays	12:01AM – 12:45AM 6:00AM – 11:59PM
---------------------------------	---------------------------------------

Bus Ticketing Office:

Monday – Sunday and	6:00AM – 10:00PM
---------------------	------------------

## Policy

As of May 31, 2016, Greyhound passengers not traveling with Amtrak may book Greyhound trips with an Amtrak Customer Service Representative at San Jose, CA. The policies and procedures in this chapter apply solely to the sales of Greyhound tickets at San Jose, unless otherwise specified.

### Dates of sale

Tickets will be on sale daily, unless otherwise indicated.



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**Limit of tickets**

All one-way and round-trip tickets are good for 1 year. This includes the date of sale. There will be no extension to time limits.

**Round trip fares**

All round-trip fares are based on 2 times the one-way fare, unless otherwise indicated. Note: Some city-pairs have published round-trip fares. In this instance, the published fare will apply.

Open Return round-trip tickets will not be sold. All round trip tickets must specify a return date and time. If permitted, return date and time may be changed in accordance with the Ticket Exchange Rule (see below).

**Honoring tickets**

All tickets will be honored for transportation daily, unless otherwise indicated. Tickets which are blacked out for use during holiday periods will be honored, provided the trip started before the specified black-out began.

**Change of itinerary fees**

- Departure date and time for a Refundable Fare (Flexible) ticket may be changed without charge, origin and destination may not be changed.
- Departure date and time for a Non-Refundable Fare (Economy Extra/Economy) ticket may be changed for a charge of \$20 per ticket provided the following conditions are met:
  1. Ticket has no refund value.
  2. A \$20 Exchange Fee will apply.
  3. Exchange must take place prior to the Scheduled Travel Date.
  4. Tickets will be null and void if Exchange Request has not been made prior to the Scheduled Travel Date.
  5. Exchanges will be based on schedule availability. Any advance purchase requirement must not be violated.
  6. Excludes Casino Fares and Multi-Ride (Commuter) Fares.
  7. A non-refundable fare ticket will remain non-refundable.

**Refunds and exchanges**

Greyhound offers several economical fare options including Flexible (Refundable), Economy Extra (Non-Refundable), and Economy (Non-Refundable) tickets.

**Refundable fares (flexible)**

- Tickets can be refunded or exchanged.
- Totally unused One-Way and Round Trip Tickets are 100% Refundable. The unused return portion of a Round-Trip Ticket, when no portion of the return has



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been used, is 100% Refundable. Refund is calculated on the basis of fare paid minus fare used.

- No exchange fee applies.
- Tickets are valid for travel one (1) year from the date purchased. If not refunded or exchanged prior to one (1) year from the purchase date ticket will be null and void. For a ticket to be valid for one (1) year from the purchased date the exchange must take place prior to the original scheduled travel date.
- Exchanges will be based on schedule availability. 6) Flexible Fare free allows Same Day Exchange. The customer has an opportunity to switch to an earlier bus (based on seat availability). 7) Flexible Fare tickets offer customer's priority boarding.

#### **Non-refundable fares (Economy extra/economy)**

- Ticket has no refund value.
- A \$20 Exchange Fee will apply
- Exchange must take place prior to the Scheduled Travel Date.
- Tickets will be null and void if Exchange Request has not been made prior to the Scheduled Travel Date.
- Exchanges will be based on schedule availability. Any advance purchase requirement must not be violated.
- Excludes Casino Fares and Multi-Ride (Commuter) Fares. 8) Same Day Exchange (ONLY applies to Economy Extra). The customer has an opportunity to switch to an earlier bus (based on seat availability). 9) Free Priority Boarding (ONLY applies to Economy Extra).

### **National Bus Ticketing System (NBTS)**

The National Bus Ticketing System is the point of sale system that Greyhound uses for making reservations and all other transactions associated with Greyhound.

#### **Forms of payment**

- Cash
- Credit Card (debit cards processed as credit)
  - Processed through a Veriphone Credit Card machine
- Business checks
- Travel Vouchers
- Gift Certificates
- Credit Paper: Exchange Orders (vouchers from AR customers, example Red Cross)



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**Greyhound Discount Codes**

- **BP** BUS PASS (Employee's free travel)
- **CD** STUDENT ADVANTAGE CARD (card required)
- **CP** CP3DAY COMPANION (promotional fares for 2 passengers or more)
- **CS** CUSTOMER SERVICE (free ticket)
- **M** 10% MILITARY DISC
- **VA** 20% VETERANS ADVANTAGE (VA Card required)

**NBTS Help Desk (IT support)**

- (866) 550-3375 (24 hour support)
  - Greyhound account number – **8960**.

**General Routing**

- Fares apply via the direct, scheduled service route only, unless otherwise specified. Should miles exceed the direct route miles by 20%, the miles via the route traveled will apply and fare determined based on the route traveled.
- The Routing must be designated at the time of ticket purchase and can only be changed as indicated below.

**Change of Routing**

1. The routing on a ticket may be changed en route prior to the completion of the passenger's trip.
2. When the route is changed to one which carries the same fare, no additional fare will be charged.
3. When the route is changed to one which carries a higher fare, the passenger will be required to pay the difference between the fare originally paid and the fare in effect at the time the original ticket was purchased from the origin to the destination of the new ticket via the route being traveled.
4. The Time Limit of a new ticket must be computed from the date of purchase of the original ticket.

**Reservations**

Reservation of seats or other special accommodations will not be made, except as specifically indicated in connection with a particular fare.

Any carrier, including Greyhound, reserves full control and discretion as to the seating of passengers and the right to change such seating at any time during the trip, provided; however, that seating arrangements will be made without regard to race, color, creed, or national origin.

Any carrier including Greyhound reserves the right, when operating conditions require, to transfer passengers from one vehicle to another en route.



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Seat space cannot be guaranteed on stop-over privileges or on sale of tickets at intermediate points and is limited to the seating capacity of the motor coach passing through such points.

In case of insufficient seating capacity of any schedule, passengers will be placed on succeeding schedules which have available seats.

**Stop-overs**

Stop-Overs at any point along the route, within the limit of the ticket, will be permitted. A proper notation must be made on coupons added to the ticket by driver or agent. Exception: Stop-Overs will be permitted in the Province of Ontario Canada only in accordance with the privileges of the local permit rights of the carriers in that Province. Passengers should be instructed to make arrangements for stop-overs at the Port of Entry.

**Passengers with disabilities**

See Greyhound's ADA Policies and Procedures (<https://www.greyhound.com/en/help-and-info/travel-info/customers-with-disabilities>) for information regarding passengers with disabilities.

The Americans with Disabilities Act defines person with a disability as anyone who has a physical or mental impairment that substantially limits one or more major life activities: Seeing, hearing, speaking, breathing, walking, performing manual tasks, learning, caring for oneself, and working.

**Animals**

Dogs, cats, birds, or other animals will not be transported.

Exception: A service animal, trained for the purpose of accompanying a disabled person, will be permitted to travel with the disabled person at no additional charge.

**Special party fare tickets**

Special party fare tickets will be sold to groups of sixteen (16) adult passengers or the equivalent, who travel together on one group ticket between points within the United States, at fifteen (15) times the applicable one-way or round-trip adult fare as follows:

- Applicable between points where the one-way fare is twenty-five dollars (\$25) or more.
- Two (2) half-fare passengers will be considered to be the equivalent of one (1) adult passenger.

**Will call ticketing**

Will call ticketing is designed to allow the passenger the convenience of calling toll free 1-800-231-2222 a minimum of two hours prior to departure time and paying for a ticket by credit card, then picking it up after arriving at the departure city. Tickets ordered



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several days in advance can be picked up any time prior to departure date but at least two hours after placing the order.

Will call tickets will be governed by the following:

1. Will call ticketing is limited to electronic sales locations only.
2. Locations are indicated with a "W" to the left of the city name on the origin and destination summary screen in TRIPS.
3. Will call ticketing does not apply to E-ticketing.
4. Ticket origin (not necessarily the destination) must be an electronic sales location.
5. A service charge may apply to Will Call tickets. See page 9 for Schedule of Fees.
6. To pick up tickets at the counter, passenger must present the credit card used for purchase, the confirmation number (displayed after purchase), and valid photo ID. If the credit card is not presented at the counter, ticket is treated as a Gift Ticket Order and Gift Ticket Order fee will apply.
7. Alternately, a notice of at least two hours prior to departure is required for any will call purchase.
8. Tickets must be picked up at least one hour prior to departure time.
9. If purchasing multiple tickets at the same time on the same credit card all service charges are per transaction, not per ticket. This does not apply to commercial ticket order sales.

### **Will call cancellations**

Once a will call ticket has been purchased, cancellations, if the ticket has been issued, will be handled by the terminal of origin in accordance with current cancellation and refund policies. See section on Refund and Exchange Policy. If the ticket has not been issued (printed) the customer contacts the Customer Service Group at (214) 849-8966. The Customer Service Group will verify the status of the Will Call ticket. If ticket has not been printed, a credit to the card used to purchase the ticket will be issued. Standard cancellation penalties apply.

### **Print at home ticketing**

Print at Home/E-ticketing is designed to allow the passenger the convenience of printing tickets in advance of travel and proceed straight to the gate for boarding. Tickets will immediately appear after purchase in a pop-up window.

Customer must ensure all pop-up blockers are turned off so ticket can be displayed:

1. Print at Home Tickets are available on many routes and locations.
2. Print at Home Tickets can be purchased as Refundable (Flexible) or Non-Refundable (Economy and Economy Extra) Fare.
3. Online ticket purchases must be made at least two hours in advance of travel.
4. Each passenger must present a ticket and a valid photo ID before boarding. Passenger ID must match the name on the ticket.



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5. Customer **MUST** print ticket prior to boarding the bus. Driver will not allow boarding without paper ticket.
6. If customer has trouble printing ticket and has not received an email confirmation, the customer can use the reprint by going to [www.greyhound.com](http://www.greyhound.com) and selecting "Manage Your Trips" header. Customer needs to provide ticket confirmation number and last name to retrieve ticket.

### **Print at home cancellations**

Once a print at home ticket has been purchased, cancellations, for Refundable Fare tickets can be handled by the terminal of origin or the Customer Service Group at (214)849-8966 in accordance with current cancellation and refund policies. Non-Refundable Fares are subject to an exchange fee of \$20 if request for exchange is made prior to the original travel date; otherwise, the ticket will be null and void.

### **Gift ticket orders**

Gift Ticket Orders will be sold like Will Call tickets, but picked up by someone other than the credit card holder. Gift Ticket Orders will be available from the same locations as the Will Call tickets. The same basic rules will apply. Identification of the intended recipient must be presented at time of pick up.

A service charge will apply to Gift Ticket Orders ordered thru the toll free reservation number, 1-800-231-2222 or thru Greyhound's website (<http://www.greyhound.com>).

Same refund policy applies to Gift Ticket Orders as Will Call Tickets. Refunds will be in the form of a credit to the original card holder only. Service charge is non-refundable.

Method of Purchase	Type of purchase	Fee
Internet ( <a href="http://www.greyhound.com">www.greyhound.com</a> )	e-Ticket (for pick up)	\$2.50
	Will Call (for pick up)	\$2.50
Passenger Call Center (1-800-231-2222)	Will Call (for pick up)	\$10.00
	Gift ticket order (for pick up)	\$18.00
Terminal	Prepaid ticket order	\$18.00
	Prepaid ticket order (with cash advance)	\$23.00

### **Passenger Facility Fee**

- A Passenger Facility Fee will be set at \$2.50 for one way and \$5.00 round trip for Adults.
- A Passenger Facility Fee will be set at \$1.50 for one way and \$3.00 round trip for Children.
- Fee will be billed per passenger and not per transaction.



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- The fee assessed from the terminal and the internet will be the same.

## **Baggage Policy**

Customer Service Representatives (CSR) will need to ask passengers how many bags they would like to check. CSRs are responsible for printing baggage tags and directing passengers to a Greyhound ambassador or out to the scheduled bus.

In addition to carry-on baggage, passengers can bring one piece of checked baggage for free, and one additional piece for a \$15 fee.

### **Carry On**

- One bag up to 25lb (11kg)
- Must fit in overhead compartment or under seat in front

### **Checked Baggage**

- Max size 62 inches (157 cm) when you add together length + width + height.
- Up to 2 bags maximum 50lbs each (22.5kg).

## **Accounting Policy**

### **Working Fund**

Amtrak working funds will be used for the sale of both Amtrak and Greyhound transactions. Greyhound will not supply a separate working fund. Refer to the Station Working Fund policy for specific details.

### **Individual Working Fund (Seller's bank)**

Amtrak's CSR and extra-board employees will utilize their Amtrak seller's bank to handle both Amtrak and Greyhound cash receipts. Refer to the Station Working Fund Chapter for specific details.

### **Cash drawer**

CSR cash drawer will contain both cash receipts from Amtrak and Greyhound transactions.

### *Overages and shortages*

Overages and shortages will be governed by Amtrak's Over and Short policy.

Unless the Greyhound system specifically identifies an overage or shortage, all overages and shortages should be recorded to the CSR in Amtrak's ASAP System. The overage or shortage should then be recorded on NRPC 698, Overage and Shortage Report.





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## ***Greyhound Bank Deposits***

### **End of Day (EOD) Report**

The EOD Report is an accounting balance sheet that provides documentation of all sales, adjustments and receipts transacted during the given working day associated with the NBTs system. At the end of a tour of duty, customer service representatives are responsible for completing an EOD report and remitting cash receipts in excess of their working fund. The EOD Report enables Amtrak/Greyhound the ability to track revenues. Information from the report is also used for planning, forecasting and decision-making purposes.

### **Deposit preparation**

Greyhound will provide the method for making a deposit at each Amtrak station that has an Agency agreement.

### **Deposit differences**

Supervisors receiving Discrepancy notices from Greyhound Accounting are responsible for immediately investigating and reporting findings to Greyhound within two business days of receiving the notices. If the findings confirmed a shortage of funds, the level of disciplinary action should be in accordance with the seriousness of the offense.

Findings that report negligence, theft, falsification of documents, misappropriation of funds or willful abuse of Amtrak funds or property may warrant discipline to include termination.

### **End of day balancing**

The process of counting cash, organizing sales receipts and completing the EOD Report at the end of a work shift is commonly called "Balancing out". The report is "balanced" when the total debits are equal to the total credits and the agent does not show either an overage or a shortage.

### **Corporate submission report**

Once the EOD is "balanced" and finalized, the CSR must submit the report through the NBTs system and print a copy for station records. .

\*\*\*No adjustments can be made after finalizing and submitting the EOD Report

### **Armored carrier pickup**

Greyhound will use GARDA armored pickup service at the Amtrak San Jose station for deposit pickups.



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Armor Carrier	Phone
Garda - Client support	Patty Osborn 214-849-6085 Lyttleton Knights 214-849-6073
Supplies - Ampac	800-543-7030 orders@depositsplus.com
Greyhound Account Number	8960

**Change orders**

Refer to the Change order policy for specific details.

**Bank deposit supplies**

Bank deposit supplies will be provided by Greyhound. Please contact Ampac for ordering additional supplies.

***Protection and audit of Greyhound's funds***

Both Greyhound and Amtrak Operations Compliance will have the ability to audit everything covered in this policy.



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## Appendix

### *Update history*

2016-06-16 New.

### *About this chapter*

<b>Contact(s):</b> Noah Bradshaw/Ann Adams	<b>Subject:</b> Greyhound and Amtrak Partnership
<b>Owner Department:</b> Operations	<b>Group:</b> Customer Service Delivery, Stations



2020-08-05

## Government Fares and Discount Programs

**Chapter Summary:** This policy addresses Amtrak's Government Fares and Discount Programs. The information contained in this policy is the responsibility of the Amtrak Tariff Office – Washington, DC. Any questions regarding the policy should be addressed to the Tariff Department.

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## Policy

The Amtrak government discount fare program is valid for government employees traveling by train on official government business. This program has a fairly narrow scope due to the terms of who is eligible and where the discount may be purchased.

Although Amtrak offers government employees a rail fare discount in many markets and on select state supported routes, the company is not legally obligated to do so. These discounts may change or be discontinued at any time.

## Application, Pricing and Eligibility

### *Federal Government*

- Applies to the Amtrak **rail** fare for:
  - Acela Express Business Class (select city pairs)
  - Coach and Business Class
    - Except Canadian portions of joint Amtrak-VIA Rail services
    - Does not apply to the rail portion of sleepers
    - Does not apply to thru fares
- Pricing
  - Fares are published and will auto price when ticketed thru the Government Corporate Travel provider.
- Eligibility
  - Federal Government employees
- Special Conditions
  - Tickets must be reserved through the Government Corporate Travel provider utilizing Amtrak's Corporate Accounts program.
- Refunds:
  - Government Discounted Rail Fares
    - Tickets are refundable without a fee if they are canceled prior to scheduled departure. Non cancellation results in forfeiture.
  - Non-Government Discounted Rail Fares and sleepers
    - Follow the standard cancellation or change policy, all applicable fees apply

### *Illinois*

- Application
  - Carl Sandburg, Illini, Illinois Zephyr, Lincoln Service, Saluki
- Pricing
  - Fares are published in specific city pairs only
  - Use fare plan ZOGI in the pricing entry
  - Fares valid Monday – Friday only



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- Eligibility
  - State of Illinois government employees only
  - Employees of the following Illinois universities
    - Chicago State University
    - Eastern Illinois University
    - Governors State University
    - Illinois State University
    - Northeastern Illinois University
    - Northern Illinois University
    - Southern Illinois University
    - Southern Illinois University at Carbondale
    - Southern Illinois University at Edwardsville
    - Southern Illinois University school of medicine
    - University of Illinois
    - University of Illinois at Chicago
    - University of Illinois at Springfield
    - University of Illinois at Urbana Champaign
    - Western Illinois University
- Special Conditions
  - Tickets may be reserved at an Amtrak Ticket Office, Call Center or a travel agency
  - Non-government rail fares are subject to all applicable fees
  - Tickets may be issued via eTicketing, Amtrak Ticket Office or travel agency (required ID must also be presented to conductor on board train)
  - Tickets may not be mailed (TBM), issued at QuikTrak or purchased on board the train

## ***Missouri***

- Application
  - Missouri River Runner
- Pricing
  - 15% discount (not a government fare) is valid in all city pairs at the best available bucket level, all applicable fees apply
  - Use passenger type MG in the pricing entry
- Eligibility
  - State of Missouri government employees only
  - Employees of local governments in Missouri
- Special Conditions
  - All government employees at the local or state level must provide valid employee ID and must be traveling on official state business



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## **New York**

- Application
  - Adirondack, Empire Service, Ethan Allen Express and Maple Leaf
  - Travel on the Adirondack requires reservations and open tickets be reissued to reflect these reservations
- Pricing
  - Fares are published in specific city pairs only
  - Use ZOGN in the pricing entry
- Eligibility
  - New York State government employees only of the following departments
    - NYS Department of Taxation and Finance
    - NYS Department of Environment
    - NYS Insurance Fund
    - NYS Department of Health
    - NYS Office of Mental Retardation and Developmental Disabilities
    - NYS Teachers Retirement
    - NYS Empire State Development
    - NYS Insurance Department
    - NYS Budget
    - NYS Office of General Services
    - NYS Racing and Wagering
    - NYS Office of Child and Family Services
    - NYS Parole
    - NYS Lottery
    - NYS Banking Department
    - NYS Division of Tax Appeals
    - NYS Aging
    - NYS Senate
    - NYS Public Service
    - NYS Department of Alcohol and Substance Abuse
    - NYS Comptroller Office
    - NYS Attorney General
    - NYS Dormitory Authority
- Special Conditions
  - All New York government employees at the local or state level must provide valid employee ID of one of the departments listed above
  - Tickets must be reserved and use the NY State Corporate ID number for pricing.
  - Tickets must be booked thru the Government Corporate travel provider or at the New York Penn or Albany Amtrak ticket counter (they have the Corporate Account information at these locations).



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- Non-government rail fares are subject to all applicable fees

### ***North Carolina***

- Application
  - For Intrastate Travel on trains/thruways 73-76, 79, 80, 6089-6090 and 6189-6190
- Pricing
  - Exclusively available at Amtrak.com via a landing page that is only available on the NC Government agencies internal intranet sites and only available to NC State employees.
- Eligibility
  - State of North Carolina government employees only
  - Employees of local governments in North Carolina
- Special Conditions
  - All North Carolina government employees at the local or state level must provide valid employee ID and must be traveling on official state business
  - May not be available on all departures
  - Non-government rail fares are subject to all applicable fees

### ***Oregon***

- Application
  - Where published
- Pricing
  - Fares published in various specific city pairs
  - Use fare plan ZOGA in the pricing entry
- Eligibility
  - State of Oregon government employees only
  - Employees of local governments in Oregon
- Special Conditions
  - All Oregon government employees at the local or state level must provide valid employee ID and must be traveling on official state business
  - Non-government rail fares are subject to all applicable fees

### ***Pennsylvania***

- Application
  - Keystone Service, Pennsylvanian
- Pricing
  - Fares published in intra Pennsylvania city pairs between PHL and PGH
- Eligibility
  - State of Pennsylvania government employees only
- Special Conditions





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- All Pennsylvania government employees at the state level must provide valid employee ID and must be traveling on official state business
- Tickets must be booked thru the Government Corporate travel provider and use the PA State Corporate ID number for pricing.

## Appendix

### *Update History*

2020-08-05: Pennsylvania travel must be booked thru the Government Corporate Travel center and the Corp Account must be used to complete the transaction.

2020-02-28: Clarified that only Government fare plans are exempt from fees

2017-05-01: Federal Government **rail** discount expands to all Coach and Business Class (does not apply to Canadian portions of joint Amtrak-VIA Rail services, thru fares or rail portion of sleepers).

2017-03-13: Federal Government tickets are fully refundable.

2017-02-01: North Carolina travel must be booked thru NC Government agencies internal intranet sites and it is only available to NC State employees.

2016-09-15: New York State travel has to be reserved & uses a Corporate ID for pricing

2015-03-31: Acela and NER only available thru Govt Corp Trvl/Corp Accts

2013-06-22: Corrected typo

2013-04-04:

2013-02-05: New Fare Plans

2012-03-23: New policy

2012-09-17: Revised

### *About this Chapter*

<b>Contact(s):</b> Donna Dicks	<b>Subject:</b> Government Fares
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



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## Gift Certificates

**Chapter Summary:** This chapter describes the various gift certificates honored by Amtrak.

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## Types of gift certificates

There are several types of gift certificates.

Issuer	Type	Comments
Amtrak Vacations offered through mtrakVacations.com	Gift card	Only redeemable through Amtrak Vacations, not at a station ticket office
American Express	American Express gift certificate good on Amtrak	Issued through the American Express award program
Hallmark Insights	Hallmark gift certificate good on Amtrak	Sold at kiosks and through corporate gift programs

### ***American Express***

- These gift certificates are issued by American Express as part of an American Express credit card reward program. They are issued in amounts of \$50.00, \$100.00 or \$300.00.
- They can only be redeemed at a station ticket office.

### **How to tell if it is authentic and not a copy**

- Thick paper
- 5 inches wide, 8.5 inches tall
- Even edges
- Blue American Express logo in upper right corner
- Gray border around edge, both front and back, with the words "American Express" in the border
- Printing on back lines up with printing on front

If one or more of the above is not true, it is a photocopy and not an original. Do not honor it.

Fake American Express gift certificates usually have one or more of these problems:

- Thin paper
- Size can vary
- Edges may be uneven, if torn or cut badly
- No Blue American Express logo
- No gray border or it is muddy and very faded (it won't photocopy)
- Printing on back misaligned with printing on front

If in doubt, avoid a chargeback. Do not honor it.



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### ***Hallmark Insights/Hallmark Business Connections***

- These gift certificates are issued by Hallmark Insights/Hallmark Business Connections as part of corporate gift or employee recognition programs. In some cases, they may be sold through kiosks.
- They can only be redeemed at a station ticket office.

### ***Amtrak Vacations Gift Card***

- The customer goes to [AmtrakVacations.com](https://AmtrakVacations.com) (external site), selects "[Gift Cards](#)", and completes the purchase.
- The Amtrak Vacations gift card can only be redeemed through Amtrak Vacations (800-268-7252) toward the purchase of an Amtrak Vacations package, not at a station ticket office.

## **Terms and conditions**

- Gift certificates do not expire, even after one year (this complies with various state laws regarding gift certificates).
- The certificate may be applied at face value towards payment for Amtrak products or services as described below.
- The certificate must be redeemed at an Amtrak Ticket office (except the Amtrak Vacations gift card). It is not valid on trains. The gift certificate is not an electronic document; therefore, it cannot be redeemed over the phone, nor can a booking be made at Amtrak.com because the gift certificate cannot be applied when booking online.
- Any remaining value after the certificate is applied to a purchase will be returned in the form of a **non-refundable paper value exchange voucher** that may be used towards future purchases. (An eVoucher is not produced as the gift certificate is a paper value ticket.)
  - This exchange voucher is a paper value ticket and the standard lost ticket policy applies to it.
  - The paper value exchange voucher may only be redeemed at a station ticket office.

## **Honoring the gift certificate**

### ***Valid services***

Amtrak gift certificates may be used for the following services:

- Tickets
- Baggage fees in conjunction with travel
- Amtrak Express shipments
- Group deposits and final payments
- Any other service normally sold at a station



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They may not be used for:

- Amtrak Vacations payments
- Purchases at the Amtrak Store at Amtrak.com

### ***Where honored***

The gift certificate is a paper value document and must be redeemed at a station ticket office (including Vancouver BC, Toronto, and Montreal).

- If there is a specific name on the gift certificate, it may only be redeemed by that person.
- If the name GIFT/CERTIFICATE is on the gift certificate, it may be redeemed by whoever presents it.

In either case:

- The person redeeming the gift certificate must present identification.
- The person redeeming the gift certificate may use it to obtain travel for himself or herself, or for another person.

### ***Making the travel reservation***

Create the reservation normally.

- If the reservation amount is less than that on the gift certificate, the remainder may not be refunded. Instead, create a separate reservation with an EXC-VOU paper value ticket exchange voucher for the remaining amount.
- If the reservation amount is more than that on the gift certificate, ask for a second form of payment to cover the difference.

### ***Applying the gift certificate as an upgrade to an eTicketed PNR***

If the gift certificate is worth more than the upgrade amount:

- Use the gift certificate to pay for the upgrade.
- There will be money left over but Arrow will not create an eVoucher.
- Create a separate reservation with an EXC-VOU paper value ticket exchange voucher for the remaining amount.
- Use the remaining value of the gift certificate to pay for the exchange voucher.
- Give it to the customer and explain that it is not refundable, and how to use it.

If the gift certificate is worth less than the upgrade amount:

- Apply the gift certificate toward the upgrade amount and collect a second form of payment for the difference.



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### ***Issuing tickets***

Ticketing: Use the gift certificate form of payment.

- The entire gift certificate must be honored in one ticketing transaction.
- If an exchange voucher was added to the PNR, or if by coincidence the amount of the reservation exactly equals the amount of the gift certificate, this is an even transaction.
- If an additional amount is owed, the gift certificate is the first form of payment and the other form of payment is second.
- If the gift certificate is presented more than one year after it has been issued, it is still valid, but you may have to use the "Other" (OT) form of payment if Arrow will not accept the gift certificate number.

### ***Station accounting***

- Gift certificates honored: ASAP line 662 (auto transfers from PST)
- Gift certificates refunded: ASAP line 575.

### ***Supporting documents***

Certificates will be filed at the station along with other station copies. A separate folder is not required.

### ***Audits***

Certificates must be available for audits, upon request.

### ***Refunds of gift certificates***

- Completely unused gift certificates may only be refunded when the intact gift certificate (*Arrow ticket: ticket stub is present; NRPC 55: honoring copy and passenger receipt*) is presented.
- A refund fee of 25% of the certificate value up to a maximum of \$250.00 will apply.
- If the gift certificate was paid by credit card, the refund will be made to that credit card.
- If the gift certificate was paid with any other form of payment:
  - And there is a specific name on the gift certificate, it will be refunded to that named person, regardless of who paid for it.
  - And the name GIFT/CERTIFICATE is on the gift certificate, it will be refunded to whoever presents it.
  - The purchaser can ensure that he or she will receive the refund by paying for it with a credit card.
- If the gift certificate cannot be refunded by the station agent through the reservation system, if it was paid by cash and the agent does not have the cash



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- on hand, or if it is a form of payment other than credit card or cash, it must be mailed to Amtrak Refunds in Philadelphia for refund processing.
- Use NRPC 3155, mail-in refund form, and send the gift certificate and the form to Amtrak Refunds using NRPC 3156, mail-in refund envelope.
  - Send it US Mail (recommended) or Federal Express – DO NOT put it in the station accounting envelope.
  - The passenger can also send it directly:

Amtrak Refunds, Box 70  
30<sup>th</sup> St. Station  
2955 Market St.  
Philadelphia PA 19104-2898

## **Exchanges and refunds of tickets issued with a gift certificate**

### ***Exchanges***

- If the new travel is of lesser value, Arrow will issue an eVoucher for the difference. This eVoucher is refundable to the extent that any other payment for the original tickets, above that of the original gift certificate, is refundable. The amount paid originally by the gift certificate is not refundable.
- If the new travel is of greater value, ask for a second form of payment.

### ***Refunds***

- If a refund of the tickets is requested, it cannot be processed over the phone or at a station.
- The refund may only be processed by Amtrak Refunds in Philadelphia.

Amtrak Refunds, Box 70  
30<sup>th</sup> St. Station  
2955 Market St.  
Philadelphia PA 19104-2898



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## Appendix

### Gift certificate sample images

AMTRAK  
01 01  
Date of Issue: 29 JUL 14  
Place of Issue: WAS  
Res: 6101CD  
TRAVELER/NEW  
SIGN HERE  
TRAVELER/NEW  
GIFT  
CERTIFICATE  
29 JUL / 28 JUL 15  
RESERVED COACH  
VALID PHOTO ID REQUIRED  
REDEEMABLE AT ALL AMTRAK TICKET OFFICES FOR AMTRAK SVCS. NOT VALID FOR FUEL OF FARES ON TRAINS, BUSES OR FOOD SVC CARS. VALID FOR USE WITHOUT BCPT ATTACHED. BCPT GOOD FOR REF IN FARE DIFF. MAY APPLY  
Form of Payment: \$500.00 0002  
Full Fare: \$500.00  
Fare Plan: GFT4  
Filing ID: GFT-TCE  
T2BA  
Barcode: 2103044004117  
Total Charge: \$500.00  
AMTRAK  
VOID  
RESERVED COACH

Figure 1: Amtrak issued gift certificate (from an Arrow ticket printer)

VOID TEST VOID  
PRINT (RECIPIENT'S NAME)  
VOID VOID VOID DOLLARS  
PRINT DOLLAR AMOUNT IN FULL (NOT TO EXCEED \$1000.00)  
AMTRAK  
GIFT CERTIFICATE  
TOTAL: \$500.00  
VOID VOID 55 0 229 151 6  
AMTRAK

Figure 2: Amtrak.com gift certificate, NRPC 55 (from Staples Fulfillment Services)

Earlier versions of this form may be slightly darker. The latest version is slightly lighter due to the matte finish of the paper. Gift certificate should be presented attached to its cover; if not, carefully inspect the certificate to make sure it is not a copy.





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## American Express Membership Rewards gift certificate

### How to tell if it is authentic and not a copy

- Thick paper
- 5 inches wide, 8.5 inches tall
- Even edges
- Blue American Express logo in upper right corner
- Gray border around edge, both front and back, with the words "American Express" in the border
- Printing on back lines up with printing on front

If one or more of the above is not true, it is a photocopy and not an original. Do not honor it.



Figure 3: Cover



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Already Dreaming of your Next Reward?

Visit [membershprewards.com](http://membershprewards.com) to see everything you can  
get and do with points.

Amtrak

© 2018 Amtrak

Amtrak

Figure 4: Inside booklet, page 1



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\$300.00  
Gift Certificate

Use Points for American Express® Gift Cards

Let the people you care about get exactly what they want, wherever they want. With American Express Gift Cards, your friends and loved ones have the freedom to shop at millions of places, online or everywhere American Express Cards are accepted.

## American Express Gift Cards

With AmeriCan Express Gift Cards, your friends and loved ones can have the freedom to use their gift at millions of places, virtual or even where AmeriCan Express Cards aren't accepted.

• *Journal of the American Medical Association* 279:1279-1281, 1998

- [illegible]

membershipewards.com



**Figure 5: Inside booklet, page 2**



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\$300.00  
Gift Certificate

Amtrak Gift Certificates can be used to purchase train fares on Amtrak's  
FBI's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.

- This Amtrak Gift Certificate may be used to purchase train fares on  
Amtrak's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.
- This Amtrak Gift Certificate may be used to purchase train fares on  
Amtrak's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.
- This Amtrak Gift Certificate may be used to purchase train fares on  
Amtrak's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.
- This Amtrak Gift Certificate may be used to purchase train fares on  
Amtrak's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.
- This Amtrak Gift Certificate may be used to purchase train fares on  
Amtrak's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.
- This Amtrak Gift Certificate may be used to purchase train fares on  
Amtrak's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.
- This Amtrak Gift Certificate may be used to purchase train fares on  
Amtrak's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.
- This Amtrak Gift Certificate may be used to purchase train fares on  
Amtrak's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.
- This Amtrak Gift Certificate may be used to purchase train fares on  
Amtrak's rail lines. For more information, please call Amtrak at  
1-800-USA-RAIL. Terms and Conditions apply.

Amtrak Certificate # **XXXXXXXXXX**

\$300.00

Valid until **06/30/2022**

Expires on 06/30/2022

Figure 6: Inside booklet, page 3



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**Figure 7: Recipient's mailing address, page 4**

### ***Update history***

- 2019-06-17 Station Accounting section updated with information on supporting documents.
- 2018-07-11 Effective July 12, 2018, Manual gift certificates (NRPC 55) were discontinued for sale. All references removed.
- 2018-03-26: Changed refund fee from 20% to 25% & maximum fee to \$250.
- 2016-09-20: When initially honoring the gift certificate, if there is money left over, create a separate PNR with the paper value ticket exchange voucher in it (same as for upgrades, which has the correct instructions). Removed specific RailRes and STARS entries in anticipation of EPIC.
- 2014-12-01: Cleaner copy of NRPC 55 attached.
- 2014-11-20: Information added on how to verify that an American Express Membership Rewards gift certificate is authentic.
- 2014-11-10: Images of Amtrak (Arrow), Amtrak.com, and American Express Membership Rewards gift certificates added.
- 2014-09-16: Service charge applies to gift certificates ordered through Amtrak.com.
- 2014-09-12: New. Replaces G/POL/GFT in Arrow DRS.

### ***About this chapter***

<b>Contact(s):</b> Jesse Wilson	<b>Subject:</b> Gift Certificates
<b>Owner Department:</b> Finance	<b>Group:</b> Revenue Accounting



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## Gift Cards

**Chapter Summary:** This chapter provides guidelines and procedures for the purchase and redemption of Amtrak digital and physical gift cards.

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## Introduction

Amtrak digital and physical gift cards make the perfect gift for Amtrak travel. Effective July 15<sup>th</sup>, 2018, cards can be purchased for use at Amtrak ticket offices, contact centers and for online purchases.

Note: For the purpose of this policy or unless otherwise stated, the term "gift card" refers to both digital and physical gift cards.

## Policy

### *Purchase and general terms*

Amtrak gift cards may be purchased through Amtrak.com, various brick and mortar stores and online retailers. Cards cannot be purchased at stations or via contact centers.

- Gift card denominations vary by merchant. Most cards are variable gift cards where customers pick an amount between \$25 and \$500, and can get the card validated for that amount.
  - Some merchants require fixed denominations where cards will be fixed, e.g., Target, \$50.
  - Best Buy caps the variable value at \$200, so customers may pick an amount between \$25 and \$200.
  - Cards on Amtrak.com can be purchased for any amount from \$25 - \$500.
- Gift Cards may be paid for with cash, a valid VISA, MasterCard, Discover, Diners Club, or American Express credit card.
- Gift cards purchased with a Canadian payment card will be charged in US dollars.
- Amtrak Guest Reward points may not be used to purchase gift cards.
- Gift cards may not be used to purchase other gift cards.
- Gift cards are final sale items and may not be cancelled, returned for refund or exchanged unless required by law.
- Gift cards are not replaced or refunded if lost, stolen or damaged. Gift cards have cash value and should be safeguarded as such.
- Gift cards are disposable and cannot be reloaded.
- Gift card funds are transferable, usage is not restricted to the person to whom the gift card was gifted.
- Gift cards have no expiration date and will be honored until balances have been used.
- Customers may use up to 8 gift cards per transaction.

### *Shipping fees*

With the exception of expedited shipping fees for physical gift cards, no fees of any kind will be imposed on customers or recipients of gift cards in connection with the sale of gift cards purchased online.



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**Shipping methods**

- USPS First Class (*free*)
- FedEx Ground
- FedEx 2 Day
- FedEx Standard Overnight

**Canadian shipping address**

Customers may purchase physical gift cards with a Canadian payment card, a card with a Canadian billing address.

- Customers will be charged in US dollars.
- The shipping address for these purchases must be a US shipping address.
- Amtrak will NOT ship physical gift cards outside the United States.

***Redemption***

Amtrak gift cards are redeemable at Amtrak.com, any station point-of-sale terminal, contact center point-of-sale terminal or the Amtrak app for iPhone or Android. Gift cards are not accepted at Quik-Trak kiosks and on trains.

Purchases will be deducted from the card value until the balance reaches zero.

Cards may be applied at face value towards purchasing Amtrak tickets, products or services sold by an Amtrak station or contact center representative and online.

Cards may not be used for:

- Amtrak Vacations payments.
- Purchasing Amtrak Guest Reward points.
- Purchases at the Amtrak e-store.
- 3<sup>rd</sup> party products such as insurance, Car Rentals, Hotels, etc.
- Amtrak products sold by 3<sup>rd</sup> party vendors.
- Food and Beverages sold on Amtrak trains.
- Ancillary products such as baggage charges, miscellaneous charges, etc. cannot be paid with a gift card as the reservation and ticketing system limits the payment of these products with a credit card only.

***Cash redemption***

Any gift card with a balance of \$10 or less can be “cashed out” by a Customer Service Representative at a ticket office or via the contact center, if a customer requests it.

***Authentication***

To authenticate the gift card in STARS and RailRes, both the gift card number and secure code must be entered.





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When authentication is successful, the system will display the remaining balance in the gift card. When authentication is unsuccessful, the system will display an error message.

**Error messages**

- No balance remaining
- Card Inactive
- Incorrect Secure Code
- Incorrect Gift Card Number

***Form of payment***

Gift card form of payment "GF"

***Multiple forms of payment***

Customers may combine gift cards with other forms of payment supported by Amtrak, except AGR points.

When multiple forms of payments are applied, the reservation system (Arrow) shall determine the redeemed value per payment type by applying the following sequence:

**Amtrak.com and Rider application**

1. Transportation Voucher(s)
2. eVoucher(s)
3. Gift Card(s)
4. Credit Card

**STARS and RailRes**

1. Transportation Voucher(s)
2. eVoucher(s)
3. Gift Card(s)
4. Remaining forms of payment

***Exchanging or refunding tickets***

For tickets originally purchased with a gift card (GF), an eVoucher will be issued under the following conditions.

**Nonrefundable ticket(s)**

When a nonrefundable ticket is purchased and the customer elects to cancel or modify travel, if permitted by the fare rules for the ticket(s), the customer may receive a credit in the amount of all or a portion of the value of the ticket(s). The credit will be provided as a nonrefundable eVoucher.



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**Refundable ticket(s)**

When a refundable ticket is purchased and the customer elects to cancel travel, an eVoucher will be issued in the amount of the refundable portion of your ticket. The refundable portion of the ticket(s) is determined by the fare rules of the ticket(s). A customer may receive a refund of the outstanding value, if an eVoucher is within thirty (30) days of expiration or has expired.

- In order to receive a refund, the eVoucher receipt or a printout of the customer's email notification and customer's name, address and phone number, must be sent to:

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

- The refund may be provided in the form of a nonrefundable eVoucher for the nonrefundable portion of the ticket, if permitted by the fare rules of the ticket.

**Service canceled**

When service is canceled or the purchased class of service is downgraded due to a change of equipment, an eVoucher will be issued in an amount equal to the purchase price of the ticket(s) for the canceled trip or, if applicable, an amount equal to the difference between the cost of the purchased class of service and the class of service to which travel was downgraded.

**eVouchers**

- eVouchers are subject to the policies and procedures set forth at <https://www.amtrak.com/evouchers-your-travel-credits-stored-electronically>.
- eVouchers expire one (1) year from the date of issuance.
- The value of an eVoucher is forfeited on expiration.

***Damaged lost or stolen gift cards***

If a customer reports a gift card damaged, lost or stolen, refer the customer to the Customer Service number printed on the back of the card. Toll Free Phone Number 1-888-999-0016

***Failed digital card delivery***

If a customer has confirmed the recipient's email address but the e-gift card has not been viewed within a reasonable period after the requested delivery date, the most common reasons why delivery may have failed:

- Spam filter blocked email.
- Recipient's firewall blocked the email.



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- Email inbox is over the size limit.
- Invalid email address.

For additional assistance, refer inquiries to customer service.

	Card purchased at...	
	Amtrak.com	Merchant (e.g. Target, BestBuy, Sam's Club, GiftCardMall.com)
Customer Service	CashStar	First Data
Toll Free Phone Number for U.S. and Canada	833-883-3376	1-888-999-0016
Email address	<a href="mailto:amtrakgiftcardsupport@cashstar.com">amtrakgiftcardsupport@cashstar.com</a>	
Hours	8:00 AM to 8:00 PM EST, daily	24 hours, 7 days a week

### ***Card balance***

To check gift or e-gift card balances in STARS or RailRes, enter the gift card number and gift card secure code. Customers may also check balances online or call the number on the back of their gift card, 888-999-0016.

### ***Automated Station Accounting Program (ASAP)***

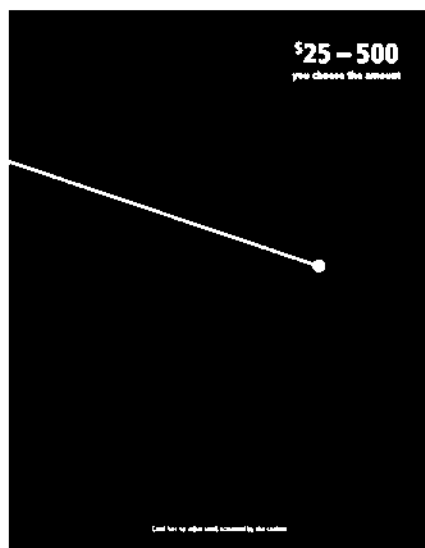
- Gift Card: ASAP line 655 (auto transfers from PST)
- All other Refunds: ASAP line 559 (auto transfers from PST)

### ***Amtrak Vacations Gift Cards***

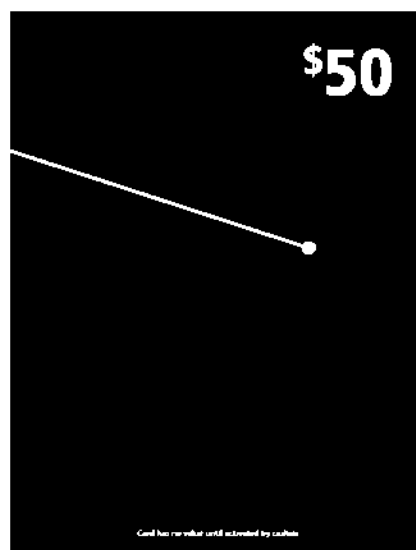
Gift cards issued through AmtrakVacations.com are only redeemable through Amtrak Vacations and not at a station ticket office.

## Appendix

### Sample Physical Gift Cards



**Figure 1: Gift Card Carrier \$25 – 500**



**Figure 2: Gift Card Carrier \$50**



**Figure 3: Card Layout (Front)**

[illegible]

CARD# XXXX XXXX XXXX XXXX    PIN:    \*2345678



3118

© 2003, 2004

**Figure 4: Card Layout (Back)**  
**Card #, Barcode and PIN #**

There are several different ways that the *Staphylococcus aureus* strains can be identified from a sample of DNA. The most common method is by using a polymerase chain reaction (PCR) to amplify a specific DNA sequence, such as the *stx* gene, and then using gel electrophoresis to separate the amplified DNA fragments. Other methods include using restriction endonucleases to digest the DNA and then using gel electrophoresis to separate the fragments, or using a DNA microarray to detect the presence of specific DNA sequences. The choice of method depends on the specific application and the resources available.

TABLE XXXX XXXX XXXX XXXX 49 12345678



FD61033

**Figure 5: Card Layout (Back)**  
Card # and PIN #, only



2020-08-19

## Sample Digital (eGift) Cards

[Dig to](#)[Pin to](#)

### Choose your Gift Card Design

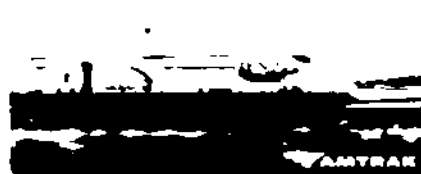


Figure 6: Digital Card Design Options



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***Update history***

2020-08-19 Removed refund available as a gift card.  
2019-01-15 Added Canadian payment cards may be used for purchase of gift cards.  
Physical gift cards will only be mailed to a US shipping address.  
2018-07-10 New.

***About this chapter***

<b>Contact(s):</b> Ann Adams/Beth Bailey	<b>Subject:</b> Gift Cards
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Policy and Standards

## G. Parcel Check/Temporary Bag Storage

Parcel Check/Temporary Bag Storage is a service provided in various stations where customers may temporarily store items at the baggage counter or ticket office for an additional fee. *See station city profiles to determine whether a station offers Parcel Check service.*

### 1. Parcel Check/Temporary Bag Storage Requirements

#### a. Acceptance of Baggage

Items being accepted under Parcel Check/Temporary Bag Storage service must meet the Checked Baggage requirements, never accepting any prohibited items.

#### b. Customer Eligibility

- Customer must have a valid travel document/reservation for travel within 24 hours on an Amtrak train/thruway service departure or arrival.
- A valid state or national form of photo identification if the customer does not have a valid travel document.
  - Identification details such as driver's license number and state or passport number, for example must be written on the *Parcel Check Tag*, NRPC 4002 in an open space on the form.

#### c. Time of Storage

The rate for each item is for the first 24-hour period. After the first 24-hour period additional storage rates will be assessed

- Any baggage stored over 24 hours will have the storage fees recorded on "*Receipt for Storage Charges*" (NRPC 4004) Refer the *Baggage Claimed After 24 Hours of Storage* section in the Checked Baggage section.
- Any items that have been stored for more than 30 days will be disposed of (Refer to Section P "*Disposal of Unclaimed Items*")

#### d. Rate for Storage

- All stations accepting Parcel Check/Temporary Bag Storage will charge *Amtrak ticketed customers \$10.00 per item* to be checked.
- All stations accepting Parcel Check/Temporary Bag Storage for *customers that do not have an Amtrak travel document* but can supply photo identification will be charged **\$20.00 per item** to be checked. Photo ID information must be written on the NRPC 4002
- Listed below are some stations that will honor the Amtrak rate to our Commuter Railroad ticketed customers. If you do not see the Commuter Railroad in question, charge the non-Amtrak rate \$20.00 and then contact Tina Slapcinsky or Phil Bouchard to update the chart below.

Station Code	Railroad(s)	Rate for each item (Customer with valid travel document)
NYP and NWK	NJT	\$10.00
CHI	Metra	\$10.00
WAS and BAL	MARC	\$10.00
PHL and WIL	Septa and NJT	\$10.00
SEA	Sounder	\$10.00
BOS and PVD	MBTA	\$10.00
DAL and FTW	TRE	\$10.00

#### e. Disclaimer of Liability

Amtrak disclaims liability for loss or damage more than \$100.00 for each item handled in Parcel Check service. Additional valuation cannot be declared.

#### f. Identification and Security

Each piece of baggage handled must be adequately protected from loss, theft or damage and identified by a separate "*Parcel Check Tag*" (NRPC 4002) (*Refer to Figure G-1*).

22-FQI-00090 00000000140 "UNCLASSIFIED" 6/2/2022  
**2. Club Acela/First Class/Metropolitan Lounges and Train Delays**

- a. **Stations with designated lounges for First Class customers** may store bags free of charge.
  - A *“Red Cap Check”* (NRPC 4001) must be used to hold baggage.
  - First class customers are not entitled to free storage in Parcel Check Service; this is a free service provided by stations with lounges.
- b. **Customers requesting free storage when facing extreme train delays caused by Amtrak may receive free storage.** A *“Red Cap Check”* (NRPC 4001) must be used to hold baggage. If none area available, have the customer fill-out a *“Baggage Identification Tag”* (NRPC 4007).

**3. Accepting an Item**

- a. **Greet the customer.** *“How may I help you today?”*
- b. **Ask to see the travel documents,** assisting them to pick-up their documents if they do not already have them.
- c. **Ask the customer how many bags they will be checking.**
- d. **Visually inspect the items,** ensuring they meet Section B.2 *“Checked Baggage Requirements”* and the bag is visibly tagged with an identification tag, supplying an *“Amtrak Identification Tag”* (NRPC 4007) if not (*Refer to Figure A-1*).
- e. **Fill out a *“Parcel Check Tag”* (NRPC 4002)** per baggage item the customer’s wishes to check (*Refer to Figure G-1*). The time and date sections may be die stamped on all copies.
- f. **Review the conditions** indicated in the “Notice to Customer” section with the customer.
- g. **Collect appropriate service charges** \$10.00 for all Amtrak customers and \$20.00 for all Non-Amtrak customers for the duration the baggage(s) have been stored. Refer to Section N. *“Accounting”* for ASAP information and processing Credit Cards.
- h. **Tag the baggage item** that incurred the charges.

**4. Delivering an Item**

- a. **Greet the customer.** *“How may I help you today?”*
- b. **Collect the claim check(s)** from the customers. **If the customer has lost their claim checks,** refer to Section I *“Lost Claim Checks – Safe Guard Process”*.
- c. **Match the claim check number(s)** to the number on the baggage item(s), bringing the item(s) to the customer.
- d. **Remove the *“Parcel Check Tag”* (NRPC 4002)** from the item(s) and place the customers claim check(s) above the item tag copy, making sure the spaces align.
- e. **Fill out the date and time** the item was claimed. The time and date sections may be die stamped on all copies.
- f. **If the item(s) have been stored from more than 24 hours,** fill in the “Additional Storage / NRPC 4004” area, following instructions for collecting storage charges (*Refer to Section B.13 “Baggage Claimed After 24 Hours of Storage”*).
- g. **File the claim check** in numerical order and following the retention schedule.



Figure G-1

## Example of “Parcel Check” (NRPC 4002)

**Parcel Check**

Date Received: \_\_\_\_\_ Time Received: \_\_\_\_\_ AM PM

**RELEASE OF LIABILITY**  
HEREBY RELEASE AMTRAK AND ITS CONTRACTORS AND AGENTS FROM ANY LIABILITY FOR DAMAGED, CHECKED BAGGAGE (UNDER CONTRACT NEGLIGENCE OR OTHERWISE) FOR THE CHECKED ITEMS.

**Received Damaged**

☐ Handle/snap/wheel/buckle ☐ Top  
☐ Scratch ☐ Bottom  
☐ Torn ☐ Side  
☐ Dent ☐ End  
☐ Stain or Mark

Signature: \_\_\_\_\_

**Storage Charges Apply per Each 24-hour Period**  
 NOTE: TO PASS NRPC, Amtrak declines liability in excess of \$1,350.00 per item for loss or damage to items stored in parcel check service. Approval of loss or damage must be obtained.  
 The charge for each item is \$ \_\_\_\_\_ for each 24-hour period, starting at the time the article was checked. Amtrak encloses receipt for, and will dispose of any item not claimed for 45 days. Amtrak further declines liability for prohibited articles.  
 CONSENT AGENT FOR FURTHER DETAILS: The customer's acceptance of this claim check constitutes acceptance of the above conditions.

Date Claimed: \_\_\_\_\_ Time Claimed: \_\_\_\_\_ AM PM

**PCK**  
 CUSTOMER RECEIPT  
 Amtrak is responsible for the loss of the Parcel Check (Receipt)

NRPC 4002 Parcel Check (Rev. 1) 6/2/16 6:32 PM

## Instructions for Completing “Parcel Check” (NRPC 4002)

This is an accounting document and must be used in sequential order, accounted for at the end of each shift. Refer to section N. “Accounting”.

<b>Date/Time:</b>	Today’s date and time, checking either AM or PM.
<b>Release of Liability:</b>	If the baggage was received damaged, mark the type of damage and the location on the item(s).
<b>Signature:</b>	The signature of the customer accepting the conditions.
<b>Price:</b>	Write the amount of the per piece parcel check charge in the space provided.
<b>Date/Time:</b>	The date and time when the item was claimed.
<b>Additional Storage NRPC 4004 _____</b>	“Receipt for Baggage Storage Charges” (NRPC 4004) form number.
<b>Copies:</b>	<b>NRPC 4002 (5/2016)</b>
	White Copy (Front): Customer Claim Check
	Green Copy: Station
	Pink Copy: Accounting
	White Copy (Back Tag): Item Tag



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## Forms of Payment Accepted by Amtrak

**Chapter Summary:** This chapter describes the various forms of payment accepted for Amtrak services and the policies that apply for accepting and processing them.

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## Introduction and Policy

The policies in this chapter apply at Amtrak locations. Travel agencies are independent merchants, and each sets its own policies regarding what forms of payment it accepts. Passengers should inquire directly with the travel agency.

Policies for exchanging tickets ("exchange" is a form of payment) and refunding tickets are not within this chapter but may be found in their respective chapters in the Reservation and Ticketing Policies section of the Amtrak Intranet.

All forms of payment are listed in this chapter, but only those where we take in actual "new money" (cash, checks, credit cards) are extensively covered. Other forms of payment are covered fully in their respective chapters, as indicated.

The two-letter paycodes that appear in PNRs, in Arrow cash drawer ticket lists, and on tickets are shown for each form of payment.

Please note: the RailRes/STARS one-letter "shortcut" entries are **not** the official paycodes.

All forms of payment must be in satisfaction of obligations owed to Amtrak (charges for travel, for baggage, for express, for an amount previously owed, etc.). In particular, the acceptance of any form of payment (including but not limited to a check or a credit card charge) as a means for obtaining cash, rather than in payment of a service, is prohibited.

The policies in this chapter apply to customers and to employees.

## Forms of payment - common

### **Cash**

Form of payment "CA"

### **United States money**

United States paper money and coin are accepted for all transactions in stations and on trains\* except for the following, where only credit cards are accepted:

- Amtrak.com bookings
- Call center telephone bookings where the passenger is paying over the phone
- Julie (voice response unit) bookings where the passenger is paying through Julie
- Quik-Trak kiosk payments
- ClubAcela/Amtrak's Metropolitan Lounge transactions



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\* In some cases on board service employees may have difficulty making change for \$50 or \$100 bills, or for \$20 bills if the train has just departed its origin. Passengers are encouraged to make on-board purchases with the smallest denominations possible.

United States paper money is also accepted at VIA Rail Canada stations that sell Amtrak tickets: Vancouver, BC; Toronto, ON; Montreal, QC, and Moncton, NB.

US coin is issued in 1¢, 5¢, 10¢, 25¢, 50¢ (rare) and \$1 denominations. US paper money is issued in \$1, \$2 (rare), \$5, \$10, \$20, \$50 and \$100 denominations. Other than the \$1 coin, the coins give the value in words or names rather than numerically.

Amtrak reserves the right to refuse large amounts of coin (loose or rolled) if there is insufficient time to count the coins or to verify the contents of coin rolls.

[Click here](#) for guidelines on detecting counterfeit money.

### **Canadian money**

**Canadian paper money only (no coins)** is accepted for the following:

- Food purchases on trains that operate to and from Canada.
- Ticket purchases at stations in the United States where trains that operate to and from Canada stop, for those trains only.

**Canadian coins** are only accepted on the Maple Leaf (trains 7097 and 7098) between Toronto and Niagara Falls, Ontario, the portion of this train where VIA Rail Canada employees operate the train and provide food service. These employees also accept United States paper money and Canadian paper money.

Canadian coins are not accepted elsewhere because the bank fees imposed upon Amtrak for shipping the coins back to Canada negate much of their value.

Canadian currency and coin is of course accepted at all VIA Rail Canada stations, including those that sell Amtrak tickets.

Canadian paper money is issued in \$5, \$10, \$20, \$50 and \$100 denominations. There is no Canadian "dollar bill". Canadian coins are issued in 1¢ (discontinued but still valid), 5¢, 10¢, 25¢, \$1 and \$2 denominations.

### **Accepting Canadian paper money in stations**

1. Determine the US dollar value of the Canadian paper money presented.
  - RailRes and STARS: alt/Tools/Currency Exchange, option 1/Specific Amount, enter amount of money presented
  - Command-line: FXC/CADnnn.nn, where nnn.nn = amount of money presented



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- Output (either):

FXC/CAD100.00

\$ 100.00 USD = \$ 94.32 CAD

\$ 100.00 CAD = \$ 106.02 USD

2. Issue the ticket or sell the product in US dollars.
3. Take the Canadian paper money (US value) as payment.
4. Give any change in US paper money and coin.

### Accepting Canadian paper money on trains

The procedures are in Chapter 8 of the Service Standards Manual for Train Service and On-Board Service Employees. The page numbers may change as this manual is revised and accordingly are not shown below. Refer to the Table of Contents at the front of the manual or the Index at the back.

- Conductors: Chapter 8, Section 1
- Lead Service Attendants: Chapter 8, Section 2 (which currently refers the user to the same procedures shown in Section 1).

### Accounting for Canadian paper money in stations

ASAP line number	Description	Example	Enter on this line -
<b>984</b> Canadian Currency	Face value of Canadian paper money accepted	Four \$20 bills, one \$10 bill, two \$5 bills	100.00
<b>191</b> Currency Exch Gains	If the face value of Canadian currency is <b>more</b> than the US equivalent	\$100.00 CAD = \$ 94.02 USD*	5.98 (100.00 - 94.02)
<b>613</b> Currency Exch Loss	If the face value of Canadian currency is <b>less</b> than the US equivalent	\$100.00 CAD = \$106.02 USD*	6.02 (106.02 - 100.00)

\*Arrow-calculated value. For conductor/LSA remittances, use the value the employee determined, which is shown on the remittance form.

This applies to both Canadian money taken in over the counter (using Arrow to determine the exchange value), and Canadian money accepted from conductors and lead service attendants in remittances (using the exchange value determined by the conductor or LSA and shown on the remittance form).



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### Depositing Canadian paper money

1. Use a separate deposit slip.
2. Write "Canadian Currency" clearly on the deposit slip.
3. Include the currency with the rest of your deposit.

### **Money from other countries**

No cash from any other country is accepted by Amtrak. The customer will need to exchange the money at a bank or commercial foreign exchange office.

### **Refunds**

There is no policy restricting the amount of any cash refund at a station. If the cash is on hand, the ticket is refundable, and the passenger is entitled to refund the ticket, it may be processed.

Nonetheless, except for tickets that will be used immediately, passengers paying with cash should be informed at the time of sale – and at the time of refund inquiry – that stations deposit their money immediately, keep little cash on hand, and as a result at most stations a refund for higher-value cash tickets is often not possible.

All cash refunds must be processed through STARS/Arrow. Any cash refund that cannot be so processed must be sent to Amtrak Refunds at 30th St. Station in Philadelphia, which will issue a refund check to the customer. This includes situations where a ticket paid by cash is presented at a station, but the station does not have enough cash on hand for the refund; DO NOT hold the tickets and attempt to build up the funds over a several-day period. Send the tickets to the address below, using NRPC 3155, mail-in refund, and NRPC 3156, mail-in refund envelope. Full name and address information must be included on NRPC 3155 so we know where to send the refund check. Send this by US Mail or Federal Express only; DO NOT include it in the station sales envelope.

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



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## Checks

Form of payment "CK"

### Personal

Amtrak does not accept personal checks – not in stations, nor on trains. This includes employees paying shortages – this payment must be made by cash, credit card or payroll deduction.

### Exceptions

Amtrak will accept personal checks as payment for **group travel** (deposits and final payments only, not for meals on trains) under the following conditions:

- The check must be payable to Amtrak.
- The check must be for the exact amount of the group deposit or final payment.
- The check must be processed through an Arrow ticketing interaction.
- The check must be drawn on a United States bank, in United States dollars.
- The check must have the micro-encoded routing and account numbers on the bottom.
- The check must have the account holder's name **preprinted** (not typed) on the check.
- Examine the check for evidence of duplication, counterfeiting, or forgery.
- One form of current (not expired) government-issued photo identification is required.
- The account owner must personally present the check and sign it in the presence of the Amtrak agent.
- The identification must be that of the person upon whose account the check is being written.
- The identification must verify the address of the person who is writing the check; this address should be preprinted on the check; if not, must be written in.
- Stamp the check on the back in the merchant endorsement area (ONLY) with your check deposit stamp, and write the presenter's identification, the group PNR number and the deposit/final payment/book ticket numbers where indicated.
- Write the writer's phone number on the check if it is not there already.
- Write the account number you have entered into Arrow above the signature. Banks often punch holes through the micro-encoded account numbers when returning a check unpaid and this will enable us to hotlist the check if it is returned.





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- Die stamp or validate the check on the front (ONLY). Do not obscure information on the check, particularly the amount, the signature, and the micro-encoded account numbers.
- Write the ticket number of the deposit or the final payment in the upper right area of the front of the check.
- Tell the payer that the group reservation is subject to cancellation if the check does not clear the bank.

### **Business and government**

Amtrak accepts business, including religious organizations and government checks under the following conditions:

- The check must be payable to Amtrak and for the exact amount of the purchase.
- The check must be processed through an Arrow ticketing interaction; if the transaction is not a ticketing transaction, through the Arrow/STARS check hotlist interaction (alt-protect/hot list/check verification).
- The check must be drawn on a United States bank, in United States dollars.
- The check must have the micro-encoded routing and account numbers on the bottom.
- The check must have the company name, address and phone number preprinted on the check (no counter checks). Verify the address and phone number through a telephone listing (paper book, if available; or online, using a computer at your location that has access to the outside Internet; if necessary, ask your supervisor for assistance).
- Examine the check for evidence of duplication, counterfeiting, or forgery.
- The check may be pre-signed.
- Stamp the check on the back in the merchant endorsement area (ONLY) with your check deposit stamp, and write the PNR number and ticket numbers where indicated.
- The person presenting the check must show you one form of current (not expired) government-issued photo identification and proof that he or she is an employee or agent of the company or government agency upon which the check is drawn (employee identification or similar).
- Write the identification information (both) of the presenter on the check.
- Write the account number you have entered into Arrow above the signature. Banks often punch holes through the micro-encoded account numbers when returning a check unpaid and this will enable us to hotlist the check if it is returned.
- Die stamp or validate the check on the front (ONLY). Do not obscure information on the check, particularly the amount, the signature, and the micro-encoded account numbers.



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- Write the ticket numbers or other document numbers in the upper right area of the front of the check.

### Refunds

All refund requests for tickets or other services paid by check must be sent to the Amtrak Refund Office at Philadelphia 30th St. Station, which will make sure that the check cleared the bank before issuing the refund (which will itself be in the form of a check). The old "21-day wait" policy for refunding in cash at stations is discontinued, as is the policy allowing a refund at the station if an image of the front and back of the paid/cancelled check is presented.

Send the tickets (using NRPC 3155, mail-in refund, inside NRPC 3156, pre-addressed envelope) – or have the customer send the tickets – to:

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

### Returned checks

If you receive a returned check from the bank:

1. Put the ticket numbers paid for by the check on the hot list. STARS: alt-P/Protect, H/Hot List, B/Add Bad Check Ticket. This will prevent the tickets issued against the check from being exchanged or refunded.
2. Put the envelope from the bank and all of its contents (check, bank notice, etc.) into another envelope, and immediately send it by U.S. Mail, with sufficient postage, to:  
Returned Checks  
Bank Recon Group, Box 27  
Amtrak  
30th Street Station  
2955 Market St.  
Philadelphia PA 19104-2898
3. Do not:
  - Attempt to contact the check writer.
  - Attempt collection locally in any way.
  - Keep the check at your station.
4. You are not required to keep any record of the returned check or the returned check advice form at your station.



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5. Customers with inquiries or disputes about returned checks, or who continue to get letters from the collection agency even after making payment, may call Bank Recon at 215-349-2651.

#### Checks may not be used to obtain cash

Check transactions made with the intent of obtaining cash, rather than purchasing a service, are prohibited. This applies to customers, employees, and anyone else. Violators of this policy are subject to legal and disciplinary action.

#### **Travelers Cheques**

Amtrak does not accept travelers cheques.

#### **American Express gift cheques**

These are similar to travelers cheques, which Amtrak does not accept – we do not accept these gift cheques either. They are normally gold in color.

Do not confuse these with American Express gift certificates which we **do** accept as part of a program between Amtrak and American Express.

#### ***Digital Wallet***

On Amtrak.com and the Amtrak App reservations can be purchased using PayPal, Apple Pay, and Google Pay. RailRes and STARS will not accept any of our digital wallet partners as payment types.

#### **Google Pay**

Form of payment "GL"

Google Pay is a digital wallet platform and online payment system developed by Google to power in-app and tap-to-pay purchases on mobile devices, enabling users to make payments with Android phones, tablets or watches.

Only accepted on Amtrak.com and the Amtrak App.

#### ***Upgrade***

Agents can only upgrade, using another form of payment.

#### ***Downgrade***

Agents can downgrade and refund to the original form(s) of payment (i.e. initially paid with GL and Evoucher then refund will go back to GL and eVoucher).



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***Even Exchange***

Agents can do an even exchange.

***Refunds***

Reservations can be canceled and refunded to the original form of payment within RailRes/STARS, following existing refund rules.

***Apple Pay***

Form of payment "AL"

Apple Pay is a mobile payment and digital wallet service by Apple Inc. that allows users to make payments in person, in iOS apps, and on the web using Safari. To use Apple Pay as a payment method, the customer must use an Apple based device (i.e. iOS) and the Safari web browser, or an Apple based device with the most updated version of the Amtrak App.

Only accepted on Amtrak.com and the Amtrak App.

***Upgrade***

Agents can only upgrade, using another form of payment.

***Downgrade***

Agents can downgrade and refund to the original form(s) of payment (i.e. initially paid with AL and eVoucher then refund will go back to AL and eVoucher).

***Even Exchange***

Agents can do an even exchange.

***Refunds***

Reservations can be canceled and refunded to the original form of payment within RailRes/STARS, following existing refund rules.

***PayPal***

Form of payment "PL"

PayPal Holdings, Inc. is an American company operating a worldwide online payments system that supports online money transfers and serves as an electronic alternative to traditional paper methods like checks and money orders. The company operates as a payment processor for online vendors, auction sites, and many other commercial users, for which it charges a fee in exchange for benefits such as one-click transactions and password memory.



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***Upgrade***

Agents can upgrade a PNR paid with Pay pal as the form of payment and/or another form of payment.

***Downgrade***

Agents can downgrade and refund to Digital Wallet or to the form of payment the PNR was purchased with (i.e. initially paid with PL and eVoucher, then refund will go back to PL and eVoucher).

***Even Exchange***

Agents can do an even exchange.

***Refunds***

Agents can refund to Digital Wallet FOP or to the form of payment the PNR was purchased or modified with (i.e. initially paid with AL and eVoucher then refund will go back to Digital Wallet and eVoucher).

Note: Pay Pal is the only Digital Wallet that agents can charge after modification.

***Charging to PayPal***

Required FOP- (P) PayPal and a PayPal ID  
PayPal ID cannot be altered.

***Money orders and cashier's (bank) checks***

Form of payment "MR"

Amtrak does not accept money orders.

For cashier's (bank) checks, these are accepted under the following conditions:

- Cashier's checks may only be used to pay for group deposits and group final payments.
- The cashier's check must have been issued by a local bank or a recognized national bank (Bank of America, Wells Fargo, Citibank, etc.)
- The cashier's check must be payable to Amtrak and this must be typed in, not handwritten.
- The dollar amount of the check must be machine-imprinted, not handwritten or typed.
- The maximum amount of change that may be given is \$20.00.
- The passenger presenting the check must present government-issued photo identification.



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- Stamp the check on the back in the endorsement area (ONLY) with your check deposit stamp, and write the presenter's identification, the PNR number, and the ticket numbers where indicated.
- Die stamp the check on the front (ONLY). Do not obscure information on the check, particularly the amount, the signature, and the micro-encoded account numbers.

### Refunds

All refund requests for tickets or other services paid by cashier's check must be sent to the Amtrak Refund Office at Philadelphia 30th St. Station, which will make sure that the cashier's check cleared the bank before issuing the refund (which will itself be in the form of a check).

Send the tickets (using NRPC 3155, mail-in refund, inside NRPC 3156, pre-addressed envelope) – or have the customer send the tickets – to:

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

### Cashier's checks may not be used to obtain cash

Cashier's check transactions made with the sole intent of obtaining cash, rather than purchasing a service, are prohibited. (Change – maximum \$20.00 – from the purchase of a service is permitted, but there must have been a purchase.) This applies to customers, employees, and anyone else. Violators of this policy are subject to legal and disciplinary action.

### Payment (credit) cards

Form of payment "AX", "DS", "IK", "TP" and "VI"

A payment card is any card with an American Express, Discover, MasterCard, UATP, or Visa logo. There are several types, as indicated in the table below. Most passengers will refer to any of these as "credit cards" since that is how they are used.

Payment card type	How it functions
Credit card	The card accesses a line of credit with a financial institution. The passenger receives a statement and pays the charges either in full or over time.



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Payment card type	How it functions
Debit card, also known as a "check card"	The card is accepted as a credit card, but actually takes money out of a bank account (usually a checking account) rather than accessing a line of credit. Amtrak does not accept this type of card if a PIN (personal identification number) entered on a keypad is required to use it.
Gift card and other stored value cards such as Visa BUXX and American Express prepaid cards	The card is accepted as a credit card, but actually accesses stored funds represented by the card. When the stored funds are used up further use of the card is declined.
Transit subsidy card	The card is accepted as a credit card, but accesses a special account that is funded by an employer or otherwise. The funds and hence the card may only be used for Amtrak multiride or commuter authority ticket purchases.

### Payment cards accepted by Amtrak

Amtrak accepts American Express, Discover, MasterCard, UATP (Universal Air Travel Plan), and Visa cards at station ticket offices, Quik-Trak kiosks, call centers, and on trains.

Type of card	Form of payment	No. of digits	Number begins with
American Express	AX	15	34, 37
China Union Pay	DS <sup>3</sup>	16	62
Diners Club	DS <sup>3,4</sup>	16 14	30, 38, 39 36
Discover <sup>1</sup>	DS <sup>3</sup>	16	60, 64, 65
Japan Credit Bureau	DS <sup>3</sup>	16	35
Mastercard	IK	16	22 through 27 51 through 55
Universal Air Travel Plan <sup>1,2</sup>	TP	15	1
Visa	VI	16	4

Exceptions:

<sup>1</sup>VIA Rail Canada stations that sell Amtrak tickets and charge the card through the Arrow terminal accept Discover cards and the UATP card. If the transaction cannot be processed through the Arrow terminal, VIA does not accept these cards.

<sup>2</sup>The UATP Card is accepted only for payment of fares at stations, at call centers, at travel agencies for Amtrak fares, and on Amtrak.com. It is not accepted on trains for payment of fares, and it is not accepted anywhere for food and beverage purchases – this is a restriction imposed by the card issuer.



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<sup>3</sup>These cards are processed through the Discover network.

<sup>4</sup>If the Diners Club card has a MasterCard logo, process it as a MasterCard card. If it does **not** have a MasterCard logo, process it as a Diners Club card.

### **Expiration**

The card must not be expired, even by one day (a card with an expiration date of 7/2019 expires on July 31, 2019, and may not be accepted on August 1, 2019).

### **Cards may not be used to obtain cash**

Payment card transactions made with the intent of obtaining cash, rather than purchasing a service, are prohibited. This applies to customers, employees, and anyone else. Violators of this policy are subject to legal and disciplinary action.

Employees are not allowed to take cash from customers and make purchases at stations with their personal credit card for customers.

### **How to accept credit cards as payment**

When a customer presents a credit card as payment, the responsibility of the ticket agent is to match the credit card signature on the purchase receipt with the signature on the credit card. If the signatures match, no identification is required.

If the signature does not match the signature on the purchase receipt, the Customer Service Representative must request identification, but only when the signatures do not match.

If the credit card has "SEE ID" on the signature panel, the customer is requesting that you ask for identification for each transaction and the Customer Service Representative should ask for identification.

### **Payment card security**

Payment card information must be protected at all times. Payment card information includes the cards themselves, the account numbers and the machines used to accept payments.

- Paper documents that contain credit card information must be stored in locked containers, safes, or drawers.
- No unauthorized person (employee or not) may ever have access to documents containing credit card information.
- Destroy all pieces of paper that contain credit card information and that are no longer needed. Do not throw them away. Either put them in authorized destruction bins or shred them in cross-cut shredders.
- Never include a payment card account number in an e-mail.





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- [Click here](#) for a policy document with additional details. This document is to be considered part of this form of payment policy chapter.

**Authorization required**

All transactions paid with payment cards of whatever variety must be authorized through an automated payment card processing system used (Arrow, conductor hand-held terminal, or food service car point of sale terminal).

If the transaction is declined, do not accept the card. Ask for another card or another form of payment.

**Accepting payment cards when Arrow is down**

If all Arrow terminals are down at your station but you have a functioning Quik-Trak kiosk, direct the passenger paying by payment card to that kiosk to make reservations and obtain tickets. If feasible and possible, assist the passenger with using the kiosk, and with contacting the call center for reservation assistance, if necessary. Do not process the payment card sale manually.

**Card-present transactions (station, conductor, food service car)**

Where a payment card is presented to an agent and a signature obtained, the following conditions apply:

- The card must be signed on the back in ink. If the phrase "See ID" appears, demand valid, unexpired government-issued identification bearing a photo and a signature (driver's license, state ID card, or passport); compare the photo to the appearance of the person presenting the card and the signature on the ID to the signature on the card. Do not accept the card if there is a mismatch to either the photo or the signature.
- The card must be presented by the person whose signature is on the card. Credit cards are not transferable.
- The signature on the charge document must match the signature and name on the card.

**Card-present transactions must be swiped**

Transactions at channels where the physical card is presented (ticket counter, Quik-Trak kiosks, payment of fares on trains, payment for food and beverages on trains) must be swiped through an automated payment card reader (ticket counter keyboard, Quik-Trak reader, conductor credit card terminal, station handheld credit card terminal, food and beverage credit card terminal).

If the screen display of the swipe reveals a name or account number that does not match the name or account number on the card itself, the card has been cloned or



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counterfeited. Do not accept the card. In a discreet manner, and if feasible and safe, ask for police assistance.

If the payment card reader will not accept the card swipe, do not accept the card; ask for another card or another form of payment.

Exception for station ticket office STARS terminals **only**:

- If the card fails to register when swiped into the payment card reader on the Cherry keyboard, only then may you manually enter the card number into STARS. **Do not do this without first attempting to swipe the card in the payment card reader on the keyboard.** If the card is not accepted after you manually enter the number into STARS, ask for another card or another form of payment.
- If numerous cards will not register in the card reader, it may need cleaning.
- **Station ticket offices may not accept telephoned or other requests from conductors to charge a passenger's credit card.** The conductor is not supposed to be calling stations for this purpose – there is a phone number to the support desk of the contact center on the conductor's eTicketing Mobile Device itself, and they are to call only that number for all credit card charge requests, or they are to use their own automated credit card terminals (Capitol Corridor only).

Baggage and express transactions at stations use paper forms (NRPC 147, NRPC 4002, NRPC 4003, etc.) for the transaction itself but the credit card must be charged through Arrow/STARS, even if an Arrow/STARS terminal is not at the baggage or express counter. [Click here](#) for instructions.

#### **Card-not-present transactions (contact center, Amtrak.com, Julie)**

Payment cards accepted in "card not present" transactions require the entry of the CVV (card verification value) number (call center procedures call this the "verification number"). This number must be provided by the customer as part of the transaction – it proves the customer has the card in hand. It only appears on the card – it never appears on any document, and it does not appear when the card is swiped – it must be keyed in. **Writing down or making any record of the CVV is prohibited** – you must remember it and key it into your keyboard or terminal. The CVV may be found:

- All cards except American Express: Three digits at the right of the signature panel on the back of the card.
- American Express: Four digits imprinted above the card number on the front of the card.



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The postal code (US: ZIP code) that is part of the card billing address (the address to which the card statements are sent) must be included in the 5ZIP field (RailRes: "Billing ZIP") of the PNR.

- Card issued by a US bank, billing address is in the US: The US ZIP code is required.
- Card issued by a US bank, billing address is in another country: The card will reject and cannot be accepted. Ask for a different card.
- Card issued by a non-US bank, billing address is not in the US: In RailRes, enter the non-US postal code and country code where indicated. Most countries have postal codes. If there is no postal code, enter 99999 in the Billing Zip box and the two-letter country code where the customer's billing address is in the country code box.

#### **Declined transaction: no workarounds and no manual authorization**

**There is no workaround** for a declined authorization, for a card that fails to register, for a card that fails postal code (ZIP code) verification, or for a customer who does not know the CVV, and no provision for manual authorization by phone or other means. If the automated system declines the transaction, do not accept the card.

You may get one of these responses:

- "DO NOT HONOR" or other similar message – this means the charge was not approved. It is a final decision by the authorizing system.
- "CREDIT CARD PROCESSED TOO MANY TIMES" or other similar message – for security reasons there are limits on how often in a given time period a card can be used, and the use of this particular card has exceeded these limits. This will also happen if there are three or more declines (Amtrak.com, Julie, call center), so call center agents should be careful to key in the card number and CVV number correctly the first time.
- "DENIED – NO ZIP CODE MATCH" – the caller has given the contact center agent the wrong billing Zip code. Ask for the Zip code that is in the address to which the monthly statement is sent. Be aware for callers giving you different numbers one after the other – the chances are very high this is a stolen card and the caller is fishing for the Zip code that will work; resolving this "problem" is not a customer service issue.

If you see any of these messages, make no further attempt to use the card in a transaction. Politely request an alternate form of payment.

- Do not try to "fix" the problem by calling the bank on behalf of the customer. Advise the customer that he or she must contact the bank directly to resolve any issues.



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- Do not keep swiping the card to see if it will take another time - this will cause further problems with the customer (each swipe is another hold on the customer's line of credit for the amount of the attempted purchase, possibly blocking any other use of the card) and the charge will still not go through.
- Do not attempt "workarounds" such as a manual credit card charge form, a book ticket, etc. The charge was not approved; you cannot make it go through otherwise, and trying this tactic may well result in a chargeback to your station and to you.

## **Refunds**

Refunds are made back to the card to which the transaction was charged. Do not refund cash for any payment card sale.

Do not refund at the station any ticket more than 325 days old – it may appear to accept in Arrow but will reject offline. Send the ticket to Amtrak Refunds in Philadelphia for refund processing using NRPC 3155, mail-in refund form, inside NRPC 3156, mail-in refund envelope.

If the customer tells you that the card was cancelled after the purchase was made, do not process the refund locally but send it to Amtrak Refunds in Philadelphia as above with a full explanation of the situation.

## **Debit cards**

These are payment cards that access a customer's bank account rather than a line of credit.

Amtrak accepts debit cards (sometimes called "check cards") that contain the logo of one of the payment cards Amtrak accepts (most commonly Visa or MasterCard, sometimes Discover). They will be processed as credit card transactions.

Amtrak does not accept debit cards that require the entry of a PIN (personal identification number) as part of the transaction.

Refunds will be made back to the debit card to which the transaction was charged.

## **Gift cards, stored-value cards, and other prepaid cards with a credit card logo**

These are cards that accessed a prepaid, stored amount of money, not a line of credit or a bank account. Payment cards of this type must contain a credit card logo of one of the payment cards that Amtrak accepts.

Refunds will be made back to the card, so be certain to tell the customer not to dispose of it once its value is used up until he or she is certain that nothing purchased with it



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(including Amtrak tickets and services) will ever be returned. For Amtrak travel, this normally means waiting until the trip is completed.

**Transit subsidy stored value cards**

Some employees are given their tax-free transit subsidies by means of a stored value card, normally with a MasterCard or Visa logo. WageWorks is one such card. These cards are limited to certain merchants that sell transit services (Amtrak is one). These cards may only be used to purchase tickets.

Only the person whose name appears on the travel document may use the document for travel. The subsidy is non-transferable.

Refunds of commuter tickets paid with transit subsidy stored value cards are subject to the refund policies of the ticket purchased, which may vary by fare plan and carrier. The refund may only be made back to the transit subsidy stored value credit card that was used to pay for it. It may never be made in cash or given out in the form of an exchange voucher or eVoucher.



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### Amtrak Vacations Gift Cards

Customers can now purchase Amtrak Vacation gift cards that are valid for Amtrak Vacation products only, and may only be redeemed through Amtrak Vacations. **These cards are not valid for redemption at an Amtrak ticket office or contact center, or through Amtrak.com.** Please do not confuse this with a gift certificate and issue tickets with a GC form of payment. A picture of the card is below as an example. (note clearly the instructions on the back of the card – second image)



### Manual credit card charges

Form of payment "CM"

**This form of payment may not be used.**

Charging through Arrow or an automated point of sale terminal must be done in all cases. This includes situations such as charges at a baggage or express counter when



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there is no Arrow ticketing capability or automated payment card processing capability at that counter. A "BAG-CHG" or "EXP-CHG" ticket, in the amount of the baggage charges or waybill, must be issued at the ticket counter, in order to charge the card, even if this is less convenient and adds to the time taken by the transaction; [click here](#) for procedures.

See also the chapter "Ticketing When Arrow is Unavailable", which may help you avoid manual credit card charges if only your station's Arrow equipment is not functioning.

[Click here](#) for additional information.

### ***Payment cards at VIA Rail Canada stations***

The four VIA stations with Arrow equipment – Vancouver, Toronto, Montreal and Moncton – process Amtrak payment card transactions through the Arrow terminal, under the same policies and procedures used by Amtrak ticket offices.

Before February 2012, VIA did not charge payment cards through the Arrow terminal, but instead converted the amount of the transaction to Canadian dollars and charged the payment card using a Bank of Montreal point of sale terminal, under VIA's payment card acceptance policies. There may be a few rare cases after February 1, 2012 where a particular transaction may still need to be processed this way.

When the Bank of Montreal point of sale terminal was used, the tickets were issued from Arrow using form of payment "VC" (for VIA Credit Card).

### **Refunds**

- If a refund of such a ticket is requested at a **VIA Rail Canada station**, VIA will use the point of sale terminal to process the refund. The payment card used for the transaction will be needed.
- If a refund of such a ticket is requested at an **Amtrak ticket office or through Amtrak Refunds**, it cannot be reversed in Arrow, and any attempt to do so will not put the money back on the credit card. (Nonetheless, cancel the space in the PNR so it can be resold.) The credit card transaction was not done through Arrow and Arrow has no record of it. Arrow will respond with this message:

TOTAL AMOUNT REFUNDED:	31.00
AMOUNT REFUNDED TO CREDIT CARD:	31.00

PREPARE MANUAL CC REFUND FORM TO COMPLETE TRANSACTION WITH
VC 1234      31.00      TO BE REFUNDED

The refund must be sent to the Philadelphia refund office. Include a copy of the receipt that was issued from VIA's point of sale terminal, if the passenger has it. Use NRPC 3155,



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manual credit card refund, and NRPC 3156, pre-addressed envelope. Complete NRPC 3155 fully, including the passenger's complete mailing address, and include the passenger's phone number in the remarks section of the form in case more information about the transaction is needed.

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

### ***Gift certificates, cards, checks***

Form of payment "GC"

The following forms of payment are covered in the separate [Gift Certificate](#) chapter. [Click here](#) for details.

- Gift certificates sold by Amtrak on Arrow ticket stock (stations, contact centers)
- Gift certificates sold through the Amtrak Store on Amtrak.com and mailed by a third-party fulfillment house using old NRPC 55, handwritten Amtrak gift certificate
- Gift certificates good on Amtrak, issued by American Express
- Gift certificates good on Amtrak, issued by Hallmark

For **gift cards that have a stored value with a credit card logo**, see the [credit card](#) [section](#) above.

**American Express gift checks** are gold in color and resemble the American Express travelers check. Amtrak does not accept these.

### ***Tickets, exchange vouchers, and refund vouchers***

Form of payment "EX"

This includes:

- tickets taken in for exchange
- exchange vouchers honored
- refund vouchers honored as exchange rather than refund (this is allowed)

This is covered in the separate exchange policy and procedure chapter, which is being written. A link to that chapter will be provided when that has been completed. In the meantime [click here](#) for a basic chapter and also see POL/EXC in Arrow.





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Please note that whenever you are using more than one form of payment in a transaction, **Exchange, if one of the forms of payment, must always be the first form of payment entered.** Otherwise the ticket exchange process will not calculate correctly.

### ***On-board sale credit***

Form of payment "OB"

Under the revised on-board fare policy that went into effect in the summer of 2012, payments made to conductors on trains may not be applied toward other travel, even if a through fare had been booked. Price the remaining portion of the PNR separately from the portion paid to the conductor, and charge the fare for that remaining portion, using normal ticketing procedures.

In an extraordinary situation where due to a passenger hardship or inconvenience, credit for the fare paid to the conductor is being exceptionally allowed by the Customer Relations desk or other authorized contact center person, follow the procedures below.

The "OB" form of payment is used when a passenger has a multi-segment PNR, and the first segment originated at a station where the only way the passenger could pay for the travel and obtain a ticket was to pay a fare on the train to the conductor. The conductor normally collects the fare for and issues a Conductor On-Board Ticket Stock (COTS) only for the first train.

Here is how to process this transaction:

1. Take the COTS receipt from the passenger
2. Display the PNR. It should include the first segment that was ticketed by the conductor, because that segment should have been protected by a call center agent. Reconstruct the PNR if necessary, protecting the original fare.
3. Show the COTS receipt as one form of payment ("OB", for on-board payment), entering the amount paid that is shown on the receipt.
4. Collect the difference from the passenger, showing that as the second form of payment, using the appropriate form of payment (cash, credit card, etc.)
5. Issue all the tickets through Arrow, including the ticket for the segment already traveled.
6. Detach the lift coupon from the ticket for the segment already traveled and staple the COTS receipt to it. The stub from that ticket is now the passenger's **new** official receipt for that segment. Mark that ticket "COMPLETED TRAVEL".
7. Give the rest of the tickets to the passenger.
8. Report the amount of the COTS receipt (stapled to the lift coupon) on ASAP line 582, "ON BOARD SALE".
9. Submit the COTS receipt (stapled to the lift coupon) with your agent sales report.



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## Transit subsidy documents

### *Conditions of use*

Transit subsidy documents (checks, coupons\*, payment cards) are only accepted for the purchase of commuter type tickets. Checks or coupons\* may be limited to certain carriers or regions. Commuter type tickets are defined as:

- Any multiride ticket (monthly, 10-ride, 6-ride, etc.) for travel on Amtrak trains. Transit subsidy payments may not be used to purchase Amtrak one way tickets or any Amtrak ticket type other than a multiride ticket.
- Any ticket (weekly, monthly, etc.) for travel on a commuter carrier for which Amtrak sells tickets ([click here](#) for details).

\*Transit subsidy coupons are not currently accepted by Amtrak, except in the Washington-Baltimore area for MARC. See page 22.

### *Transit subsidy checks*

Form of payment "KT"

These are actual checks payable to a transit service provider that can be deposited in the bank.

"Transit subsidy check" is the **generic** name for this type of document. They are issued under a variety of brands such as "Transitchek", "TranBen" and others, depending on the agency or program that issued it.

What you need to look for:

- It is an actual check (with bank routing and account numbers at the bottom).
- It is issued for a fixed amount.
- The "pay to the order of" section indicates phrasing such as "transit service provider" or similar.

### **Ticketing**

1. Issue the ticket with form of payment "KT".
2. If the value of the ticket is greater than that of the transit subsidy check, collect the difference from the passenger.
3. If the value of the ticket is lower than that of the transit subsidy check, no change may be given. Either:
  - Sell additional eligible tickets to use up the difference, or



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- Use NRPC 169, Miscellaneous Revenue, to report the difference. On NRPC 169, write "Transit subsidy check overage" and the amount. Report NRPC 169 in ASAP on line 042.
- 4. Stamp the check on the back in the endorsement area (ONLY) with your check deposit stamp, and write the presenter's identification, the PNR number, and the ticket numbers where indicated.
- 5. Die stamp or validate the check on the front (ONLY). Do not obscure information on the check, particularly the amount, the signature, and the micro-encoded account numbers.
- 6. Report the transit subsidy check in ASAP on line 989.
- 7. Deposit the transit subsidy check with your cash, and other checks if any.

### **Refunds and exchanges**

No refunds of any kind may be made, nor may an exchange voucher, an eVoucher, or other credit be given, for the portion of the ticket paid with a transit subsidy check. If a passenger paid an additional amount because the transit subsidy check did not cover the full value of the ticket purchased, refund of that additional amount is subject to the refund policies of the ticket purchased, which may vary by fare plan and carrier.

For this reason please be very careful the ticket is issued correctly the first time – there is no "spoil" function.

Exchanges of commuter tickets paid with transit subsidy checks are also subject to the exchange policies of the ticket purchased, which may vary by fare plan and carrier.

If a passenger does not use a ticket paid with a transit subsidy check, or exchanges it (where allowed) for a commuter ticket of lesser value, have him or her contact the office that provided him with the transit subsidy check for instructions on how to handle the situation.

### ***Transit subsidy coupons***

Form of payment "CT"

These are coupons, not checks, issued by a few transit authorities. They normally have a preprinted value. There may be restrictions printed on the coupon, such as how many can be accepted in one transaction (the usual limit is ten).

**As of the date of this bulletin, Amtrak does not accept any transit subsidy coupons, except at BAL, BWI, NCR, WAS and ALX, where the "Commuter Choice Maryland" coupon is accepted toward the purchase of MARC tickets (only). These come in \$1, \$5,**



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\$10, \$20 and \$64 denominations. See the [Commuter Train Services](#) chapter (click the link or go to Library > Train Services > Other Train Services) for details.

The procedures below apply only to the above five stations that accept the Commuter Choice Maryland transit subsidy coupon toward the purchase of MARC tickets.

### **Ticketing**

1. Issue the ticket with form of payment "CT".
2. If the value of the ticket is greater than that of the coupons, collect the difference from the passenger.
3. If the value of the ticket is lower than that of the coupons, no change may be given. Either:
  - Sell additional eligible tickets to use up the difference, or
  - Write the actual amount for which honored on the face of the coupon. If you were given more than one coupon, you accepted all but one at its face value, so write this amount on the one that you did not accept at face value.
4. Report the transit subsidy coupons in ASAP on line 608.
5. Submit the transit subsidy coupons with your sales report, in the billable documents envelope.

### **Refunds and exchanges**

No refunds of any kind may be made, nor may an exchange voucher, an eVoucher, or other credit be given, for the portion of the ticket paid with a transit subsidy check. If a passenger paid an additional amount because the transit subsidy check did not cover the full value of the ticket purchased, refund of that additional amount is subject to the refund policies of the ticket purchased, which may vary by fare plan and carrier.

For this reason please be very careful the ticket is issued correctly the first time – there is no "spoil" function.

Exchanges of commuter tickets paid with transit subsidy checks are also subject to the exchange policies of the ticket purchased, which may vary by fare plan and carrier.

If a passenger does not use a ticket paid with a transit subsidy check, or exchanges it (where allowed) for a commuter ticket of lesser value, have him or her contact the office that provided him with the transit subsidy check for instructions on how to handle the situation.

### ***Transit subsidy stored value payment cards***

These are stored value cards provided by various agencies to passengers for use in purchasing subsidized commuter travel. They contain a Visa or MasterCard logo.



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**Ticketing**

Transit subsidy stored value payment cards are processed as payment cards. [Click here](#) for procedures.

**Refunds and exchanges**

Refunds of commuter tickets paid with transit subsidy stored value cards are subject to the refund policies of the ticket purchased, which may vary by fare plan and carrier. The refund may only be made back to the transit subsidy stored value credit card that was used to pay for it. It may never be made in cash or given out in the form of an exchange voucher or eVoucher.

**Service recovery documents**

Service recovery documents include:

- Transportation Voucher – stored in Arrow in a manner like eVouchers

For procedures, go to the Service Recovery chapter.

**Miscellaneous forms of payment*****Touring pass (USA, California)***

Form of payment "US"

This form of payment is covered in the separate USA Rail Pass and California Rail Pass policy and procedure chapters.

***Railroad orders***

Form of payment "RR"

This form of payment is covered in the separate Railroad Order policy and procedure chapter.

***Miscellaneous Charge Order (MCO) or Air/Bus/Ship Order***

Form of payment "XO"

**This form of payment is no longer used.** Amtrak has a reaccommodation arrangement with United Airlines only. Passengers from other airlines or carriers, whose travel on that airline or carrier was disrupted, purchase Amtrak travel using their own funds, then apply for reimbursement with the airline or carrier.



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For United Airlines, this arrangement is covered in the separate [Airline and Other Carrier Reaccommodation](#) chapter. [Click here](#) for details.

### ***Employee passes and vouchers***

Form of payment "NR"

This form of payment is often combined with one of the other forms of payment indicated above, usually cash or payment card.

See the [Pass Policy and Procedures](#) section.

### ***"Other" form of payment***

Form of payment "OT"

This form of payment is only to be used when none of the above is applicable, usually due to a system problem. **Do not use it as a workaround** when one of the above forms of payment is rejected or because you don't know how to process the transaction properly.

Follow the instructions on the STARS ticketing screen. A full explanation of why you are using this form of payment is required.



## Appendix

### Where various forms of payment are accepted

✓ = Accepted

✗ = Not accepted

Form of payment	Station ticket office payments, USA (Amtrak)	Station ticket office payments, Canada (VIA)	Quik-Trak payments	Call center phone payments	VRU ("Julie") phone payments	Amtrak.com payments	On-train payments (fares)	On-train payments (food and beverage)	Group PNR payments
<b>Cash</b>									
US paper and coin	✓	✓	✗	✗	✗	✗	✓	✓	✓
Canadian paper	✗ <sup>1</sup>	✓	✗	✗	✗	✗	✗ <sup>2</sup>	✗ <sup>2</sup>	✗
Canadian coin	✗	✓	✗	✗	✗	✗	✗ <sup>3</sup>	✗ <sup>3</sup>	✗
<b>Payment (credit) cards</b>									
American Express <sup>4</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓
Discover <sup>4,5</sup>	✓	✓ <sup>6</sup>	✓	✓	✓	✓	✓	✓	✓
MasterCard <sup>4,5</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓
UATP (Air Travel Card)	✓	✓ <sup>6</sup>	✓	✓	✓	✓	✗	✗	✗
Visa <sup>4,5</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓
<b>Payment (debit) cards</b>									
Credit card-based <sup>4,5</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓
PIN-based	✗	✓	✗	✗	✗	✗	✗	✗	✗



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Form of payment	Station ticket office payments, USA (Amtrak)	Station ticket office payments, Canada (VIA)	Quik-Trak payments	Call center phone payments	VRU ("Julie") phone payments	Amtrak.com payments	On-train payments (fares)	On-train payments (food and beverage)	Group PNR payments
<b>Checks</b>									
Personal	x	x	x	x	x	x	x	x	✓
Business	✓	x	x	x	x	x	x	x	✓
Bank cashier's checks	x	x	x	x	x	x	x	x	✓
Money orders	x	x	x	x	x	x	x	x	x
Travelers cheques	x	x	x	x	x	x	x	x	x
American Express gift cheques	x	x	x	x	x	x	x	x	x
<b>Gift certificates, cards, cheques</b>									
Gift certificates (Amtrak)	✓	✓	x	x	x	x	x	x	✓
Gift certificates (American Express)	✓	x	x	x	x	x	x	x	x
Gift certificates (Hallmark)	✓	x	x	x	x	x	x	x	x
Gift cards with a credit card logo	See the appropriate credit card above.								
American Express gift cheques	x	x	x	x	x	x	x	x	x
Amtrak Vacation Gift Cards	x	x	x	x	x	x	x	x	x
<b>Tickets, exchange vouchers, refund vouchers, on-board sale credit</b>									
Exchange tickets	✓	✓	x	x	x	x	x	x	x
Exchange vouchers	✓	✓	x	x	x	x	x	x	✓





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Form of payment	Station ticket office payments, USA (Amtrak)	Station ticket office payments, Canada (VIA)	Quik-Trak payments	Call center phone payments	VRU ("Julie") phone payments	Amtrak.com payments	On-train payments (fares)	On-train payments (food and beverage)	Group PNR payments
Refund vouchers	✓	✓	✗	✗	✗	✗	✗	✗	✓
Tickets, exchange vouchers, refund vouchers, on-board sale credit									
On board sale credit	✓	✗	✗	✗	✗	✗	✗	✗	✗
Transit subsidy documents									
Transit subsidy coupons	✗	✗	✗	✗	✗	✗	✗	✗	✗
Transit subsidy checks	✓	✗	✗	✗	✗	✗	✗	✗	✗
Transit subsidy stored value credit cards	See the appropriate credit card above.								
Service recovery documents									
Transportation Vouchers	✓	✓	✗	✓	✗	✓	✗	✗	✗
Transportation certificates	✓	✓	✗	✗	✗	✗	✗	✗	✓ <sup>9</sup>
"Electronic" Transportation Certificates (PNR remarks fields)	✓	✗	✗	✗	✗	✗	✗	✗	✗
Miscellaneous forms of payment									
Touring passes (USA Rail Pass, California Rail Pass)	✓	✓	✗	✓ <sup>7</sup>	✗	✓ <sup>8</sup>	✗	✗	✗
Railroad orders (NRPC 620)	✓	✗	✗	✗	✗	✗	✗	✗	✗



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Form of payment	Station ticket office payments, USA (Amtrak)	Station ticket office payments, Canada (VIA)	Quik-Trak payments	Call center phone payments	VRU ("Julie") phone payments	Amtrak.com payments	On-train payments (fares)	On-train payments (food and beverage)	Group PNR payments
Miscellaneous charge order or air/bus/ship order	✓	✗	✗	✗	✗	✗	✗	✗	✗
Other	✓	✗	✗	✗	✗	✗	✗	✗	✗

**Footnotes:**

1. Canadian paper money is accepted at ticket offices in stations where trains that operate into Canada stop, but only for ticket purchases for those trains: Amtrak Cascades, Maple Leaf, Adirondack.
2. Canadian paper money is accepted for payment of fares and for food and beverage service on trains that operate into Canada: Amtrak Cascades, Maple Leaf, Adirondack.
3. Canadian coins are accepted on the Maple Leaf between Toronto and Niagara Falls, Ontario only.
4. Includes gift cards with this credit card logo. The transaction must be electronically validated.
5. Includes debit cards, "Check Cards", gift cards, and other stored-value cards including transit subsidy account cards, with this credit card logo. Transit subsidy account cards are limited to commuter-type ticket purchases only. The transaction must be electronically validated.
6. Only if the payment card is processed through the Arrow terminal. If processed through VIA Rail Canada's separate credit card terminal, this card is not accepted.
7. Payment of pass only and booking of travel space, not ticketing.
8. Payment of pass only, not booking of travel space nor ticketing.
9. Must be mailed to the Group Desk. Not accepted at stations for group payments. Contact the Group Desk for details.



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## ***Payment card charges in Arrow for transactions that are not sold in Arrow***

### **Purpose**

Certain Amtrak transactions are not processed through Arrow: baggage charges, Amtrak Express, book tickets written for travel on VIA Rail Canada, etc. These procedures provide a secure means to pay for these transactions with a payment card by processing these charges through the Arrow ticketing and authorization system. Manual credit card charge forms may not be used.

An Arrow terminal, a ticket printer, and an open cash drawer are required. This terminal does not necessarily have to be at the location where the services are sold but should be nearby so the agent selling the service can use it to process the payment card charge.

The process will create a paper value ticket with a dollar amount from the Arrow printer. This ticket is "paid for" with the payment card, and since it has value it can be reported in ASAP (on the right side of the ledger) as a payment for the service being sold (on the left side of the ledger).

These procedures apply only to stations in the United States. VIA Rail Canada stations in Canada that sell Amtrak products use their separate payment card point of sale terminal.

**Use this process for payment cards only.** Do not use it for cash or any other form of payment as it is not necessary – the purpose of this process is to securely charge a payment card.

### **Process to charge non-automated transactions to payment cards**

If the passenger has a PNR and is including one or more of these charges as part of the travel, display that PNR first. (This will most commonly be for baggage charges.)

Otherwise, a new PNR will be created.

1. In STARS, go to F2/Sell, Option 6, Miscellaneous Product. Select the appropriate option, based on what non-automated service you are selling.

STARS Option	Description	Origin City Code*	Fare Plan*
B	Baggage charges (NRPC 4002, NRPC 4003, etc.)	BAG	BAGC
E	Amtrak Express charges (NRPC 147)	EXP	EXPC
M	Miscellaneous charges for which no other code is appropriate	MSC	MSCC



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STARS Option	Description	Origin City Code*	Fare Plan*
P	Private car charges (payment of private car movements at stations)	PVT	PVCC
V	VIA Rail Canada charges (paying for a book ticket you wrote for travel on VIA Rail Canada)	VIA	VIAC

- These will be automatically used by STARS when you select the corresponding option, but are shown here because you will see them in a segment in a PNR. The destination city is always "CHG" for "Charge".
- You will be asked to select option N (create new PNR) or E (add the segment to an existing PNR). If you select N you will be taken to a screen where you enter the customer's name and phone. If you select E you will be asked to enter the PNR number.
- Enter the dollar amount you need to collect.
- Enter the form of payment. The only option is "C" for credit card. You will be taken to a screen where you will enter the payment card data. For the card number, swipe the card in the credit card reader; do not enter it manually.
- Depending on the option you chose, you will be asked to enter details about what product you are selling: baggage form number, Amtrak Express waybill number, VIA Rail Canada PNR number, an explanation for miscellaneous charges, etc. Enter details as appropriate.
- The PNR will be completed, the card charged, and a ticket will be issued from the Arrow ticket printer. The city pair on the ticket will be as shown in the table below:

Option	City pair on ticket
B	BAGGAGE – CHARGE
E	EXPRESS – CHARGE
M	MISCELLANEOUS – CHARGE
P	PRIVATE CAR – CHARGE
V	VIA RAIL CANADA – CHARGE

- Have the customer sign this ticket in the upper left corner acknowledging the charge to his or her payment card.
- Give the passenger the small receipt (stub) portion of the ticket.
- Use the large (lift) portion of the ticket to back up the transaction, as shown in the table below. Include that lift portion of the ticket with your sales report.



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**Accounting**

Type of Sale	Description	ASAP - left (debit) side	ASAP - right (credit) side
<b>Baggage charges</b>	Item being sold (storage, parcel check, excess valuation)	Do not enter item separately. Staple lift portion of Arrow ticket to the accounting coupon.*	--
	BAG-CHG ticket	105 – Auto Bagg Sales	660 – Auto CC FOP
<b>Express charges</b>	NRPC 147 waybill	Do not enter item separately. Staple lift portion of Arrow ticket to the accounting coupon.*	--
	EXP-CHG ticket	110 – Express Sales	660 – Auto CC FOP
<b>Miscellaneous charges</b>	Items being sold	Line corresponding to item sold	580 – Arrow Exchanged Tickets
	MSC-CHG ticket	125 – Miscellaneous Sales	660 – Auto CC FOP
<b>Private car charge</b>	Ticket or receipt	Line corresponding to item sold	580-Arrow Exchanged Tickets
	PVT-CHG ticket	120 – Pvt Car Pymts	660 – Auto CC FOP
<b>VIA Rail Canada ticket</b>	Book ticket for travel on VIA Rail Canada (US dollar value)	005 – Book Ticket Sales	580 – Arrow Exchanged Tickets
	VIA-CHG ticket	115 – Auto Vianet CC	660 – Auto CC FOP
<b>Upgrade charge</b>	Not shown because you now collect upgrade charges directly on the STARS ticketing screen.		

\* This assumes that the entire amount of the baggage or express item is paid with the credit card Arrow ticket. If partially paid, report the **remaining** amount **not** paid by the credit card as follows: Baggage – Line 106, 107 and/or 108; Express – line 202 and/or 210; and, on the right side, enter the amount of the non-credit card form of payment on the appropriate line.

**Reversals**

- If you **spoil** this ticket, the dollar figure backs out from lines 105, 110, 115, 120 or 125 of your PST report, but it will show in PST as a credit card charge (line 660) and a credit card reversal (line 085). Mark the ticket "SPOILED" or "VOID" and turn it in with your sales report.
- If you **refund** this ticket it will appear on your PST as a credit card refund transaction (lines 560 and 085).



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***Manual payment card charges***

Manual credit card charges (using forms, and not processed through an automated system) are not authorized. If necessary, seek help from the contact center support desk.



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## ***Update history***

- 2021-04-13: Updated "Cards may not be used to obtain cash" section.
- 2020-11-10: Digital Wallet added.
- 2019-08-18: Added religious organizations to check acceptance and clarified how to accept credit card payments.
- 2019-08-10: Add *or validate* to the language when accepting a check for station without a dater die and removed mention of commuter tickets from the Transit Subsidy Stored Value Cards
- 2018-10-22: Conditions of use under Transit subsidy documents updated. One way tickets removed.
- 2017-09-25: Credit card table updated to include China Union Pay, Diners Club and Japan Credit Bureau. Also, differentiated between Diners Club cards that have a MasterCard logo and those that do not. Card beginning numbers modified for MasterCard.
- 2017-08-03: Instructions updated for card-not-present transactions when the caller's billing address does not have a postal code.
- 2017-06-26: Instructions for EXP-CHG and BAG-CHG credit card charge ticket accounting updated to reflect new reporting requirements by Revenue Accounting.
- 2016-07-15: Check acceptance procedures updated to include instructions for die stamping checks on the front, and where to put the endorsement stamp on the back.
- 2016-05-25: In the Touring Pass form of payment section, links added to the USA Rail Pass and California Rail Pass chapters.
- 2016-04-08: Information about the Amtrak Vacation Gift Cards added and updated baggage form numbers
- 2016-03-30: Transit subsidy forms of payment only allowed for Amtrak multiride tickets, not one way tickets; links to Service Recovery, Gift Certificate, and Airline Reaccommodation added; manual credit card charge procedures removed; service recovery updated to include new Transportation Voucher; chart of where forms of payment are accepted updated.
- 2014-10-06: Maryland Commuter Choice transit subsidy coupons are accepted at BAL, BWI, NCR, WAS and ALX.
- 2014-10-02: Transit subsidy check information clarified to indicate that "transit subsidy check" is a generic name; examples of specific brands included. Amtrak does not accept transit subsidy coupons; instructions modified. Manual credit card refunds are sent to Amtrak Refunds in Philadelphia and not processed at the station.



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- 2013-06-24: If credit card swipe at station ticket offices (only) is not successful, agent may key card number into STARS; baggage form numbers updated.
- 2013-06-11: Canadian paper money accepted at stations where trains to and from Canada stop, but only for ticket purchases for those trains.
- 2013-02-22: Limits on coin acceptance added; on-board payment credit changed to match new on-board fare policy; NRPC 55 gift certificate description added; MARC does not accept transit subsidy coupons; eTicketing through the call center if possible is required instead of a manual credit card charge; reissued in new document format.
- 2012-05-21: Refund instructions for transit subsidy forms of payment added.
- 2012-03-06: Reissued in new format; "UPG-CHG" option discontinued.
- 2012-01-25: Effective February 1, 2012, VIA Rail Canada will process most Amtrak credit card transactions through Arrow terminals.
- 2012-01-19: Transportation Certificates are accepted as payment toward group PNRs. The TC must be mailed to the Group Desk; they are not accepted at stations. (Appendix A – chart showing where various forms of payment are accepted.)
- 2012-01-05: Credit cards preferred in food service cars; employees may not pay shortages with a personal check; verifying company/government check addresses clarified; transit subsidy document procedures added; cash and check sections separated; refund information for cash, checks and payment cards indexed in the table of contents.
- 2011-12-21: Vera Worthy name removed from returned check address; address made generic.
- 2011-08-29: New. Replaces Intranet Credit Card Policy chapter, POL/CCC, POL/CCM, POL/CHE, POL/ACG, RTSP 802, RTSP 802.1, RTSP 803, RTSP 830, and RTSP 831.

### ***About this chapter***

<b>Contacts:</b> Mark Iskander/Ann Adams/Elizabeth Bailey	<b>Subject:</b> Forms of Payment
<b>Owner Department:</b> Finance	<b>Group:</b> Payments





## Firearms in Checked Baggage

### Chapter Summary:

This section outlines policies and procedures regarding firearms in checked baggage.

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## Firearms Defined

Firearms are defined as any of the following.

- Rifle
- Shotgun
- Handgun
- Starter Pistol
- BB Gun
- Compressed Air Gun (including paintball marker)
- Ammunition
- Taser Gun

## Firearms in Carry-On Baggage

Firearms are only to be handled as checked baggage and must meet the conditions as outlined in this policy. No firearms are permitted to be carried on the passenger's body, on any Amtrak trains, or be on any Amtrak property if the passenger does not have a firearms reservation for checked baggage.

Only Qualified Active Law Enforcement Officers employed by a local, state, federal or railroad law enforcement agency, with proper credentials on official business, will be permitted to carry handguns, taser guns or small weapons (not exposed or needlessly displayed) aboard Amtrak trains. Each situation requires prior approval by the Amtrak Police Department.

A Qualified Active Law Enforcement Officer is defined as an employee of a government or railroad agency who:

- is authorized by law to engage in or supervise the prevention, detection, investigation, prosecution or the incarceration of any person for any violation of law.
- has a statutory power of arrest.
- is authorized by a law enforcement agency to carry a firearm.
- is not the subject of any disciplinary action by a law enforcement agency.
- meets the standards of a law enforcement agency which he/she belongs to.
- is not under the influence of alcohol or other substances.
- is not prohibited by federal law from possessing a firearm.

## ***Firearms Found to Have Been Carried Onboard***

If a firearm is reported onboard the train, and the passenger does not meet the conditions as outlined in "*Firearms in Carry-On Baggage*" section, the Conductor must take the following actions:

If there are immediate threats to the safety and security of passengers or trains crews, the Conductor must immediately contact police through the local railroad dispatcher. After the police have been notified, CNOC Operations Desk must also be contacted at 1-800-424-0217. CNOC Operations will notify the Amtrak Police Department (APD).

Conductor should be able to provide the following details to report the incident to local police and CNOC so they know how to respond:



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- Describe the suspect
- Provide details of the event
- Provide the exact location such as station, mile post and city
- Provide the exact time incident occurred
- Any other exact details or circumstances which may assist police.

The Conductor should make every effort to ensure the safety of passengers and the crew as the circumstances dictates. If safely possible, passengers and crew members should be moved away from the passenger with the firearm.

The Conductor should not try to restrain the passenger, or forcefully take the firearm from the passenger.

If the situation is non-threatening, the Conductor must contact the CNOC Operations Desk at 1-800-424-0217 to report the incident.

- CNOC will contact APD and brief them on the situation. APD will provide guidance as necessary.
- CNOC will arrange to have local police meet the train. CNOC will advise the Conductor of where the police will meet the train and any feedback from APD.
- Upon arrival at the location where authorities can meet the train, the Conductor will need to assist the local authorities in navigating the train and locating the passenger.
- If the local police do not detain the passenger because they do not foresee a threat, or state or local laws allow the possession of firearms, the passenger may continue to travel if:
  - CNOC and the Conductor agree that the passenger should be permitted to travel. Conductors are not permitted to allow passengers with firearms in the carry-on luggage without police and CNOC approval.
  - The train has a checked baggage service with a firearms locker or with a secured baggage area as trains equipped with coach/bag cars or Surfliner cab/coach-baggage cars where the firearm may be protected (no regional or commuter trains without baggage cars).
  - The passenger has a case (firearms case, briefcase, or small suitcase) which the firearm can be placed in, which will be stored in the secure area.
- If the above conditions are met and the passenger wishes to continue travel, the Conductor will take possession of case that contains the firearms, in the presence of the local authorities.
- The Conductor should ask the police to request that the passenger unload the firearm in their presence. Unloading of the firearm should occur while the passenger is off the train. The firearm is then placed back in the bag.
- The Conductor will inform the passenger "that their firearm will travel to the next station where there is APD presence, where they will take temporary possession of the bag with the firearm. At this time there is no further information that they can relay, and that they will be contacted by either a train crew member or APD. They will be provided with more information once Amtrak determines the best action". If the passenger agrees, they will be permitted to re-board the train.



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- The Conductor should request the local police escort them with the firearm to the secured baggage storage area. Once the firearm is secured, the local police should be advised, so they can depart. Second option: Police hold the passenger on the platform until the gun is secured. Upon return of the Conductor, the passenger may board the train. If this occurs at a small or unstaffed station, the baggage car may be off the platform.
- If the above conditions for storage are not met, then in the presence of local authorities, the passenger will be removed from the train, and must find alternative transportation.
- If the passenger becomes irate or demanding through this process, they should be removed from the train in the presence of local authorities.

A "Passenger Incident Report" (NRP 3200) must be completed anytime there is a report of a firearm in carry-on luggage.

- The report must include the names and addresses of passengers and employees who witnessed the passenger with the firearm and a full statement of the Conductor and the facts surrounding the incident, including the details regarding the affected passengers or crew members.
- A copy of the form must be faxed to CNOC at ATS 734-2399, noting the date and time of transmission and to whom a copy of the report will be given.
- The NRP 3200 is a three-part form: white, yellow and pink.
- The normal distribution of the form is designated as follows
  - White goes to the supervisor as soon as possible, but no later than the end of Conductor's assignment. If the Conductor is unable to fax the report, the supervisor is to transit the form to CNOC.
  - Yellow is the Conductor's copy;
  - Pink goes to the station where the passenger was removed.
- If the passenger is permitted to travel, they should be provided with the pink copy of the form.
- If the passenger is removed by local authorities at an unstaffed location, the pink copy should be provided to the police.

## Firearms in Checked Baggage Policy

Effective December 15, 2010, Public Law 111-117 permits passengers to check unloaded firearms and ammunition on Amtrak trains within the United States that offer checked baggage service. This law does not apply to Amtrak Trains to Canada or Thruway Services that provide checked baggage.

**Under no circumstances is a non-law enforcement passenger or employee permitted to carry-on firearms or ammunition on-board Amtrak trains either on their person or in carry-on baggage.**

The Conductor/Assistant Conductor will be responsible for overseeing checked baggage and the loading/unloading of long gun cases (rifles and shotguns) from the designated secure on-board firearms storage area located within the train or Baggage Car until relieved en route (crew transfer point) or arrival at final destination.



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The following policies apply, if not, transportation will be denied.

Passengers checking firearms must make travel and firearm reservations at least 24 hours in advance of the trip. Reservations can only be made through the call center (800) USA-RAIL or at an Amtrak ticket office. Online firearms reservations will not be accepted. Passengers may submit requests in writing to Amtrak.com under the "Contact Us" tab. A Contact Center Agent will confirm the reservation by phone.

There are three (3) types of firearm reservations that can be made.

- Handgun Case or Taser Gun (**FX**)
- Long Gun Case (**FW**)
- Ammunition (**FY**)

The reservation system will only allow passengers to pick up their firearms reservations within 24 hours of the train's departure. Firearms may not be checked until the passenger has picked up their firearms tickets. Hold limits for passengers wishing to pay cash for their tickets will be extended to the date of departure.

All firearm cases and ammunition must be checked at least 30 minutes prior to scheduled train departure. Some larger stations or heavy travel days may require that baggage be checked earlier.

If a passenger has made a reservation for one firearm case (handgun, taser gun or long gun) but shows up at the station with more than one case, the passenger would not be in compliance with the firearms policy (i.e. reservation for each firearm gun case or ammunition) and would not be permitted to transport the additional firearm gun case(s).


At the time of check-in, passengers will be required to complete and sign a two-part form, "Firearm(s) Declaration" (NRPC 3344), for each gun case and ammunition reservation. (Refer to Figure O-1)



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Figure O-1

## Example of "Firearms Declaration" (NRPC 3344)

 <b>Firearm(s) Declaration</b>	
Customer's Name	Baggage Check Number
<p>I declare that my firearm is in an approved locked hard-sided container and I am in sole possession of the key or combination for such container.</p> <p>I understand that the carriage of an unloaded weapon is subject to terms and conditions and that Amtrak reserves the right to inspect my firearms prior to check-in.</p> <p>I am completing one declaration form for each container holding a firearm(s) or ammunition.</p> <p>I declare as required by federal regulation that all firearm(s) in this bag/container, are in a hard-sided container, NOT loaded and my luggage contains no more than eleven pounds of ammunition.</p> <p>All ammunition I am carrying is securely packed in the original manufacturer's container, fiber, wood, or metal boxes, or in other packaging specifically designed to carry small amounts of ammunition.</p> <p>I release Amtrak from any liability which may result from the discharge of my declared firearm(s) or ammunition.</p> <p>I also understand that State laws vary regarding registration, possession and carriage of weapons. I also acknowledge that I am responsible for knowing and following all federal, state and local firearm laws to and through any and all jurisdictions through which I will be traveling.</p> <p>All BB guns and Compressed Air Guns (to include paintball markers) are packaged as though they are firearms, canisters, tanks, or other devices containing propellants are empty and securely packaged in manufacturer's container within the contents of my luggage or firearm(s) case.</p>	
Customer's Signature	Date
NRPC 3344 (10/2019) <b>Passenger Copy</b> AMTRAK is a registered service mark of the National Railroad Passenger Corporation.	

**Form Changes –** The form design will not change, but the form number will change to NRPC 4016. NRPC 3344 may be substituted for NRPC 4016. No example given of NRPC 4016 as only the form number will change.

**Instructions for Completing "Firearms Declaration" (NRPC 4016 / NRPC 3344)**

<b>Customer's Name:</b>	Customer's name.
<b>Baggage Check Number:</b>	The baggage check number for the item. A separate "Firearms Declaration" (NRPC 3344) must be used per baggage item or firearms case.
<b>Customer Signature:</b>	Customer's signature.
<b>Date:</b>	Today's date.

All firearms (rifles, shotguns, handguns, taser guns, starter pistols) must be unloaded and in an approved, locked, hard-sided case not exceeding 62" L x 17" W x 7" D (1575 mm x 432mm x 178 mm). If a passenger states that their firearm is loaded, instruct the passenger to leave the property and unload their firearm. Firearms must be unloaded before they can be transported.

Trains with checked baggage service require handguns, taser guns and starter pistols to be transported in small, locked, hard-sided cases contained within checked baggage. Handgun and taser guns cases cannot be transported separately. There is no quantity limit on the number of handgun / taser gun cases that can be transported per train per checked baggage as long as the total weight of each baggage does not exceed 50 lb/23 kg. Each handgun / taser gun case must have a separate reservation.

Trains with checked baggage service will be limited to six (6) long guns cases (rifles, shotguns) per train. The total weight of each long gun case must not exceed 50 lb/23 kg. Each long gun case must have a separate reservation.

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### Ammunition

- Ammunition must be securely packed in its original fiber, wood or metal containers, or in other packaging specifically designed to carry small amounts of ammunitions. (*Refer to Figure O-2*)
- Ammunition can only be carried (transported) in:
  - handgun or taser gun cases in checked suitcases or baggage.
  - ammunition containers in checked suitcases or baggage.
  - long gun cases.
- Ammunition needs a separate reservation.
- Passengers are permitted to make a reservation to transport only ammunition, without a firearm.
- Only 11 lb/5 kg of ammunition is allowed per passenger. (*Refer to Figure O-3*)
- The total weight of each baggage item containing ammunition and firearms must not exceed 50 lb/23 kg.
- There is no limit on the number of people that can be transporting ammunition per train.
- A separate "*Firearm(s) Declaration*" (NRP 3344) form must be completed for ammunition in addition to the Firearm(s) Declaration form for each gun case.
- Black powder, percussion caps or any ammunition used with a matchlock, flintlock, percussion or similar type of ignition system firearms are not permitted.
- Gunpowder used in the production of self-loaded modern-day ammunition is prohibited.

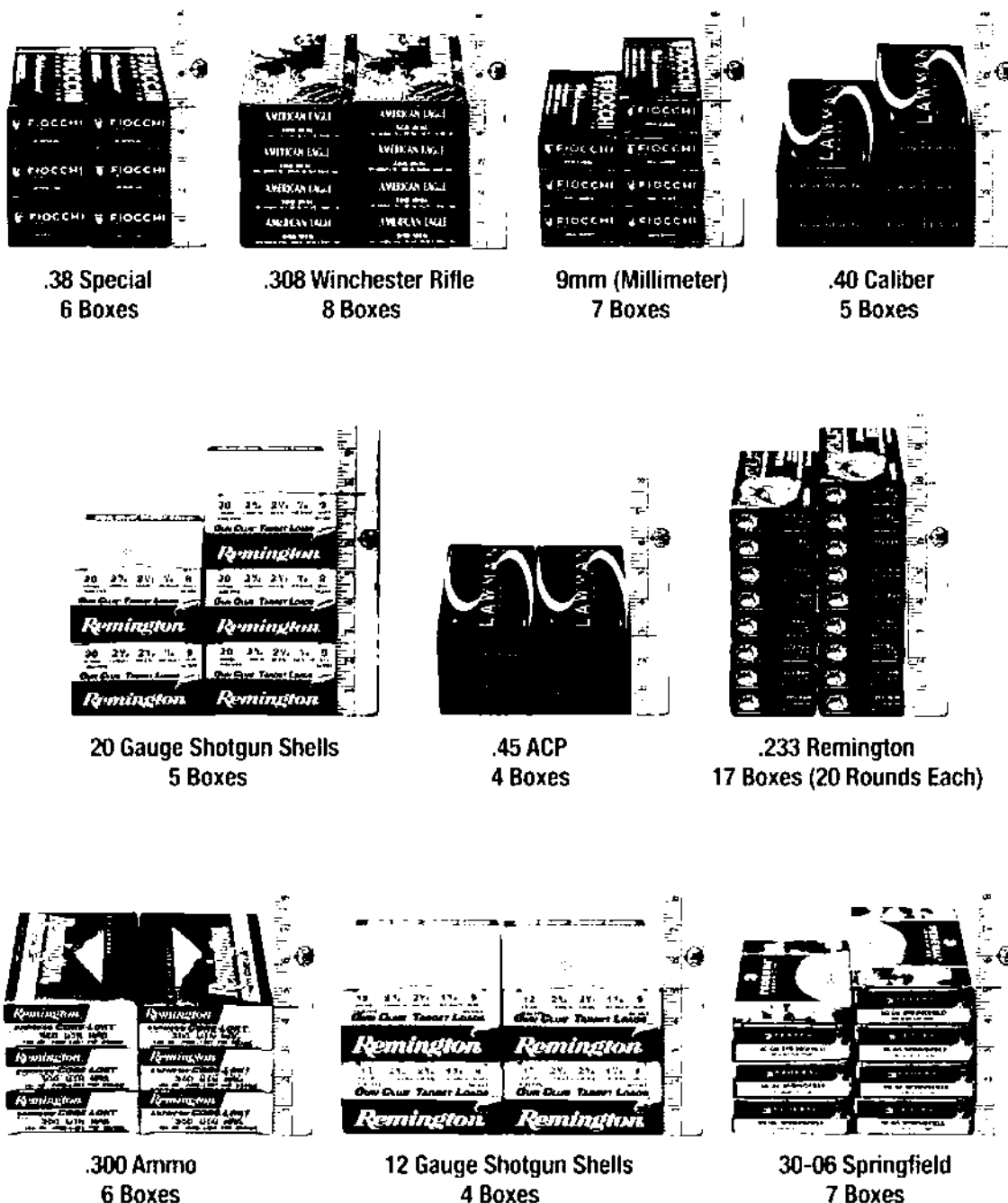


Figure O-2 – Examples of Ammunition Containers





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The ammunition boxes are displayed next to a ruler to show the height of the most common types of ammunition available and estimated number of boxes that will equal the 11 lb/5 kg maximum weight allowed per ammunition type.

Figure O-3 – Ammunition Examples



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BB guns and compressed air guns (to include paintball markers), are to be treated as firearms and must comply with the above firearms policy. Canisters, tanks, or other devices containing propellants must be emptied or disposed of prior to checking and securely packaged within the contents of the passenger's luggage.

All other Amtrak checked baggage policies apply, including excess valuation, limits on the number of pieces of checked baggage, the maximum weight of each piece (50 lb/23 kg), etc.

Passengers must travel on the same train that is transporting the checked firearms/ammunition. The travel reservation (tickets) and the checked baggage tags must reflect the same trains.

Firearms and ammunition will be handled in domestic checked baggage service only and will not be allowed to be checked on trains going to Canada.

The passenger is responsible for:

- understanding that State laws vary regarding registration, possession and carriage of weapons.
  - following all federal, state, and local firearm laws to and through any and all jurisdictions through which they will be traveling.
- Amtrak has no obligation to inform or enforce upon the passenger any laws regarding firearms or ammunition except those specifically stated in this section "*D. Firearms in Checked Baggage Policy*".

## Unaccompanied Minor

Unaccompanied minors may check unloaded firearms and/or ammunition. After firearm(s) or ammunition has been checked, Amtrak Police should be notified. Minors should not be detained. The travel and firearms PNR numbers and type of firearm(s) should be provided. Unless advised by Police, the firearms and/or ammunition should be transported in accordance with normal firearms handling procedures. Parents dropping off the children must sign the "*Firearm(s) Declaration*" (NRPC 3344).

## Pass Riders

Amtrak employee pass riders traveling on their personal passes in a non-duty, non-travel status (vacation, personal leave, rest days, etc.) may check firearms under the same policies as for revenue passengers.

Freight railroad employees traveling on their personal pass must follow a system restriction of booking their reservation no more than 24 hours in advance. If the pass rider is traveling with a firearm or firearms, the firearm reservation can be created with the assistance of the Customer Service Desk at the contact center or in CNOC.



## Group Firearms

Passengers traveling in a group reservation may check handguns, taser guns and ammunition if the origin and destination stations offer checked baggage. Long guns are limited to the amount of space available per train (6). Reservations are handled by the group desk at the Philadelphia contact center. The Group desk has been provided with instructions on how to create a group reservation with firearms. The Group desk can be contacted at 1-800-872-1477. The desk is open from 8:00am to 8:00pm Eastern Time, Monday thru Friday.

## Firearms Handling Equipment

Each station has equipment specifically designed to securely handle and store firearms/ammunition. Stations will display approved signage to inform passengers of firearms policies and restricted areas. Report all problems or defects with equipment used to store and transport firearms to your supervisor. An adequate quantity of forms and signage must be maintained.

### Equipment and Materials

- Transport Equipment: Firearms float or box.
- Storage Equipment: Firearms cabinet or cage.
- Locks: Storage and transport equipment must be locked when firearms are present.
- Keys: Switch lock key, numbered 102, for opening secured on-board firearms storage area.
- Signs: Ticket counter and baggage area signs.
- Forms: "Firearm(s) Declaration" (NRPC 3344).

## Disabled Firearms Handling Equipment

If the Firearms Handling Equipment (float, box or pushcart) becomes broken or placed out of service, it must be immediately be repaired or a new unit ordered. While the equipment is out of service, the following contingency procedures must be followed. The contingency procedures may not be used if the firearms float, box or pushcart are in working order.

### Outbound Long Gun Case(s):

- If long gun cases are checked at your station, follow normal firearms handling policy for ticketing and long gun case check-in.
- Upon completion of ticketing and check-in, immediately place long gun case(s) into secure cabinet or cage.
- The long gun cases should not be place on baggage float with other baggage until the baggage agent is ready to move the baggage to the train. *Long gun case(s) must be loaded last.*
- If possible, secure the long gun case(s) with a security cable to the baggage float.
- If it is not possible to secure long gun case(s) to the baggage float, secure the long gun cases to several other pieces of luggage by running the security cable through the handles of other luggage and the gun case handles.



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- Use caution not to damage baggage or long gun case(s).
- The security cable must be locked with the padlock from the disabled firearms float, box or pushcart.
- Immediately move baggage float with long gun case(s) to train side.
- Handle long gun case(s) first, handing over to Conductor before any other luggage. If Conductor is not present, follow normal firearms handling policy for loading long case(s). *At no time are the long gun case(s) to be left unattended.*
- Continue with normal baggage handling policies.

### **Inbound Long Gun Case(s):**

- The destination station will receive a queue message in **Queue 95** that long gun case(s) are to be unloaded.
- Have the Conductor keep the long gun case(s) in the secure cabinet aboard the train until all baggage is loaded onto secure baggage float. If the Conductor is not present, follow normal firearms handling policy for unloading long gun case(s). *Long gun case(s) must be removed last. At no time are long gun case(s) to be left unattended.*
- If possible, secure long gun case(s) with security cable to baggage float.
- If it is not possible to secure long gun case(s) to the baggage float, secure the long gun cases to several other pieces of luggage by running the security cable through the handles of other luggage and the gun case handle.
- Use caution not to damage baggage or long gun case(s).
- The security cable must be locked with the padlock from the disabled firearms float, box or pushcart.
- Immediately bring baggage float with long gun case(s) to the baggage area, placing the long gun case(s) in the secure cabinet, locking after every use.
- Continue with normal baggage handling policies.

Security cables can be ordered through eTrax.

- The vendor is Grainger.
- The item number is 6JD72. *(Refer to Figure O-4)*



Figure O-4 – Security Cable



## ***Baggage Check Process***

Passenger wishing to check firearms or ammunition must meet the requirements of "*Firearms in Checked Baggage Policy*" or they will be denied transportation.

### **Denied Transportation**

- If any of the requirements in "*Firearms in Checked Baggage Policy*" section are not in compliance during the baggage check process, both the travel and firearms ticket(s) should be withheld until the non-compliant situation can be resolved or the reservation cancelled.
- If the passenger still wishes to travel, they must remove the firearm(s) from Amtrak property.
- The firearms ticket should be cancelled, and the Ticket Agent must make a note of the non-compliance issue in the "Ticket" field of the "Remarks" section of the firearms PNR.
- If a non-compliance situation should occur in a baggage area, which is separate from the ticket area, the firearms ticket should be retained by the Baggage Agent.
- If the non-compliant situation can be resolved, continue with the baggage check process.
- If the non-compliant situation cannot be resolved, and the passenger still wishes to travel, the firearms must be removed from Amtrak property. The Baggage Agent will make a note of the non-compliance issue on the back of the firearms ticket and return the ticket to the Ticket Agent so that the firearms ticket can be cancelled, and the note entered in the "Ticket" field of the "Remarks" section of the firearms PNR.
- If the passenger no longer wants to travel, the Baggage Agent should escort the passenger back to the ticket office to rebook or refund their tickets.

### **Booking Conditions**

- Checked baggage service must be available on each train on which the passenger travels with a declared firearm.
- The origin and destination stations must offer checked baggage service and must be staffed at time of train arrival.
- Reservations must be made at least 24 hours in advance of start of travel. **If a passenger had attempted to make firearms reservations at least 24 hours in advance and an Amtrak employee failed to create one; or a service disruption or other emergency circumstance has occurred where the passenger who is carrying the firearm must be rebooked, then contact CNOC at (302) 683-2299 to rebook the firearm.**
- A separate firearm PNR must be created for each through trip on the travel PNR. *A through trip is where a layover or stay at a location will be more than 23½ hours.*
- The firearm PNR cannot be created until travel is booked.
- Firearms cannot be booked on the travel PNR.
- Each firearm case/ammunition container declared on the firearm PNR must be booked in a separate travel segment and priced separately (by segment).
- No more than six (6) long guns cases can be booked per train.



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- When a travel segment associated with a firearm PNR is modified or cancelled, the firearm PNR will automatically cancel. A new firearm PNR must be created when the travel PNR is modified.

## Booking Procedures

Step	Action								
1	<p><u>Reserve travel PNR in STARS.</u></p> <p>Travel must be booked at least 24 hours in advance of train departure time</p> <p>Verify that checked baggage is available at both the origin and destination for all segments of the trip</p>								
2	<p><u>Ask passenger</u>, "What form of payment will be used to pay for your ticket?" Inform passengers paying by credit card that payment must be made by calling 1-800-USA-RAIL by hold limit date. If passenger is planning to use another form of payment, (i.e. cash, exchange ticket, gift certificate, etc.), then you must <u>advance the hold limit to the day of departure.</u></p> <p><b>(Modify Itinerary, Hold Limit—F7, Option 6.)</b></p>								
3	<p>With the travel PNR still displayed, <u>select Availability, Firearm...</u> (F1, Option10).</p> <p><i>System Response: The firearm input screen will display...</i></p>								
4	<p><u>Complete the input screen</u> indicating <u>Origin; Destination; Date/Day; Time</u> information for the trip. Press <b>Enter</b>.</p> <table><tr><td><u>Origin:</u></td><td>DEN</td></tr><tr><td><u>Destination:</u></td><td>CHI</td></tr><tr><td><u>Date/Day:</u></td><td>23FEB</td></tr><tr><td><u>Time:</u></td><td>710P</td></tr></table>	<u>Origin:</u>	DEN	<u>Destination:</u>	CHI	<u>Date/Day:</u>	23FEB	<u>Time:</u>	710P
<u>Origin:</u>	DEN								
<u>Destination:</u>	CHI								
<u>Date/Day:</u>	23FEB								
<u>Time:</u>	710P								
5	<p><u>Enter the Name #</u> of each passenger who is declaring a firearm.</p> <p><i>System Response: Firearm Availability screen will display in the response window...</i></p> <p><b><u>Name #</u></b></p> <table><tr><td>1</td></tr><tr><td></td></tr><tr><td></td></tr><tr><td></td></tr></table> <p><i>A tip will also display on the right side of your screen stating "Copied Firearms Pax Info Activated"</i></p>	1							
1									



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6	<p><u>Book space for the firearm type</u> being checked. <b>FW</b> = Long gun case*; <b>FX</b> = Handgun or taser gun case; <b>FY</b> = Ammunition (<b>Sell, From Availability</b>)</p> <p><b>Note:</b> Only 1 item (i.e. long gun case, handgun or taser case, or container of ammunition) can be booked per travel segment. Book the number of cases not the number of guns. Ask passenger how many guns are packed within each gun case. If a gun case contains more than one gun, note the total number of guns per case in a Remarks, Ticket field (F6, Option 9).</p> <p>*A maximum of 6 long gun cases can be checked per train (some cases can hold two long guns)</p> <table border="1"> <thead> <tr> <th>Line #</th><th># Accom / Type</th><th>Car #</th><th>Room #</th><th>Redisplay Availability [Y/N]</th><th>Accom Description [Y/N]</th></tr> </thead> <tbody> <tr> <td>1</td><td>1 FW</td><td></td><td></td><td>N</td><td></td></tr> <tr> <td>1</td><td>1 FY</td><td></td><td></td><td>N</td><td></td></tr> </tbody> </table> <p><i>System Response: System will reserve firearm space, if available...</i></p>	Line #	# Accom / Type	Car #	Room #	Redisplay Availability [Y/N]	Accom Description [Y/N]	1	1 FW			N		1	1 FY			N	
Line #	# Accom / Type	Car #	Room #	Redisplay Availability [Y/N]	Accom Description [Y/N]														
1	1 FW			N															
1	1 FY			N															
7	<p><u>Price the firearm PNR</u>. If there is more than one segment, <b>Price by Segment</b> (F3, Option 3). <b>Note:</b> While a dollar value will not be applied to a firearm segment, each segment must be linked to a fare field in order to complete the PNR.</p>																		
8	<p><u>Press <b>Control + E</b> to complete the firearm PNR</u>. <i>System Response:</i></p> <ul style="list-style-type: none"> <li>Firearm PNR number assigned</li> <li>Firearm PNR has header, <b>**CHECKED BAGGAGE – FIREARM RESERVATION**</b></li> <li>No dollar value will display in the fare field or total fare area of the firearm PNR</li> <li>Travel PNR number is cross referenced in the firearm PNR 5 BAGGAGE field</li> </ul> <p>Press <b>Control + I</b> to Ignore firearm PNR-- Travel PNR now displays with the following header: <b>* **CHECKED FIREARM RESERVATION ASSOCIATED**</b></p>																		
9	<p>A separate firearm PNR is required for the return leg of a round trip or continuation after a stopover of 23 ½ hours or more. To associate another firearm PNR with the travel PNR, repeat steps 3 -8.</p>																		

## Tickets

- Passenger must retrieve travel and firearms tickets 30 or more minutes prior to scheduled departure.
- Print both the travel and firearms tickets.**
- If baggage area is separate from ticket area, provide passenger with both travel and firearm tickets and direct passenger to the baggage area. *The Baggage Agent will use the firearms ticket(s) as confirmation of the firearms reservation and will retain tickets.*
- If the Ticket Agent also checks the baggage, hold onto the travel ticket(s) until the firearms have been properly checked. Only after the firearm(s) have been checked and Amtrak has taken possession of the baggage, give the travel ticket(s) to the passenger with the baggage tags.
- Staple the passenger's baggage tag(s) to their travel ticket.



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## Tickets – Unreserved Trains

Passengers riding on unreserved trains that offer checked baggage, *Pacific Surfliner*, *San Joaquins* and *Hiawatha*, must ride the train that is indicated on their travel and long gun, handgun, taser gun or ammunition reservations.

## Handguns or Taser Cases and Ammunition.

- If a passenger wishes to change reservations for handgun or taser gun cases or ammunition in checked baggage, the ticket agent or other assigned Amtrak employee must contact CNOC (302) 683-2299 to change the reservation and correct the inventory of handguns, taser gun and ammunition for each train.

## Long Gun Cases

- If a passenger wishes to change reservations for long gun cases, the ticket agent or other assigned Amtrak employee must contact CNOC (302) 683-2299 to check the availability of long gun storage aboard the train.
- If space is available, have CNOC move the passenger and their long gun reservation to the train the passenger is traveling.
- If no space is available on the train requested, have CNOC identify the next available service.
- Passenger will not be able to travel until space is available.
- If passenger chooses another train that is available, confirm reservation with CNOC and proceed with the long gun check-in process.
- Contact the Conductor when loading the long guns to communicate any changes in the manifest.

## Firearm(s) Check-In

- Have passenger read, date, print name and sign the "*Firearm(s) Declaration*" (NRPC 3344) for each gun case reservation. A Firearm(s) Declaration must also be completed for each ammunition reservation. If a passenger refuses to complete the Firearm(s) Declaration, they will be denied travel.
- While the passenger is completing the "*Firearm(s) Declaration*" (NRPC 3344) prepare the Baggage Tag(s) (NRPC 300-XXX) that will be attached to the baggage containing firearm(s)/ammunition or the long gun case.
- After the passenger has completed the "*Firearm(s) Declaration*" (NRPC 3344), enter the Baggage Check Number.
- Confirm that there is an ID tag on the baggage or long gun case. *If no ID tag is present, have the passenger complete a Baggage Identification Tag (NRPC 347) and attach to baggage or long gun case.*
- If the passenger informs there are multiple firearms in a container, ask the passenger how many, and make a note in the reservation. *Multiple handguns or taser guns may be transported in a long gun case.*





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### **Baggage Containing Handguns, Taser guns, Starter pistols or Ammunition.**

- Have customer open baggage, visually confirming that firearm case(s) is/are locked, hard sided container and/or ammunition is in approved case with the ammunition and ammunition case not exceeding 11 lb/5 kg.
- If you cannot see the firearm case(s) or ammunition, request the passenger point them out to you.
- Do not handle the firearm case(s) or ammunition.
- The firearm case(s) or ammunition should not be removed from the luggage.
- The gun case should not be opened.
- An Amtrak employee, not the passenger, will put the completed "*Firearm(s) Declaration*" (NRPC 3344) in the baggage where the firearm case(s) or ammunition is stored.

### **Long Gun Cases**

- Visually confirm long gun case is locked in a hard-sided container no larger than 62" L x 17" W x 7" D (1575 mm x 432 mm x 178 mm). Larger gun cases cannot be accepted as they will not fit into secured baggage floats or the gun cabinets on the train.
- The total weight of the checked long gun case(s) and any ammunition contained within the case cannot exceed 50 lb/23 kg. Ammunition contained within the long gun case must be in an approved case with the ammunition and ammunition case not exceeding 11 lb/5 kg.
- Request the passenger to open the long gun case.
- An Amtrak employee, not the passenger, will put the completed "*Firearm(s) Declaration*" (NRPC 3344) inside the long gun case. *Do not touch, remove or handle the long gun or ammunition in any way.*
- Take ownership of the baggage or long gun case while attaching the appropriate destination Baggage Tag.

### **Firearms Handling – Originating Station**

- Baggage containing handguns, taser guns, starter pistols or ammunition. *(Except Pacific Surfliner and San Joaquins trains):*
  - Firearm case(s) or ammunition that are contained inside checked baggage will follow normal handling procedures for checked baggage and must not be segregated from other baggage for that train or transported in a secured transport float.
  - After the baggage leaves the origin city, there should be no knowledge conveyed that firearms/ammunition exists in this baggage.
- *Pacific Surfliner and San Joaquins* baggage containing handguns, taser guns, starter pistols or ammunition:
  - Once Amtrak takes possession of checked baggage containing handgun, taser gun cases or ammunition, it must be always secured.
  - The checked baggage containing the handgun, taser gun case or ammunition must be immediately placed in the secured firearms storage cabinet, firearms storage cage or firearms transport float.



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- The secured firearms cabinet, cage or transport float must be locked when checked baggage with handgun / taser cases or ammunition are present.
- Checked baggage containing handgun / taser cases or ammunition must be transported to the arriving train in the secured firearms float.
- When the train arrives, the secured firearms float should be unlocked. Remove the checked baggage containing the handgun, taser gun cases or ammunition transferring them into the secured firearms storage area on the train.
- Station Agents **must** notify the train crew when loading checked baggage that contains any handgun / taser gun cases, ammunition, or long guns. *Stations have been provided with number 102 switch lock keys that can open the secured on-board firearms storage area.*
- The origin station must contact the destination station via telephone to notify employees of the incoming handgun / taser cases or ammunition in checked baggage. The origin station must document the person's name at the destination station that received the telephone notification.

### Long gun cases

- Once Amtrak takes possession of a long gun case, it must be always secured.
- Long gun cases must be immediately placed in the secured firearms storage cabinet, firearms storage cage or firearms transport float.
- The secured firearms cabinet, cage or transport float must be locked when long gun cases are present.
- Long gun cases must be transported to the arriving train in the secured firearms float.
- When the train arrives, the secured firearms float should be unlocked. Remove the long gun cases transferring them over to the Conductor/Assistant Conductor.
- The Conductor/Assistant Conductor will compare and record the long gun case(s) listed on the train manifest to the long gun case(s) received at the station.
- The Conductor/Assistant Conductor should immediately store the long gun case in the secure on-board firearms storage area provided on the train. *The locks on the secured cabinets can be unlocked with a number 102 switch lock key.*
- Stations have been provided with number 102 switch lock keys but should not open a secure on-board firearms storage area unless they have made multiple attempts to contact the crew.
- Station employees can load/unload long gun cases if the Conductor/Assistant Conductor fails to work the Baggage Car or designated firearms storage area. Station employees will load/unload long gun cases.
- The Conductor/Assistant Conductor must inventory the firearms storage area updating the manifest.
- Once the train has departed, go into your station queues, and remove (QR) the long gun firearms reservation message from **Queue 95**.
- If the long gun will be traveling to the next station, and there is minimal travel time between the two-points, call the station to advise of the long gun.
- If the long gun will be traveling on a train that splits en-route (Empire Builder at SPK, Lake Shore Limited at ALB, Texas Eagle at SAS), call or queue the transfer station where



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the firearm is located in case it needs to be moved to another baggage car for the rest of its journey.

## Record Keeping

- Record Baggage Tag number(s) in the "Ticket" field of the "Remarks" section of the firearms PNR.
- If baggage area is separate from ticket area, record the Baggage Tag number(s) carrying firearms on the back of the firearm ticket(s).
- When time permits, Baggage Agents should walk the firearm ticket(s) over to the Ticket Agent so that the Baggage Tag number(s) can be recorded in the "Ticket" field of the "Remarks" section of the firearms PNR. *Baggage tag numbers should be entered in the "Ticket" field of the "Remarks" section of the firearms PNR as soon as possible so the Amtrak Police Department and CNOC can identify all firearms on-board the train in the case of a service disruption, passenger removal or other emergency situation.*
- Once the Baggage Tag number(s) have been recorded by the Ticket Agent, the Baggage Agent should retain the firearm ticket(s).
- The firearms ticket(s), Baggage Tag(s) and Firearm(s) Declaration should be stapled together and maintained with the other Baggage Tags issued for that train.

## Firearms Handling – Destination Station

Baggage containing handguns, taser gun, starter pistols or ammunition. *(Except Pacific Surfliner and San Joaquins trains)*

- The destination stations will have no knowledge of inbound checked baggage that contain firearm case(s) so all normal baggage handling procedures will apply.

*Pacific Surfliner and San Joaquins* baggage containing handguns, taser guns, starter pistols or ammunition.

- The Baggage Agent will receive a call from the origin station anytime checked baggage with handgun cases, taser gun or ammunition has been loaded in the secured firearms area on a train.
- The Baggage Agent must bring a secured firearms float to any train with inbound checked baggage containing handguns or ammunition.
- Baggage Agents may remove checked baggage containing handguns / taser gun cases or ammunition but **must not** remove long gun cases without notifying the train crew. *Stations have been provided with number 102 switch lock keys that can open the secured on-board firearms storage area.*
- The Conductor/Assistant Conductor are responsible for the inventory of long gun cases in the firearms storage area.
- Checked baggage containing handgun / taser cases or ammunition removed from the train must be placed directly into the secured firearms float and immediately locked.
- Checked baggage containing handgun / taser cases or ammunition must remain in a locked secured firearms storage cabinet, firearms storage cage or firearms transport float until the baggage is claimed.
- The passenger must present their baggage claim check to claim the checked baggage containing handgun / taser cases or ammunition.



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- Only when the Baggage Agent has the claim check should the checked luggage containing handgun / taser cases or ammunition be removed from the secured firearms storage cabinet, firearms storage cage or firearms transport float.

#### Long gun cases

- A queue message, found in **Queue 95**, will be transmitted to destination stations advising of trains transporting inbound long gun cases and ammunition. Queue 95 must be worked daily.
- The Baggage Agent must bring a secured firearms float to any train containing inbound long gun cases.
- The Conductor/Assistant Conductor will be responsible for removing long gun cases from the secured on-board firearms storage area transferring them to the Baggage Agent. *The Conductor will note on the train manifest that the long guns/ammunition have been turned over to the station Baggage Agent.*
- Stations have been provided with number 102 switch lock keys that can open the secured on-board firearms storage areas **only if** multiple attempts to contact the crew have failed.
- Station employees can load/unload long gun cases if the Conductor/Assistant Conductor fails to work the Baggage Car or designated firearms storage area. Station employees will load/unload long gun cases. The Conductor/Assistant Conductor must inventory the firearms storage area updating the manifest.
- Long gun cases removed from the train must be placed directly into the secured firearms float and immediately locked.
- Long gun cases must remain in a locked secured firearms storage cabinet, firearms storage cage or firearms transport float until the long gun is claimed.
- The passenger must present their baggage claim check to claim the long gun case(s). Only when the Baggage Agent has the claim check should the long gun case(s) be removed from the secured firearms storage cabinet, firearms storage cage or firearms transport float.
- If the passenger has lost their claim check, they must provide ID in compliance with baggage claim procedures along with unlocking the long gun case to match the signature on the "*Firearm(s) Declaration*" (NRPC 3344) to the signature on their ID. A "*Lost Claim Check Application*" (NRPC 319) form must be completed.
- If both the passenger and long gun cases do not arrive, check to ensure that the reservation was cancelled.
- Long gun cases that are not claimed within seven calendar days must be reported to the Amtrak Police Department at (800) 331-0008.

#### Communication

When firearms discussions take place face-to-face or over the radio, between employees in the presence of passengers, employees should refrain from mentioning firearms. The discussion should be communicated in this manner: "*One item was removed from the secured area in the Baggage Car*" or "*Two items have been added to the secured area on the train*"



## Denying Travel for Not Meeting Firearms Requirements

If a passenger does not meet the firearms policy, explain what needs to be done to become compliant with the policy.

### Calm Passengers

Some passengers will be receptive to learn why they are not compliant with the firearms policy and try to make the necessary corrections to be compliant or change their travel plans to another date when they will be compliant.

### Irate or Disorderly Passengers

- Some passengers may become irate or disorderly to discover that they do not meet the firearms policy and cannot check their firearm.
- Before contacting police, offer the passenger the option to travel without their firearm(s) and/or ammunition. *The passenger will need to remove the firearm(s) and/or ammunition from Amtrak property in order to travel.*
- If the passenger continues to be irate / disorderly or you perceive that the situation may escalate into a dangerous confrontation, contact Amtrak Police (800) 331-0008 or the local police for assistance. Advise the Police that the situation does involve an irate passenger with a gun. This information should prompt an immediate response from the police.
- When the police arrive, explain that the passenger had become disorderly. The complaint to police is about the passenger's behavior, in response to an Amtrak agent enforcing certain provisions of public law 111-117, mandating Amtrak to carry firearms. It was a threatening situation towards one or more Amtrak employees that required police assistance.

### Police Assistance

- If possible, use a phone that is away from the passenger when calling Amtrak Police or local police for assistance.
- If the police arrive before the train departs, turn the passenger and firearms over to the police.
- If Amtrak Police or local police are not readily available for assistance, they still must be contacted.
- If the situation is still volatile while waiting for a police response, have the passenger complete the "*Firearm(s) Declaration*" (NRPC 3344) and process the reservation and firearm as normal.
- Immediately secure the firearms in the secured firearms storage cabinet or firearms storage cage.
- If the police do not show up prior to the train arrival, advise the passenger that they will not be permitted to board the train and that their firearms will be returned to them once the police arrive.
- Inform the Conductor that the passenger should not be permitted to travel and that police have been called.
- Place remarks in the travel and firearms reservation documenting the incident.



## **Passengers Attempting to Disregard Firearms Policy**

- Passengers that are denied the ability to check a firearm and are turned away may return a short time later to pick-up travel ticket(s) and check their baggage without the firearm.
- Issue travel tickets and check baggage per regular procedures.
- Baggage cannot be inspected to see if firearm has been hidden with baggage.
- Employees that have reason to believe that a passenger is attempting to disregard the firearm policy must contact Amtrak Police (800) 331-0008.
- If a witness saw the passenger putting the previous denied firearm into their baggage.
- The passenger made remarks and implied, during the heat of the moment, that they would be traveling on the train with their firearm "one-way or another."

*The police are responsible for the follow-up of this call. The ticket or baggage agent should not confront the passenger.*

## **Unusual Circumstances En Route**

### ***Disorderly Conduct On-Board the Train***

- If a passenger is removed from the train and has checked baggage, the Conductor must contact CNOC (302) 683-2299 with the passenger's travel reservation number and the baggage tag numbers before releasing the checked baggage to the passenger.
- CNOC will be able to identify if the passenger has a firearm or ammunition in their checked baggage.
- The baggage tag or manifest will identify if a long gun case is on-board.
- The Conductor must keep baggage containing firearms and long gun cases separate from the passenger.
- The Conductor must advise responding police that the passenger is transporting firearms.
- The Conductor and police will determine if:
  - the police will take possession of the firearms.
  - the station where the passenger is removed will take possession of the firearms, provided that the station can handle checked firearms.
  - the firearms will remain on-board the train to the ticketed destination station.
- If the firearms or ammunition in checked baggage are not taken off the train with the passenger, the checked firearms or ammunitions should remain on the train to the station that it was checked. The checked firearms or ammunition will be handled as outlined in Section L, Missing, Mishandled or Delayed Firearms, but the passenger will not be eligible for reimbursement expenses.
- The Conductor must notify CNOC (302) 683-2299 of the status of the firearm(s).
- CNOC will record the status of the firearm(s) in the "Ticket" field of the "Remarks" section of the PNR.



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## ***Derailment***

- During a derailment situation, the Conductor will need to provide first responders with the quantity and location of on-board firearms.
- The train manifest will list any long gun cases onboard the train.
- Contact CNOC (302) 683-2299 to determine checked baggage containing firearms.
- Emergency crews should be the only ones permitted near the car containing the secured on-board firearms storage area if the car is on fire.
- If the passengers are taken to a shelter, the checked firearms and ammunition should be stored in a separate secured area. If a passenger needs other items out of the suitcase that contains firearms and ammunition, they should be permitted to remove those items and then return the baggage with the checked firearms and ammunition to the secured area.

## ***Service Disruptions – Busing***

- If train service is interrupted and the passengers must be bussed, all firearms need to be loaded in the storage bins under the bus.
- No firearms in checked baggage may be loaded in the passenger areas of the bus.
- Long gun cases should be loaded together in the same storage bin, but other baggage can also be loaded in this bin.
- The storage bin containing long gun cases should be locked, if possible.
- Contact CNOC (302) 683-2299 to determine checked baggage containing firearms.
- An Amtrak employee does not need to ride with the bus.
- If an Amtrak employee does not accompany the bus, the bus driver can become Amtrak's representative.
- When the bus arrives at its final destination, an Amtrak agent must take charge of the luggage – especially the long gun cases. The destination station would have received a notice that long gun cases were coming and should prepare for the arrival of the bus with the secure firearms float if possible.
- If the bus is being utilized to reconnect to rail service at an intermediate point, the transfer station must be notified by the Amtrak employee in charge at the station the bus was dispatched from, of any firearms that must be handled. The intermediate station should use the secure firearms float to transport long gun cases from the bus to the train.
- Checked hand or taser guns and ammunition may continue to ride anonymously as long as checked baggage is not placed in the passenger area of the bus.
- If a bus company refuses to accept firearms, allow the passengers to travel along with any checked luggage that does not contain firearms. Alternate transportation will have to be arranged to carry the firearms.
- In situations where Amtrak will be providing prolonged bus operations to replace rail service, firearms and ammunition in checked baggage must continue to be accepted if checked baggage service is being offered. If checked baggage service is suspended, firearms and ammunition in checked baggage service can also be suspended.



### ***Blanked or Shopped Car***

- If a car containing a secured on-board firearms storage area is blanked or shopped in route, firearms must be moved to a secured (locked) area on the train.
- Firearms contained within checked baggage cannot be stored in the same car that passengers occupy, unless the firearms are in a secured (locked) space. Contact CNOG (302) 683-2299 to determine checked baggage containing firearms.

If a Coach Car is provided to replace a Baggage Car.

- The Coach Car should be locked when long gun case(s) are being transported within the car.
- If the Coach Car cannot be locked, all long gun cases must be secured separately in a locked bathroom or other lockable area within the car.
- If there is no lockable space in the car, all long gun cases must be transported in the next available Baggage Car. The Conductor can use the manifest to determine which passengers are transporting long gun cases and notify them that the next available Baggage Car will be transporting their firearms.
- Hand or taser guns cases and ammunition contained inside checked baggage may be transported in an unlocked Coach Car not occupied by passengers.
- Contact CNOG (302) 683-2299 to determine checked baggage containing firearms.

### **Missing, Mishandled or Delayed Firearms/Ammunition**

- Verify the passenger has a "firearms checked baggage" receipt.
- If the firearm is a long gun case, check with the station agent to determine if an alert was sent through the Arrow system notifying the destination station that a long gun case is being stored inside the secured storage cabinet of the incoming train's Baggage Car that should be offloaded.
- If long gun case(s) do not arrive on the same scheduled train that the passenger is riding, the Baggage Agent must contact the origin station at the first opportunity to confirm that the long gun case(s) was loaded on the train.
- Check with the Conductor if it's a long gun case to ensure the firearm was removed from the storage locker.
- Baggage that is mishandled or misconnected during a passenger's trip resulting in a delay of baggage containing firearm case(s) and/or ammunition, Amtrak will ship the firearm case(s)/ammunition to the departure or destination station at the passenger's discretion.
- At no time will Amtrak ship the firearm case(s)/ammunition using other means of transportation other than Amtrak's checked baggage service.
- The passenger will be required to pick up their firearm case(s)/ammunition at the designated station and will be reimbursed for their expenses.
- Passengers will be reimbursed up to 200 miles round trip at the current rate per mile allowance.
- The maximum for transportation costs, other than the passenger's personal vehicle, is \$100.
- Receipts are required from the passenger and should be reimbursed through a 3445 form.





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- For mileage, the passenger should provide the address of where they are staying.
- Costs in excess of the above-mentioned limits must be approved by the District Manager.
- Misrouted firearm case(s) are not to be delivered by employees, taxis or any other courier services.
- If unsuccessful in locating the item, Amtrak Police must be notified at (800) 331-0008 to respond and initiate a lost or stolen property report.

## Claims

Claims for firearms will be handled in accordance with current baggage procedures. Baggage agents should note the condition of the gun case on the claim form if:

- If the passenger claims that their gun is missing; and the gun case lock has not been tampered with or there is no physical damage to the gun case.
- If the passenger claims that there is damage to the gun and the lock has not been tampered with or there is no physical damage to the gun case.

## Firearms Storage – Superliner Baggage-Coach

Anytime a Superliner Baggage-Coach is being used for “Checked Baggage Service”, all doors accessing the baggage area must be locked or secured regardless if firearms are present or not.

- Interior sliding door in the lower-level hallway by stairway. *(Refer to Figure 1)*
- Exterior sliding doors located on both sides of the carbody. *(Refer to Figure 2)*
- Interior hinged doors located on the baggage area wall that allow access to the utility room. *(These doors are not equipped on all cars.) (Refer to Figure 3)*



Figure 1 – Interior Sliding Door



Figure 2 – Exterior Sliding Door



Figure 3 – Interior Hinged Doors

- The interior sliding door can only be locked and unlocked from the hallway side, not from within the baggage area.
- The exterior sliding doors can only be locked and unlocked from within the baggage area, not from the exterior of the car.



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- The interior hinged doors on the baggage area wall, that allow access to the utility room, can only be locked and unlocked from inside the baggage area. *(These doors are not equipped on all cars.)*
- Enter and exit the baggage area through the interior sliding door located next to the lower-level hallway stairway.
- The baggage area does not contain a separate long gun storage cabinet because the entire baggage area can be locked and secured. *A separate long gun storage cabinet would also reduce the limited space currently available for checked baggage.*
- Long gun cases should be placed next to other checked baggage going to the same destination, so that all items to be offloaded will be located together within the baggage area.
- When approaching a station, the interior and exterior baggage doors should be unlocked in preparation of loading and unloading checked baggage and long gun cases.
- Do not open the exterior doors until the train has come to a complete stop.
- Once baggage doors have been unlocked, the baggage area must never be left unattended.
- The locking pin should always be locked with the padlock in either the unlocked or locked positions.

#### Interior Hallway Door Lock Assembly – Description

- The door lock assembly is located on the wall to the left of the sliding hallway door used to access the baggage area. *(Refer to Figure 4)*
- The door lock assembly consists of three pieces.
  - Wall bracket. *(Refer to Figure 5)*
  - Locking pin. *(Refer to Figure 6)*
  - Padlock. *(Refer to Figure 7)*

#### Wall bracket Description- A square metal bracket permanently attached to the wall.

- The bracket has two tabs with one hole in each tab.
- The center of the bracket also has a hole to accommodate the locking pin when used to lock the door.

#### Locking pin description. *(Refer to Figure 6)*

- A removable rectangular piece of metal with a 4" long round pin attached to the center.
- The rectangular piece of metal has one tab containing one hole.

#### Padlock description. *(Refer to Figure 7)*

- The removable padlock is a switch lock that uses a number 102 switch key.
- The key cannot be removed from the padlock when the lock is in the unlocked (open) position.
- The key must not be left in the padlock unattended.



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Figure 4 – Door Lock Assembly



Figure 5 – Wall Bracket

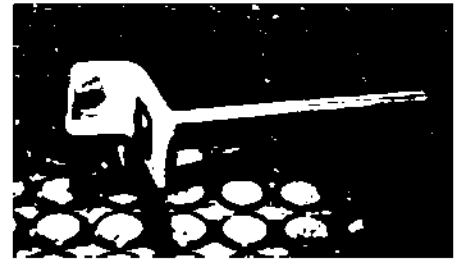


Figure 6 – Locking Pin



Figure 7 – 102 Padlock

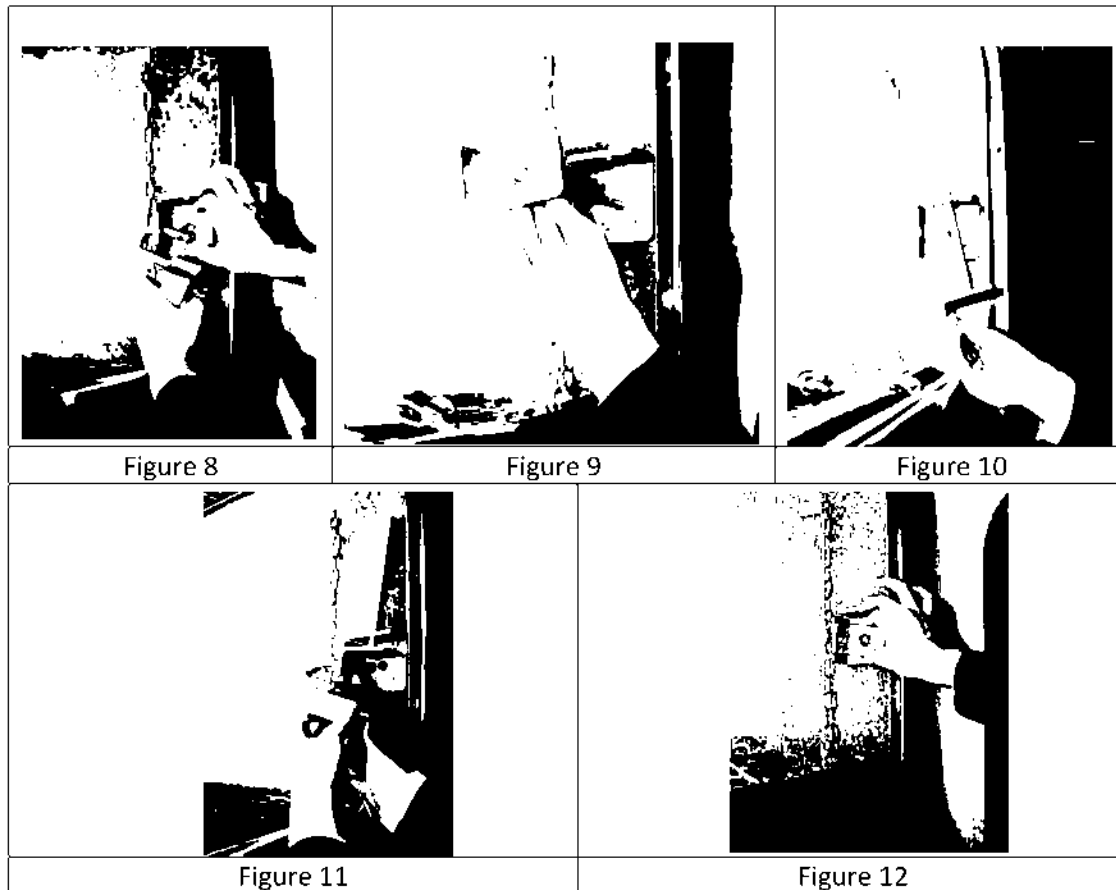
#### Interior Hallway Door

##### Unlocking Door

- Unlock the padlock.
- Remove the padlock from the wall bracket and locking pin. *(Refer to Figure 8)*
- Slide the locking pin out from the wall bracket. *(Refer to Figure 9)*
- Insert the locking pin (bottom up) through the top tab hole located in the wall bracket so that the pin is pointed towards the ceiling. *(Refer to Figure 10)*
- Align the locking pin tab hole with the wall bracket hole located in the left side tab, so that the padlock can be inserted through both holes. *(Refer to Figure 11)*
- Lock the padlock and remove the key.

##### Locking Door

- Close interior sliding door.
- Unlock the padlock.
- Remove the padlock from the wall bracket and locking pin. *(Refer to Figure 11)*
- Slide the locking pin downward and out from the wall bracket. *(Refer to Figure 10)*
- Insert the locking pin into the center hole of the wall bracket. *(Refer to Figure 9)*
- Align the locking pin tab hole with the wall bracket hole located in the left side tab, so that the padlock can be inserted through both holes. *(Refer to Figure 12)*
- Lock the padlock and remove the key.



## Exterior Door

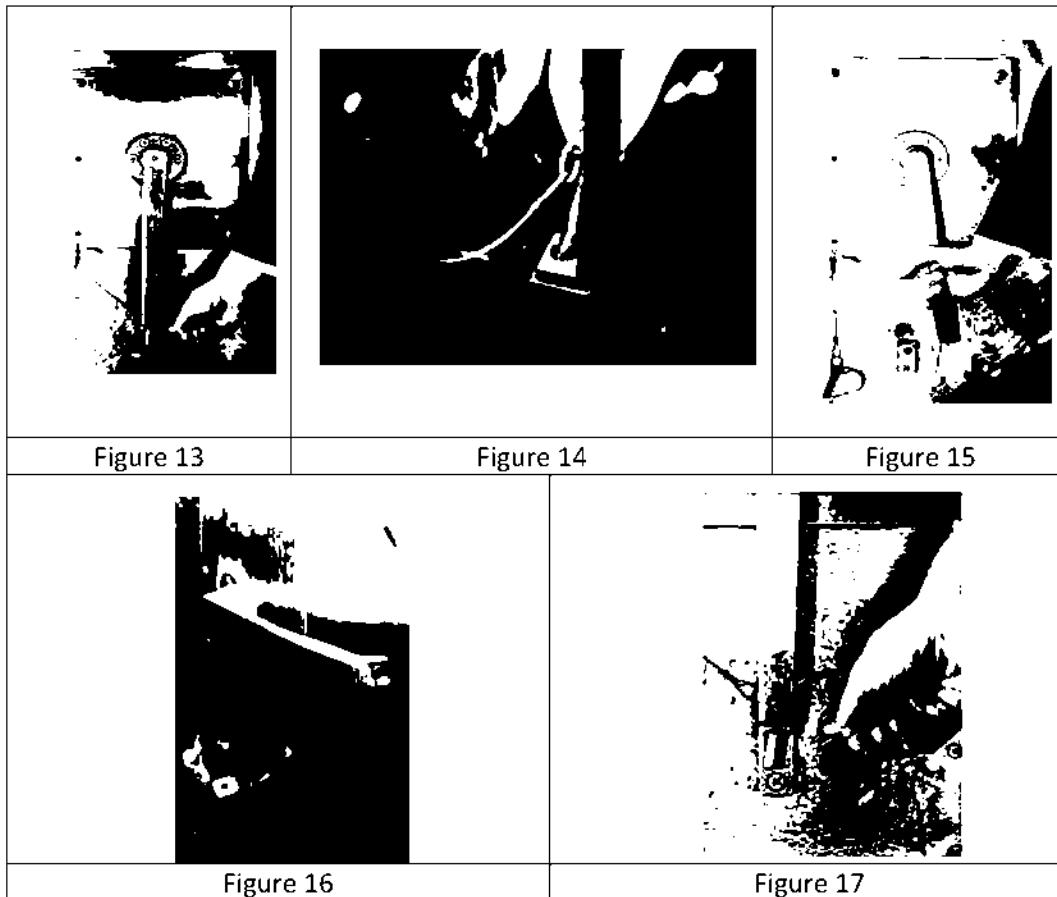
### Unlocking Door

- Remove safety clip from the bottom of the door handle locking pin. *(Refer to Figure 13)*
- Remove the locking pin from the end of the exterior door handle. *(Refer to Figure 14)*
- Let the locking pin dangle from the attached cable or chain. *(Refer to Figure 15)*
- DO NOT reinstall the locking pin into the door handle or bracket located on the door. Reinstalling the locking pin could cause injury or damage to equipment. *(Refer to Figure 16)*
- While lifting the door lever, ensure that the pin or pin cable/chain does not interfere with the operation of the door lever. *(Refer to Figure 16)*
- Open exterior door after the door lever is in the proper open position.

### Locking Door

- Securely close the exterior door.
- Place hand(s) in the center of the door handle and not the end of the handle to prevent injury. *(Refer to Figure 15)*
- Slowly lower the door handle to the closed position, ensuring that the pin or pin cable/chain does not interfere with the operation of the door lever. *(Refer to Figure 15)*

- Align the end of the door lever with the bracket located on the door.
- Insert locking pin (top down) through the end of the door lever handle into the bracket located on the door. *(Refer to Figure 14)*
- Attach the safety clip to the bottom of the door handle locking pin. *(Refer to Figure 17)*



## Firearms Storage – Baggage Car and NPCU (Non-Powered Cab Unit)

- Only long gun cases should be stored in the locked firearm storage cabinet.
- The firearm storage cabinet should always be locked, regardless if long gun cases are being transported.
- Once the firearm storage cabinet has been unlocked, the baggage area must never be left unattended.
- Baggage Cars should have exterior loading doors closed and locked except when loading or unloading items. The passageway doors leading to passenger cars should be closed but left unlocked.
- NPCUs should have all doors closed except when loading or unloading items. Loading doors are not required to be locked.



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- If the firearm Storage Cabinet cannot be locked (defective), firearms can still be transported in the Baggage Car if all doors can be locked. If all doors cannot be locked, other provisions must be utilized where the firearm can be securely transported in a locked area. All firearms storage cabinet defects must be documented in a conductor's eMAP21A.

#### Firearm Storage Cabinet Lock Assembly – Description

The firearm storage cabinet lock assembly consists of four pieces. *(Refer to Figure 18)*

- Two (2) cabinet side brackets – one (1) bracket located on each side of the cabinet. *(Refer to Figure 19)*
- Locking bar. *(Refer to Figure 18)*
- Padlock. *(Refer to Figure 7)*

Two (2) cabinet side brackets description. *(Refer to Figure 18)*

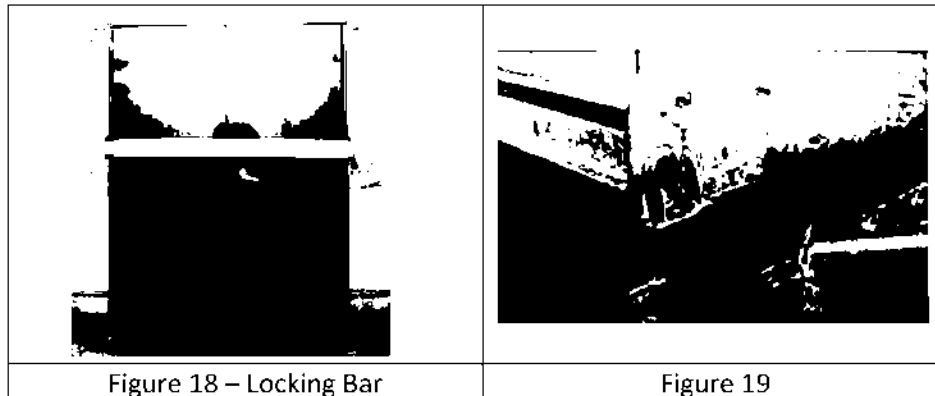
- Square metal bracket permanently attached to the left and right side of the cabinet.
- Each of the brackets has a vertical opening (slot) which the locking bar fits into.

Locking bar description. *(Refer to Figure 19)*

- Removable metal bar that fits into both of the cabinet locking bar brackets to prevent the storage locker doors from opening.
- One end of the bar has a hole to accommodate a padlock, the other end of the bar is solid (no hole).

Padlock description. *(Refer to Figure 7)*

- The removable padlock is a switch lock that uses a number 102 switch key.
- The key cannot be removed from the padlock when the lock is in the unlocked (open) position.
- The key must not be left in the padlock unattended.



## Firearm Storage Cabinet

### Unlocking Doors

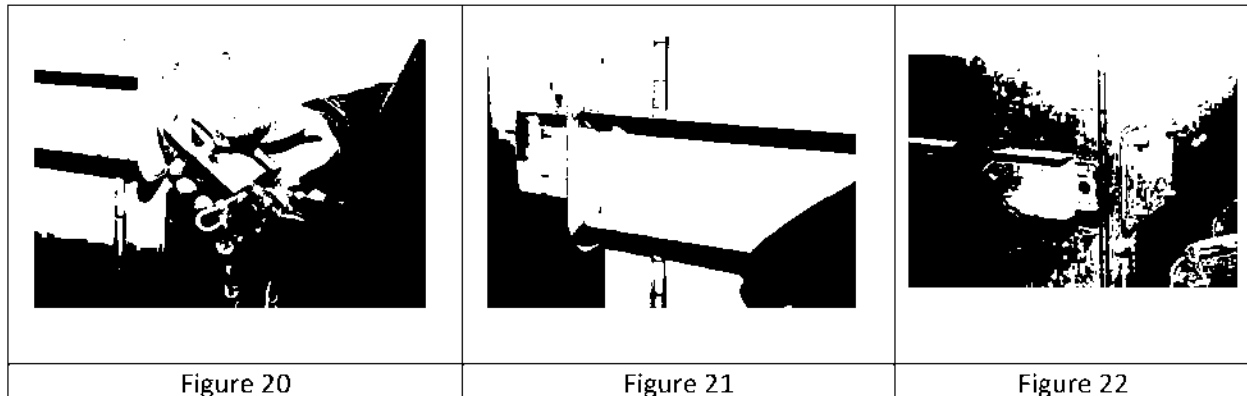
- Unlock and remove padlock using a number 102 switch key. *(Refer to Figure 20)*
- Slide the locking bar in the direction towards the solid (no hole) end until the bar can go no further in the cabinet side bracket. *(Refer to Figure 21)*

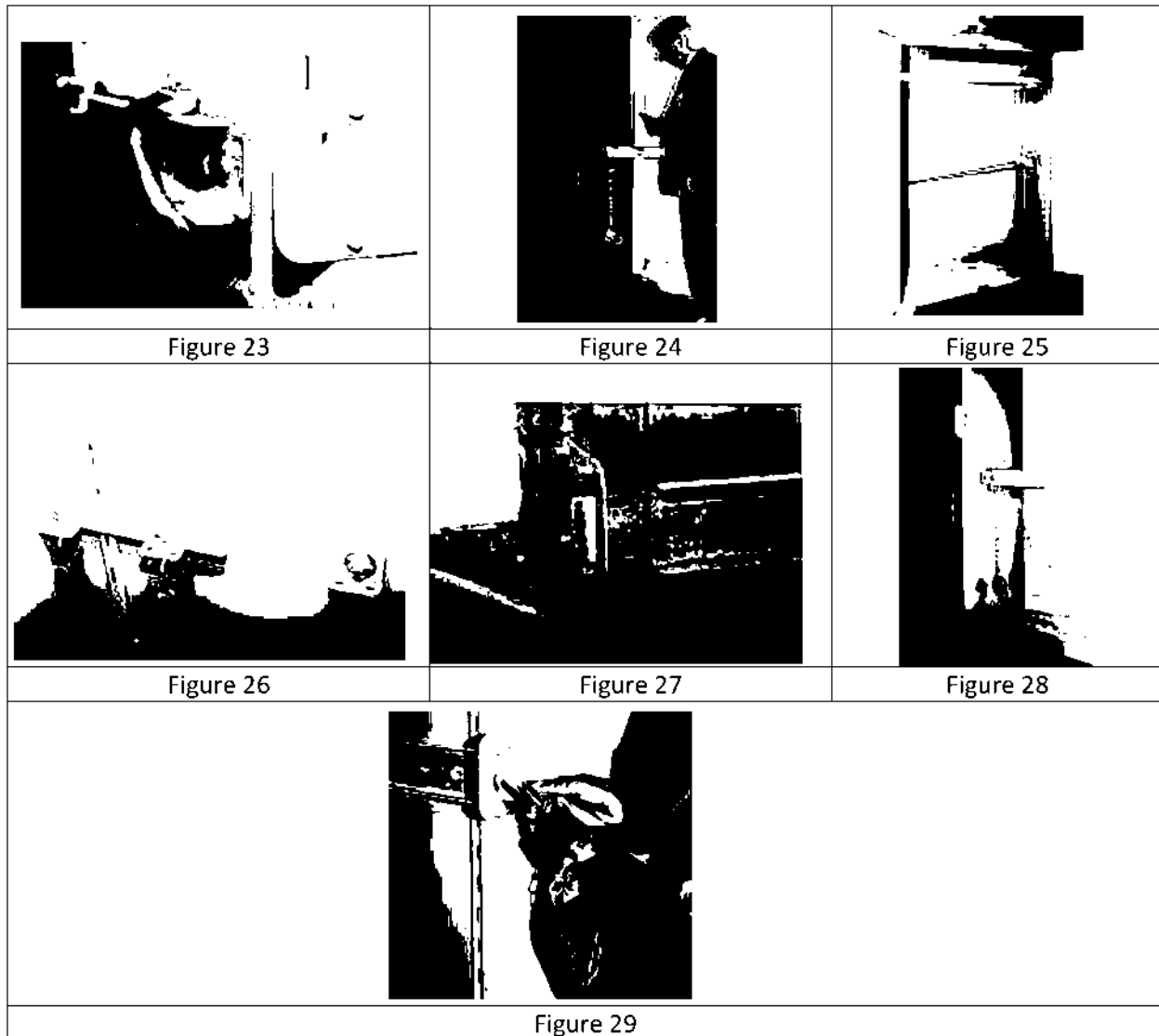
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- The locking bar end (with hole) should now be detached from the cabinet side bracket. *(Refer to Figure 22)*
- Angle the locking bar end (with hole) away from the cabinet so that it will not strike the cabinet side bracket from which it was removed. *(Refer to Figure 23)*
- Pull the locking bar out and away from the remaining cabinet side bracket and place the locking bar out of the work path to the right side of the cabinet behind the wall brace. *(Refer to Figure 24)*
- Carefully open cabinet doors (long gun cases may have shifted during transit) and load or remove long gun cases as needed. *(Refer to Figure 25)*
- Use the rubber straps to secure the long gun cases within the firearms cabinet. *(Refer to Figure 26)*

### Locking Doors

- Ensure that cabinet doors are securely closed.
- Insert the solid (no hole) end of the locking bar into the cabinet side bracket located on the non-lock side of the cabinet. *(Refer to Figure 27)*
- Slide the solid (no hole) end of the locking bar into the cabinet side bracket until the locking bar can go no further. *(Refer to Figure 21)*
- Align the locking bar end (with hole) so that the locking bar can be slid into the cabinet side bracket slot next to the lock. *(Refer to Figure 23)*
- Slide the locking bar into the cabinet side bracket slot far enough to allow the padlock hole to pass by the cabinet side bracket. *(Refer to Figure 28)*
- Once the locking bar has been securely installed into the cabinet side brackets, install padlock. *(Refer to Figure 29)*




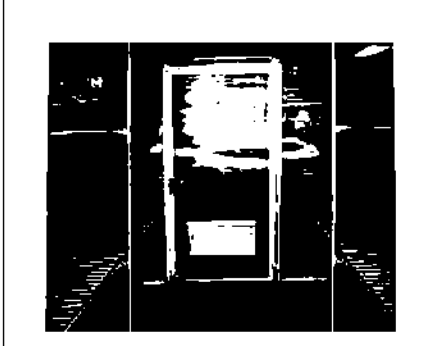



## Firearms Storage – Surfliner

- All doors providing access to the general baggage area must always be locked, except when loading or unloading baggage.
- Exterior sliding doors located on both sides of the carbody. *(Refer to Figure 30)*
- Interior hinged door located on the lower level between the baggage and passenger areas. *(Refer to Figure 31)*
- Interior hinged half door located on the upper level at the top of the stairway that leads to the baggage area on the lower level. *(Refer to Figure 32)*
  - Both long gun cases and baggage containing firearms and ammunition should be stored in the locked firearm storage cabinet.
  - The firearm storage cabinet should always be locked, regardless if long gun cases and baggage containing firearms and ammunition are being transported.



- Once baggage doors have been unlocked, the baggage area must never be left unattended.

		
<p>Figure 30 – Exterior Sliding Doors</p>	<p>Figure 31 – Interior Hinged Door</p>	<p>Figure 32 - Stairwell</p>

#### Firearm Storage Cabinet Lock Assembly – Description

The cabinet lock assembly consists of two pieces.

- Door mounted hasp. *(Refer to Figure 33)*
- Padlock. *(Refer to Figure 7)*

Door mounted hasp description. *(Refer to Figure 33)*

- The hasp is permanently attached to the folding door.
- When locked, the hasp prevents the doorknob from being turned.

Padlock description. *(Refer to Figure 7)*

- The removable padlock is a switch lock that uses a number 102 switch key.
- The key cannot be removed from the padlock when the lock is in the unlocked (open) position.
- The key must not be left in the padlock unattended.

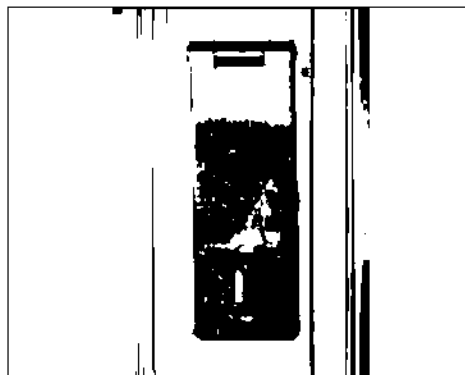
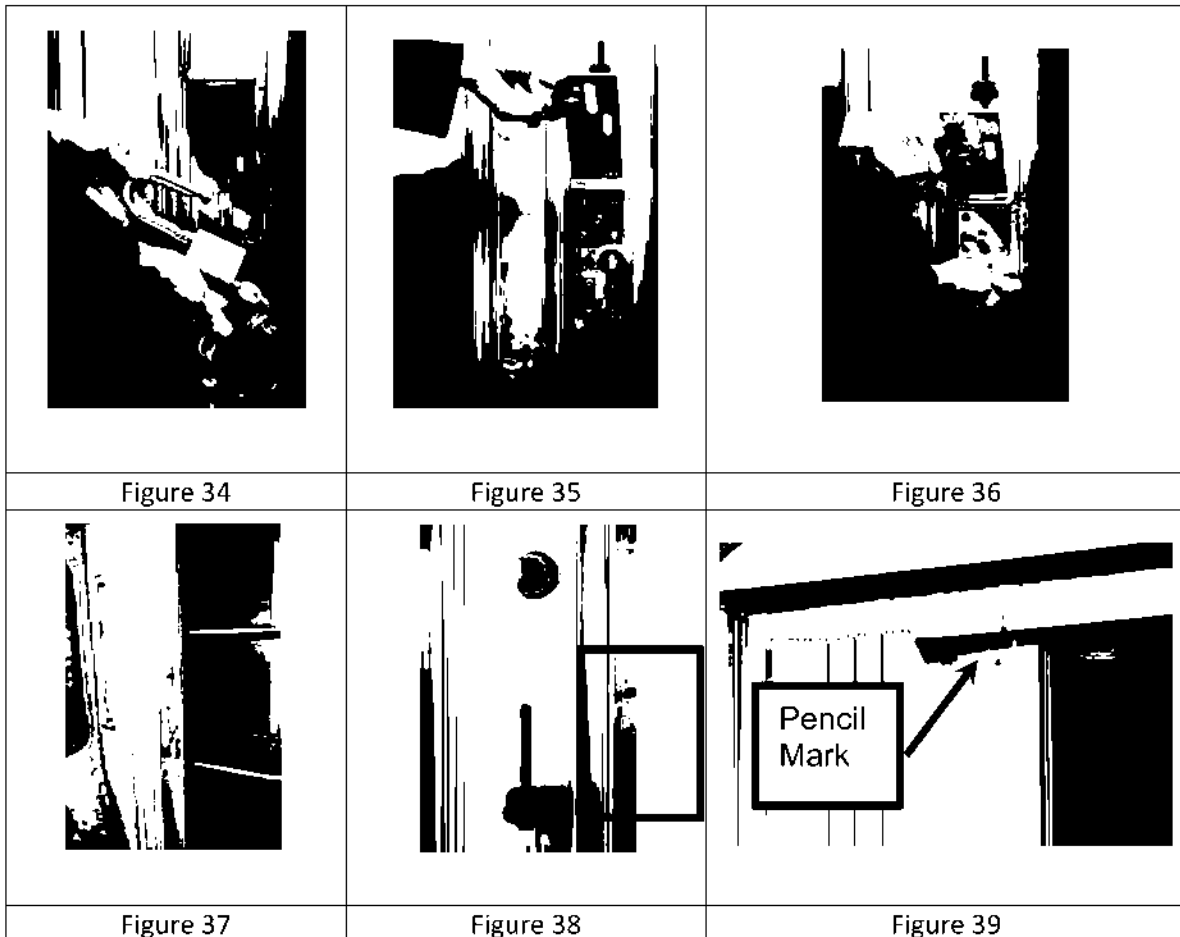


Figure 33 – Door Mounted Hasp

## Firearm Storage Cabinet

### Unlocking Door

- Unlock and remove padlock using a number 102 switch key. *(Refer to Figure 34)*
- Lift hasp *(Refer to Figure 35)*
- Turn the knob located under the hasp to unlock folding door. *(Refer to Figure 36)*
- Carefully open folding doors (long gun cases or other baggage may have shifted during transit).
- Open folding door all the way ensuring that the folding door panels do not bind. *(Refer to Figure 37)*
- Once folding door is fully open, lift the door open locking pin (black knobbed slide lever) to hold the folding door in the open position. *(Refer to Figure 38)*
- Use the pencil mark on the door frame as a guide for the location where the door open locking pin hole is located in the door frame. *(Refer to Figure 39)*

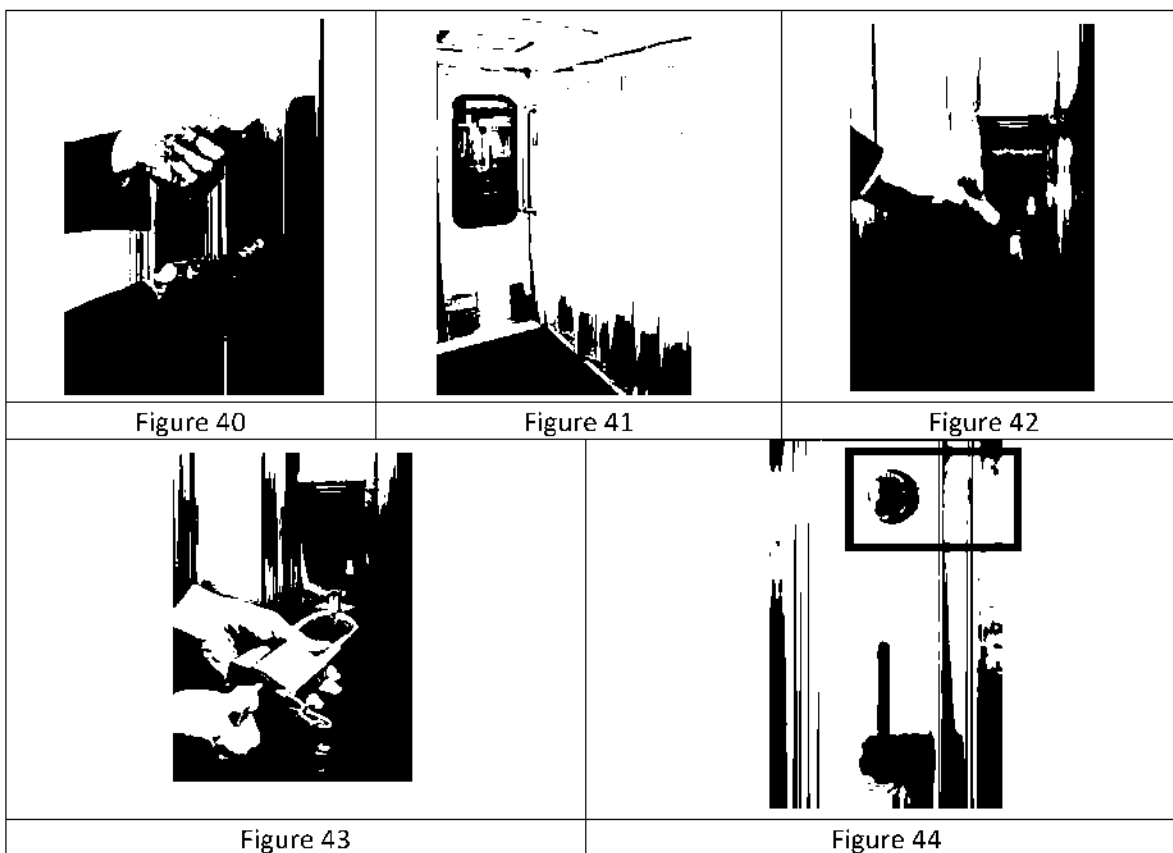




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## Locking Doors

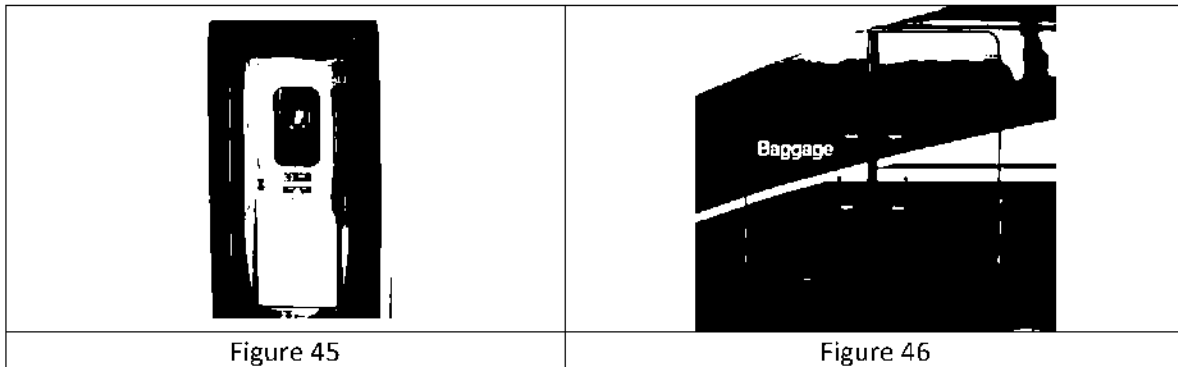
- Ensure all long gun cases and baggage containing firearms and ammunition are positioned within the storage area and not obstructing the folding door panels when closing the door.
- Release the door open locking pin by pulling the black knobbed slide lever down. *(Refer to Figure 40)*
- Pull the door closed ensuring that the folding door panels do not bind. *(Refer to Figure 41)*
- Once the door is securely closed, lift the hasp and turn the knob under the hasp to lock the door. *(Refer to Figure 42)*
- To verify that the folding door is in the locked position, try to pull the door open.
- Close the hasp over the doorknob ensuring that the doorknob handle aligns with the slot in the hasp. *(Refer to Figure 42)*
- Insert padlock in hasp and lock. *(Refer to Figure 43)*
- Remove padlock key.
- The doorknob located above the black knobbed slide lever does not need to be used for locking the folding doors. *(Refer to Figure 44)*



## Firearms Storage – Talgo

All doors providing access to the baggage compartment must always be locked, except when loading or unloading baggage.

- Single door between baggage compartment and the end of car. *(Refer to Figure 45)*
- Double doors on the exterior of the carbody to the baggage compartment. *(Refer to Figure 46)*
- Both long gun cases and baggage containing firearms and ammunition should be stored in the baggage compartment.



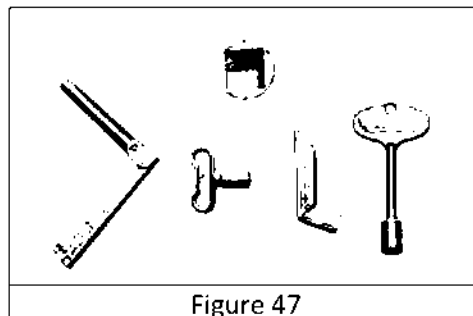
### *Interior Single Baggage Compartment Door*

#### Unlocking door

- Use the correct door key that will accommodate the square shaft on Talgo door locks. *(Refer to Figure 47)*
- Insert door key over square shaft and turn key to unlock door.
- Push door inward towards the Baggage compartment to enter.

#### Locking door

- Ensure door is tightly closed.
- Use the correct door key that will accommodate the square shaft on Talgo door locks. *(Refer to Figure 47)*
- Insert door key over square shaft and turn key to lock door.





## ***Exterior Double Baggage Compartment Doors***

### **Unlocking doors from inside the train** *(Refer to Figure 48)*

- Use the correct door key that will accommodate the square shaft on Talgo door locks. *(Refer to Figure 47)*
- Insert door key over square shaft and turn key to unlock door. *(Refer to Figure 49)*
- Turn and hold the lower red bar handle in the direction of the arrow stamped into the handle while simultaneously pulling the upper red handle downward to slide the door open. *(Refer to Figure 50)*
- Both red door handles must be used at the same time to slide the door open.
- Both right and left doors should be opened fully before loading or unloading baggage.

### **Unlocking doors from outside the train** *(Refer to Figure 46)*

- Use the correct door key that will accommodate the square shaft on Talgo door locks. *(Refer to Figure 47)*
- Insert door key over square shaft and turn key to unlock door. *(Refer to Figure 51)*
- Turn and hold the upper red bar handle, located in the recessed circle bracket in the door, in the direction of the arrow stamped into the handle while simultaneously pulling the lower red handle outward to open the door. *(Refer to Figure 52)*
- Both red door handles must be used at the same time to slide the door open.
- Both right and left doors should be opened fully before loading or unloading baggage.

### **Locking doors from inside the train**

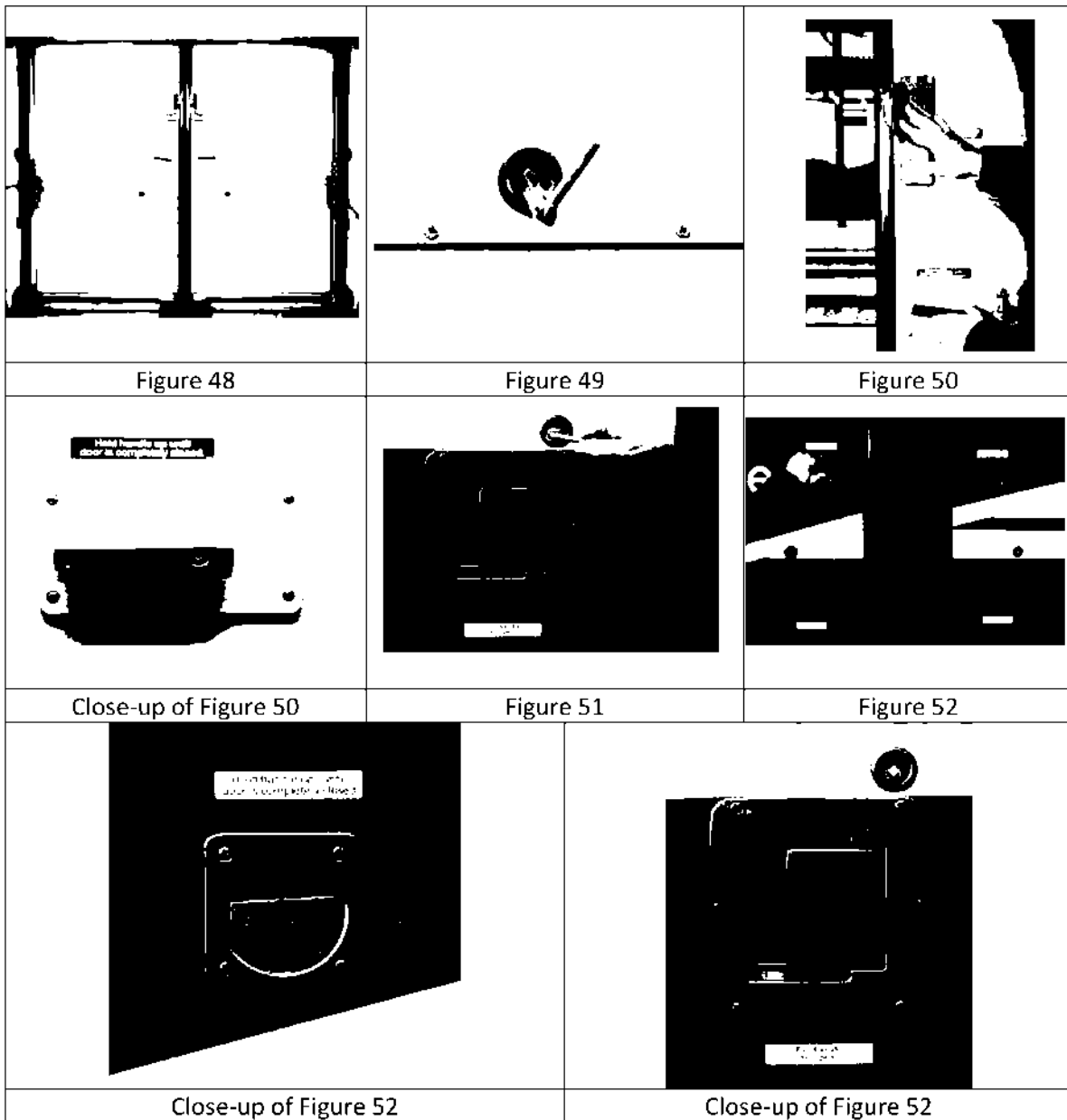
- Turn and hold the lower red bar handle in the direction of the arrow stamped into the handle while simultaneously pulling the upper red handle downward to slide the door closed. *(Refer to Figure 50)*
- Both red door handles must be used at the same time to slide the door closed.
- Both right and left doors should be securely closed with both red handles in their proper position before locking with the door key
- Use the correct door key that will accommodate the square shaft on Talgo door locks. *(Refer to Figure 47)*
- Insert door key over square shaft and turn key to unlock door. *(Refer to Figure 49)*

### **Locking doors from outside the train**

- Turn and hold the upper red bar handle, located in the recessed circle bracket in the door, in the direction of the arrow stamped into the handle while simultaneously pulling the lower red handle outward to slide the door close. *(Refer to Figure 52)*
- Both red door handles must be used at the same time to slide the door closed.
- Both right and left doors should be securely closed with both red handles in their proper position before locking with the door key.
- Use the correct door key that will accommodate the square shaft on Talgo door locks. *(Refer to Figure 47)*
- Insert door key over square shaft and turn key to lock door. *(Refer to Figure 51)*



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## Appendix

### *Update history*

2021-10-10 Updated Group Firearms section. New hours and telephone number.  
2019-11-06 Updated to new template, updated San Joaquins name, updated group contact center information  
2017-12-27 Taser are now accepted and booked under the handgun booking designator.

### *About this chapter*

<b>Contact(s):</b> Ann Adams and Elizabeth Bailey	<b>Subject:</b> Firearms in Checked Baggage
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



## Fare Charges and Rules

### Chapter Summary: Fare Charges and Rules

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*To return to the table of contents from anywhere in the document, push Ctrl-Home on your keyboard (the Home key is on the right side of the keyboard).*

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## Policy

### Official Tariff

#### *Introduction*

This tariff is the official compilation of rules for travel on Amtrak passenger trains. All Amtrak tickets and the transportation of passengers and their baggage are subject to these rules.

This tariff also covers rules relating to and governing private car movements, special trains, and Thruway bus service.

The current issue of "Amtrak's Official Tariff Rules is the only Amtrak passenger tariff in effect. Amtrak may issue fares notices and/or fares orders to supplement the tariff.

All fares in this tariff are published in U.S. dollars.

Fares published in the current issue of "Amtrak's Official Tariff Rules, current Fares Notices and/or fares orders, and tariff changes shall apply and may be quoted for all travel dates for which inventory is available and reservations may be made through Amtrak's automated reservation system, subject to such restrictions as may be imposed by applicable rules and regulations.

Many fares are based on the availability of a specific inventory class. If reservations which have been confirmed at one of these fares are changed in any way, the change(s) may result in a higher fare being charged to the passenger. See "Adjustments to Fares" for more specific information.

Rates for a reservation shall not be confirmed until an automated passenger name record (PNR) is created and will be based on fares and rules in effect at that time.

"Amtrak's Official Tariff Rules" also is designed to enable each Amtrak agent to provide fare rules information from any Amtrak point to any other Amtrak point. This also includes points on connecting non-Amtrak rail lines or bus lines for which fares for through sales are contained in this Tariff. Amtrak desires and encourages agents to make the fullest use of this capacity. Rules and fares published in this Tariff apply only to Amtrak, not to non-Amtrak carriers, unless specifically stated otherwise.



## Discounted Fares

### ***Definition***

Various discounts are available to Amtrak passengers subject to the following eligibility conditions.

### ***How to Apply***

Most discounts are based on a percentage of the regular one-way fare between the same points.

Discounts do not apply to special or excursion fares unless specified in the rules of the fare plan. Discounts may also apply to special promotional offers. See promotional details for applicability.

## Applying Promotions to Existing Reservations

Passengers with existing paid and/or ticketed reservations who ask to take advantage of a new promotion or fares order must do the following:

- Book entirely new PNR from best available inventory.
- Price the **new** PNR with the best available fares.
- If the new booking is advantageous, cancel the old PNR and ticket the new reservation.

Any tickets issued against the old reservation may be exchanged for tickets on the new PNR, less any applicable fees.

Note: if the passenger's existing reservation is entirely unpaid, not ticketed, you may re-price the existing PNR so long as it was booked on or after the first sale date specified in the terms of the promotion or fares order.

## Fares and Charges - General

Different Amtrak services have varying fare structures.

- Conventional: includes coach, Business class, and sleeping accommodations
- Acela Express: includes Business class and First class
- Auto Train: includes coach and sleeping accommodations

For tickets sold using any discount plan or published excursion, special or multi-ride tickets, see specific rules in, "Discounted Fares" or specific fare code, "Amtrak fare code rules" for valid types of service.



## Fare Calculation

To calculate fares for the sale of tickets before boarding:

- A rail passage fare, regular, Acela or Auto Train, must be paid by everyone of fare paying age.
- Coach travel and Acela Business class travel is covered by the rail passage fare and no additional collection is required.
  - For Acela First class, an accommodation charge must be added to the rail passage fare for each unit of space occupied, regardless of the number of persons occupying the space.

Example:

- 2 persons occupying one bedroom will pay two rail passage fares but only one bedroom charge.

Each sleeper or first class accommodation unit requires at least one rail fare; more, if more than one person occupies it.

Example:

- Bedrooms en suite for only one person requires two rail fares.

### For sale of tickets on board the train:

Calculations above will apply. In addition, a service charge may apply. Refer to "On-board Train Sales" for details.

## Taxes

There is no U.S. tax on rail transportation and no state or local taxes apply.

## Musical Instruments

- A coach passenger may reserve a second seat to be occupied by a musical instrument.
- The fare charged for this seat will depend on the coach inventory type reserved for the instrument. Charge an adult type fare. Note - if the passenger has a "WC" disabled companion fare, the instrument does not also get that fare.
- Instruments cannot present a safety hazard in the judgment of Amtrak personnel. Example: instrument cannot block the aisle.
- There is no additional charge for an instrument which can be safely accommodated in the same sleeping accommodation
- Requests for musical instruments will be granted on an individual basis. Passenger should contact Customer Services at the local station.

**Group travel:**

Special arrangements must be made if group travel will include transportation of musical instruments.

**Non-Amtrak Fares and Rules - Introduction**

Amtrak agents may sell connecting tickets reading for travel via certain other carriers (bus, ferry or rail). These are shown in Arrow as 7000-series thruway services.

Fares that apply to such services are shown in Arrow, and the fare plans associated with them give the rules that apply to these fares. These can include some differences from those of Amtrak, such as the ages where children's fares apply -- and in many cases the discount rules are considerably different, if there are discounts at all.

Employee pass travel and USA pass travel is generally not permitted on these services.

**Amtrak Monthly Tickets**

Amtrak offers tickets valid for travel for 1 calendar month on many routes.

These tickets are valid for unlimited travel (confirmation required prior to boarding train and allowed 2 times a day; once in each direction) between the city pairs of the ticket from the 1st through the last calendar day of the month for which it is issued. These tickets are not valid on certain reserved trains.

These tickets are nontransferable and are valid only for the person named upon it. A signature is required.

Tickets are available for purchase as listed:

<u>Day of Month</u>	<u>Tickets available for purchase</u>
1 <sup>st</sup> thru 15 <sup>th</sup>	Current month, plus up to the next 2 months in advance
16 <sup>th</sup> thru 20 <sup>th</sup>	Current month, plus up to the next 3 months in advance
21 <sup>st</sup> thru end	Up to the next 3 months, current month no longer available

**Precedence of Through Fares - Continuous Passage**

When a passenger travels between two points on a direct train, without transfer or stopover, a published rail passage fare or accommodations charge takes precedence over any lower fare or charge which may be constructed by adding two or more other regular, special or excursion fares or charges together which apply over the same route.

Example:

- When A, B and C are three points along a route, and there is a fare published from A to C, it must be used for continuous passage even if it is greater than the sum of A-B and B-C.



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### ***Break in Trip***

A passenger who actually transfers, or makes a stopover, at any point in the itinerary, will be entitled to the sum of local fares added over the transfer or stopover point, if this sum is less than the published through fare for the end points of the itinerary.

### ***Through Connect Fare Tickets and Blackout Periods***

Certain through-connect fares may have time of day or day of week blackouts.

If the passenger is only transferring at the point where the ticket coupons are broken (not making a stopover), and if he or she boards the first train of the two outside the blackout period, he or she may board the second train even if it is within the blackout period.

Example:

- Train 256 ALB-NYP, DP ALB 1145A, connecting at NYP to train 173 NYP-PHL, DP NYP 320P.

This is permitted, even though train 173 departs within the blackout period, because train 256 departed outside it. The passenger should keep the ticket receipt from the first ticket with the second ticket in case of any questions.

## **Children's Fare Rules**

### ***Guidelines***

- Passengers 2-12 years of age qualify for half-fare under certain circumstances (see policy).
- All persons 13 years of age or older, and all unaccompanied minors, pay adult fares.
- Children's ages are determined by actual date of birth.
- The age of the child at the start of the trip shall determine the fare that applies for the entire itinerary.
- Amtrak reserves the right to require proof of age at any time.

### ***Travel Restrictions for Children***

Children under 16 years of age may travel on Amtrak trains only if:

- Traveling with another passenger who is at least 18 years old, who assumes responsibility for the child; or
- Provided the child is at least 13 years of age, receives authorization to travel "unaccompanied" per procedures in unaccompanied children rules.
- Children under 13 cannot, under any circumstances, travel "unaccompanied."



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Children 16 years or older may travel anywhere with no restrictions.

### ***Discount Fare***

One child 2-12 years of age may travel at half fare with each member of the same party paying an adult fare.

- Tickets issued at adult discount fares (such as senior or Amtrak multi-ride) or adult commuter-rail cross-honor tickets shall be considered adult fares for this purpose.
- Tickets issued at adult fare to a child 13 or under shall also qualify as an adult fare for this purpose.  
*Exception:* A ticket issued to an "unaccompanied" child 13 to 15 years of age, although the same as adult fare, does not qualify as an adult ticket for this purpose.
- Doesn't apply to some special fares and promotions.
- Half-fare tickets issued separately (added to grandparent travel, for example) should be booked in same PNR; if priced in same 3-field as an adult, the adult/child ratio will be enforced. If priced in a separate PNR, cross-reference the child PNR and the adult PNR in 5tkf fields.
- Children age 2-12 in excess of one per adult fare in the party will pay adult fares.

### ***Fare Calculation: Child's Discount***

- Eligible children will be charged 50 percent of the adult one-way, special one-way or round-trip excursion fare.
- Apply the appropriate fare from either the conductor's discount tables or from an automated fare display.
- In automated pricing, use passenger-type code "H" for children's half fares.  
*Exception:* for codes for military dependents and disabled children, see appropriate sections.

### ***Children Under 2***

- One child under 2 years of age not occupying a separate seat may travel free with each passenger paying an adult fare.
- Children under 2 years in excess of this number will be charged the fare for children 2-12 years of age.
- Children under 2 years occupying a separate coach seat will be charged the fare for children aged 2-12 years.
- Children under 2 years of age occupying 'exclusively' a First class or Business class seat must present the minimum number of rail passage and accommodation tickets as required in "minimum ticket requirements for accommodations."



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Note: "adult fare" means a fare priced with "F" or other adult equivalent. A child's half-fare is not an "adult" fare.

Example: A child under 2 years occupying his/her own First class seat will pay one-half of the rail passage fare to meet the minimum ticket requirement, plus the full First class seat charge.

- Children under 2 years traveling free under these rules may share a sleeping car, Business class or First class accommodation with fare-paying passengers without charge.

### ***Accommodations Not Discounted***

No reduction is granted to children of any age on sleeping car, custom class accommodation charges.

Example: an 11 year old child traveling in a non-Acela Business class seat will pay one-half the rail passage fare plus one full accommodation seat charge.

### ***Child with Disabilities***

See "Passengers with Disabilities"

### ***Military Child***

See "Military Fares"

### ***Passenger Types for Excess Children***

Amtrak allows one passenger to travel at the child's half fare for every passenger traveling at the adult fare. Passenger types that represent "excess children" are listed below:

#### **Regular Fares**

F - adult

HF - excess child 2-12, charged as an adult

H - child 2-12

#### **Military Discount Fares**

M - adult

MX - excess child 2-12, charged as an adult

MC - child 2-12

#### **Amtrak Employee Red/White/Blue Fares**

Use normal Amtrak employee passenger types - the 1 child per adult ratio does not apply to Amtrak employee pass travel.





The "excess child" passenger type counts as an adult fare for the purposes of allowing additional half-fare children. (the rule is no more than one child fares per adult fare – not necessarily no more than one child passenger per adult passenger.)

Examples:

- 2 passengers:1 adult, 1 child= 1F,1H
- 3 passengers:1 adult, 2 children = 1F,1HF,1H
- 4 passengers:1 adult, 3 children = 1F,1HF,2H
- 5 passengers:1 adult, 4 children = 1F,2HF,2H
- 6 passengers:1 adult, 5 children = 1F,2HF,3H
- 7 passengers:1 adult, 6 children = 1F,3HF,3H
- 8 passengers:1 adult, 7 children = 1F,3HF,4H
- 9 passengers:1 adult, 8 children = 1F,4HF,4H

Arrow will enforce sleeper maximum occupancy limits, which will allow no more than a certain number of adults, and a certain number of children, per room. Pricing excess children with regular adult passenger types may cause the system to deny a sleeper booking because it thinks there are too many adults in the room. By using the excess children passenger types, the pricing system will charge adult fares, but the maximum occupancy system will count them as children.

Use these passenger types for all "excess child" travel - not just for sleeper travel.

### ***Unaccompanied Children***

See, on Amtrak's intranet:  
Unaccompanied Minors

### **Discount for Disabled Persons**

Amtrak offers discounted fares to persons with physical or mental impairment which substantially limits one or more life activities which include walking, speaking, seeing, hearing, breathing, working, learning, performing manual tasks or caring for oneself. The discount is also given to one companion who is traveling with that person.

Anyone who has a mental or physical impairment which limits access to and use of Amtrak passenger services is qualified to receive the benefits of this reduced fare policy.

Note: This section is about the discount fare only, *\*not\** about disabled passenger carriage in general.



## ***Exclusions***

This excludes persons who have addiction or alcoholism.

## ***Eligibility***

To establish eligibility for this discount, a person with a disability must possess one of the following documents, any of which will be considered sufficient. The document must be presented to the conductor with the ticket.

- An identification card from a disability organization. Example: Foundation For the Blind.
- A Medicare card, if under 65. Only disabled people get Medicare cards under that age, so this is evidence.
- Written documentation, notice, or identification issued by a local, State or Federal government attesting to the disability. This includes transit authority disabled cards.
- Documentation from a medical institution stating that the passenger has a disability protected under the ADA. Example: A letter from a Veteran's Administration Hospital.
- A Veteran's Administration "Service Connected" card. This card is given to veterans who became disabled as a result of their military service.
- A certification from an attending physician stating the passenger has a disability protected under the ADA.
- Persons with disabilities placard issued by a State Department of Motor Vehicles (DMV), or persons with disabilities identification issued by local/regional transit authorities. In both of these cases, unless the identification contains a photograph, another piece of identification must also be requested which has a photograph or signature to match.
- Passengers receiving the accessible bedroom discount for passengers with mobility impairments must complete NRPC 3055, "Self-Certification of Mobility Impairment", on board the train when the ticket is collected. The conductor has these forms.

## ***Fares***

### **Adults:**

The disabled adult discount fare is approximately 10 percent off the lowest available fare booked by the passenger. This includes regular and some discounted one way fares. Use passenger type "W".

### **Children:**

One-half the adult disabled fare. Use passenger-type code "V".



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**No assistance needed:**

Use "WN" or "VN". Document PNR remarks.

**Mobility Impairment:**

Book from MI availability; use "WM" or "VM".

Type	Disabled Discount	SSR REQD	MI SPACE OK
WN, VN:	YES	NO	NO
W, V:	YES	YES	NO
WM, VM:	YES	YES	YES

***Restricted Trains***

Disabled discount fares do not apply to travel on:

- Auto Train (except for mobility impaired)
- Canadian portions of trains operated jointly by Amtrak and via Rail Canada
- 7000-series thruway operations

***Validity***

Except on the restricted trains listed above, disabled discount fare tickets will be valid:

- At any time of day on any day of the year
- Per fare plan rules
- In any type of accommodation on Amtrak trains; the published accommodation charge will apply on accommodations other than coach. The accommodation charge is not discounted.
- Stopovers are permitted if allowed by the fare plan used.

***Ticket Purchase***

Tickets must be purchased in accordance with fare plan rules that apply to the particular fare being paid.

A PNR is required with the W, V, WM, VM, and MC passenger type codes. The PNR must contain a 5SSR field, or 4SSR fields for each segment so priced. Quick ticketing is not allowed.

Reason: the condition justifying the discount normally requires station/crew notification.

Passengers eligible for the discount but who state they need no assistance may be priced with 'WN' and 'VN'. Do not use these codes if the condition does require assistance or notification, or if in a wheelchair. In a remarks field, enter the note "passenger states no assistance needed."



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## ***On Board***

Eligible passengers must present written proof of disability at the time of ticket collection.

## **Military Fares**

Amtrak offers discounted fares to personnel of the following United States Military Services:

- Army
- Navy
- Air Force
- Marine Corps
- Coast Guard
- U.S. Public Health Service (commissioned officers only)
- National Oceanic & Atmospheric Admin. (commissioned officers only)
- U.S. Merchant Marine (commissioned officers only)

Discount is offered to personnel:

- On active duty; and
- Traveling at their own expense

Discount is also offered to:

- Spouses of Military personnel
- Dependent children up to age 21 of military personnel (if age 2-12, Military dependent children pay one-half the adult Military discount fare, subject to the rule that one child may travel at half fare when accompanied by a person paying adult fares. Note that Military dependents qualify for the \*Military\* discount even if the accompanying adult does not.)

Note: tickets may also be sold to former active duty U.S. uniformed services personnel for travel within the seven day period following the date of their discharge.

Reservists called to active duty:

- The Military discount is only offered to the reservist, not to spouses or dependents.

## ***Exclusions***

This discount does not apply to:

- Persons in the Reserves.  
Exception: Reserve personnel ordered to active duty are eligible to travel up to seven days prior to and up to seven days after effective dates of active duty orders. The reservist's orders and reserve identification card must be provided to



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the conductor on board for inspection upon request; the discount does not apply to spouses or dependents.

- ROTC personnel
- Dependents of retired or deceased personnel.
- Persons whose Military ID form 1173 contains the letters "Ret" or "Dec" in the lower left hand corner.
- Military of other countries than the United States.

### ***Eligibility***

One of the following, in the passenger's name, is required. It must be presented to the conductor on request.

- Active duty United States Uniformed Services identification card ("Active" indicated in upper right hand corner).
- Temporary Active Duty (Military ID card is brown and says "T/A" - not valid if expired in upper right corner)
- Active Duty dependents (Military ID card is tan - dependents under age 10 do not have their own id cards)
- Separated Military - must have separation orders dated no more than seven days prior to travel
- Reserve Military called to active duty (Military ID has "Reserve" in upper right corner) - must have copy of orders

Not eligible for the discount:

- Retired Military (gray card, or pink card for dependents)
- Civilian employees of the Military (white card that says "Civilian")
- On Board Sales (cannot purchase from the conductor)

### **Adults**

The Adult Military Fare is approximately 10 percent off the lowest available fare booked by the passenger. This includes regular and some discounted one way fares.

- In automated pricing, use passenger-type code "M".
- In automated FQ\*, use passenger-type "M" to get the discounted fare (example: FQ\*15OCTNYPWAS/M).

### **Children**

One-half the Adult Military fare. Use passenger-type code "MC".

Note: the person accompanying the dependent child does not have to be a person traveling at the military fare.



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### **Unaccompanied Children**

Use passenger-type "U" and manually price the Military discount, 10 percent off the "F" (adult) rail fare.

- Dependent children aged 16 years traveling alone pay the adult military fare.
- Dependent children aged 13-15 years traveling unaccompanied may travel at the adult Military fare if they satisfy all requirements to travel unaccompanied. Use passenger type "U" (to enforce unaccompanied child remarks and SSR fields) and manually price it at 10 percent off what the "U" fare would otherwise be. Do not use "MC" for an unaccompanied child eligible for the Military discount.

### **Restricted Trains**

Military furlough fares will not apply to travel on:

- Segments of through Amtrak/VIA Rail Canada routes operated on VIA Rail.
- Certain Amtrak Thruway connections as designated by fare rule.

### **Validity**

Except on restricted trains listed above, Military fare tickets are valid on any Amtrak service. Limitations and/or restrictions applying to the fare plan purchased also apply to the Military discount:

- Blackouts
- Exchange and/or refund fees
- Ticket validity
- Stopovers

Military Fares Can Be Used:

- In non-Acela Business class, the accommodation charge is not discounted.
- In sleeping cars, the accommodation charge is not discounted.
- On Auto Train the accommodation charge or vehicle charge is not discounted.

### **Ticket Endorsement**

Tickets must be endorsed "Military" or "Military Child" as appropriate, along with the applicable fare plan.

### **On-Board ID**

Passengers must present valid Military ID or valid documentation to the conductor at the time of ticket collection (see eligibility above).

### **Amtrak Guest Rewards (AGR) Free Companion Coupon**

AGR free companion coupon is valid for travel as one (1) one-way or one (1) round trip on one reservation per coupon. The passenger must reserve both tickets at the same time in order to use the coupon offer. If passengers fail to reserve for the free



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companion on the original reservation and adds the companion later, they will be subject to any changes in fare.

If the AGR member reserves two (2) passengers with regular fares and later receives his free companion coupon and wants to apply the free companion coupon to the reservation, then the exception above applies.

## **Fare Protection Information In PNR's**

From time to time a Call Center Support Agent or other authorized person will put remarks in a PNR authorizing a certain fare for a passenger. This can be for a variety of reasons, ranging from an earlier misquote, to recovery from a service difficulty, etc.

From time to time a Station Agent, encountering this in a PNR, questions the basis for the fare protection. Call Center Personnel have the responsibility to tell a full and complete story of the reason for a fare protection, and to document this in the PNR, so normally if this is done the reason for it will be clear to the Station Agent.

Station agents should ticket the PNR as shown. The Call Center remarks, containing the name or log line of the person who entered them, will protect the agent from any chargeback or question.

### ***Hold limits***

The hold limit will reset at end-transaction to force compliance with the advance purchase requirement plus any "ticket-by" conditions that may apply. These hold limits cannot be overridden. If the customer cannot comply with the advance purchase requirement that applies to any fare, offer another fare (which will normally be higher) that has advance purchase limits that he or she can accept.

Examples:

- You book two months before departure and would normally get a hold limit seven days later. However, the PNR contains a fare requiring purchase within two days of the date the booking was made; the hold limit will change to comply with that requirement.

### ***Sleepers***

Sleeping accommodations always price with the lowest rail fare published between the city pair; this is normally the same as the lowest D-bucket fare. However, in some cases the fare plan will be different. If the lowest D-bucket fare has an advance purchase requirement and:



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- the PNR is made before the last booking date for the D-bucket advance purchase fare, the D-bucket advance purchase fare plan will appear in the 3-field.
- the PNR is made after the last booking date for the D-bucket advance purchase fare, a "sleeper" fare plan, equal in dollar amount to the advance purchase D-bucket fare, will appear.

### ***Payment***

Payment must be made by the advance purchase deadline in order to obtain the advance purchase fare.

### ***Qualifying Methods of Payment***

- Payment and ticket pickup at a ticket office, Quik-Trak machine or by mail (TBM).
- eTicketing

### ***Payment Attempted Too Late***

If payment is attempted after the advance purchase deadline, the PNR will normally cancel if the hold limit was set to comply with the deadline. Rebook in best available space and fare. If for some reason the PNR did not cancel, the ticketing entry will be rejected. Reprice the PNR with a fare plan that the customer can comply with -the fare may be higher. If one of the conditions of the lower fare is to comply with the advance purchase requirement do not manually price the fare back down to what was there before.

### ***Payment on Board Trains***

No advance purchase fare may be paid on board trains, even if it had been priced as such initially. Payment on board is done at the time of departure and this will not comply with any advance purchase fare requirement. Protecting the PNR with a '7TKT'-type entry will not get around this. If the customer has to pay on board, rebook the YOFC (or equivalent) fare.

### ***Changes to Advance Purchase Reservations***

Any change to a segment with an advance payment fare must be made within the rules of that fare in order for it to still apply. That is, if it is a 7-day advance purchase fare, the change must be made 7 or more days before the new travel date, and booked in the same inventory class, in order for the customer to retain that fare.





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## Appendix

### Sleepers

The rail fare for sleepers will be equal to the lowest applicable published regular coach fare regardless of the APR rule.

### Unreserved Trains

No advance purchase requirement.

To view the advance purchase requirements applying to any fare plan, use the fare quote rules display. The APR requirements will appear near the top of the display as "reserve minimum x days" and "purchase at least x days" prior to travel.

### Update History

2020-08-16: Removed Acela DOW restrictions for child & military. Also Multiride confirmation required prior to boarding train.

2018-06-05: Removed bereavement fare

2018-03-05: Removed AAA discount passenger types; the discount ended 18Feb18.

2018-01-07: Change from "Up to two (2) children to adult ratio travel at half the adult fare, changed to one (1) child per adult ratio. Changed Disabled discount from 15% to 10%.

2017-10-26: Bereavement Fare's last date to reserve 31Oct2017 and last date of travel is 07Nov2017.

2016-08-12: Changed required document for Bereavement Discount

2014-03-24: Changed Child age from (2-15) years of age to (2-12) years of age.

### About this Chapter

<b>Contact(s):</b> Robert Pee	<b>Subject:</b> Fare Charges and Rules
<b>Owner Department:</b> Tariff Department	<b>Group:</b> Pricing



## eVoucher Policy

**Policy Summary:** This chapter contains policies and procedures for eVouchers.

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## Basic Policy

eVouchers are Amtrak's travel credits that may be issued to customers when they downgrade or cancel a trip. The type of eVoucher (refundable or non-refundable) and its value is based on the fare rules of the original trip that resulted in the issuance of the eVoucher. eVouchers can be used for payment towards future trip purchases.

## Issuance

***eVoucher will not be offered as a refund option for the following two scenarios:***

- Fully refundable tickets (no fee is applied)  
*Example: A Saver fare ticket, originally paid for by credit card, is cancelled within 24 hours of issuance is fully refundable and will automatically go back to the original credit card.*
- The fee/penalty is the same regardless of whether the funds go to the original form of payment or the eVoucher.  
*Example: A Value fare ticket is cancelled more than 24 hours after purchase and within 14 days of travel. Regardless of how the refund is received, cancellation rules apply a 25% fee. In this case the eVoucher is not offered and the refund goes back to the original form of payment.*

## Expiration date

***If travel was paid with a payment method other than an eVoucher***

- The eVoucher expiration date will be one year from the issuance (purchase date) of the original travel.
- An eVoucher may be used as payment for a ticket purchase until the eVoucher expiration date.
- Any refundable amount left in an eVoucher can be refunded until the eVoucher expiration date.

***If travel was paid with an eVoucher(s)***

- The eVoucher issued will have the same expiration date as the original eVoucher used to purchase the travel.  
*Example: If a customer purchases a trip on January 1, 2021 with an eVoucher having an expiry date of May 26, 2021 and then cancels it on February 20, 2021*



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*and the cancellation results in an issuance of an eVoucher - then the expiration date of the new eVoucher will also be May 26, 2021.*

- If the travel was originally paid with multiple eVouchers (each with a different expiration date), funds will be returned to multiple vouchers, with each voucher retaining the original expiration date and issuance details.

*Example: If a customer purchases a trip on January 1, 2021 with 2 eVouchers having an expiry date of May 25, 2021 and June 20, 2021 then cancels it on February 20, 2021 and the cancellation results in an issuance of the eVoucher – two eVouchers will be created; one with an expiry date of May 25, 2021 and the other with an expiry date of June 20, 2021.*

- Refund amount will be forfeited if the reservation is canceled after the eVoucher expiration date.

## Ownership

### ***Name on the eVoucher (eVoucher owner)***

The eVoucher will be issued to the primary passenger within the reservation.

- This is also the case if an eVoucher is used as payment for a multi-passenger reservation that is cancelled and results in an eVoucher issuance.  
*Example: Person A used their eVoucher to pay for a multi-passenger travel viz. Person B (primary traveler) and Person A. The refunded eVoucher will be issued back to Person B.*

### ***eVoucher transferability***

- eVoucher is non-transferable.

## eVouchers as Payment

- An eVouchers may be used as payment until the eVoucher expiration date.
- The name on the eVoucher must match the full name of one of the travelers in the reservation in order to be used for payment.  
*Example: Person A can apply his eVoucher only if Person A is one of the travelers in the reservation.*
- To pay with multiple eVouchers, all eVouchers must belong to the same traveler and be the same full name.



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## Changes out of the customer's control

In case of a service disruptions, schedule changes, and hardship, agents will be able to override the expiration date (up to 90 days) and the contact center leads will be able to override both the eVoucher transferability and eVoucher expiration policy stated above.

## Definitions:

***Primary Passenger:*** name that appears first on the reservation.

2021-09-26: Expiry date will be one year from original ticket issuance (purchase) and if a pnr paid with an eVoucher id cancelled a new eVoucher will be created retaining the original eVoucher details (owner & expiry information). Also if paid multiple eVouchers and later cancelled, a new eVoucher will be created for each original eVoucher & will retains the original details (owner & expiry info).

2021-02-21: New chapter policy specifically for eVouchers set up when new restrictions were implemented to minimize fraud risks discovered. The new policy restricts the eVoucher issuance.

## About this Chapter

<b>Contact(s):</b> Donna Dicks	<b>Subject:</b> eVoucher
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



## Elevation of long distance train routes

**Chapter summary:** This chapter shows trains that have elevations along their routes above 1000 m (3281 ft). Higher elevations are a health issue for some passengers.

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### Background

The effect of higher elevation varies with each person's individual health situation. Some passengers cannot tolerate higher elevations as well as others, and they will often ask what the highest point is on a train's route.

The passenger for whom high elevation is a concern may ask to be booked on a train with a lower maximum elevation, may decide to bring supplemental oxygen, or may take other measures.

Information about the effects of higher elevation on humans can be found at the external links below.

[http://en.wikipedia.org/wiki/Effects\\_of\\_high\\_altitude\\_on\\_humans](http://en.wikipedia.org/wiki/Effects_of_high_altitude_on_humans)

<http://www.altitudemedicine.org/index.php/>



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## Elevations on train routes

The tables below show all the stops along Western long distance train routes where the elevation is above 1000 m (3281 ft). The highest point anywhere on the route is also shown, in bold.

- If a train is not listed at all, the maximum elevation anywhere along its route is below that.
- If a train is on this list but a stop is not listed, the elevation of that stop is below that.

Train number	Train name	Elevation, if over 1000 m/3281 ft		
		Location	m	ft
1, 2, 421, 422	Sunset Limited, Texas Eagle through cars to and from Los Angeles	Benson, AZ	1094	3589
		Lordsburg, NM	1295	4250
		<b>Continental Divide*</b>	<b>1398</b>	<b>4587</b>
		Deming, NM	1322	4338
		El Paso, TX	1135	3724
		Alpine, TX	1366	4483
3, 4	Southwest Chief			
		Cajon Pass, east of San Bernardino, CA	1166	3825
		Kingman, AZ	1018	3339
		Flagstaff, AZ	2104	6904
		Winslow, AZ	1479	4853
		Gallup, NM	1984	6509
		Albuquerque, NM	1512	4959
		Lamy, NM	1974	6478
		Las Vegas, NM	1953	6406
		Raton, NM	2030	6661
		<b>Raton Pass</b>	<b>2388</b>	<b>7834</b>
		Trinidad, CO	1825	5988
		La Junta, CO	1240	4068
		Lamar, CO	1103	3618



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Train number	Train name	Elevation, if over 1000 m / 3281 ft		
		Location	m	ft
5, 6	California Zephyr	Donner Summit, west of Truckee, CA	2139	7018
		Truckee, CA	1775	5825
		Reno, NV	1372	4501
		Winnemucca, NV	1322	4338
		Elko, NV	1543	5063
		Salt Lake City, UT	1290	4231
		Provo, UT	1379	4523
		Soldier Summit	2268	7440
		Helper, UT	1775	5825
		Grand Junction, CO	1395	4578
		Glenwood Springs, CO	1754	5755
		Granby, CO	2427	7963
		Winter Park, CO	2611	8567
		<b>Moffat Tunnel**</b>	<b>2825</b>	<b>9270</b>
		Denver, CO	1579	5181
		Fort Morgan, CO	1320	4331
7,8,27,28	Empire Builder	Stevens Pass (east of Leavenworth, WA)	1328	4061
		<b>Marias Pass (east of Whitefish, MT)</b>	<b>1590</b>	<b>5216</b>
		Cut Bank, MT	1144	3754
		Shelby, MT	1001	3283
11, 14	Coast Starlight	Shasta Summit (north of Dunsmuir, CA)	1585	5202
		Klamath Falls, OR	1251	4104
		Chemult, OR	1452	4764
		<b>Cascade Summit (south of Eugene, OR)</b>	<b>1715</b>	<b>5626</b>

\* Lowest crossing to the West Coast

\*\* Highest crossing to the West Coast





2014-12-17

## Appendix

### *Update history*

2014-12-17: Table reformatted, no other changes.

2014-08-15: Minor formatting change.

2014-02-18: Minor editorial changes.

2014-02-11: New. Replaces material that was in G/TRN/TRN.

### *About this chapter*

<b>Contact:</b> Phil Bouchard	<b>Subject:</b> Elevation of long distance train routes
<b>Owner Department:</b> Transportation	<b>Group:</b> Station Service Delivery



## e-Cycle Wireless Recycling Program

# Electronic Shipping Label & Packaging Instructions

Print only **1 copy** of each PDF file—**DO NOT DUPLICATE LABELS**. If additional labels are needed, please contact your e-Cycle Account Manager

### Packaging

- Please use **sturdy boxes** to prevent potential damage during shipping. We do not recommend using padded envelopes or other soft-sided packaging
- **Tape all the seams on the box and then tape cross-wise**
- **DO NOT OVERPACK**—no more than 40 pounds per box
- Pack all wireless devices, chargers, and cases in the same box
- **Please include a copy of your shipping label inside of the box**
- The e-Cycle Inventory List (page 3) is **optional**

### Batteries

- Batteries should remain inside the phones for shipping
- **e-Cycle does not recommend sending loose batteries. However, if you are shipping loose batteries, please refer to the U.S. Department of Transportation packing and shipping requirements on page 5 of this document**

### Labeling the Box

- Secure the UPS shipping label to the box using a packing slip pouch or tape completely over the label using packing tape
- Battery Caution Labels (page 4 of this document) **must be printed in color** and adhered to any box containing three or more phones

### Getting Your Shipment To UPS

- Utilize your office location or mailroom's regularly scheduled UPS pickups, if available
- Take your package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you
- Schedule a pick up online at [wwwapps.ups.com/pickup/schedule](http://wwwapps.ups.com/pickup/schedule)
  - When prompted, enter **6V4-62R** into the "Account Number" field

Your shipment is **valuable to us and we want to make sure it arrives safely, on time, and intact!** If you have any questions about our label or packaging instructions, please contact your e-Cycle Account Manager.

## e-Cycle Wireless Recycling Program

# Shipping Apple or Samsung Devices?

Please complete the steps below to ensure the Apple Find My iPhone/iPad or Samsung Find My Mobile security feature is deactivated prior to sending your devices to e-Cycle. Failure to deactivate these security features prior to sending to e-Cycle will result in a considerable delay in processing and may result in significant reduction or forfeiture of payment. These devices will not be returned.

### For Apple Devices

**For users still in possession of their iPhone, follow these steps:**

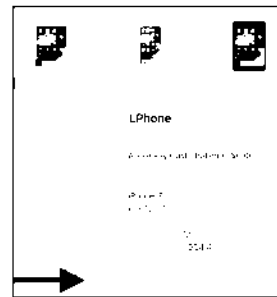
1. Go to the Settings app on your device
2. Select iCloud
3. Select Find My iPhone/iPad in the menu and then toggle the button to the Off position
4. Enter Apple ID password and turn off Find My iPhone
5. Find My iPhone functionality is now disabled and your device is ready to be sent to e-Cycle

**Device Reset:** You can also disable Find My iPhone/iPad by resetting your device through the Settings app > General > Reset > Erase All Content and Settings.

**IMPORTANT: Do NOT remotely wipe, lock or mark your device as lost or stolen using iTunes or iCloud.**

**For users who need to unlock their iPhone remotely, follow these steps:**

1. Visit [appleid.apple.com/account/manage](https://appleid.apple.com/account/manage) and sign in with the device's Apple ID
2. Scroll down to "Devices"
3. Click device to remove
4. Click "Remove from Account"
5. Your device can now be processed by e-Cycle



### For Samsung Devices

**For users still in possession of their Samsung, please follow one of the deregistering options below. If Option 1 doesn't apply to your device's menu, please try Option 2.**

#### Option 1

1. Access the Settings app on your device
2. Select Security
3. Scroll to Reactivation Lock (under Find My Mobile) and tap the check box to uncheck
4. If a disclaimer pops up, select OK to accept; Otherwise, proceed to step 5
5. Enter your Samsung account password and select Confirm
6. Reactivation Lock is now disabled and your device is ready to be sent to e-Cycle

#### Option 2

1. Access the Settings app on your device
2. Select the Personal menu tab along the top
3. Select Lock Screen and Security
4. Select Find My Mobile (under Security)
5. Scroll to Reactivation Lock and toggle the button to OFF
6. Select OK to accept the disclaimer
7. Enter your Samsung account password and select Confirm
8. Reactivation Lock is now disabled and your device is ready to be sent to e-Cycle

**IMPORTANT: Do not wipe your device without first disabling the Reactivation Lock.**

**There are two ways in which to deregister a Samsung device remotely\*:**

1. If you still have the device, you can simply remove your Samsung Account: Settings > Accounts > Samsung Account > tap Samsung Account ID (the email address) > Remove Account
2. If you no longer have the device, you can deregister by accessing the Find My Mobile website ([findmymobile.samsung.com](https://findmymobile.samsung.com)), and selecting the device from the Registered Devices list. Just click the trash bin icon and accept the disclaimer.

*\* Samsung's online deactivation tool does not guarantee your devices will be properly unlocked for e-Cycle processing. Please follow the remote deactivation steps only when your device could not be deactivated following the device-based instructions.*



## e-Cycle Wireless Recycling Program

### Battery Caution Labels

-Boxes containing three or more phones must have the below label adhered to the outside

**-The label must be printed in color and the exact size provided below**

-Do not obstruct the Battery Caution Label by overlapping it with the shipping label or by folding it over the edge of the box. The battery label must be fully visible

-Only adhere **one copy** of the battery caution label to each box



## e-Cycle Wireless Recycling Program

# Shipping Loose Batteries

We do not recommend sending loose lithium ion batteries. However, if you must do so, the batteries must be packed and labeled according to the below requirements:

### Packing Loose Batteries

- Spare batteries (loose batteries not contained within a device) must be packed into the same box as the phones for shipping
- **Loose batteries must be packed in individual, non-conductive, sealed plastic bags**
- In order to prohibit sparks, dangerous evolution of heat, etc., **please do not include loose batteries that appear to be defective** (swollen, water damaged [pink, red, or purple litmus paper], or corrosive spots anywhere on the body of the battery)
- Securely pack the batteries using packing material to avoid shifting during transport (e.g. sealed air, bubble bags)

### Using the Proper Shipping Container

- Shipping container must meet the U.S. Department of Transportation Packing Group II requirements:
  - Must be capable of passing a 1.2 meter drop-test in any direction without spillage of the contents, damage of the batteries, or shifting of the contents that could lead to short circuit
  - Gross weight of each box cannot exceed 66 pounds
- Do not use envelopes or other soft-sided shipping containers
- **Shipping container must be marked with a Battery Caution Label (page 4)**



## Damage, Loss or Delay of Baggage

### Chapter Summary:

This chapter outlines the policy and procedures to follow in the event a passenger's baggage is damaged, lost or delayed.

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## Definitions

- **Delay:** A checked item was not available for claiming within 30 minutes after train arrival. Baggage will remain in "Delayed" status until seven (7) business days have passed.
- **Damage:** The item was damaged while under Amtrak's control.
- **Loss:** The item is known to be lost, stolen, or destroyed; baggage that was delayed, and seven (7) business days have passed without the item being located.
- **Pilferage:** Baggage was unlawfully opened while in Amtrak's control, and item(s) are missing from the baggage.
- **Filing:** When a passenger completes the "Claim Information" section of the *"Baggage Tracing/Claim Form"* (NRPC 4017), for submittal to the Office of Customer Relations or the Station where the incident occurred for review.
- **Settling:** To provide compensation for a claim.

## Additional Valuation

### *Basic Liability*

Amtrak will cover baggage items for loss, damage, delay or pilferage for the following amounts in each service.

- **Carry-On baggage** – Covered \$500.00 per passenger where additional coverage may not be obtained, and a full list of circumstances is required. Claims may only be submitted through the Office of Customer Relations. Claims are reviewed and compensated in extreme circumstances.
- **Checked baggage that was lost or damaged** - \$500.00 per passenger where additional coverage may be obtained.
- **Checked baggage that was delayed** - \$100.00 per passenger and \$250.00 per family of 3 more where additional coverage for delay of checked baggage may not be obtained.
- **Red Cap** - \$50.00 per item covered where additional coverage may not be obtained.
- **Parcel Check** - \$100.00 per item where additional coverage may not be obtained.

### **Additional Coverage for Checked Baggage**

Passengers may receive additional coverage for their baggage items at time of baggage check-in upon payment of applicable charges for checked baggage only.

- Passengers may purchase up to a total of \$2,000.00 of additional coverage for all baggage they are checking. Total coverage is \$2,500 to include the \$500.00 Amtrak covers.
- Refer to *"Baggage Service Charges"* for collecting charges.

## Damaged Baggage

- Claims for damage must be filed immediately at the station at the time when baggage is delivered to the passenger for Checked Baggage Service, Parcel Check Service, or Red Cap Service. Passenger must be informed to keep the damaged baggage for 60 days.





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- Check to make sure the passenger meets the following requirements for filing a claim:
  - A ticket for travel on an Amtrak train or thruway service. A ticket may not be presented for travel canceled by the passenger.
  - The passenger has the original claim check:
    - "Baggage Tag" (NRPC 4000).
    - "Parcel Check Tag" (NRPC 4002).
    - "Red Cap Check" (NRPC 4001).
- All charges for tickets and baggage have been paid for.
- If the passenger declared additional value, original receipt of "Receipt for Baggage Service Charges" (NRPC 4003).
- The "Baggage Tag" (NRPC 4000) or "Parcel Check Tag" (NRPC 4002) has not been marked "Received Damaged".
- Complete the first line of section "A. Customer Information" of "Baggage Tracing/Claim Form" (NRPC 4017), marking what service this is for, the station, your name, and the best contact number.
- Have the passenger complete the rest of section "A. Customer Information" and section "E. Claim Information" of "Baggage Tracing/Claim Form" (NRPC 4017) (Refer to Figure E-1).
  - Have the passenger note the extent of the damage (minor, major).
  - The "Customer Signature" area for listing the amount of the claim against Amtrak on bottom of section "E. Claim Information" should be left blank.
- Upon completion and your approval, mark any further notes in section "B. Tracing and Disposition" under "Tracking Notes".
- Inform the passenger to:
  - Repair their damaged item(s) and keep the receipts.
  - Once repaired, the claim may be settled through this station or through the Office of Customer Relations.
  - If settled through the Office of Customer Relations, inform the passenger;
    - claims may take 30-45 days to process where they will contact regarding the settlement.
    - any repairs valued over \$100.00 must be submitted through the Office of Customer Relations.
    - they will have 30 days to submit the claim and must mail in the repair receipts.
- If they plan to settle through the Office of Customer Relations, make a note in your paperwork.
- Give the passenger the "Baggage Tracing/Claim Form" (NRPC 4017) pulling the pink and goldenrod copies for station records.
- Give the passenger back the required documentation.
- Passengers who return to the station to settle the damage claim will be given a cash settlement.
- Collect the required documentation.
- Use a "Service Recovery Authorization" (NRPC 3445).
- If the passenger has not already, help complete section "E. Claim Information" area for listing the amount for the claim against Amtrak.
- Complete section "D. Local Claim Settlement" with the amount that is being given to the passenger writing the amount and the "Service Recovery Authorization" (NRPC 3445) number in the appropriate areas.
- Give the cash to the passenger.
  - Minor Damage (small rip in seam, damaged handle, clasp broken, etc.), no more than \$25.00.
  - Major Damage (side or end broken, crushed, wheels broken, etc.), no more than \$100.00.



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- Complete "Release of All Claims" (NRPC 4014) (Refer to Figure E-2).
- Pull the green copy to file with "Service Recovery Authorization" (NRPC 3445), including any other paperwork (repair receipts).
- Give the yellow copy to the passenger and mail the white copy to the Office of Customer Relations with a copy of the "Release of All Claims" (NRPC 2411).

Amtrak Office of Customer Relations  
Baggage Claims Officer  
1 Massachusetts Ave., N.W.  
Washington, D.C. 20001

- Keep a file of the incident at the station and the actions taken for three (3) years.

## Pilfered Baggage

- Claims for concealed loss (pilferage) must be filed immediately at the station at the time when baggage is delivered to the passenger for Checked Baggage Service, Parcel Check Service, or Red Cap Service to be considered for settlement by the Office of Customer Relations.
- Passengers filing a claim for concealed loss will be informed that Amtrak does not accept claims of this nature unless provided reasonable circumstances or documentation from another Amtrak employee specifying the situation.
- Check to make sure the passenger meets the following requirements for filing a claim:
  - A ticket for travel on an Amtrak train or thruway service. A ticket may not be presented for travel canceled by the passenger.
  - The passenger has the original claim check:
    - "Baggage Tag" (NRPC 4000)
    - "Parcel Check Tag" (NRPC 4002)
    - "Red Cap Check" (NRPC 4001)
- All charges for tickets and baggage have been paid for.
- If the passenger declared additional value, original receipt of "Receipt for Baggage Service Charges" (NRPC 4003).
- The "Baggage Tag" (NRPC 4000) or "Parcel Check Tag" (NRPC 4002) has not been marked "Received Damaged".
- Complete the first line of section "A. Customer Information" of "Baggage Tracing/Claim Form" (NRPC 4017), marking what service this is for, the station, your name, and the best contact number.
- Have the passenger complete the rest of section "A. Customer Information" and section "E. Claim Information" of "Baggage Tracing/Claim Form" (NRPC 4017) (Refer to image below).
  - Ensure the passenger makes a full list of the items that were stolen.
  - Ensure the passenger fills in the "Customer Signature" area for listing the amount of the claim against Amtrak on bottom of section "E. Claim Information".
- Upon completion and your approval, collect the required documentation:
  - Inspect the baggage item(s) that the passenger is claiming pilferage on, looking to see if there is any evidence of unlawful entry (broken lock).
  - Mark any notes in the section "B. Tracing and Disposition" section under "Tracking Notes".



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- Use an extra piece of paper if necessary, reviewing what you have written with the passenger.
- Inform the passenger that the claim will be considered through the Office of Customer Relations but does not mean it will be settled.
- Inform the passenger they will have 30 days to submit the claim, the claim may take 30-45 days to process and provide contact information if the claim were to settle.
- Inform the passenger that claims for individual items over \$100.00 will require the original receipt and must mail all required documentation.
- Pull the green, pink, and goldenrod copies of the "Baggage Tracing/Claim Form" (NRPC 4017) for station records, giving the yellow copy and white copy to the passenger to finish completing the form.

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Baggage Claims Officer  
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Washington, D.C. 20001

- Keep a file of the incident at the station and the actions taken for three (3) years.

## Delayed Baggage

Baggage that is not-on-hand when passengers comes to claim their baggage will be considered "Delayed" until seven (7) business days have passed where an Amtrak Employee has made every effort to locate the item. After seven (7) business days, the item will be considered "Lost".

Check to make sure the passenger has the following:

- A ticket for travel on an Amtrak train or thruway service. A ticket may not be presented for travel canceled by the passenger.
- The passenger has the original claim check of "*Baggage Tag*" (NRPC 4000).
- All charges for tickets and baggage have been paid for.
- If the passenger declared additional value, original receipt of "*Receipt for Baggage Service Charges*" (NRPC 4003).
- The "*Baggage Tag*" (NRPC 4000) or "*Parcel Check Tag*" (NRPC 4002) has not been marked "Subject to Delay". Tracking will still be conducted, but Amtrak will not pay for charges associated with any delay of baggage.
- Complete the first line of section "A. Customer Information" of "*Baggage Tracing/Claim Form*" (NRPC 4017), marking what service this is for, the station, your name, and the best contact number.
- Have the passenger complete the rest of section "A. Customer Information".
- Upon completion, collect the claim checks from the passenger.
- Inform the passenger about possible reasons for their baggage being delayed.
- Checked-in late – Passengers who checked their baggage in late where their "*Baggage Tag*" (NRPC 4000) was marked "Subject to Delay".
- Non-availability of checked baggage – Passengers who were traveling on different trains than their baggage, which did not offer checked baggage service, where their "*Baggage Tag*" (NRPC 4000) was marked "Subject to Delay".
- Service Disruptions – All baggage for that particular train is delayed due to a service disruption.



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- Carried-by – The bag was checked to your station but missed your station.
- Put off in error – A down-line station received the bag by mistake.
- Checked to the wrong station – The agent at the origin station tagged the baggage to the wrong location.
- Give the goldenrod copy of *"Baggage Tracing/Claim Form"* (NRPC 4017) to the passenger, and inform that:
  - You or another Amtrak Employee will ship the baggage to them at their specified address within the next 7-10 business days.
  - If baggage is not found after seven (7) business days, that you or another Amtrak Employee will contact regarding the submission of a claim.
  - All other contact within this seven (7) day period should be made through this station only.
- Begin working on locating the baggage item(s) immediately writing all notes of progress or attempts to locate baggage in section "B. Tracing and Disposition".

Passengers looking to receive money for clothing and toiletries until their baggage arrives

- This sum of money should not be advertised for all delayed baggage and will only be given to passengers showing hardship or upon request.
- This is only for passengers with temporary stay in the area.
- The amount will be given after 24 hours have passed and their baggage has yet to be located. Money given before this will need approval by a supervisor.
- The limits are **\$100.00 per passenger** or **\$250.00 per family of three (3) or more**.
- If given money, inform passengers to keep all receipts for purchase of goods.
- Complete section "C. Emergency Funds for Replacement Clothing and Toiletries".
- Complete a *"Miscellaneous Billing"* (NRPC 638) until a *"Service Recovery Authorization"* (NRPC 3445) is completed for the delivery of the items.
  - Refer *"Delivery of Delayed Baggage"* for completing this form.
  - If the item is not found, complete a *"Service Recovery Authorization"* (NRPC 3445) for the sum given for Emergency Funds.
- **A log must be kept of all delayed baggage** with the passenger information and the amount spent towards delivering the items and/or when money was given for delay.

## Delivery of Delayed Baggage

If the baggage item(s) were successfully found, call the passenger and inform them that their baggage was located and that it can be delivered or be picked-up from the station.

- If the baggage had been marked "Subject to Delay", the passenger will need to pick up their item(s) at the station and will inform the passenger that Amtrak will not pay any charges associated with shipping.
- If the baggage contains firearms or ammunition, it must be picked up at the station.
- The passenger may choose to have their baggage shipped to closest checked baggage station.
- For in-town deliveries, you may use a local mail or taxi service
- For out-of-town deliveries, you may use an air freight service or bus company package express service.
- Complete "Tracing and Disposition" of *"Baggage Tracing/Claim Form"* (NRPC 4017).



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- Any expenses occurred with delivery, settlement, or funds dispersed for replacement of clothing and toiletries, complete a *"Service Recovery Authorization"* (NRPC 3445).
  - If paid for delivery with a P-Card, write the number and amount for delivery of the baggage.
  - If delivery with a Fed-Ex Account, include a copy of the Fed-Ex waybill or write the Fed-Ex account number and the amount for delivery of the baggage.
- Pull the pink copy for station records and pull the green copy to file with *"Emergency Exchange Voucher"* (NRPC 75), including any other paperwork (FedEx Waybill, delivery receipts).
- Passengers who are unhappy with the service may file a claim through the Office of Customer Relations informing the passenger that you will mail the claim with your notes, which they will contact within the next 30-45 business days.
  - On the *"Baggage Tracing/Claim Form"* (NRPC 4017), mark "the passenger's baggage was delayed   X   days, they are unhappy with the service provided and are seeking compensation".
  - Mail the yellow copy to the passenger and mail the white copy to the Office of Customer Relations:

Amtrak Office of Customer Relations  
Baggage Claims Officer  
1 Massachusetts Ave., N.W.  
Washington, D.C. 20001

- Keep a file of the incident on the station and the actions taken for three (3) years.
- A log must be kept of all delayed baggage with the passenger information and the amount spent towards delivering the items and/or when money was given for delay.

## Lost Article Tracing

For lost baggage in red cap or parcel check service complete a *"Baggage Tracing/Claim Form"* (NRPC 4017), checking to make sure the following is completed:

- A ticket for travel on an Amtrak train or thruway service. A ticket may not be presented for travel canceled by the passenger.
- The passenger has the original claim check:
  - *"Parcel Check Tag"* (NRPC 4002).
  - *"Red Cap Check"* (NRPC 4001).
- All charges for tickets and baggage have been paid for.
- Mail the white copy of *"Baggage Tracing/Claim Form"* (NRPC 4017) to the Office of Customer Relations, giving the yellow copy to the passenger and, pulling the green, pink, and goldenrod copies for station records. Ensure to do the following prior to mailing:
  - Ensure Section B. "Tracing and Disposition" contains detailed notes of why the baggage was lost.
  - Include the claim checks of *"Parcel Check Tag"* (NRPC 4002) or *"Red Cap Check"* (NRPC 4001).
- For lost checked baggage (baggage delayed more than seven (7) business days) begin looking for the item(s), using these tips:
  - Documentation – Check the passenger's documentation (claim checks - PNR), if any, to ensure the item was routed to the correct station on the correct trains.
  - Service Disruptions – Ensure there are no service disruptions that may have caused the baggage to be rerouted.



- Train – Telephone the Special Services Desk at CNOC at (302) 683-2299 (ATS 734-2299) and have them contact the conductor or relay the conductor's phone number to try and locate the item onboard.
  - Transfer Stations – Check with transfer stations to see if they have any unclaimed baggage.
  - Stations with Similar Three-Letter City Codes – Check with stations with similar three-letter city codes (examples: LAX vs. LAK, NYP vs. NWK, SAC vs. SLC).
  - End Destinations – Check stations at the end of the train's route.
  - Origin – Have the origin station locate the claims checks, if checked baggage, and ensure it was checked to your station.
- Call stations or areas first to try and locate the item; if unable to find the item after multiple phone calls start queuing stations.
- All tracing notes, record on "Baggage Tracing/Claim Form" (NRPC 4017).
- If the item is not found after seven (7) business days, contact the passenger and inform the following:
  - Amtrak was unable to locate the items and apologize for any inconvenience and hardship they have incurred from this and ask them if they wish to file a claim. If the item was carry-on baggage, claims may be filed, but will only be considered if Amtrak was at fault for loss of item.
  - If they wish to file a claim, inform them they will receive a claim form within 2-3 business days. Claims for individual items over \$100.00 will require the original receipts. Claims may take 30-45 days to process. Claims will require the original ticket receipt and the required documentation listed on the back of the form.
- Mail the white and yellow copies of "Baggage Tracing/Claim Form" (NRPC 4017) to the passenger, pulling the green and pink copies for station records.
- Ensure section "B. Tracing and Disposition" contains detailed notes of your attempts to locate the baggage.
- Ensure to include the claim checks of "Baggage Tag" (NRPC 4000).
- Keep a file of the incident at the station and the actions taken for three (3) years.

## Shipping Baggage out of the Country

If a passenger arrives at their destination station intending to make a connection with an international flight and their baggage is not on hand, inform them that their baggage will be shipped to their address in the country they are traveling to, in which Amtrak will pay the shipping costs for the first \$500.00 or greater if value declared for shipping costs.

- Obtain information from the passenger to complete a "Baggage Tracing/Claim Form" (NRPC 4017) (*Refer to image below*).
- Check to make sure the passenger has the following:
  - A ticket for travel on an Amtrak train or thruway service. A ticket may not be presented for travel canceled by the passenger.
  - The passenger has the original claim check of "Baggage Tag" (NRPC 4000).
  - All charges for tickets and baggage have been paid for.
  - If the passenger declared additional value, original receipt of "Receipt for Baggage Service Charges" (NRPC 4003).
  - The "Baggage Tag" (NRPC 4000) or "Parcel Check Tag" (NRPC 4002) has not been marked "Subject to Delay". Tracking will still be conducted but Amtrak will not pay for charges associated with any delay of baggage.
- Ensure the passenger provides a number you can reach them at.



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- When the baggage arrives, if the shipping costs are under \$500.00 or the declared value of the baggage, mail the baggage.
- When the baggage arrives, if the shipping costs are over \$500.00 or greater amount if value declared, inform the passenger they will need to pay for shipping charges, and a check will be mailed to them for the full amount of their baggage items.
- Mail the white and yellow copies to the Office of Customer Relations, where they will process a check.

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Washington, D.C. 20001

A log must be kept of all delayed baggage with the passenger information and the amount spent towards delivering the items and/or when money was given for delay.

## **Policy for Accepting Claims and Official Disclaimer of Liability**

Amtrak will accept claims from passengers for items under the following conditions:

- A ticket was obtained for travel and the passenger traveled end to end with their baggage.
- All claims must be filed using "Baggage Tracing/Claim Form" (NRPC 4017).
- All required charges that may apply to the item must have been paid.
- All claims for damage, delayed or concealed loss (pilfered) baggage must be submitted at the time baggage is delivered to the passenger.
- All claims for loss must be submitted within 30 days.
- For damage claims, if there is no indication on the tag that the item was damaged at the time it was accepted by Amtrak; marked "Received Damaged". Amtrak disclaims liability for any existing damage so noted.
- Amtrak reserves the right to inspect any item which a damage or pilfered claim is filed. The passenger must retain this item until the claim is settled; disposal of the item prior to final settlement releases Amtrak of liability.
- Claims submitted to the Office of Customer Relations (OCR), not settled locally at the station, will not guarantee that such a claim will be settled nor will Amtrak accept liability for the claim. The circumstances of each claim are considered individually by the OCR before a decision is made.
- The customer must submit the following original documentation with the claim:



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Type of Claim	Documentation Required
Checked Baggage: Lost/Damaged	-Original claim checks (NRPC 4000.) -Original receipt of the NRPC 4003 if additional valuation was declared. -Repair receipt, estimate or statement (for damage claims only). -Original ticket receipt for the segment of travel over which the baggage was checked.
Checked Baggage: Delayed	-Original claim checks of the NRPC 4000. -Original ticket receipt for the segment of travel over which the baggage was checked.
Parcel Check	-Original receipt, the NRPC 4002. -Repair receipt, estimate or statement (for damage claims only).
Red Cap	-Original Red Cap claim check, the NRPC 4001. -Repair receipt, estimate or statement (for damage claims only).
Carry-On Baggage	-Full statement of circumstances on NRPC 4017 or attached letter signed by an Amtrak employee. -Repair receipt, estimate or statement (for damage only).

### ***Official disclaimer of liability***

For Carry-On Baggage, Amtrak disclaims all liability for carry-on baggage, to include special items, even if Amtrak personnel has handled or assisted in loading or unloading the baggage.

For Checked Baggage, Amtrak disclaims all liability for;

- missing or stolen items inside unlocked or unsecured baggage;
- minor damages to baggage considered normal wear and tear (despite reasonable care when handling);
- baggage which was transported without travel of the owner of the items via Amtrak or payment of the applicable storage charges;
- loss or damage to prohibited baggage items, items packed with prohibited items, and baggage containing prohibited items.

For any checked baggage handled in Red Cap service, Amtrak's liability is limited to \$50.00 per bag (or bag equivalent) for any loss or damage and for any checked baggage stored in Parcel Check service, Amtrak's liability is limited to \$100.00 per bag (or bag equivalent) for any loss or damage. Additional valuation cannot be declared.

For Checked Baggage, Amtrak's liability is limited to a maximum of \$500 per ticket passenger, unless a passenger has declared an additional value, up to \$2,500 to include the liability which Amtrak covers for and paid the applicable charge. For special items, to include bicycles, Amtrak disclaims liability for any special items carried onboard or any bicycles accepted in the baggage area not packed within a bicycle box.





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4017 Baggage Tracing/Claim Form		Serial Number _____
<b>A Customer Information</b>		
<input type="checkbox"/> Checked Baggage <input type="checkbox"/> Red Cap <input type="checkbox"/> Parcel Check <input type="checkbox"/> Amtrak Express <input type="checkbox"/> Carry-on or lost in station		
<small>Online Information</small>		
<small>Station / Owner's Name</small>	<small>Agent</small>	<small>Date</small>
<small>Last Name</small>	<small>First Name</small>	<small>Middle Initial</small>
<small>Permanent Address</small>		
<small>Street</small>	<small>Apt./No.</small>	<small>City</small>
<small>Local Address (for temporary stay)</small>		<small>State</small>
<small>Street</small>	<small>Apt./No.</small>	<small>City</small>
<small>Contact Information</small>		<small>State</small>
<small>Local Phone</small>	<small>Mobile</small>	<small>E-mail</small>
<small>Travel Information</small>		
<small>Reservation Number</small>	<small>Coupon Check(s) / Waybill(s)</small>	
<b>Travel Itinerary</b>		
<small>Origin</small>	<small>Destination</small>	<small>Train, Bus Numbers</small>
<small>Date of Travel</small>	<small>Last Seen</small>	
<b>Baggage Description</b>		
<small>Type of Item</small>	<small>Color</small>	<small>Size, Weight</small>
<small>Material</small>	<small>Exterior Markings</small>	<small>Identifying Contents</small>
<b>B Tracing and Disposition</b>		
<small>Locations Called/Queried</small>		
<small>Tracing Notes</small>		
<small>Items found at _____ on (date) _____ received on (date) _____</small>		
<small>Picked up (name) or sent to (where) _____ on (date) _____</small>		
<small>Sent via (carrier) _____ waybill _____ REF # _____ Amount \$ _____</small>		
<b>C Emergency Funds for Replacement Clothing and Toiletries</b>		
<small>Funds dispersed: _____ Date _____ NRPC 638 No. _____ Amount \$ _____</small>		
<b>D Local Claim Settlement</b>		
<small>Local Claim Settlement for _____ REF # _____ Amount \$ _____</small>		
<b>E Claim Information</b>		
<small>List the baggage items and its contents below. If additional space is used for description of contents, use separate piece of paper.</small>		
<small>Article</small>	<small>No.</small>	<small>Date, or Brand, Size, Color, Material</small>
<small>Gender</small>	<small>Size Purchased</small>	<small>Date Purchased</small>
<small>Original Cost</small>		
<small>Did you declare and pay higher value? Yes _____ No _____ Value Declared \$ _____</small>		
<small>Do you have insurance that may apply to this claim? Yes _____ No _____ Name and Agent _____</small>		
<small>I do hereby promise the foregoing statement and those on the accompanying form(s) to be accurate, complete, true, and I hereby make a claim against the National Railroad Passenger Corporation (Amtrak) in the amount of \$ _____ for loss occurring on _____ at _____</small>		
<small>Customer Signature _____ Date _____</small>		
<small>White: Office of Customer Relations, Attn: Baggage Claims, Amtrak, 62 Massachusetts Ave NE, Washington, DC 20002-4285    Pink: Station</small>		
<small>Yellow: Customer Final Receipt    Gold: Proof of Customer Initial Receipt    Give for delayed baggage.</small>		



2021-02-22

**Customer Information – Passenger Use**

A.	Type of Service:	Check one.
	Station:	The station the report is being filed at.
	Agent:	The station agents name.
	Phone:	The best number for contacting the station.
	Date:	Today's date.
	Last Name:	Passenger's last name.
	First Name:	Passenger's first name.
	Middle Initial:	Passenger's middle initial.
	Permanent Address:	The passenger's permanent address, including street, apt., city, state, and zip.
	Local Address:	If temporary stay, the passengers address, including street, apt., city, state, and zip.
	Local Phone:	The best point of contact for the passenger in the next 7-10 business days.
	Mobile:	Passenger's mobile phone. If none, have them provide an alternate to the local phone number.
	Email:	Passenger's email address.
	Reservation Number:	Passenger's reservation number. A separate claim form is required for each passenger making a claim. Exception: A family (married couple/parents or parents and any children) traveling together on one ticket may submit one form covering all such family members.
Claim Check(s)/Waybill(s):	The claim check or waybill numbers of the baggage or express item(s).	
Travel Itinerary:	The origin/destination stations, train/bus numbers, dates of travel, and where the baggage item(s) were last seen.	
Baggage Description:	A description of the baggage items(s) being specific as possible. Note the type of item, color, manufacturer, any exterior trademarks (brand name, model name) and any contents in the pockets that may help identify the item to the passenger.	

**Tracing and Disposing – Amtrak Use Only**

B.	Locations Called/Queued:	List of the locations that you have called or queued on you search for the item.
	Tacking Notes:	Any notes that will assist in others attempting to locate the item.
	Items found at _____:	When the item(s) are found, where.
	on (date) _____:	When the item(s) are found, when.
	Received on (date) _____:	When the item(s) are found, when did your station receive the item.
	Picked-up /Sent to/Date:	Who the item was picked-up by or where the item was sent to and on what date.
	Sent via _____:	If sent, which courier.
	Waybill _____:	The waybill associated with the courier.
	NRPC 3445- _____:	The NRPC 3445 number associated with expenses to send the item to the passenger. If expenses incurred and a claim is filed and settled at the station, then write the NRPC 3445 number in section D.
	Amount \$ _____:	Write the amount given to the passenger.



2021-02-22

Emergency Funds for Replacement Clothing and Toiletries – Amtrak Use Only		
C.	Date:	The date the funds were dispersed.
	NRPC 638 No. _____:	Fill out "Miscellaneous Billing" (NRPC 638) and write the number here until an NRPC 3445 is prepared in section D.
	Amount \$ _____:	Write the amount given to the passenger.
Local Claim Settlement – Amtrak Use Only		
D.	Local Claim Settlement for _____:	If a claim is settled at your station, write the type of claim that is being settled.
	NRPC 3445- _____:	Write the NRPC 3445 number and the amount given if a claim is settled at your station and/or if section C was completed.
	Amount \$ _____:	Write the amount given to the passenger.
Claim Information – Passenger Use		
E.	Type of Claim:	Check one, marking the nature and extent for pilferage and damage claims.
	Documentation Attached:	Is the required documentation attached and if not, why?
	Article:	Description of the one of the contents the passenger is making the claim for.
	No.	If more than one of these items, how many total?
	Label/Brand, Size, Color, Material:	Description of the item.
	Gender (M/F):	If the item is for male or female. If neither, leave blank.
	Store Purchased:	Where the item was purchased.
	Date Purchased:	The estimated date of purchase.
	Original Cost:	The estimated original cost.
	Declaration of Value:	If value was declared at time of check-in, mark "Yes" and the value declared, otherwise mark "No".
	Insurance:	If the passenger would like to apply their insurance to this claim, mark "Yes" and write the insurance agents name and the company, otherwise mark "No".
	amount of \$ _____:	The total amount the passenger is making the claim for.
	loss occurring on _____:	The date of the incident.
	Customer Signature:	Customer's signature.
	Date:	The date the report was completed.
Copies:		White Copy: Office of Customer Relations. Pink Copy: Station Copy. Green Copy: Send with EEV paperwork. Yellow Copy: Customer Receipt. Goldenrod Copy: Customer Receipt for Delayed Baggage



**Figure E-2**  
**Example of "Lost Claim Check Application" (NRPC 319)**

The image shows a sample of the "Lost Claim Check Application" form (NRPC 319). At the top left is the Amtrak logo. To its right is the title "Release Of All Claims". Below the title is a paragraph stating: "Received from the National Railroad Passenger Corporation (Amtrak) the sum and payment indicated below hereof which by my/our signature and endorsement subscribed below, I/We declare and agree to be a full and final settlement, satisfaction and release, of any and all claims for all Loss, Damage, and Expense of whatever nature and whenever sustained arising out of the incident occurring on or about". This is followed by a line for "Date" and "at or near" and "Station". Below this are two lines for "Passenger Signature". Further down are lines for "Settlement Amount \$" and "NRPC #". At the bottom are lines for "Amtrak Representative" and "Signature". At the very bottom, there is a small line for "Date" and a small line for "Amtrak Representative Signature".

*Form Changes – The form design will not change, but the form number will change to NRPC 4014. NRPC 2411 may be substituted for NRPC 4014. No example given of NRPC 4014 as only the form number will change.*

**Instructions for Completing "Lost Claim Check Application" (NRPC 4011 / NRPC 2902)**

<b>Date:</b>	The date of the incident.
<b>Station:</b>	The station where the incident occurred or where the passenger filed the claim.
<b>Passenger Signature:</b>	Passenger's signature. If multiple passengers in the claim, obtain multiple signatures.
<b>Settlement Amount:</b>	The amount settled by Amtrak to the passenger.
<b>NRPC 3445#:</b>	The NRPC 3445 number used to settle to the passenger.
<b>Amtrak Representative:</b>	The employee's signature and the today's date.



2021-02-22

## Appendix

### *Update history*

2021-02-22 Updated contact information  
2019-09-30 Removed EEV#  
2019-08-02 Updated to new template.  
2018-06-08: Replace information on NRPC 75 will the new NRPC 3445  
2017-11-14: Remove old form numbers and change the address for the Office of Customer Relations

### *About this chapter*

<b>Contact(s):</b> Ann Adams/Beth Bailey	<b>Subject:</b> Damage, Delay or Loss of Baggage
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards

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## **Introduction**

A number of passengers make duplicate bookings to “cover their bases” when they don’t know exactly when they are traveling due to uncertainty about when meetings will end, or other factors. This practice, if not addressed, costs Amtrak revenue and denies other passengers space. In other situations passengers or their companies make duplicate reservations inadvertently, or book two or more passengers under the same passenger name.

In order to reduce the number of seats going out empty due to passengers making duplicate bookings then no-showing for some or all of the trains booked, the procedures below are carried out daily by employees at the Philadelphia call center. This frees up space for other passengers.

## **Definition**

Duplicate bookings are defined as two or more segments on the same train (or on different trains but with the same day of travel), with the same first and last name, and with the same origin and destination.

The report described below does not detect travel on different dates, even if it is impossible for both segments to be traveled by the same person (example: roomette Chicago-Sacramento on train 5 on both January 26 and 27).

## **Procedure**

Every day a report is generated from Arrow which identifies duplicate bookings. Designated employees at the Philadelphia call center will carry out the steps below.

1. The agent will review the list of PNRs identified as duplicate bookings, and, for each passenger, group together the PNRs which are duplicates. The agent will then attempt to contact the passenger.

Note: In this procedure, “paid” means that eTickets have been created (or, in a very few cases, advance payment was done), and “ticketed” means that paper tickets were printed.

If -	And -	The agent will -
The agent is able to contact the passenger	None of the PNRs have been paid	Determine which PNR will be used, and cancel the others.
	One or more of the PNRs have been paid but not ticketed	Determine which PNR will be used, and cancel the others, reversing the charge on any paid PNR not ticketed (charging a refund fee if applicable), and charging for the desired PNR if it has not yet been paid.
	One or more of the PNRs have been ticketed (paper tickets printed)	Determine which PNR will be used, and cancel the others, telling the passenger to return any unused tickets for exchange or refund, informing the passenger of the refund fee and any non-cancellation charges.
	The agent determines that two different passengers are actually traveling but both were booked with the same name	Change the name in the other person's PNR, and, if tickets were printed, direct the passenger to exchange the tickets, with both passengers showing ID at the ticket window.
The agent is <b>not</b> able to contact the passenger	None of the PNRs have been paid	Cancel all the PNRs except the last one booked.
	One or more of the PNRs have been paid but not ticketed	Cancel all the PNRs except the last one booked, reversing the charge on any paid PNR not ticketed (charging a refund fee if applicable). If the remaining PNR is unpaid, it will be left unpaid.
	All of the PNRs have been ticketed (paper tickets printed)	Contact the origin station and ask the agent there to intercept the passenger and find out which PNR will be used and to cancel those that will not be used. Also, will put 4SSR and 4OSI remarks in all PNRs to ask the train crew to do the same and to notify the call center of any PNR that is to be cancelled.
Any situation above	The passenger is a pass rider	See below.

2. All PNRs canceled will be cross-referenced with the PNR that is kept.

## Pass riders

Pass riders – Amtrak employee personal, Amtrak employee business, freight railroad, and voucher – will be handled following the procedures above, the same as revenue passengers. In addition, the Pass Bureau manager will be informed of the situation to determine if any violation of pass policy has occurred.

## Members of Congress

Call center employees will contact the office of the Senator or Representative to find out which train will be used.

## Sample duplicate ticketing report

[Click here](#) for a sample of a duplicate ticketing report.

## Notification to the public

In response to passengers asking where we told them we would do this, the following language has been or will be added to Amtrak.com, the system timetable (beginning spring/summer 2012), and other locations.

**Duplicate and impossible bookings:** Duplicate and impossible Amtrak bookings are prohibited without prior authorization from Amtrak.\* **Duplicate bookings** include, but are not limited to, reservations on multiple trains by the same passenger on the same day between the same or similar cities on one or more itineraries, such as booking the 4:00 pm, 5:00 pm and 6:00 pm *Acela Express* trains between New York and Philadelphia. **Impossible bookings** are reservations on trains for which it is impossible for the passenger to travel on both or all, such as a bedroom Seattle-Chicago on two consecutive days, or two separate reservation records between which a connection is not possible. Amtrak reserves the right to analyze its reservation system to find such bookings and will attempt to contact the passenger in advance to determine which one will be used; if unable to contact the passenger, Amtrak will retain the last reservation booked and cancel the others, whether or not paid for. Refunds for such cancellations will be determined by the refund rules that apply to the fare paid.

\*Effective with the fall 2012 timetable, the phrase in red will be removed. It has already been removed from Amtrak.com.

## Updates:

2010-12-17: New.

2011-01-24: Pass rider and Member of Congress instructions added.

2011-03-25: Procedures clarified in tabular form.

2011-03-28: Refund fee to be charged, if applicable, when paid reservations are cancelled.

2012-01-20: Notification to the public section added.

2012-07-16: Phrase “without the authorization of Amtrak” to be removed from the public policy.





2012-05-17

## Death of a Passenger

**Chapter Summary:** Death of passenger enroute.

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2012-05-17

## Policy

The unused portion of any type of ticket held by a passenger who dies enroute, or at destination of a round trip ticket, will be accepted for transportation of remains via Amtrak Express service via the route and between points covered by the unused portion of the ticket, provided that these points are authorized Express stations as listed in the current Amtrak Express Tariff.

No additional charges will be collected unless a vehicle transfer is required.

## Procedure

Honor the unused rail portion of the ticket as full payment of the Amtrak Express Waybill (form 147), upon request of recognized authority or appropriate representative of the deceased passenger.

For all other provisions concerning transportation of remains, consult the current issue of the Amtrak Express Service Guide.

## Refund Options

If the family of the deceased chooses to ship the remains according to the above policy the rail portion of the return ticket is collected to cover the Amtrak Express Charges. If the deceased had an accommodation segment on the return portion a full refund will be given for that accommodation. Penalties will not be assessed.

If the family of the deceased chooses not to ship the remains via Amtrak Express the unused portion of a round-trip ticket is refundable in accordance with Amtrak's "Refund Policy". Penalties will not be assessed.

## Appendix

### *Update History*

### *About this Chapter*

<b>Contact(s):</b> Robert Pee	<b>Subject:</b> Death Of Passenger Enroute
<b>Owner Department:</b> Tariff Group	<b>Group:</b> Pricing



## Allowable Items in Baggage Service

### Chapter Summary:

This chapter outlines prohibited and allowed items in Carry-On and Checked Baggage.

Please note Amtrak Express is suspended, until further notice, effective October 1, 2020

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## Allowable Items in Baggage Service

### ***Prohibited/Allowed Items in Carry-On and Checked Baggage***

The prohibited items list is not an exhaustive list. Any item that is similar to the prohibited items below, even if not specifically mentioned, is also prohibited. Amtrak personnel may determine if an item not mentioned in this list is prohibited. Employee discretion is advised in determining the allowance of items.

- Yes: The item is allowed for transport.
- Yes\*: The item is allowed for transport meeting specific conditions.
- No: The item is prohibited for transport.
- For Express, see Section S.2 "Amtrak Express" for details.

ADA Required Medical Devices, Medicine, and Service Animals	Carry-On	Checked	Express	*Conditions for Transport
Canes and Walkers	Yes*	Yes*	Yes	*C. Special Items – Page 6
Common Wheelchairs	Yes*	Yes*	Yes	*C. Special Items – Page 4
Hoyer Lifts	No	Yes*	Yes*	*Boxed to Prevent Damage
Oxygen Equipment	Yes*	No	Yes (empty)	*C. Special Items – Page 5
Prescribed Medicine	Yes	No	No	
Powered Mobility Assistance Devices (Scooters, Segways and Powered Wheelchairs)	Yes*	Yes*	Yes	*C. Special Items – Page 4
Service Animals	Yes*	No	No	*C. Special Items – Page 6
Sharp Objects	Carry-On	Checked	Express	*Conditions for Transport
Axes and Hatchets	No	No	No	
Fencing Equipment	No	Yes*	Yes	*C. Special Items – Page 19
Ice Axes/Ice Picks	No	No	No	
Kirpans (ceremonial sword or dagger)	Yes*	Yes	Yes	*Must be locked in carry-on luggage
Knives (hunting, pocket, etc.)	No	Yes*	Yes*	*Knives must be sheathed
Meat Cleavers	No	No	No	
Spears and Swords	No	No	No	
Sporting Goods	Carry-On	Checked	Express	*Conditions for Transport
Baseball Bats	Yes	Yes	Yes	
Boogie Boards and Skim Boards	Yes	No	No	
Bowling Balls	Yes	Yes	Yes	
Bows and Arrows	No	Yes	Yes	
Boxed Bicycles	No	Yes*	Yes	*C. Special Items – Page 13
Camping Equipment	Yes	Yes*	Yes	*C. Special Items – Page 18
Cricket Bats	Yes	Yes	Yes	
Dumbbells/Hand Weights	No	No	Yes*	*Boxed to Prevent Damage



2020-09-15

Sporting Goods cont.	Carry-On	Checked	Express	*Conditions for Transport
Fishing Rods and Poles	Yes*	Yes*	Yes	*C. Special Items – Page 19
Folding Bicycles	Yes*	Yes*	Yes	*C. Special Items – Page 14
Golf Clubs	Yes*	Yes*	Yes	*C. Special Items – Page 20
Hang Gliders	No	No	No	
Hockey and Lacrosse Sticks	Yes*	Yes*	Yes	*C. Special Items – Page 21
Hover boards	No	No	No	No special conditions apply. No transport in a vehicle carried on the Auto Train
Inflatable Balls	Yes	Yes	Yes	
Kayaks and Canoes	No	No	No	
Kite Boards	No	No	No	
Pool Cues	Yes	Yes	Yes	
Scuba Tanks	No	Yes*	Yes (empty)	*C. Special Items – Page 22
Spear Guns	No	No	No	
Surfboards and Wakeboards	Yes*	Yes*	Yes	*C. Special Items – Page 23
Tandem Bicycles	No	Yes*	Yes*	*C. Special Items – Page 13 (If broken down to fit in a single bike box / under 50 lbs)
Tennis Rackets	Yes	Yes	Yes	
Walk-On Bicycles	Yes*	No	No	*C. Special Items – Page 14
Water Skis, Snow Skis, and Snowboards	Yes*	Yes*	Yes	*C. Special Items – Page 22
General Sporting and Recreational Equipment to include but not limited to: Balls, Bats, Cleats, Helmets, Jerseys, Medicine for the Sport, Shoes, Sporting Apparel, Pads, Rackets, Roller Blades, Safety Equipment, Skate Boards, Small Sticks, and Water Bottles must be contained within the passengers luggage. Any item that could be considered a weapon (bats or sticks) must be in a locked, protective container if carried onboard.				
Firearms and Ammunition	Carry-On	Checked	Express	*Conditions for Transport
Ammunition	No	Yes	No	Refer to Section O "Firearms in Checked Baggage Policy"
BB Guns	No	Yes	No	
Compressed Air Guns	No	Yes	No	
Firearms	No	Yes	No	
Flare Pistols	No	Yes	No	
Parts of guns and firearms	No	Yes	No	
Pellets Guns	No	Yes	No	
Replicas of Firearms	No	Yes	No	
Starter Pistols	No	Yes	No	
Tasers	No	No	No	



2020-09-15

Explosives and Incendiaries	Carry-On	Checked	Express	*Conditions for Transport
Aerosols	Yes*	Yes*	No	*In limited quantities for personal care
Black Powder	No	No	No	
Blasting Caps	No	No	No	
Canisters or Tanks	No	Yes*	Yes*	*Emptied prior to arriving at the station
Dynamite	No	No	No	
Fireworks	No	No	No	
Flammable Gases	No	No	No	
Flammable Liquids	No	No	No	
Flammable Solid Fuels	No	No	No	
Flares in any Form	No	No	No	
Gas Torches	No	No	No	
Gunpowder	No	No	No	
Hand Grenades	No	No	No	
Percussion Caps	No	No	No	
Plastic Explosives	No	No	No	
Disabling or Corrosive Chemicals of Materials	Carry-On	Checked	Express	*Conditions for Transport
Batteries with Acid that can Spill or Leak	Yes*	Yes*	Yes*	*Batteries used in devices for the mobility impaired are allowed
Chlorine, including that used in Pools or Spas	No	No	No	
Dry Ice	Yes*	Yes*		*Special Items – Page 30
Harmful Bacteriological Materials	No	No	No	
Liquid Bleach	No	No	No	
Mace	No	No	No	
Pepper Spray	No	No	No	
Radioactive Materials	No	No	No	
Spray Paint	No	No	No	
Tear Gas	No	No	No	
Martial Arts and Self Defense Items	Carry-On	Checked	Express	*Conditions for Transport
Billy Clubs	No	No	No	
Blackjacks	No	No	No	
Brass Knuckles	No	No	No	
Kubaton	No	No	No	
Martial Arts Weapons	No	No	No	
Night Sticks	No	No	No	



2020-09-15

Martial Arts and Self Defense Items cont.	Carry-On	Checked	Express	*Conditions for Transport
Nunchakus	No	No	No	
Throwing Stars	No	No	No	
Automotive, Household Goods, and Tools	Carry-On	Checked	Express	*Conditions for Transport
Antiques	No	No	No	
Appliances	No	No	Yes*	*Commercial shipments or personal shipments packed and/or palletized to prevent damage
Artwork	No	No	No	
Auto Parts	No	No	Yes*	*Commercial shipments only. No glass or fluids
Books	Yes	Yes	Yes	
Carriages and Strollers	Yes*	Yes*	Yes	*C. Special Items- Page 8
Car Seat	Yes*	Yes*	Yes	*C. Special Items – Page 7
Car Tires	No	No	Yes*	*Commercial shipments only. Must be palletized
China, glassware, silverware	No	No	No	
Crowbars	No	No	No	
Furniture	No	No	Yes*	*Commercial shipments or personal shipments packed and/or palletized to prevent damage
Motorized Vehicles	No	No	Yes*	*Individual cleaned/crated motors accepted
Office Equipment	No	No	Yes*	*Commercial shipments or personal shipments packed and/or palletized to prevent damage
Small Hand Tools (screwdriver, wrench)	Yes	Yes	Yes	
Large Power Tools	No	No	Yes*	*Commercial shipments or personal shipments packed and/or palletized to prevent damage
Televisions	No	No	No	
Tow Bars and Trailer Hitches	No	No	Yes*	*Commercial shipments or personal shipments packed and/or palletized to prevent damage
Electronics	Carry-On	Checked	Express	*Conditions for Transport
Cameras	Yes	No	No	
Cell Phones	Yes	No	No	
Desktop Computers	Yes	No	No	
Laptop/Handheld (Ipad) Computers	Yes	No	No	
MP3 (Ipad) Players	Yes	No	No	



2020-09-15

Electronics cont.	Carry-On	Checked	Express	*Conditions for Transport
Personal Digital Assistant	Yes	No	No	
Video Gaming Systems	Yes	No	No	
Containers	Carry-On	Checked	Express	*Conditions for Transport
Messenger, Shoulder or Large Laptop Bags, Paper or Plastic Bags, and Tote Bags	Yes	No	No	
Large Coolers (No Perishables)	No	Yes	Yes	
Laundry Bags	Yes	No	No	
Plastic or Rubber Shipping Containers	No	No	Yes*	*Palletized shipments only which will not be broken down enroute
Shipping Boxes	No *	Yes	Yes	* Amtrak shipping (Compliance) Boxes are allowed.
Oversize Items	No	Yes*	Yes*	*Up to 100 linear inches or Express that fits on a pallet
Overweight Items	No	No	Yes*	*Items over 50lbs accepted on Pallets
Trash Bags	No*	No*	No*	*Booster, car seats and strollers only can be placed in a trash bag
Zipper "Suit" Bags	Yes	No	No	
Other	Carry-On	Checked	Express	*Conditions for Transport
Alcoholic Beverages	Yes*	No	No	*Passenger can transport alcohol, but consumption of personal alcohol must only be done in Sleeping Car accommodations
Controlled or illegal substances	No	No	No	
Cremated Remains	Yes*	Yes*	Yes*	*Must be in small container securely stored within the passenger's baggage. Recommended in Carry-On luggage.
Fruits/Vegetables	Yes*	No	No	*In small amounts for the passenger's trip. Travel to Canada, advise passenger to check Customs
Jewelry	Yes	No	No	
Liquids and Gels	Yes*	Yes*	No	*In limited quantities for personal care
Massage Tables	No	Yes*	Yes	* If oversized, please charge the applicable fee.
Perfumes and Colognes	Yes	No	No	
Plants	No	No	Yes*	*Commercial shipments from nurseries/distributors or flowers accompanying human remains





2020-09-15

Other cont.	Carry-On	Checked	Express	*Conditions for Transport
Meat	Yes*	No	No	*In small amounts for the passenger's trip. Travel to Canada, advise passenger to check Customs
Mannequins	No	No	Yes*	*Commercial shipments only
Negotiable Papers (e.g. Stocks and Bonds)	No	No	No	
Seafood	No	No	No	



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## Appendix

### *Update history*

2020-09-15 Amtrak Express suspended effective Oct. 1, 2020

2019-09-30 Convert to new template

### *About this chapter*

<b>Contact(s):</b> Ann Adams/Beth Bailey	<b>Subject:</b> Allowable Items in Baggage
<b>Owner Department:</b> Prod. Develop. Customer Experience	<b>Group:</b> Station Standards



## Customer Identification Requirements

**Chapter Summary:** This chapter contains information about when customers need to present identification, and what kind of identification is acceptable.

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## Policy

### ***When identification is required***

Customers must present identification when:

- Exchanging, refunding or reprinting Amtrak travel documents
- When purchasing documents with a stored eVoucher or Transportation Credit
- Pass Riders (active or retired)
- Storing baggage at stations (parcel check)
- Checking baggage (including firearms)
- Sending Amtrak Express shipments
- On trains, when asked for it by train crewmembers, other Amtrak or operating railroad employees, or the Amtrak police
- Asked for it at any time by law enforcement officers
- Traveling into Canada
- Guardian purchasing an unaccompanied minor travel documents or signing the NRPC 770
- A credit card is presented that is not signed or asks the agent to request identification from the customer.
- Identification is required for the purchase of special fares, please see page 9 for instructions.

### ***Acceptable identification: basic policy***

The following are deemed acceptable identification for persons who appear to be 18 years or older:

- One piece of original, current photo identification issued by a government authority, or
- Two pieces of original, current identification, at least one of which is a non-photo ID issued by a government authority.

"Government authority" means:

- USA: Federal, state, county, or local government.
- Canada: Federal, provincial, county, or local government.
- Other countries: The country's national government or a subdivision thereof.

"Local government" includes entities such as public school districts.



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"Original identification" means an original document. Photocopies, facsimiles, or any other type of copy, are not acceptable. (Certified copies of birth certificates are acceptable.)

### ***Acceptable identification: examples***

The following are examples of acceptable identification or ID, and not an exclusive list. Any identification meeting the above basic policy is acceptable, unless excluded as shown under "Unacceptable Identification", below.

#### **United States residents – examples of government-issued photo identification**

One of the following is required:

- State-issued driver's license\*
- State-issued identification card issued by the same agency that issues driver's licenses (note that some do not have expiration dates)
- City issued identification cards
- U.S. Passport
- U.S. Legal Permanent Resident Card or Resident Alien Card
- University, college, middle or high school photo identification – public or private
- United States Armed Forces military identification
- Job Corps photo identification
- Veterans Access Card issued by the U.S. Department of Veterans Affairs
- Tribal identification (Native American/First Nations, etc.)
- Law enforcement (police, etc.) photo identification
- Amtrak employee photo identification
- California state issued medical marijuana card
- Federal, state, county, or local government employee photo identification

\*Some states may issue a Temporary Visitor's driver's license (TVLD) to a foreign national. A TVLD is not an acceptable form of identification. In general, if an ID is presented that says "not valid for identification" another form of photo ID should be requested.

#### **United States undocumented residents**

##### **Drivers licenses**

Some states and the District of Columbia have changed their laws to allow undocumented residents to obtain driver's licenses. This type of state government issued identification is acceptable.



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**I220A – Order of Release on Recognizance**

This is a two-page administrative order. The second page includes a photograph of the alien. An I-220A qualifies as a form of government issued identification under our Terms of Transportation.

**Canadian residents – examples of government-issued photo identification**

One of the following is required:

- Provincial driver's license
- Provincial identification card issued by the same agency that issues driver's licenses
- Canadian Passport
- Canadian Citizenship Card
- Canadian Permanent Resident Card
- Provincial health insurance card
- Other identification similar to that shown for United States residents

**Mexican residents – examples of government-issued photo identification**

One of the following is required:

- Mexican driver's license
- Mexican government issued photo identification card
- Mexican Passport
- Other identification similar to that shown for United States residents

**Residents of other countries – examples of government-issued photo identification**

One of the following is required:

- Passport
- Driver's license issued by a foreign government or subdivision thereof, if it has a photo
- Other identification similar to that shown for United States residents

**Examples of Non-Photo or Non-Government-Issued Identification - not an exclusive list**

Two of the following are required. One must be government-issued:

- Non-photo driver's license\*
- Temporary driver's license\*
- Social Security card
- Voter registration card



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- Certified copy of birth certificate issued by a city, county, state, provincial, or federal government; must have raised, embossed seal and a dated certification that it is a true copy of the original on file at the issuing office. A birth certificate is unacceptable if it contains a notation indicating that it is informational only, and not a valid document to establish identity, even if it has the embossed seal and the certification that it is a true copy.
- Public assistance card
- Medicare/Medicaid card
- Concealed Carry Permit card
- Professional or Occupational License (nurse, doctor, lawyer, hairdresser, etc.)
- Police report of lost or stolen identification if no more than 30 days old\*\*
- Prison or court-issued release papers if no more than 30 days old\*\*
- Military discharge papers (DD214) if no more than 30 days old
- Employee identification card with photo, from a major employer such as a bank

\*Must describe the named person by physical characteristics which match the person presenting the document

\*\*Second piece of identification not required. If the police department where the customer filed the report did not give him or her copy of the report and the customer needs to travel, refer to the customers who have lost identification section.

### ***Unacceptable identification***

- Expired identification.
  - Exception – When senior citizens present an expired identification. Refer to “Expired identification – senior citizens” section below.
- Photocopies, facsimiles, or any other type of copy (see birth certificates, above)
- Birth certificates that contain a notation that they are informational only and not a valid document to establish identity, even if it has the embossed seal and the certification that it is a true copy.
- Identification not that of the customer.
- Non-employee photo identification issued by a private company or merchant (in particular, photo ID cards issued by check cashing stores)
- Prison or court-issued release papers if more than 30 days old
- Police report of lost or stolen identification if more than 30 days old
- Photo ID’s on smartphones.

### ***Other Identification Considerations***

#### **Children 15 and under**

- A child 15 and under does not need identification at any time.





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- The following applies to a child 13-15 traveling under the *Unaccompanied Minor* chapter:
  - Another person 18 or over must bring him or her to the boarding station, show his or her own identification, and sign the unaccompanied minor form;
  - Another person 18 or over must pick him or her up at the destination station, show his or her own identification, and sign the unaccompanied minor form;
  - If the travel documents are obtained in advance of travel, rather than on the day of travel by the adult bringing the child to the boarding station, they may be obtained by another person 18 or over.

### **Children 16-17**

- A child 16-17 who has acceptable identification may obtain his or her own travel documents and check his or her own baggage.
- A child 16-17 who does not have identification must have another person 18 or over obtain his or her travel documents. That person must show his or her own identification when obtaining the travel documents.
- Fares paid on trains for a child 16-17 traveling alone: If the child does not have his or her own identification, another person 18 or over must wait with the child for the train to arrive and then pay the conductor the fare on behalf of the child, showing his or her own identification. The person waiting with the child may not leave until the train has arrived, the fare has been paid, and the child is safely on the train.

Note: Since the station-issued or conductor-issued travel document is issued to the child after acceptable identification has been presented, receipts or subsequent travel documents issued by the station, or the receipt from the conductor-issued travel document, are acceptable as identification for onward or return travel or if the child needs to make subsequent travel document purchases as part of the same trip.

### **Customers 18 and over**

- A customer 18 and over must have acceptable identification to check baggage.
- He or she must also be prepared to show that identification on the train if asked.
- Each customer traveling under a group reservation must have his or her own individual identification.

### **Senior Customers**

- A senior customer (65 and over) still needs acceptable identification. If he or she no longer drives, he or she can normally obtain a non-driver identification card from the same agency that issues driver's licenses, or use another acceptable ID.
- Senior customers may present expired identification.



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- Senior customers have the option to present a credit card as a second form of identification.

### ***Who is not required to have Identification?***

- Children 15 years old and under
- Children 16-17 who are traveling with other 18 or over with proper identification. Identification is required on board the train.

### ***Conditions for accepting identification***

When accepting identification from a customer:

- The name, information, and/or photo on the identification must be that of the person presenting it.
- Examine the identification for obvious counterfeiting.
- This name must match the name on the travel document (but see "Obtaining travel documents for others", below). This need not be exactly letter for letter, as many people have a formal name they use only rarely and a common name they use for everyday matters. Examples:

Name on identification:	Elizabeth Anne Robinson
Name in PNR:	Liz Robinson
Name on identification:	Shirley James Edwards
Name in PNR:	Jim Edwards

Such a variation is acceptable if it is obvious that it is the same person.

- A name on a travel document must be the full first and last name, not an initial and last name, and not a false or generic name. Correct the name in the PNR to meet this requirement if necessary.

Acceptable:	SMITH/MARY
Unacceptable:	SMITH/M
Unacceptable:	WELCOME/ABOARD
Unacceptable:	VRU/0384

Also, if a woman is using her husband's name (example: Mrs. John Smith), obtain her own name and use that.

Acceptable:	SMITH/MARY
Unacceptable:	SMITH/JOHN MRS



## ***Identification not shown as required***

### **In the station**

If a customer does not have identification as required, or has identification but refuses to show it, do not check baggage, accept an Amtrak Express shipment, or accept an item for storage (parcel checking).

If the customer has already begun travel on Amtrak, and this situation arises at an intermediate station, a connecting station, or the outbound station of a round trip, contact the Amtrak Police Department at 800-331-0008 and describe the circumstances about the situation, including how the customer was able to travel as far as he or she did, before denying the above services. Be governed by the decision of the Amtrak Police.

### **On the train**

Train service employees have their own procedures, which are in the Service Standards Manual for Train Service and On-Board Service Employees, as modified by Operations Standards Updates. Also see "Random identification checks on trains" below.

## ***Obtaining travel documents for others***

- The travel documents must be in the names of those individuals traveling.
- The other customers need not be present at the time travel documents are issued.
- The person obtaining the travel documents need not be one of the customers traveling.
- Conductors are required to ask for identification from anyone 18 or over who presents a travel document and has been selected for a random ID check.

## ***Identification required for special fares***

Certain discounted fares require that the customer show a membership card or other document to prove that he or she is eligible for the fare. This is in addition to identification required for travel document purchase or to travel.

In all cases, the card must be that of the person named on the travel document and cannot be used by others or to obtain discounted travel documents for others.

Examples of this include:

- Military discount – current Armed Forces of the United States identification card.
- Railroad Passengers Association discount – current RPA membership card.



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- Senior citizen discount – identification that contains a birth date so the age of the senior citizen can be determined.
- Mobility Impaired Discounts – information can be found in the *Assisting Passengers with Disabilities* chapter.

## ***Identification checks on trains***

### **Random identification checks**

Before the start of the trip, the conductor's eTicketing Mobile Device (eMD) will randomly choose one digit (0 through 9) and will display a message to the conductor to ask for ID if a customer's eTicket travel document being scanned by the eMD has a system ticket number ending with that digit.

Normally only one digit is selected, but if the security situation requires that more customers be asked for identification, two or more may be selected.

The conductor will ask all customers for identification who have travel document numbers ending with the number chosen for identification on the train.

Since the customers will not know which number has been chosen before they board, and since the conductor will not know which customers travel documents are ending with this number, the selection process is entirely random.

For this reason, agents must tell customers that identification might be required, that there is no way to predict whether or not this will happen, and that they therefore need to bring identification with them when traveling.

If the customer does not have valid identification, or if the customer's identification does not match against the name on the face of the travel document, and there is no reasonable explanation for the discrepancy, the Amtrak police must be notified immediately. Failure to possess the proper identification is not by itself sufficient reason to have the customer removed from the train.

This process randomly chooses a predetermined percentage of the customers for identification checks, if one number is chosen. If it is decided at any time to increase the percentage, this can be done by simply reprogramming the eMD or by instructing the conductors to select additional numbers for checking.

### **Travel documents issued from Quik-Trak or through the mail**

When an eTicket travel document or a paper value ticket is obtained from Quik-Trak kiosks or through the mail (TBM), no one has requested identification from the customer.



Quik-Trak, TBM, eTicket travel documents or paper value tickets have an endorsement in the upper left corner "ID REQD ON BOARD". All customers with travel documents bearing this endorsement will be asked for identification by conductors.

### ***Assistance with customer identification situations***

Notify the Amtrak Police Department, 800-331-0008, in case of a dispute or an intentional violation of this policy.

The responding APD officer will conduct an inquiry to determine the true identity of the customer and how the customer obtained the travel document. The APD officer will take appropriate action depending on the nature of the situation or tell you what to do.

If the customer begins to behave in a dangerous or threatening manner, call the local police immediately. If no Amtrak police officers are on duty at your location, dial 911 or contact Amtrak Police at 1-800-331-0008 or send a text to APD11 from a smartphone or to 27311 from a standard cell phone.

### ***Questions***

Amtrak employees with non-emergency questions about Amtrak's identification policies may call their supervisors for assistance.

Customers and other members of the general public who have questions that you cannot answer from this chapter may phone Amtrak at 800-USA-RAIL; the call center agent will consult with the support desk.

Media representatives (radio, TV, newspaper, etc.) may phone Amtrak Corporate Communications at the phone numbers located in the Contact with the News Media chapter.

Federal, state or local government officials may contact Amtrak Government Affairs at 202-906-3916.

## **Special situations**

### ***Amish or Mennonite***

Many Amish or Mennonite people do not have their pictures taken.

A customer who states that he or she is Amish or Mennonite and is wearing the distinctive dress of the Amish or Mennonite community, may be asked to produce two



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required pieces of non-photo identification, one of which is government issued, if preselected for a random ID check.

### ***Expired identification – senior citizens***

Some senior citizens (defined as 62 or over) do not renew their driver's licenses because they no longer drive, but still keep them for identification.

If the expired license is obviously that of the person presenting it, accept it, but ask for a second piece of identification.

### ***Groups***

Each customer traveling under a group PNR (15 or more customers in one PNR) must have his or her own separate identification. This will be checked against the name list in the PNR or on the train manifest.

### ***Customers who have lost identification***

A copy of a police report which includes mention of the lost identification is acceptable as a substitute piece of identification as long as it is not more than 30 days old. A second piece of identification is not required.

Some police departments do not immediately give the person a paper copy of the police report, only the report number. If this is the case, contact the Amtrak Police Department at 800-331-0008 for assistance.

### ***Individuals just released or paroled from prison***

These individuals usually do not have current acceptable identification. However, they are often traveling immediately (the prison sometimes transports them directly to an Amtrak station to return home).

You may accept a copy of their current and official prison-issued or court-issued release papers as long as they are not more than 30 days old. A second piece of identification is not required.

### ***Women who wear veils for religious reasons***

Observant women in some religions wear veils, some of which cover most of their faces except their eyes. In such cases, when they present identification, compare the physical characteristics noted on the identification (height, weight, eye color) with the person. In most cases you will be able to determine beyond a reasonable doubt that the identification presented is indeed that of the woman, and you may issue the travel document.



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In the rare cases where there is doubt, please ask the customer for a second piece of valid identification.

## Appendix

### *Update history*

- 2019-06-21: Added information on the I220A form.
- 2019-05-21: Change NARP to RPA (new corporate name)
- 2018-03-19: Removed mention of the Veteran's advantage discount
- 2018-02-08: Removed mention of AAA and raised the senior fare to age 65.
- 2017-12-21 Clarified children traveling information and added information about credit card not signed.
- 2017-10-25 Customers no longer required to present identification to purchase tickets.
- 2017-05-22 Photo ID's on smartphones are unacceptable.
- 2016-11-03 Reviewed by the Emergency Management, Police and Legal Departments.
- 2016-02-12 added the California state issued medical marijuana card
- 2015-04-07 Clarified senior citizen requirements.
- 2015-01-22 Acceptable identification updated with language on a Temporary Visitor's driver's license.
- 2015-01-09 Added information about undocumented resident's driver's license, city and middle school issued identification cards
- 2015-01-02 Information added about driver's licenses for undocumented residents
- 2014-04-23 Document reformatted; person buying travel documents for another must now be at least 18 years old (matches change to unaccompanied minor policy); both prison-issued and court-issued release papers are acceptable.
- 2011-11-15 Reference to old Unaccompanied Minor Policy deleted
- 2011-07-06 Clarification about children 15-17 and another person 15 or over obtaining the travel documents.
- 2009-11-18 Notation made that some state ID cards do not have expiry dates.
- 2009-07-20 Credit card removed from non-photo ID types for most customer types. Senior citizens are still able to present a credit card for ID
- 2009-07-09 USA Rail Pass passport reference removed (pass is now sold to anyone). "Resident Alien Card" changed to "Legal Permanent Resident" card.
- 2008-01-14 Clarification on birth certificates with an "informational only" endorsement.
- 2007-09-26 Clarification on who calls Amtrak Police for lost identification questions.



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***About this chapter***

<b>Contact(s):</b> Phil Bouchard / Ann Adams	<b>Subject:</b> Customer Identification Requirements
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Station Standards





## Corporate Accounts

**Chapter Summary:** *This policy addresses Amtrak's Corporate Incentive Program. Corporate Accounts are set up by Amtrak's Marketing Department to offer discounts to companies in select city pairs along the Northeast Corridor as an incentive to move market share from competing airline shuttle services to Acela service in the WAS-NYP-BOS markets. Amtrak corporate discount fares are only offered in competitive airline shuttle markets and are only valid on Acela services.*

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## Policy

The original Corporate Discounts (reservation) **must be booked through** a Corporate Travel Agent or through an approved Corporate Booking Service such as Travelocity, Get There, or E-Travel. These PNRs have companies identified in a special Corporate Field ("CORP") that includes a unique Corporate I.D. **Employees are pre-approved for discounts through those agencies.** Amtrak agents may only make adjustments to these PNRs.

### *Designated City Pairs and Assigned Discounts*

- Each city pair has a possibility of 3 to 4 discount levels
  - The discounts are designated in the contract

### Discount Levels

Acela Business Class - 10%, 15%, 20%

Valid City Pairs:

	BOS	BBY	RTE	PVD	NHV	STM	NYP	NWK	MET	PHL	WIL	BAL	BWI	NCR
BBY														
RTE	X	X												
PVD	X	X	X											
NHV	X	X	X	X										
STM	X	X	X	X	X									
NYP	X	X	X	X	X	X								
NWK	X	X	X	X	X	X	X							
MET	X	X	X	X	X	X	X	X						
PHL	X	X	X	X	X	X	X	X	X					
WIL	X	X	X	X	X	X	X	X	X	X				
BAL	X	X	X	X	X	X	X	X	X	X	X			
BWI	X	X	X	X	X	X	X	X	X	X	X	X		
NCR	X	X	X	X	X	X	X	X	X	X	X	X	X	
WAS	X	X	X	X	X	X	X	X	X	X	X	X	X	X



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Northeast Regional - 10%, 15%, 20%

Valid City Pairs:

	BOS	BBY	RTE	PVD	NHV	STM	NYP	NWK	MET	PHL	WIL	BAL	BWI	NCR
PHL						X	X							
WIL							X							
BAL														
BWI														
NCR														
WAS										X	X			

## Procedures

### *Booking & Pricing*

Once the Corporate Incentive Program is implemented Amtrak assigns the company a unique eight-digit corporate ID number.

- The company's designated Travel Management Company ensures that this unique identifier is entered into every Amtrak reservation booked for the company's travelers.
- The negotiated discount and a time-of-departure hold limit are automatically applied to the Amtrak record.
- Amtrak corporate discount fares cannot be applied to a reservation booked directly through Amtrak.com, Quik-Trak or Amtrak's Reservation Call Center.

### *Amtrak B2B Program/Points of Sale*

#### Online Booking Tools

Most mid-to-large size companies make available to employees online self-booking tools to manage their travel. These online self-booking tools provide companies with the ability to store necessary corporate IDs globally so that all passengers traveling is provided the negotiated rates. The traveler is not responsible to input a Corporate ID number at the time of booking. That information is passed automatically with every booking. These points of sale support the following functions: Shop, Book, Pay, Cancel, and Refund. A list of the current online self-booking tools is in the **Amtrak Corporate Discount Incentive Program Q & A Section**.



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## **Travel Agent Desktop Solutions**

Most mid-to-large size companies employ travel agencies or travel management companies to assist employees with travel arrangements. The service provided also includes booking travelers that participate in the Amtrak Corporate Incentive Program. Agents booking on behalf of travelers may use one of the following agent desktop solutions to reserve and ticket reservations:

Amtrak RailAgent – Shop, Book, Pay, Cancel, and Refund

Sabre Rail App – Shop, Book, Pay, Cancel, Refund and Modify Reservations

Travelport Smartpoint App – Shop, Book, Pay, Cancel, Refund and Modify Reservations

These points of sale are used by travel professionals. Reservations can be placed on hold and process the payment later. Hold limits returned in ARROW are enforced when orders are placed on hold. The customer never uses these platforms.

## ***Issuing Tickets***

Amtrak eTicketing is available for all reservations purchased via the above-mentioned points of sale. Once payment has been processed the customer will receive an email from Amtrak containing the travel documents and payment receipt. Credit Card is the only valid form of payment through the Amtrak B2B Program.

## **Amtrak Self- Serve for Corporate Booking Tools**

Reservations created through the above-mentioned points of sale can be retrieved via **Amtrak.com** and **Amtrak Mobile**. Customers can:

- Access their reservations at Amtrak self-service channels providing they can input the PNR and associated email address or phone number.
- Modify reservations at Amtrak self-service channels including even exchange, add-collect and downgrade-exchange.
- Generate travel documents at Amtrak.com.
- Display their eTicket via the Amtrak Mobile App.
- Display reservations if they have been paid. Unpaid reservations are restricted for retrieval at Amtrak self-service channels.

Customers must be able to populate Amtrak self-service channels with the necessary credit card information if a modification results in an additional collection.



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## **Julie and Quik-Trak and Station Agents**

Julie can retrieve and provide the same level of service to B2B reservations as those booked directly via Amtrak points of sale. Quik-Trak can retrieve unpaid reservations providing the customer with the opportunity to process payment at the station. Station Agents can retrieve any B2B reservation, paid or unpaid, to provide the support necessary to service the customer.

## ***Adjusting Corporate PNRs***

### **Guidelines for Amtrak Agents adjusting Amtrak Corporate Partner PNRs**

The corporate ID pricing should be used only in PNRs booked originally thru a corporate travel agent or thru an approved self-booking website. The reservation will contain a 5-field, 'CORP' that displays the company name and depending on your log sine, it may also display a unique 8-digit number. The 8-digit number is not evident to all duty codes and is not to be repeated or given to anyone.

Employees of Amtrak Corporate Partner companies are advised to make changes to their reservations through the travel agent prior to resuming travel, but an Amtrak agent can make changes to existing Amtrak Corporate Partner PNRs if:

- No changes are made to the parties (number and names) traveling

Amtrak Corporate Partner PNR changes can be made to:

- Date, Time, and Space

## ***Canceling Reservations***

Corporate Account fares (the fare plans specifically assigned to Corporate Accounts for Acela) are refundable without a cancellation fee if cancelled prior to scheduled departure. If not cancelled prior to scheduled departure of origin of logical trip (no show) the entire amount paid for that logical trip is forfeited – it is neither refundable nor may it be applied toward future travel. Non-Corporate fares (such as YOFC, AOF1, BOF1, DOF1 & etc.) follow the regular refund policy and all fees and cancellation rules apply.



## ***Directions for changing regular (non-promotional) Amtrak Corporate Partner PNRs***

If a customer whose PNR contains a 'CORP' field wants to change the train time(s) and exchange ticket(s), please do the following:

1. Regardless of what service the customer is booking, reserve space from 'regular' inventory (Y, PK, K, JY, JU, ETC.)
2. The presence of a Corporate ID will auto-price the new space at the best available fare, including a corporate discount, if one applies.
  - Please note: If 'Modify Pricing' is used, remove the fare plan from the pricing entry (Arrow will no longer accept it).
3. End and redisplay the record, exchange the existing tickets for new ones and collect or refund any difference in fares.

**Directions for changing Amtrak Corporate Partner PNRs for free upgrades (or other offers) are contained in the Fares and Promotions Chapter.**

## **Amtrak Corporate Incentive Program Q & A**

### **What is the Amtrak Corporate Incentive Program?**

A: Amtrak implemented a corporate discount travel program with the inception of Acela service. The program offers time-of- ticketing discounts in select city pairs throughout the Northeast Corridor as an incentive for companies to move market share to Amtrak, primarily on Acela in the WAS-NYC-BOS markets, but also in select Northeast Regional markets.

### **How does a corporation qualify?**

A: Consideration for inclusion in the program is based on a corporate travel qualification review, which is conducted by an Amtrak Corporate Sales Manager. Program qualifiers include the following:

- 1) Substantial revenue on airline shuttle services in at least one and/or both of the aforementioned Acela markets (minimally \$75,000) based on calendar year 2019 reports
- 2) Minimum annual Amtrak spend of \$75,000 based on calendar year 2019 reports
- 3) Travel must be booked through a designated travel management company (TMC)
- 4) Ability to produce the applicable credit card and travel agency reports that reflect Amtrak spend (total and by market) and air shuttle spend (total and by market)
- 5) Willingness and ability to meet marketing and revenue goals associated with the corporate travel agreement.

**How is corporate incentive travel booked under this incentive program?**

A: The Travel Management Company (TMC) can book reservations using an approved agency desktop solution. A traveler can book reservations using an approved corporate self-booking tool.

**What agency desktop solutions can a TMC use to book Amtrak under the incentive program?**

A: The following travel agency desktop solutions are supported:

- Amtrak RailAgent
- Amtrak RailAgent for Amadeus
- Sabre Rail App
- Travelport Smartpoint Rail App for Apollo & Worldspan

**What corporate self-booking tool can a traveler use to book Amtrak under the incentive program?**

<u>Name</u>	<u>URL</u>
Amadeus Cytric Travel & Expense	<a href="https://www.cytric.net/">https://www.cytric.net/</a>
AmTrav Corporate Travel	<a href="https://www.amtrav.com/">https://www.amtrav.com/</a>
Atriiis GTP	<a href="http://www.atriis.com/">http://www.atriis.com/</a>
Certify by Emburse	<a href="https://www.certify.com/">https://www.certify.com/</a>
Deem Work Fource	<a href="https://www.deem.com/">https://www.deem.com/</a>
Egencia	<a href="https://www.egencia.com/">https://www.egencia.com/</a>
GetThere	<a href="https://www.getthere.com/">https://www.getthere.com/</a>
KDS Neo	<a href="https://www.kds.com/">https://www.kds.com/</a>
PSNGR1	<a href="https://www.psngr1.com/">https://www.psngr1.com/</a>
SAP Concur	<a href="https://www.concur.com/">https://www.concur.com/</a>
Short's Travel Management	<a href="https://www.shortstravelmanagement.com/">https://www.shortstravelmanagement.com/</a>
TripActions	<a href="https://www.tripactions.com/">https://www.tripactions.com/</a>
TripEasy by ITS	<a href="https://www.tripeasy.com/">https://www.tripeasy.com/</a>
WhereTo	<a href="https://www.wheretom.com/">https://www.wheretom.com/</a>

The above-mentioned partners all support: shopping, booking, payment and email delivery of Amtrak eTickets. Select partners support modification, cancellations, and refund of Amtrak reservations.

**Does the discount apply to all Amtrak markets?**

A: Amtrak corporate incentive discount fares are only offered in select markets and on select services. Corporate discounted fares are offered on a sliding scale based on current revenue data. Travel on select Amtrak Northeast Regional trains is now discounted, and ALL measurable, identifiable Amtrak spend is credited toward the company's overall revenue goal.



2022-01-07

Discounted fares are valid on select Acela services between the city pairs below:

- Boston MA (South and Back Bay Stations), Route 128 MA, and Providence RI to/from New York NY, Newark NJ and MetroPark NJ.
- Boston MA (South and Back Bay Stations), Route 128 MA and to/from Philadelphia PA, Wilmington DE and Washington DC.
- Providence to/from Philadelphia PA, Wilmington DE, Baltimore MD, BWI MD and Washington DC
- New Haven, CT, New York, NY, Newark, NJ, and MetroPark, NJ to/from Washington DC.
- Stamford CT, to/from Baltimore, BWI MD and Washington DC.
- New York, NY to/from Baltimore, MD and BWI MD.

Discounts are also valid on select Northeast Regional Business and Coach Class travel on the following segments:

- New York, NY to/from Philadelphia, PA and Wilmington, DE
- Philadelphia, PA to/from Stamford, CT
- Washington, DC to/from Philadelphia, PA and Wilmington, DE

#### **Who should a company contact for more information?**

Corporate Accounts are handled by Amtrak Sales Managers in our Northeast Corridor. Companies can make contact via email at [corporate.programs@amtrak.com](mailto:corporate.programs@amtrak.com). Or visit our landing page available for further information: <https://www.amtrak.com/corporateprograms>.





2022-01-07

## Appendix

### ***Update History***

2022-01-07: Effective 1Jan22, higher discounts (10%, 15% & 20%) extended in all Acela Business class markets. In addition, the same discount will be applied to the 5 discounted NER markets.

2021-10-26: Updated the South-End Discount percentages

2018-04-25: Updated contact information with landing page and email contact & updated the booking information/process.

2018-03-20: Changed wording from "refund fee" to "cancellation fee"

2016-08-15: Corporate Account fare plans are fully refundable without fee if cancelled prior to scheduled departure.

2015-06-24: Added Frequently Asked Questions

2014-05-14: Reference to Refund Rules

2012-03-30: Chapter ported to new template.

### ***About this Chapter***

<b>Contact(s):</b> Sue Riley	<b>Subject:</b> Corporate Accounts
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



2014-12-08

## Connection Policy

**Chapter Summary:** This policy defines the protocol for developing and offering connections to our customers.

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## Policy

### ***Definitions***

In general, if the time between trains or between trains and other services is shown in availability, it is a guaranteed connection.

A “guaranteed” connection does not assure passengers that a connection will be made under all conditions, but that alternate transportation or considerations will be provided as described in the Missed Connection Policy.

### ***Minimum Connect Time Policy***

Minimum time required between services to establish a guaranteed connection:

Connecting between services at	Minimum connect time
Same station	60 minutes
Different stations in same city	120 minutes
Amtrak station and airport	180 minutes

Please note: The actual minimum connect-time parameters vary widely from one station to another. These are general times and do not apply to every station.

If the connection you are seeking is not already built in availability, please send your questions to the **CNX** queue.

### ***Amtrak Thruway Buses***

Amtrak Thruway Buses connect with trains at numerous locations throughout the country (especially in California). Connection times are usually very short in order to minimize the waiting time at the transfer point.

All connections between trains and Amtrak thruway buses shown in availability displays are guaranteed, regardless of how short the connection time. This does not always mean the bus will wait. This applies to the 7000-8999 series thruway operations. If the bus does not wait, alternate arrangements will be made. “Dedicated” buses (3000-6999) series operate for the train and \*normally\* will wait.

## Schedule changes and connections

When schedule changes are performed on a train, only the direct service will be affected immediately. Any connecting service will still show the old times until an agent books the service. The new times will appear when the segments are booked. There is nothing wrong with Arrow. This is due to the fact that nightly file maintenance has not

2014-12-08

reconnected the files with the new times. Once nightly file maintenance is complete, the schedule times will be in sync.

A time change was performed on train 14. The new times are exactly 1 hour earlier, leaving LAX at 925A, arriving into SEA at 745P the following day. Availability will show the old times if you requested a connection from or to train 14.

Example:

[illegible]

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Once you begin to make the reservation, the LAX-SEA segment will display the new times. Example:

[illegible]

If you check this availability screen the following day, you will see that the issue has corrected itself.

## Warning on Building Connections

If connections do not display with a normal availability entry, there usually is a reason. Do not build a connection at any location that violates any prompt, the invalid connection list, or the minimum connection time, even if the customer insists.

Connections that are not in availability are not guaranteed. Amtrak will not liable for any expenses that will be incurred if the connections are missed. If a passenger insists on making the reservation, please note the reservation and send a message to the CNX super queue so the connection can be reviewed. It is preferred that connections are not created under any circumstances.



2014-12-08

***Do not book two reservations to get around invalid connections***

We have found a few cases where agents, upon receiving the invalid connections response in Arrow, have resorted to booking two separate PNR's in order to satisfy the customer and give them the connection they demanded.

Please be aware that Amtrak will in no way protect such a connection in the event that the connection is missed.

***New connection enforcement feature within a reservation***

There is a connection enforcement built in Arrow that will review all segments in a PNR for invalid connections where the time between two trains is below the allowed minimum connections time.

When you book a bad connection, even if you add the segments one at a time, you will get an invalid connection response. If you redisplay the reservation and try to end-transact, you will get the invalid connection response again and the end-transact will fail.

**Exception to Invalid Connection Rule**

Sale of the connection on the same day of travel. This will allow agents to create connections if the train is running on time and the customer has a good chance of making the connections.

**Advice coupon segments used to make connections**

Advice coupons have been created at several locations where services operate from two different stations in one city. They make it possible to show connections between the two services that would otherwise not show because the connections points are different.

- The segment does not represent a train, a bus, or anything else. It only serves to bridge two stations.
- The segment is priced at zero fare
- The ticket that is produced contains instructions to the passenger about how to go between the two stations on his or her own, at his or her expense. This can be a taxi, subway, local transit, etc.
- The segment does unfortunately count as one of the segments on the USA Rail Pass. In this case, it will be necessary to make an exception and add segments to the maximum allowed for the pass.

These segments currently exist between:



2014-12-08

- Boston Back Bay (BBY) and Boston North Station (BON) to connect to the Downeaster trains to the Northeast Corridor. Connection is by the MBTA Orange Line Subway or Taxi. This is paid by the passenger. Numbers: Various 2600 series.
- Flagstaff Amtrak (FLG) and Flagstaff Greyhound (FGG) to connect the Southwest Chief to the buses to Phoenix. This connection is by taxi and paid by the passenger. Numbers: 8723 / 8724
- Denver Amtrak (DEN) and Denver Greyhound (DEB), to connect the California Zephyr to the buses to Aspen and Vail. This connection is by taxi and paid by the passenger. Numbers: 8815 (not needed in the other direction for train 6)
- Seattle Amtrak (SEA) and the Victoria Clipper Ferry Terminal (SVF) to connection the Cascades, Coast Starlight and Empire Builder to the ferry service to Victoria, BC. The connections will only appear in availability during the summer months. This connection is by taxi and paid by the passenger.
- Portland, OR (PDX) and Portland Greyhound (PDG) to connect buses traveling to Boise, ID and Spokane, WA. The bus station is one block away from the train station.
- Salt Lake City (SLC) and Salt Lake City Greyhound (SLB) to connect to LVS Greyhound Bus. The bus station is one block away from the train station.

## Invalid Connections

As of April 11, 2011, we will not longer post an invalid connection table in the policy. If you get the message "Invalid Connection" when creating a reservation, this is the clue. Please do not create two separate reservations. If you question the response from RailRes/Stars, please send a queue to CNX.

## Appendix

### *Update History*

2014-12-08: Added Donna Myers as a new contact. Clay Belcher retired.

2011-12-20: PB – Ported to new template

2011-06-03: PB – Removed references to Invalid Connections page

2011-04-11: PB – Remove the invalid connection table and replaced the message

2011-03-07: PB – New.

### *About this Chapter*

<b>Contact(s):</b> Phil Bouchard, Donna Myers	<b>Subject:</b> Connection Policy
<b>Owner Department:</b> Transportation	<b>Group:</b> Station Service Delivery



2018-09-15

## Congressional Frequent Passenger Identification Card

**Chapter Summary:** This chapter contains policy and procedures for using a Congressional Frequent Passenger Identification Card.

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2018-09-15

## Introduction

Members of Congress (both in the Senate and the House of Representatives) who represent districts or states near Washington, D.C. normally make reservations and pay applicable fares.

When reservations need to be changed due to Congressional business such as committee meetings, votes, etc., it is not always possible for a Member of Congress to make those changes before arriving at the station.

To accommodate the need for flexibility when travel plans change at the last minute, a Member of Congress Frequent Passenger Identification Card is provided to Members of Congress for use.

## Policy

The Member of Congress Frequent Passenger Identification Card when presented with a valid Acela Express or Northeast Regional travel document allows the member to travel on the **same date** and between the **same stations** listed on the eTicket without exchange and reissuance of eTickets, provided travel is on a **train of the same or lower level of service**.

If a member chooses to exchange a ticket, please do so as this will now place the member on the manifest.

### Train service allowed

Acela Express – Business class, only.

Northeast Regional – Coach class, only.

### Downgrades

If a Member of Congress has a reservation for First class and needs to travel on a service that is lesser in value, he/she may:

1. Exchange reservations at the ClubAcela lounge or at any ticket office prior to boarding.
2. Travel on another train, Acela Express business class or Northeast Regional coach, without changing reservations or exchanging travel documents
  - Present the travel document for the First class reservation to the Conductor.
  - Present his/her Member of Congress Frequent Passenger Identification Card.
  - The Conductor or Assistant Conductor will provide details of the situation, the passenger's name and reservation number to the Contact Center Customer Support Desk. This information will provide an



2018-09-15

automatic refund of the difference between the ticketed service and the new downgraded accommodation.

### ***Conditions of use***

- Card is valid for travel only by a Member of Congress and is not transferable.
- The card is not valid by itself for travel. It must be presented with an Acela Express or Northeast Regional travel document.
- If questioned at boarding, the cardholder must present the card along with a travel document. Once on board, the cardholder presents the card and travel document to the train crew member. The travel document will be scanned and the card will be returned.
- Cardholders waive their rights to on-board compensation privileges should standee conditions occur.
- The card cannot be used to obtain Acela Express First class or Northeast Regional Business class seating. Travel is valid in Acela Express Business class and Northeast Regional coach seating, only.
- If a member would like to travel in First Class or Business Class, reservations may be upgraded in advance at the ticket office or ClubAcela lounge.
- The cardholder is entitled to use Amtrak ClubAcela locations in Boston, New York, Philadelphia and Washington, D.C. regardless of class of travel on the eTicket

### ***Optional Use***

Members of Congress are not required to use a Frequent Passenger Identification Card when traveling on reservations that match trains and dates indicated on his/her travel document.

If travel plans change, reservations may be modified and travel documents exchanged prior to boarding at the ticket office or the ClubAcela lounge.

### ***ClubAcela***

The Member of Congress Frequent Passenger Identification Card authorizes cardholders to use Amtrak's ClubAcela lounges in Boston, New York, Philadelphia and Washington, D.C., regardless of whether or not the cardholder has a reservation and travel document.

### ***Misuse of the card***

If a Member of Congress Frequent Passenger Identification Card is being misused, employees are not to address the matter with the cardholder. Allow the Member of Congress to travel then report the incident of misuse to a Station Manager.



2018-09-15

Managers are responsible for reporting incidents of misuse to the Senior Director of Government Affairs (Ken Altman) for handling.

### **Card description**

- Cards are printed on white card stock and are slightly larger than a credit card.
- The front of the card contains the name of the member, the expiration date and the signature of Joseph McHugh, Vice President of Government Affairs and Corporate Communications. (new card will now be issued with Ken Altman's signature)
- The back of the card bears the signature of the Member of Congress and the conditions of use.

Member of Congress

### **Frequent Passenger Identification Card**



This card, when presented with a valid, reserved *Acela Express* or *Northeast Regional* eTicket, permits

### **The Honorable John Doe**

MEMBER OF CONGRESS

to travel on any *Acela Express* or *Northeast Regional* train operating on the **same date**, and between the **same stations**, listed on the eTicket, without exchange and issuance of eTickets, provided travel is on a train of the **same or lower level of service**. This card allows access to any ClubAcela.

This card is valid through December 31, 2018.

Joe McHugh, Vice President  
Amtrak Government Affairs

## **Appendix**

### **Update History**

- 2018-09-15: Replace Joe McHugh and Caroline Decker with Ken Altman, Senior Director of Government Affairs.
- 2017-07-17: New VP of gov't Affairs added and clarified policy language.
- 2016-12-28: Updated Congressional Card
- 2014-12-31: Updated Congressional Card
- 2014-06-18: Remove "7 hour" requirement and reference to NRPT 27.
- 2013-01-08: Update policy to include new Congressional Courtesy Card.
- 2012-08-12: Ported to a new template.
- 2012-09-04: Updated to include eTicketing information.



2018-09-15

***About this Chapter***

<b>Contact(s):</b> Phil Bouchard / Ann Adams	<b>Subject:</b> Member of Congress Frequent Passenger Identification Card
<b>Owner Department:</b> Marketing and Business Development	<b>Group:</b> Passenger Experience



## Conditions of Contract

**Chapter Summary:** This chapter defines the Conditions of Contract between the National Railroad Passenger Corporation (Amtrak) and its passengers.

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## Applicability

Carriage and related services performed by or for Amtrak shall be subject to these provisions and to the regulations, which are hereby made a part of this contract. The invalidity of any part of that contract shall not affect any other part.

## Carriage of passengers

- A ticket is valid for carriage for one year from date of issue, unless otherwise provided.
- Amtrak tickets may only be sold or issued by Amtrak or an authorized travel agent or tour operator. Any ticket purchased from an unauthorized third party will be voided. The ticket holder will not be eligible for travel nor for a refund.
- Reservations must be made when required.
- Fares quoted, reserved and/or ticketed may require that a specific inventory class be available to use that fare. If any changes are made to travel plans, the original fare may not be available due to lack of the required inventory class in this case; an additional collection must be made from the passenger. See specific fare code for more detailed information.
- Fare for carriage is subject to change without notice prior to ticket purchase.
- The carrier may refuse transportation if applicable fare has not been paid.
- Ticket may be refunded in accordance with current regulations.
- Failure to use a ticket or reserved space or failure to cancel reservations within the required time prior to scheduled train departure may result in a substantial service charge to the passenger, in accordance with current regulations.
- Tickets are not transferable, with the exception of some multi-ride fares (see specific fare code rules for more specific information).
- Amtrak disclaims liability to the purchaser in the event a ticket is lost, stolen or destroyed, or if it is honored for transportation or refund when presented by another person.

## Regulations on file

- Regulations of Amtrak are available on application at the offices of Amtrak.
- Applications for any regulations of its contracting railroads should be directed to the principal office of the particular railroad.

## Disclaimer

### Schedules and equipment

- Times shown in timetables and elsewhere, and times quoted, are not guaranteed and form no part of this contract of carriage.
- Time schedules and equipment are subject to change without notice.



2016-11-21

- Carrier reserves the right, without notice, to substitute alternate means of transportation, and may alter or omit stopping places shown on the ticket or in the timetable.

Carrier disclaims liability for:

- Inconvenience
- Damage
- Delay
- Expense or other loss
- Injury

Resulting from:

- Error in schedules
- Failure to make connections
- Other operating deficiencies
- Delayed trains
- Shortage of equipment

### **Baggage**

For Carry-On Baggage, Amtrak disclaims all liability for carry-on baggage, to include special items, even if Amtrak personnel have handled or assisted in loading or unloading the baggage.

For Checked Baggage, Amtrak disclaims all liability for:

- missing or stolen items inside unlocked or unsecured baggage;
- minor damages to baggage considered normal wear and tear (despite reasonable care when handling);
- baggage which was transported without travel of the owner of the items via Amtrak or payment of the applicable storage charges;
- loss or damage to prohibited baggage items, items packed with prohibited items, and baggage containing prohibited items.

For any checked baggage handled in Red Cap service, Amtrak's liability is limited to \$50.00 per bag (or bag equivalent) for any loss or damage. Additional valuation cannot be declared.

For any checked baggage stored in Parcel Check service, Amtrak's liability is limited to \$100.00 per bag (or bag equivalent) for any loss or damage. Additional valuation cannot be declared.

For Checked Baggage, Amtrak's liability is limited to a maximum of \$500 per ticket passenger, unless a passenger has declared an additional value, up to \$2,500 to include



the liability which Amtrak covers for, and paid the applicable charge. For special items, to include bicycles, Amtrak disclaims liability for any special items carried onboard or any bicycles accepted in the baggage area not packed within a bicycle box.

### **Limitation of liability**

Any exclusion, disclaimer or limitation of liability of carrier shall apply to, and be for the benefit of, contractors, agents, servants, and representatives of carrier.

### **Limitation of authority**

No contractor, agent, servant or representative of carrier has authority to alter, modify or waive any provisions of this contract whatsoever.

### **Conditions of carriage**

Fares, time schedules, equipment, routing and other services are subject to change without notice. Amtrak reserves the right to provide substitute transportation and to cancel service when necessitated by operational or safety conditions.

#### **Amtrak will carry passengers:**

Between points on its system at the published fares indicated in the automated reservations and fares system (Arrow) by current fares notices and/or fares orders and in special trains and private car movements.

Subject to the rules and regulations in this tariff, or subject to changes to this tariff, and subject to all other Amtrak rules and regulations.

#### **Carriage of passengers**

A ticket shall be valid for carriage or refund one year after date of Issue, unless otherwise provided. Reservations must be made when required. Tickets (including paper value tickets, eTickets, eVouchers, and Transportation Vouchers) and promotional offers limited for use by a named individual (including discount codes) are not transferable and may be used, exchanged or refunded only by the person named on the document (paper or electronic). If you do not board your train as booked, your entire reservation is subject to cancellation. In order to ensure the quality of travel and safety and security of its passengers, Amtrak may refuse to carry passengers:

- Who have not paid the applicable fare;
- Who present an Amtrak ticket or a restricted promotional offer purchased or received from an unauthorized third party. Amtrak tickets and promotional offers may only be sold or issued by Amtrak or an authorized travel agent/tour operator. Any ticket or promotional discount code purchased or received from an unauthorized third party will be voided with no refund. The customer will be required to purchase a new ticket for travel;





2016-11-21

- Whose conduct is objectionable (such as but not limited to being under the influence of alcohol or narcotics);
- Whose personal hygiene makes them offensive;
- Who pose a health, safety or security hazard to other passengers or Amtrak employees;
- Who refuse to comply with safety or security rules or instructions of Amtrak personnel;
- Who would require Amtrak personnel to provide personal care services or otherwise do not meet the essential requirements for the receipt of Amtrak services; or
- Who refuse to consent to Amtrak security inspections of persons and/or baggage on board Amtrak trains and/or at designated areas, such as train platforms and passenger boarding or waiting areas.

Amtrak employees or other authorized carrier representatives may remove such a passenger from the train at any inhabited place, as necessary under the circumstances, for any of the above reasons.

## Seating

- On unreserved trains there are no guaranteed seats. Seating is on a first come - first served basis.
- To the extent coach seats are available; each passenger paying a fare will be entitled to a seat.
- No passenger may occupy more than one seat to the exclusion of other passengers.

## Rights reserved by Amtrak

- Amtrak reserves to itself full control and discretion as to seating of passengers, and
- Amtrak reserves the right to change such seating at any time during a trip.
- Seating arrangements will be made without regard to race, color, creed, national origin or gender.
- Amtrak reserves the right, whenever operating conditions require, to transfer passengers from one car or train to another enroute.

## Children under 2

- Children under 2 years of age traveling free will not be entitled to a seat.
- If a child under 2 does occupy a seat, the conductor has the right to request the child be removed for a fare-paying passenger.
- Nothing in this rule is intended to prevent a child under 2 from occupying a vacant seat aboard a train until it is needed for a paying passenger.



## Special fares

Amtrak reserves the right to limit the number of coach seats and accommodations sold at any excursion, special or discounted fare.

## Inspection of Tariff

Amtrak will permit inspection of this Tariff by the traveling public and other interested parties upon request to any Amtrak ticket agent.

## Fare disputes

In event of dispute between a passenger and an Amtrak employee concerning applicable fares, the passenger must pay the fare as determined by the Amtrak employee and then should:

- Obtain receipts for any fare paid.
- Submit receipts and claim for refund at any Amtrak ticket office, or
- Mail receipts to the Amtrak customer refunds office:

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

## Disclaimer of liability

Amtrak disclaims liability for consequential damages, including inconvenience, expense or damage, resulting from errors or changes in the schedule or timetable; failure to provide scheduled equipment, accommodations or services; canceled or delayed trains.

Exception: Amtrak will be liable to the following extent when a delay causes a passenger to miss a guaranteed connection:

- A guaranteed connection does not ensure that the connection will always be made.
- In the case of a missed guaranteed connection, Amtrak will provide alternate transportation on Amtrak, another carrier, or overnight hotel accommodations at Amtrak's discretion.

Amtrak acts as agent only and is not responsible beyond its own lines when:

- Selling tickets and checking baggage over other carriers, including thruway bus service.
- Arranging for auto rental service, tours, hotels and/or similar services.



2016-11-21

Amtrak does not normally guarantee connections of less than 60 minutes. Amtrak agents or travel agents must so advise passengers when planned itinerary includes a connection of less than 60 minutes.

## Appendix

### Definitions

**Carrier** includes Amtrak and any common carrier by railroad or bus which provides services covered by this contract for Amtrak.

**NRPC or Amtrak** means the National Railroad Passenger Corporation and includes all business units, corporate service centers, and subsidiaries.

**Regulations**-means the rules and regulations governing intercity rail passenger service (as opposed to commuter rail service) established by Amtrak or its carriers including, but not limited to, Amtrak's official tariff.

**Ticket**-means the "passenger ticket and baggage check," of which this tariff and conditions of contract form a part.

### Update history

2016-11-21: Language added in the "Carriage of Passengers" section clarifying that tickets, eVouchers or similar items purchased through third parties are not valid and will not be honored.

2013-11-27: Added condition that Amtrak tickets may only be sold or issued by Amtrak or an authorized travel agency or tour operator, and that tickets purchased from an unauthorized third party are void. Minor formatting corrections.

2012-05-24: New. Replaces G/POL/CON.

### About this chapter

<b>Contact(s):</b> Robert Pee / Donna Dicks	<b>Subject:</b> Conditions of Contract
<b>Owner Department:</b> Pricing	<b>Group:</b> Tariff



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## Complimentary Ticket Program

**Chapter Summary:** This policy addresses the Complimentary Ticket Program. A Complimentary Train Ticket is a ticket issued to a person, organization, partner or other entity for transportation on an Amtrak service for which no ticket price is paid by the recipient to Amtrak. Complimentary tickets are used by members of the Marketing and Business Development Department and also by Government Affairs and Corporate Communications departments. This document provides the guidelines for issuing and tracking the complimentary tickets. The official policy can be found on the Intranet, under Marketing Policies, Issuance of Complimentary Transportation on Amtrak Trains.

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## **K-Code policy**

K-Codes are a designated fare code that is issued to a specific person in the Marketing, Government Affairs or Corporate Communications departments to be used in issuance of Complimentary Tickets. All use of the Complimentary Ticket Program must be authorized and will be tracked using the individual K-Code numbers. When booking, confirm the person's eligibility and price normally in best available inventory. All tickets must be issued from a reservation (PNR).

## ***Documents and finding K-Codes***

### **K-Codes**

K-Codes track back to the specific person in the Marketing, Government Affairs or Corporate Communications departments to determine who assigned the complimentary ticket. Any unauthorized use of a K-Code will come back to the person who used it. If the K-Code isn't already in the PNR be sure you have a letter or other authorization (such as an email from the K-Code owner). If you have neither, contact the support desk.

In the past it was common for the Marketing Department to use Complimentary tickets as trade for promotions and sponsorship. The recipients of the Complimentary Tickets were given a letter specifying restrictions and instructions for redemption. This practice ended in late 2017, but there are still some recipients that have through December 2018 to claim their travel and the procedure below should be followed.

### **Letter**

A winner of complimentary travel will receive a letter from the applicable Amtrak Marketing group that will provide information regarding the prize, including:

- How many tickets
- Eligible city pair range (such as BOS-WAS or intermediate points)
- Eligible service types (such as valid in coach, on Regionals, etc.)
- Expiration date of offer
- Whether there are blackouts or other restrictions

### **Instructions for redemption**

The letter will also contain instructions to the winner regarding steps he or she must take to redeem the prize, which generally include:

- Number of days in advance that the PNR must be created & information provided to the applicable location (such as the sales office, etc.).
- Process for booking the reservation (such as the number to call, etc.).
- Process for having tickets issued.



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- When or if original letter must be surrendered to Amtrak.
- Blackout date information.
- Additional form to collect desired information:
  - Name
  - PNR number
  - Travel dates
  - Phone number
  - Address

## K-Code procedures

### *Booking, pricing and remarks*

#### Eligibility

If a caller identifies him/herself as winner, get them to read the letter to establish eligibility. Once eligibility is confirmed, book space in a PNR using the best available inventory.

- Many of the Marketing Managers retired or left Amtrak in the recent reorganization in January 2018. If you cannot identify or contact the Marketing manager listed in the letter, contact Marketing Specialist Saunya Connelly for processing (ATS 777-4164).

#### Pricing and reservations

Price normally and change hold limit date (up to 14 days from booking), recap, and provide the reservation number to the passenger.

#### Additional information

When creating the reservation please note the following:

- It is important to remind the passenger that the Marketing Department must receive the certificate/redemption letter within 14 days of booking or the reservation will be cancelled. Once received, marketing will add remarks to the PNR as authorization.
- 7000-8999 Thruways are excluded from this program.
- Advise the passenger that all specific instructions must be followed to obtain the free tickets.

#### Free accommodations

K-Codes only auto price free rail fares; free accommodations require manual pricing.

Authorization for the manual pricing of non-Acela Business Class or Acela First Class should be sent by email from the K-Code owner to the Call Center Support Desk and Pricing Department (Donna Dicks or Robert Pee). **Authorization for sleeper service may only be made through Pricing; contact Robert Pee or Donna Dicks.**

This email should include the following information:

- Passenger name(s)



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- Origin-Destination (one-way or round trip)
- Dates of travel
- Type of accommodation authorized
- Reservation number if already booked
- K-Code Number
- Contact information for the K-Code owner

Authorization information: K-Code owner, type of accommodation authorized and contact information should be entered in the body of the reservation (5TKT).

### ***Issuing tickets***

#### **Issued from a reservation**

All tickets must be issued from a reservation (PNR). The reservation will contain the authorization and required details to issue the ticket(s). The letter is required earlier in the process when marketing performs verification; therefore the letter is not required to pick up tickets. Only the reservation number and valid ID are required for ticketing. When ticketing, use the "Other" form of payment.

#### **Changes to a reservation**

If the customer wishes to change the reservation and documentation is present in the PNR that permits this, note the code in the pricing field (4-character code beginning with 'K'). Make the changes and re-price using the original code as a discount code.

If documentation is not in the PNR, ask the customer what the expiration date is on the certificate and make changes as long as they respect that date.

If the PNR is zero value, issue tickets with the "Other" (OT) form of payment and list the K-Code as the reason for using "Other". If there is an accommodation to be paid for, collect the amount indicated in the PNR and use the appropriate form of payment.

### **25k Complimentary Community Tickets Program**

As a way of showing community support this program is set up as a means to issue tickets for organizations which have requested free travel. The selection, approval and ticket issuance process will be handled through Human Resources. Current contact is Benjamin Sims in Amtrak Human Resources. Parameters of the program are below.



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### ***Award Ticket Parameters***

- Coach only – no Sleepers or Business class
- Valid on most Amtrak services
  - No Acela
  - No Auto Train
  - Dedicated Thruways only
- Reservations booked within available YB/U buckets only
- Reservations must be booked within 30 days prior to departure only
- Award periods are defined as the Fiscal Year
  - Year 1 valid October 1, 2020 – September 30, 2021
  - Year 2 valid October 1, 2021 – September 30, 2022
  - Year 3 valid October 1, 2022 – September 30, 2023
  - Year 4 valid October 1, 2023 – September 20, 2024
  - Year 5 valid October 1, 2024 – September 30, 2025
- Travel periods are valid for 30 days following the end of the Award period
  - Year 1 travel valid October 1, 2020 – October 30, 2021
  - Year 2 travel valid October 1, 2021 – October 30, 2022
  - Year 1 travel valid October 1, 2022 – October 30, 2023
  - Year 1 travel valid October 1, 2023 – October 30, 2024
  - Year 1 travel valid October 1, 2024 – October 30, 2025





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## Appendix

**Sample letter from Amtrak Marketing Group**

Certificate Issue Date: April 2, 2021

Certificate ID: Unique Letter ID

**CONGRATULATIONS** Promotion Name – Winner!

You will receive enter # of tickets, class of service, route name, city pair, etc.

**RESTRICTIONS:****Travel must be completed within one year of the Certificate Issue Date** (see above for Certificate Issue Date).**Restricted Travel Dates in 2018:** Aug 31, Sept. 3; Oct. 9; Nov. 20-21, 24-26; Dec. 21-23, 26-30.

Ticket(s) are subject to availability, non-transferable, and non-cashable. Tickets are not good for stopovers, cannot be extended past one year of Certificate Issue Date, and are non-negotiable for changes or substitutions.

Travelers are responsible for payment of any additional ticket(s) and upgrades on the reservation.

Any changes to the reservation will be at the traveler(s) expense.

All ticket(s) must be booked on one reservation.

Travel subject to Amtrak Conditions of Carriage/Terms of Transportation, found on Amtrak.com.

Additional promotions or sales cannot be applied.

**RESERVATIONS:****Reserve your trip at least 21 days prior to departure.**Call Amtrak Reservations at 1-800-872-7245. **Reservations may not be booked online.**

Notify the agent you have a "Complimentary Ticket" and need to make a reservation.

Complete the information and immediately scan or take a photo of this letter. Email or fax the letter to the contact information below or the reservation will be subject to cancellation.

**PLEASE PRINT LEGIBLY:**

Winner Name: \_\_\_\_\_

Name of Guest(s): \_\_\_\_\_

Telephone: ( \_\_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

Reservation Number: \_\_\_\_\_ Travel Start Date: \_\_\_\_\_

Origin: \_\_\_\_\_ Destination: \_\_\_\_\_

**PLEASE EMAIL THIS COMPLETED CERTIFICATE TO:**

Mktg Rep Name (John Doe)

Amtrak Marketing

Email Address and/or Fax Number

**TICKETING:**

E-tickets for the reservation will be issued and emailed.

**If you are departing from a staffed Amtrak station,** tickets may be picked up the ticket counter. Please present valid photo identification.**IMPORTANT! Please make a copy of the letter for your reference.**

<b>OFFICE USE ONLY:</b>	ID: Salesforce Alias	DR: Date Reserved
F: Field Activity	MV: Market Value	FF: Full Fare Value

Amtrak Legal Disclaimer - No changes should be made to the template except to insert the required information where indicated. An award letter is a contract between Amtrak and the promotion winner and Amtrak Law Department has approved the template for legal sufficiency.



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### ***Update history***

2021-02-05: added 25k Complimentary Community Tickets Program  
2018-06-05: Update process and contact information.  
2017-11-29: Removed the details for the Corporate Contributions Certificate;  
just notified of the end to the program.  
2016-11-18: Sample of award letter added to the appendix.  
2016-08-23: Made note that Sandi Cooper's number is for internal use only.  
2016-05-31: Contact for Corporate Contribution Certificates is now Sandi Cooper in Marketing  
and Sales.  
2015-06-11: Corporate Contribution Certificates are valid for one year; ticketing instructions  
clarified.  
2014-08-12: Added information for authorizing free accommodations.  
2013-04-04: Corporate Contributions wording update for issuing travel documents.  
2012-03-16: New.

### ***About this chapter***

<b>Contact(s):</b> Donna Dicks	<b>Subject:</b> Complimentary Tickets
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



## Commuter Train Services

**Chapter Summary:** This chapter contains information on commuter train services that operate in the United States and Canada, including those services for which Amtrak sells tickets or with which Amtrak has a cross-honoring agreement.

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## Introduction

This chapter contains information on commuter train services that operate at stations and in areas where Amtrak also operates. There are three sections.

- Commuter rail service for which Amtrak sells tickets through Arrow
- Cross-honoring agreements between Amtrak and commuter rail services
- A list of all commuter train operates in the United States and Canada

### Amtrak employee passes on commuter train services

Amtrak passes (Amtrak and freight railroad active and retired pass holders, their spouses, and dependents) do not have pass, "flash pass" or "free ride" privileges on **any** commuter train service. For all travel on any commuter railroad, Amtrak and freight railroad pass holders purchase tickets at regular fares from the operator.

Attempting to "flash pass" or "free ride" on a commuter train, even if it is operated by Amtrak with Amtrak crews, is a violation of pass policy (pass abuse) for both the employee and the conductor.

## Commuter train services sold by Amtrak through Arrow

### ***MARC - Maryland Area Regional Commuter***

MARC, an agency of the State of Maryland Department of Transportation, Mass Transit Administration, operates commuter trains in the Washington-Baltimore area, on three lines:

Line	Route	Operates
Brunswick Line	Martinsburg, West Virginia or Frederick, Maryland-Washington, DC	Mondays through Fridays except holidays
Camden Line	Baltimore Camden Station-Washington, DC	Mondays through Fridays except holidays
Penn Line	Perryville-Baltimore Penn Station-Washington, DC	Every day except holidays (limited service weekends Baltimore Penn Station-Washington, DC with some trains to Martin State Airport)

On snow days and some minor holidays a modified service is operated.

Information: [www.mta.maryland.gov/marc-train](http://www.mta.maryland.gov/marc-train) or 800-325-8745.



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### Availability

MARC trains do not appear in Arrow availability, but the fares appear in fare quote. Quick ticket entries at all ticket counters. MARC TVM's in the Washington-Baltimore area can issue adult one way, weekly and monthly tickets. Student Advantage, senior or disabled tickets can be purchased at staffed Amtrak offices, the CommuterDirect offices (Frederick or Odenton) or by mail through CommuterDirect

### Tickets

MARC sells one way, weekly, and calendar month tickets.

*Where tickets are available*

<b>Ticketing outlet</b>	<b>What tickets are available</b>
Amtrak ticket offices	All ticket types
MARC ticketing kiosks	One way adult, weekly adult, and monthly adult only
Commuter Direct ticket offices (Frederick, Odenton)	All ticket types
Commuter Direct – mailout	All ticket types

### *Amtrak ticketing*

Tickets are sold by Amtrak are done at the ticketing offices in Washington, DC, New Carrollton, BWI Airport and Baltimore. As of July 1, 2018 – Amtrak no longer sells MARC ticket at the Amtrak Quik-Trak machines. MARC ticketing machines are located at many locations. Although the ticket agents in the service area are most knowledgeable about MARC service, any Amtrak ticket agent at any station nationwide can and may sell a MARC ticket.

Issue a quick ticket from Arrow. Use passenger type "F" for all. The fare plans and city codes are shown in the table below:

Tickets by mail are also available through Commuter Direct, a commuter service agency in the Washington, DC area. Certain types of transit subsidies such as SmartBenefits can only be used at Commuter Direct. Go to [www.commuterpage.com](http://www.commuterpage.com) or call 703-228-RIDE for details.



<b>Ticket Type</b>	<b>Fare Plans - Penn Line</b>	<b>Fare Plans - Camden/Brunswick Lines</b>	<b>Description</b>
One way adult	MDOW	BOOW	All passengers 6 through 64. Good for 180 days.
One way senior and disabled	MDSH	BOSH	Senior: 65 and over, proof of age** or disabled status*** required
One way Student Advantage	MDOS	BOOS	Valid Student Advantage card must be presented**
Weekly	MDWK	BOWK	All passengers 6 through 64. Good for unlimited travel Saturday* through Friday.
Weekly Student Advantage	MDWS	BOWS	Valid Student Advantage card must be presented
Monthly adult	MDMN	BOMN	All passengers 6 through 64. Good for a calendar month.
Monthly senior/disabled	MDMS	BOMS	Senior: 65 and over, proof of age** or disabled status*** required
Monthly Student Advantage	MDMT	BOMT	Valid Student Advantage card must be presented

\* The date range shown on weekly tickets is Saturday-Friday. The Penn Line operates daily, but the Camden and Brunswick lines operate Monday-Friday only. Camden Line tickets may be used to and from Penn Line stations in the same zone. Brunswick Line weekly tickets are effectively valid Monday-Friday only.

\*\* Maryland MTA senior photo ID card, valid government-issued ID with photo showing date of birth, or valid Medicare card plus any valid government-issued ID with photo.

\*\*\* Valid Maryland MTA disability photo ID card, valid disability ID from another transit agency plus any valid government-issued ID with photo, or valid Medicare card plus any valid government-issued ID with photo.



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**City codes and fare zones***Brunswick line*

<b>City Name</b>	<b>Code</b>	<b>Fare Zone</b>	<b>MARC ticketing kiosks</b>
Washington (Amtrak ticket office)	WAS	W0	Yes
Silver Spring	SSP	M2	Yes
Kensington	KSM	M2	Yes
Garrett Park	GPK	M2	No
Rockville	RKV	M3	Yes
Washington Grove	WGM	M3	No
Gaithersburg	GAI	M3	Yes
Metropolitan Grove	MTG	M3	No
Germantown	GEM	M3	Yes
Boyd's	BYD	M4	No
Barnesville	BAV	M4	No
Dickerson	DKS	M4	No
Monocacy	MCY	M5	Yes
Frederick	FRC	M5	No
Point of Rocks	PRM	M5	No
Brunswick	BWK	M6	Yes
Harpers Ferry	HFY	M7*	No
Duffields	DUF	M7*	No
Martinsburg	MRB	M8*	Yes

\*West Virginia surcharge built into fares to these stops.

*Camden line*

<b>City Name</b>	<b>Code</b>	<b>Fare Zone</b>	<b>MARC ticketing kiosks</b>
Washington (Amtrak ticket office)	WAS	W0	Yes
Riverdale	RVD	C2	No
College Park	CPK	C2	No
Greenbelt	GBT	C2	No
Muirkirk	MUK	C3	No
Laurel	LRM	C3	Yes
Laurel Racetrack	LRT	C3	No
Savage	SVG	C3	Yes
Jessup	JES	C3	No
Dorsey	DRS	C4	Yes
St. Denis	STD	C4	No
Baltimore Camden Station	BCA	C5	Yes



*Penn line*

City Name	Code	Fare Zone	MARC ticketing kiosks
Washington (Amtrak ticket office)	WAS	W0	Yes
New Carrollton (Amtrak ticket office)	NCR	P2	Yes
Seabrook	SEB	P2	No
Bowie State	BWE	P3	Yes
Odenton (Commuter Direct ticket office)	OTN	P3	Yes
BWI Airport Rail Station (Amtrak ticket office)	BWI	P4	Yes
Halethorpe	HAE	P4	Yes
West Baltimore	WBL	P5	Yes
Baltimore Penn Station (Amtrak ticket office)	BAL	P5	Yes
Martin State Airport	MSA	P6	Yes
Edgewood	EDG	P7	Yes
Aberdeen	ABE	P8	Yes
Perryville	PRV	P9	Yes

**Ticket validity periods****Monthly:**

- Issued the first through the 15th of the month – Current month produced.
- Issued the 16th through the end of the month – Following month produced.

**Weekly (valid Saturday\* through Friday)**

- Issued Saturday, Sunday, Monday or Tuesday – Current week produced.
- Issued Wednesday, Thursday or Friday – Following week produced.

\* Saturday and Sunday service on the Penn Line only.

**One way (all types):**

- Valid for 180 days from date of issue.
- One way tickets are valid in either direction.

**Forms of payment accepted****Amtrak ticket offices:**

- Cash
- Credit cards (American Express, Discover, MasterCard, Visa – not UATP) – includes any transit subsidies provided to the passenger on a stored-value debit



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card that has a credit card company logo on it and is processed by Arrow as a credit card transaction

- Commuter Choice Maryland transit subsidy coupons at BAL, BWI, NCR, WAS and ALX only, and only for the purchase of MARC tickets

#### Commuter Direct:

- Cash (Odenton and Frederick only)
- Credit cards (same as Amtrak)
- SmartBenefit transit subsidy accounts
- Commuter Choice Maryland transit subsidy coupons
- CommuterDirect can also mail out tickets on a one-time or recurring basis.
- Contact [CommuterDirect](#) for more information.

#### Refunds

- MARC one way tickets are not refundable.
- MARC weekly tickets are refundable as follows:

Presented for refund –	Amount refunded
Before the first day of validity	100%
On or after the first day of validity	No refund

- MARC monthly tickets are refundable as follows (this differs from Amtrak's monthly ticket refund policy):

Presented for refund –	Amount refunded
Before the month of validity	100%
Days 1-5 of valid month	75%
Days 6-10 of valid month	50%
After day 10 of valid month	No refund

- No refund fee applies.
- This refund may have to be calculated manually or sent in if Arrow/STARS does not correctly calculate it.

#### Exchanging MARC tickets

MARC one way tickets may be exchanged for any other MARC ticket. If the value of the new ticket is greater, the passenger pays the difference; if the value is less, the difference is forfeited as one way tickets are not refundable.

MARC weekly and monthly tickets may be exchanged for another MARC ticket prior to the beginning of the validity period of the original ticket. Once the validity period has begun the only exchange permitted is to extend the city pair (such as Washington-



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Gaithersburg to Washington-Barnesville); the new ticket must be for the same validity period as the original ticket. There is no need to exchange the ticket if the new city is in the same fare zone as the original city (such as Washington-Gaithersburg to Washington-Germantown).

MARC tickets may not be exchanged for an Amtrak ticket or anything other than another MARC ticket, as the revenue is transferred to MARC shortly after the ticket is sold, not when it is used.

### **Ticket honoring on other services**

Weekly and monthly MARC tickets (only) are also honored for –

- Travel on certain Amtrak trains – See information located below.
- Metrobus – District of Columbia, Maryland, Virginia (base fare only, express buses require additional fare)
- Montgomery County Ride-On buses
- MTA Commuter Bus 991 between Frederick, Monocacy and the Shady Grove Metrorail station (MARC tickets from Frederick and Monocacy only)
- Frederick County TransIT buses
- All MTA services in the Baltimore area: subway, light rail, bus
- **NOT VALID** on Metrorail (the D.C. area subway)\*, the D.C. Circulator bus, Prince George's County "The Ride" buses, Fairfax Connector buses, DASH (Alexandria) buses, or any other service not mentioned above.

\* For an extra amount each month, a Transit Link Card can be purchased that is also valid on Metrorail. This card is only available through [Commuter Direct](#).

### **Cross-honoring tickets between the Camden and Penn Lines**

- Camden and Penn Lines: These lines run parallel to each other. A ticket valid between two zones on either line will be accepted between the same two zones on the other. That is, if a ticket is good between zones W1 and P3 on the Penn Line, it is valid between zones W1 and C3 on the Camden Line. This does **not** apply to the Brunswick Line. However, through tickets can be purchased between Brunswick Line points, on the one hand, and Camden or Penn Line points, on the other hand, at a fare lower than what the two tickets would have cost had they been purchased separately.
- Amtrak: See information located below.

### ***Shore Line East***

Shore Line East, sponsored by the Connecticut Department of Transportation and operated by Amtrak, provides commuter train service between New Haven, Old Saybrook and New London, Connecticut, with additional intermediate stops.



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**Availability**

Shore Line East trains do not appear in Arrow availability, but the fares appear in fare quote. Quick ticket entries at ticket counters are used to issue Shore Line East tickets. These tickets are not available at Quik-Trak kiosks.

Shore Line East trains operate seven days a week.

**Tickets**

Shore Line East sells the following types of tickets.

<b>Ticket Type</b>	<b>Fare Plan</b>	<b>Description</b>
One way regular	SLOW	Good for 90 days.
One way senior/disabled	SLSH	Good for 90 days
10-ride adult	SL1F	Good for 90 days.
10-ride senior/disabled	SL1S	Good for 90 days.
Monthly (train only)	SLMN	Good for calendar month
Monthly (train and bus)	SLMB	Good for calendar month, includes bus connection in New Haven
Monthly (UniRail)	See below – not sold by Amtrak	Joint monthly ticket for travel through New Haven to and from points to the west served by Metro-North New Haven Line trains.

Tickets, except UniRail, are sold by Amtrak through Arrow at Amtrak ticket offices (not at Quik-Trak kiosks). Although the ticket agents at New Haven, Old Saybrook and New London are most knowledgeable about Shore Line East service, any Amtrak ticket agent at any station nationwide can and may sell a Shore Line East ticket. All tickets are available through Amtrak except the UniRail ticket.

Tickets by mail, except UniRail, are available by calling 800-ALL-RIDE.

UniRail monthly tickets are available at Metro-North New Haven Line ticket offices, or by mail by calling Metro-North at 212-340-2020. UniRail weekly tickets are available at Metro-North New Haven Line ticket windows, ticket vending machines on the New Haven Line, or online at [www.mta.info/mnr](http://www.mta.info/mnr).



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**Cross-honoring multiride tickets between Amtrak and Shore Line East**

Shore Line East multi-ride (ten-trip or monthly) tickets are honored on these Amtrak trains between New Haven, Old Saybrook and New London; Shore Line East ticket must be valid between the points traveled on Amtrak:

- Westbound: 2151, 95, 93, 83.
- Eastbound: 190, 174, 176, 94, 178.



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Station	Code
New Haven Union Station (Amtrak)	NHV
New Haven State Street	STS
Branford	BNF
Guilford	GUI
Madison	MDS
Clinton	CLN
Westbrook	WSB
Old Saybrook (Amtrak)	OSB
New London (Amtrak)	NLC

### Refunds

- Shore Line East one way tickets are refundable.
- Shore Line East 10-ride tickets are refundable as follows:

Presented for refund –	Amount refunded
If no rides taken (no punches)	100%
If one or more rides taken	No refund

- Shore Line East monthly tickets are refundable as follows (this differs from Amtrak's monthly ticket refund policy):

Presented for refund –	Amount refunded
Before the month of validity	100%
Days 1-5 of valid month	75%
Days 6-10 of valid month	50%
Days 11-15 of valid month	25%
After day 15 of valid month	No refund

- No refund fee applies.
- This refund may have to be calculated manually or sent in if Arrow/STARS does not correctly calculate it.

### ***New Jersey Transit Atlantic City Line (Thruway service)***

Amtrak sells tickets on the New Jersey Transit Atlantic City Rail Line through Arrow as a Thruway train service. These trains operate between Philadelphia 30th St. Station and Atlantic City. These trains appear in Arrow availability and on Amtrak.com and can be purchased separately (without a connecting Amtrak segment). The service is still the old style paper value tickets. Tickets are sold by the various Amtrak ticket distribution



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channels and by the NJ Transit Ticket Vending Machine at any of the stations below, or from the NJ Transit ticket office in Atlantic City (there is no NJ Transit ticket office at Philadelphia). These TVMs accept credit cards, debit cards, and cash. For details on ticketing, including other forms of payment and the various types of tickets, go to [www.njtransit.com](http://www.njtransit.com).

### Refunds

New Jersey Transit one way tickets are not refundable once purchased, and this includes tickets sold by Amtrak through Arrow.

### Stations on the Atlantic City Rail Line

Station	Code	Ticketing
Philadelphia 30th St. PA (Amtrak)	PHL	TVM, Amtrak ticket office, Quik-Trak
Pennsauken, NJ	PNK	TVM
Cherry Hill, NJ	CRH	TVM
Lindenwold, NJ	LDW	TVM
Atco, NJ	ATO	TVM
Hammonton, NJ	HTN	TVM
Egg Harbor, NJ	EGH	TVM
Absecon, NJ	ABN	TVM
Atlantic City Rail Terminal, NJ	ACY	TVM, NJ Transit ticket office (NJ Transit trains only). No Quik-Trak kiosks available.

### ***Altamont Corridor Express (ACE) (Thruway service)***

This service was formerly called Altamont Commuter Express; the name was changed to Altamont Corridor Express in spring 2013.

On Mondays through Fridays except holidays, Amtrak sells three of the eastbound trains (San Jose-Stockton) as Thruway services between San Jose and San Joaquin service at Stockton, rather than run buses on these schedules. Tickets are normally sold in conjunction with connecting Amtrak rail service. All westbound Thruway service (Stockton-San Jose) is by bus as the schedule of westbound ACE trains does not allow connections from Amtrak trains at Stockton.

Passengers wanting tickets only on the Altamont Corridor Express purchase tickets directly from ACE; go to [www.acetrain.com](http://www.acetrain.com) for details on fares and ticketing.

Exception: A one-way ticket on ACE can be sold through Arrow.



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- San Jose (SJC) or Stockton (SKT) must be one of the two cities in the city pair of the ticket. The other must be one of the intermediate cities.
- These do not appear in Arrow availability, only in fare quote.
- Quick ticket entries are used to sell these tickets.
- These tickets are not refundable once sold.
- Use passenger type "F" and one of the fare plans below for all tickets.

Fare Plan	Type of Ticket
AEOW	Adult (13-64) one way
AECH	Child (6-12) one way
AESR	Senior (65 and above) one way
AEDS	Disabled one way

See below for the city codes.

Altamont Corridor Express does not operate on weekends; on those days, Amtrak operates buses in the time slots of the trains.

#### Stations on the Altamont Corridor Express line

Amtrak sells ACE Thruway train tickets connecting to Amtrak trains to passengers boarding at one of these stations, on the one hand, and detraining at Stockton, on the other hand. If the passenger is transferring to train 704, the connection is at the same station (SKT); if transferring to train 718, a shuttle (3918) will take the passenger to SKN.

Station	Code
San Jose (Amtrak)	SJC
Santa Clara (Transit Center)	SCC
Great America (Amtrak)	GAC
Fremont-Centerville	FMT
Pleasanton-Downtown (not the BART station)	PLS
Livermore-Downtown	LIV
Livermore-Vasco Road	VAS
Tracy	TRC
Lathrop-Manteca	LTM
Stockton ACE Station, 949 East Channel St.	SKT





## Cross-honoring commuter tickets on Amtrak trains

**If a commuter authority is not listed in this section there is no cross-honoring agreement** – that authority's tickets are not accepted on Amtrak trains, and Amtrak tickets are not accepted on their trains.

When commuter authority tickets are honored on Amtrak trains, **Amtrak's unaccompanied minor policy applies**, not that of the commuter authority from which the ticket was purchased.

### ***Coaster - North County Transit District (San Diego)***

#### **Coaster tickets on Amtrak trains**

*Pacific Surfliner trains that make the Coaster stops at Sorrento Valley, Encinitas, Carlsbad/Poinsettia and Carlsbad Village*

- All Coaster ticket types are accepted for all stops between San Diego and Oceanside (not just the above four stops).
- No stepup ticket is required.
- See the current Coaster or Pacific Surfliner timetables, or Arrow availability, to determine which trains currently make these stops.

*Pacific Surfliner trains that do not make the above stops*

- Only the Coaster monthly ticket is accepted.
- No stepup ticket is required.

Other conditions:

- The monthly ticket is on a Compass Card. Conductors have a device to validate that card to make sure it is valid between the city pairs, and for the date, of travel.
- Coaster ticket holders may not reserve bicycle space on Pacific Surfliner trains; only passengers holding Amtrak tickets may do so.

#### **Amtrak tickets on Coaster trains**

Amtrak tickets are not honored on Coaster trains.

### ***MARC - Maryland Area Regional Commuter (Washington, DC - Baltimore)***

**One way MARC tickets** are never honored on Amtrak trains except when specifically authorized by Amtrak Operations due to a service disruption.

**Weekly and monthly MARC tickets** are honored for coach travel within the city pair shown on the ticket, as indicated below. "Within the city pair limits of the ticket" means the ticket holder may ride between the two cities specified on the weekly or monthly



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ticket or any city intermediate thereto, but not to or from any city outside that city pair. Examples:

- City pair is Washington-Baltimore – ticket holder may ride between Washington and BWI. Ticket holder may not ride to Aberdeen because that stop is outside the Washington-Baltimore city pair.
- City pair is Washington-Perryville – ticket holder may ride Baltimore to Aberdeen, which is within the Washington-Perryville city pair.

### **Weekdays when MARC trains operate**

Weekly and monthly tickets (including the Transit Link Card) are honored on Amtrak trains that are shown in the MARC Penn Line timetable. (There are no Amtrak trains on the Camden Line, and the only Amtrak train on the Brunswick Line is the Capitol Limited which does not honor MARC tickets.) Currently these trains are until September 20:

<b>Amtrak train</b>	<b>May board at</b>	<b>May detrain at</b>
151	PRV*, ABE, EDG* only	BAL, BWI, NCR, WAS
85	ABE (only) **	BAL (only)
137	BAL, BWI	BWI, NCR, WAS
148	WAS, NCR, BWI, BAL	ABE (only) **
188	WAS, NCR, BWI, BAL	ABE (only) **

Effective on September 23, 2019

<b>Amtrak train</b>	<b>May board at</b>	<b>May detrain at</b>
111	PRV*, ABE, EDG* only	BAL, BWI, NCR, WAS
85	ABE (only) **	BAL (only)
137	BAL, BWI	BWI, NCR, WAS
148	WAS, NCR, BWI, BAL	ABE (only) **
188	WAS, NCR, BWI, BAL	ABE (only) **

\* Special stop for MARC passengers only, not in Amtrak timetable or in Arrow

\*\* MARC weekly or monthly ticket must read to/from ABE or PRV.

### **Weekday holidays when MARC trains do not operate**

- MARC weekly and monthly tickets are not honored on any Amtrak train on weekday holidays when MARC does not operate.
- The Friday after Thanksgiving is not a holiday, but MARC does not operate on that day. On that day, MARC weekly and monthly tickets are honored only on the trains shown in the table above.



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**Weekends**

MARC tickets are not honored on any Amtrak train at weekends. MARC now operates limited Saturday and Sunday service on the Penn Line and passengers with MARC tickets may use them on those trains.

**Amtrak tickets on MARC trains**

Amtrak tickets are not honored on MARC trains.



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## ***Metrolink - Southern California Regional Rail Authority (Los Angeles)***

The cross-honoring agreement between Amtrak and Metrolink is called "Rail 2 Rail".

### **Metrolink tickets on Amtrak trains**

Metrolink monthly tickets (only) are valid for coach travel on any Amtrak Pacific Surfliner train, or any Amtrak Thruway bus, within the city limits on the Metrolink monthly ticket, at no additional charge, every day of the week (except for the Thanksgiving holiday period and on other dates when announced) when this provision is suspended). No reservation is required and no additional fare applies.

Metrolink issues paper tickets and also, through their ticketing app, monthly tickets that can be displayed through the app on a smartphone. These monthly tickets (only) have an Amtrak QR code which the Amtrak conductor can scan with the eTicketing Mobile Device. Note that the Amtrak logo is on the QR code.



Exception: All types of Metrolink tickets are honored for coach travel on the following Amtrak trains, for travel within the city limits on the Metrolink ticket:

- All Amtrak trains between Burbank Airport, Glendale, and Los Angeles only. Both boarding and detraining must be at one of these three stops.
- Amtrak train 768 between Oxnard and Los Angeles.
- Amtrak trains 761/1761 between Los Angeles and Oxnard.



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Metrolink ticket holders whose tickets allow them to ride on Amtrak Pacific Surfliner trains are not eligible to upgrade to business class on those trains. A separate Amtrak ticket, with an Amtrak rail fare and a business class charge, must be purchased.

Metrolink ticket holders may not reserve bicycle space on Pacific Surfliner trains; only passengers holding Amtrak tickets may do so.

Note: Amtrak trains 761 and 768 stop at the Metrolink Northridge station for Metrolink passengers only. Northridge does not appear in Amtrak timetables or in the Arrow reservation system and Amtrak passengers cannot buy tickets to or from this stop. Northridge is between Chatsworth and Van Nuys.

### **Amtrak tickets on Metrolink trains**

Amtrak monthly tickets (only) are valid on Metrolink trains between the city pair shown on the Amtrak ticket. One way tickets, ten-ride tickets, and any other type of ticket except a monthly ticket will not be honored.

*Exception:* Metrolink trains will also accept Amtrak one way and 10-ride tickets between Los Angeles and Burbank Airport, and cities intermediate thereto. If the passenger has an eTicket, a printout of the eTicket or an eTicket display on a smartphone must be shown to the Metrolink fare inspector. Tickets obtained with an Amtrak employee or freight railroad pass or a voucher are not honored.

## ***SEPTA – Southeastern Pennsylvania Transportation Authority Regional Rail***

### **SEPTA tickets on Amtrak trains**

SEPTA tickets are not honored on Amtrak trains.

### **Amtrak tickets on SEPTA trains**

- Passengers ticketed on Amtrak to or from Philadelphia 30<sup>th</sup> St. Station (PHL) may travel on the same day at no charge on SEPTA Regional Rail trains between the following stations in Center City Philadelphia: 30<sup>th</sup> St. Station, Suburban Station, and Jefferson Station (old Market East Station).
- The passenger must show the SEPTA conductor written proof of having a ticket that includes travel to or from Philadelphia on Amtrak on the same day the passenger is riding the SEPTA Regional Rail train: an unused Amtrak paper value ticket showing Philadelphia as the origin, the receipt (stub) from an Amtrak paper value ticket showing Philadelphia as the destination, a printout of an eTicket travel document printed at home or obtained from an Amtrak ticket agent or Quik-Trak kiosk showing Philadelphia as the origin or destination, or a smartphone eTicket display showing Philadelphia as the origin or destination.



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- If the passenger does not have this printed document or smartphone display, or wants to travel on SEPTA Regional Rail beyond the three Center City stations listed above (including to the airport), he or she must pay regular SEPTA fares; there are SEPTA ticket offices at all three stations.
- This provision is only good on SEPTA Regional Rail and may not be used on the Market-Frankford Line subway or the trolley (subway-surface line) subway.

### ***Shore Line East (New Haven)***

#### **Weekdays**

Shore Line East multiride tickets (10-ride and all versions of monthly) are honored for coach travel on the following weekday Amtrak trains, within the limits of the Shore Line East ticket. These trains are shown in the Shore Line East timetable. No additional fare, and no reservation, is required. Note that these trains do not stop at many of the Shore Line East stations.

- Eastbound: Amtrak trains 190, 174, 176, 94, 178.
- Westbound: Amtrak trains 2151, 95, 83/93.

#### **Weekends**

Shore Line East tickets are not honored on weekends or any other day when the trains listed above do not operate.

#### **Amtrak tickets on Shore Line East trains**

Amtrak tickets are not honored on Shore Line East trains.

#### **U-Pass**

The U-Pass is a document issued by a number of colleges and universities in Connecticut, and is sponsored by the Connecticut Department of Transportation. When presented with current student ID, it enables the bearer to travel on a number of transit agencies in Connecticut, including Shore Line East. Amtrak does not sell or issue the U-Pass; the student should contact his or her college or university for more information.

### ***MBTA Monthly Passes (PVD-BOS)***

Effective March 18, 2020, Amtrak will accept MBTA-issued **monthly** passes for travel between Providence station and Boston stations (Back Bay and South Station) on **Amtrak Regional Trains 95, 171, 137, 67, 170, 86, 174, and 178** within the trip limits of the MBTA valid fare media. No other MBTA ticket types will be accepted on these trains (such as one-way tickets or weekend passes). Conductors and assistant conductors will visually inspect these tickets to confirm that they are valid for the month and for the



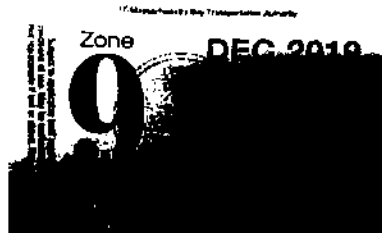
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MBTA zones under which these stations fall (Zone 8 for Providence and Zone 1A for Back Bay and South Station—a pass valid for Zone 8 or higher is valid for travel between Zones 1A through 8).

**MBTA passes will not be accepted aboard any other Amtrak trains. Additionally, cross-honoring riders may not embark at Route 128/University station.** Acceptance of MBTA riders on the above-listed Regional trains is subject to the availability of enough seating and is at the discretion of the Regional train conductor.

The following are examples of monthly MBTA passes which will be accepted for transportation on the above-listed trains.

- a) Paper ticket (shows the zone and valid month)



- b) CharlieCard (plastic card)(accept only if the month and zone of the pass are printed on the card)



- c) Mobile/eTicket (mTicket)(electronic ticket with animation to confirm that it is an active ticket and not a screenshot)(the barcode is currently not scannable)



### ***Sounder (Seattle)***

The cross-honoring agreement between Sounder and Amtrak is called “RailPlus”. It is only valid for coach travel on the Sounder line between Seattle and Everett, not on the Sounder line between Seattle and Tacoma.

**One way or Day Pass Sounder tickets** are not honored on Amtrak trains.

**The ORCA Pass and the ORCA Passport Card** are honored as follows:

#### **Weekdays when Sounder operates**

- Honored on Amtrak trains 510, 513, 516 and 517 between Seattle, Edmonds and Everett only. No reservation is required.
- Passenger must use the ORCA Pass or the ORCA Passport Card to obtain an Amtrak RailPlus ticket from the Sounder ticket vending machine.
- ORCA Passes and ORCA Passport Cards come in varying values, and the value must cover the trip taken (\$3.50/ride value Seattle-Edmonds, \$4.50/ride value Seattle-Everett).
- Passenger must show both the ORCA Pass or the ORCA Passport Card, and the Amtrak RailPlus ticket, to the Amtrak conductor.

#### **Weekends when Sounder does not operate**

ORCA Passes and ORCA Passport Cards are not honored on Amtrak trains on weekends.

#### **Amtrak tickets on Sounder trains**

Amtrak tickets are honored on Sounder trains between Seattle, Edmonds and Everett. However, this is not recommended, because –





- Amtrak fares are three to seven times Sounder fares, and there is no adjustment to an Amtrak ticket if it is used on a Sounder train. Sounder tickets are either \$3.50 or \$4.50 and can be bought at ticket vending machines on the route.
- If a passenger uses an Amtrak ticket on a Sounder train, he or she is a “no-show” on the Amtrak train for which the ticket is used, and the passenger’s entire reservation will cancel upon no-showing for that Amtrak train. (If the passenger previously cancelled the train for which the ticket was issued, then the Amtrak ticket for that train would have been reversed, would have no value, and could not be used.)

## ***VRE - Virginia Railway Express (Washington, DC)***

### **VRE tickets on Amtrak trains**

**One way VRE tickets** are never honored on Amtrak trains except when specifically authorized by Amtrak Operations due to a service disruption.

**5-day, 10-ride and monthly VRE tickets** are honored for coach travel within the city pair shown on the ticket, as indicated below. “Within the city pair limits of the ticket” means the ticket holder may ride between the two cities specified on the weekly or monthly ticket or any city intermediate thereto, but not to or from any city outside that city pair. Examples:

- City pair is Leeland Road-Washington – ticket holder may ride Amtrak between Quantico and Alexandria. Ticket holder may not ride to or from Fredericksburg because that stop is outside the Leeland Road-Washington city pair.
- City pair is Manassas-Alexandria – ticket holder may ride Burke Centre to Alexandria. Burke Centre is within the Manassas-Alexandria city pair.
- A VRE ticket reading to or from L’Enfant will be honored for travel to and from Washington Union Station, even though that stop is outside the city pair that includes L’Enfant, because the fare between any Virginia stop, on the one hand, and both L’Enfant and Washington, on the other hand, is the same.

Before boarding the Amtrak train:

- The VRE ticket holder must purchase a \$8.00 Amtrak step-up ticket from a VRE ticket vending machine, and validate it at a VRE ticket validating machine. The VRE ticket vending machine accepts credit/debit cards only, not cash.
- If the VRE multiride ticket is a 10-ride, the passenger must also validate that 10-trip ticket at a VRE ticket validating machine.
- This \$8.00 step-up ticket, along with the valid VRE multiride ticket, is good for one ride on Amtrak. No reservation is required.
- If the VRE passenger has not validated the 10-ride ticket, does not have a valid VRE multiride ticket, and/or has not purchased and validated the \$8.00 step-up



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ticket, the conductor will collect the Y-bucket Amtrak fare from the passenger; there is no after-the-fact refund.

One child 6 years old or younger may accompany the VRE passenger. Any additional children 6 years old or younger, and all children 7 years old or older, pay Amtrak's standard child or adult fare, depending on the age of the child.

**Weekdays when VRE trains operate (this includes holidays that fall on Monday)**

VRE passengers may ride the following trains, which are shown in the VRE timetable.

- Fredericksburg Line – trains 66, 67, 84, 86, 87, 94, 174; 83, 85, 87, 93, 95, 125.
- Manassas Line – trains 171, 174, 176. These trains will stop at L'Enfant for VRE passengers only.

**Amtrak tickets on VRE trains**

Amtrak tickets are not honored on VRE trains.



## Commuter train services in North America

**This table contains information about commuter train services only. It does not include local transit authorities that operate subway, light rail (diesel or electric), streetcar, bus, trolleybus, etc. services. There are too many of them. See the "Public Transit" screen in the city profile or do an Internet search for the location being asked about.**

Location	Commuter Rail Authority	Area Served	Website (external)	Info Phone
<b>British Columbia</b>				
Vancouver	West Coast Express	Vancouver-Mission City	<a href="http://www.westcoastexpress.com">www.westcoastexpress.com</a>	604-488-8906
<b>California</b>				
Los Angeles	Metrolink	Los Angeles to Ventura, Lancaster, San Bernardino, Perris, Oceanside	<a href="http://www.metrolinktrains.com">www.metrolinktrains.com</a>	800-371-LINK
San Diego	Coaster	San Diego-Oceanside	<a href="http://www.gonctd.com/coaster">www.gonctd.com/coaster</a>	619-233-3004
San Francisco, San Jose	Caltrain	San Francisco-San Jose-Gilroy	<a href="http://www.caltrain.com">www.caltrain.com</a>	800-660-4287 888-500-4636
San Jose, Stockton	Altamont Corridor Express	San Jose-Stockton	<a href="http://www.acerail.com">www.acerail.com</a>	800-411-7245
<b>Colorado</b>				
Denver	FasTracks	Denver Suburbs to Denver Union Station	<a href="http://www.rtd-fastracks.com/main_1">http://www.rtd-fastracks.com/main_1</a>	303-299-6000
Denver	University of Colorado A Line	Denver International Airport to Denver Union Station	<a href="http://www.rtd-denver.com/airport.shtml#rail">http://www.rtd-denver.com/airport.shtml#rail</a>	303-299-6000
<b>Connecticut</b>				
New Haven	Shore Line East	New Haven- Old Saybrook	<a href="http://www.shorelineeast.com">www.shorelineeast.com</a>	203-777-RIDE
<b>Delaware</b>				
Wilmington	SEPTA	Wilmington to Newark, DE and Philadelphia	<a href="http://www.septa.org">www.septa.org</a>	215-580-7800



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<b>District of Columbia</b>				
Washington DC	MARC	Washington to Martinsburg WV, Baltimore, Perryville	<a href="http://www.mta.maryland.gov">www.mta.maryland.gov</a>	866-RIDE-MTA
	Virginia Railway Express	Washington to Fredericksburg and Manassas	<a href="http://www.vre.org">www.vre.org</a>	800-RIDE-VRE
<b>Florida</b>				
Miami	Tri-Rail	Miami-West Palm Beach	<a href="http://www.tri-rail.com">www.tri-rail.com</a>	800-TRI-RAIL
Orlando	SunRail	DeBary-Orlando-Sun Lake Road	<a href="http://www.sunrail.com">www.sunrail.com</a>	855-RAIL-411
<b>Illinois</b>				
Chicago	Metra	Chicago to the entire region	<a href="http://www.metrotransit.org">www.metrotransit.org</a>	312-322-6900
	South Shore	Chicago to South Bend	<a href="http://www.nictd.com">www.nictd.com</a>	800-356-2079
<b>Maryland</b>				
Baltimore	MARC	Baltimore to Washington, DC and Perryville	<a href="http://www.mta.maryland.gov">www.mta.maryland.gov</a>	866-RIDE-MTA
<b>Massachusetts</b>				
Boston	MBTA	Boston to most points in eastern Massachusetts, also Providence	<a href="http://www.mbta.com">www.mbta.com</a>	617-222-3200
<b>Minnesota</b>				
Minneapolis/St. Paul	Northstar	Minneapolis - Big Lake	<a href="http://www.metrotransit.org">www.metrotransit.org</a>	612-373-3333
<b>New Jersey</b>				
Trenton, Metropark, Newark	New Jersey Transit	Trenton to Newark and New York and other points	<a href="http://www.njtransit.com">www.njtransit.com</a>	973-275-5555
<b>New Mexico</b>				
Albuquerque	New Mexico Rail Runner Express	Belen-Albuquerque-Santa Fe	<a href="http://www.nmrailrunner.com">www.nmrailrunner.com</a>	866-795-7245



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<b>New York</b>				
New York City	Metro North Railroad	New York north to Hudson River, Harlem Valley, Connecticut points; Hoboken NJ to Port Jervis	<a href="http://www.mta.info">www.mta.info</a>	511 in service area, otherwise 877-690-5116 or 212-878-7000
	Long Island Rail Road	New York east to Long Island		
	New Jersey Transit	New York to numerous locations in New Jersey	<a href="http://www.njtransit.com">www.njtransit.com</a>	973-275-5555
<b>Ontario</b>				
Toronto	GO Transit	Toronto to suburban locations	<a href="http://www.gotransit.com">www.gotransit.com</a>	416-869-3200
<b>Pennsylvania</b>				
Philadelphia	SEPTA	Philadelphia to Paoli, Trenton, Wilmington and other points	<a href="http://www.septa.org">www.septa.org</a>	215-580-7800
	New Jersey Transit	Philadelphia to Atlantic City	<a href="http://www.njtransit.com">www.njtransit.com</a>	973-275-5555
<b>Québec</b>				
Montréal	AMT (Agence Métropolitaine de Transport)	Montréal to suburban locations	<a href="http://www.amt.qc.ca/train">www.amt.qc.ca/train</a>	514-287-8726
<b>Rhode Island</b>				
Providence	MBTA	Wickford Jet and Providence to Boston	<a href="http://www.mbta.com">www.mbta.com</a>	617-222-3200
<b>Tennessee</b>				
Nashville	Music City Star	Nashville-Lebanon	<a href="http://www.musiccitystar.org">www.musiccitystar.org</a>	615-862-8833
<b>Texas</b>				
Dallas-Fort Worth	Trinity Railway Express	Dallas to Fort Worth	<a href="http://www.trinityrailwayexpress.org">www.trinityrailwayexpress.org</a>	817-215-8600
<b>Utah</b>				
Salt Lake City	FrontRunner	Provo-Salt Lake City-Ogden	<a href="http://www.rideuta.com">www.rideuta.com</a>	801-743-3882
<b>Washington</b>				
Seattle	Sounder	Seattle to Tacoma and Everett	<a href="http://www.soundtransit.com">www.soundtransit.com</a>	888-889-6368



## Appendix

### *Update history*

- 2019-07-29: MARC/Amtrak cross honoring agreement changed starting 9/23. 151 discontinued and 111 added.
- 2019-06-13: VRE step fare changed from \$7.00 to \$8.00
- 2017-11-10: VRE step fare increase and one Amtrak train added that will allow a step up ticket.
- 2017-09-19: Shore Line East: U-Pass information added.
- 2017-02-14: VRE step-up honored every day.
- 2017-01-19: Metrolink monthly tickets displayed on a smartphone now have a QR code which the Amtrak conductor can scan. Holiday blackout over Thanksgiving modified to indicate "Thanksgiving holiday period" rather than specific days within that period. Perris added as a new Metrolink destination.
- 2016-09-08: Metrolink tickets honored on Amtrak – added mention of trains 761 and 768 stopping at Northridge for Metrolink passengers.
- 2016-06-14: Information added on what MARC tickets can be purchased at Quik-Trak; Denver Airport commuter train information added; Shore Line East cross-honoring train list corrected (page 10).
- 2016-06-14: Deleted 181 from the MARC cross honoring list.
- 2016-03-14: VRE step up increased to \$5.00 from \$3.00, and new information about purchasing MARC tickets.
- 2014-11-11: Trains 174 and 190 added to the Shore Line East cross honoring agreement with Amtrak
- 2014-10-06: Commuter Choice Maryland transit subsidy coupons accepted for MARC tickets at BAL, BWI, NCR, WAS and ALX only.
- 2014-10-02: Amtrak ticket offices do not accept Commuter Choice Maryland transit subsidy coupons (superseded by the next item above).
- 2014-04-10: SunRail phone number added; service begins May 1, 2014. No Quik-Trak kiosks at Atlantic City. Shore Line East cross-honoring Amtrak train numbers adjusted.
- 2014-02-26: Metrolink ticket holders whose tickets allow travel on Amtrak Pacific Surfliner trains are not eligible to upgrade to business class on those trains.
- 2014-01-24: Trains 66, 67 and 87 added to the list of Amtrak trains that will honor VRE stepup tickets.
- 2013-12-20: VRE stepup fare amount corrected; section rewritten for clarity. Minor corrections to MARC ten ride ticket description.
- 2013-12-04: MARC now operates weekend service on the Penn Line; MARC tickets not honored on Amtrak trains at weekends.



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- 2013-11-14: NJ Transit and ACE one way tickets are not refundable once sold.
- 2013-10-17: Coaster ticket honoring on Amtrak updated; Pennsauken, NJ added to NJ Transit Atlantic City Rail Line station list.
- 2013-09-17: Exchanging MARC tickets; SunRail Commuter Rail in Florida added to commuter train operator list.
- 2013-05-27: MARC – Amtrak employee fare plans MDAM and BOAM removed from MARC fare plan table, as MARC no longer offers a discount to Amtrak employees; information added about reserving bicycle space for Metrolink ticket holders (no) and Coaster upgrade ticket holders (yes); Metrolink and Coaster upgrade coupons not honored on certain other dates besides Thanksgiving when announced.
- 2013-05-02: Tracy, California city code corrected (Altamont Corridor Express); minor style corrections and wording clarifications.
- 2013-04-29: Altamont Commuter Express changed its name to Altamont Corridor Express.
- 2013-02-22: Amtrak unaccompanied minor policies apply when a commuter authority ticket is honored on an Amtrak train. Published in new format.
- 2013-01-23: Amtrak employees on commuter trains – MARC discounted monthly discontinued; all Amtrak employees pay regular fares on all commuter train services nationwide.
- 2013-01-02: Amtrak train numbers for Metrolink cross-honoring between Los Angeles and Oxnard updated.
- 2012-11-30: Laurel, Maryland city code corrected (MARC); acceptance of Shore Line East tickets on trains 174 and 190 extended through 2013-04-15.
- 2012-08-22: SEPTA honors Amtrak tickets on Regional Rail to Center City Philadelphia stations.
- 2012-07-26: One way Amtrak tickets accepted on Metrolink between Los Angeles and Burbank Airport.
- 2012-07-25: Recommendation to not use Amtrak tickets on Sounder trains added.
- 2012-05-31: References to ACES (Atlantic City Express Service) deleted. VRE step-up ticket procedures for use on Amtrak trains modified; price is now \$5.00. Shore Line East 10-ride tickets now good for 180 days.
- 2012-06-11: Effective July 1, 2012, Amtrak ten-ride tickets are not honored on Metrolink trains.
- 2012-03-23: Trains 174 and 190 temporarily added to Shore Line East cross-honoring table.
- 2011-12-14: New. Replaces G/POL/COM and G/OCC/COM in Arrow.

**About this chapter**

<b>Contacts:</b> Ann Adams and Beth Bailey	<b>Subject:</b> Commuter Train Services
<b>Owner Department:</b> Marketing	<b>Group:</b> Station Standards



## Comfort Kits Sales in Stations

**Chapter Summary:** This chapter provides Customer Service Representatives procedures for selling Comfort Kits at stations.

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## Policy

Comfort Kits must be authorized for sale at stations by Amtrak's Station Standards department (Ann Adams/Beth Bailey) and their District Manager. Once approved, Customer Service Representatives (CSRs) will have authorization to conduct sales in connection with Comfort Kits to the public at large. Train travel is not required for purchase. Comfort Kits may be given away without the prior written consent of Customer Service Standards. Comfort Kits are not to be used in service recovery situations.

## Signage

Signs will be provided to all stations during the introduction of sales. Additional signs can be ordered from Ariba. Order number 02-8284.



## Ordering Supplies

Comfort Kits may be ordered via Ariba in the Sales and Marketing section of the Envision 3 catalog. A full box contains 16 comfort kits. Minimum order is 1 box. The Envision 3 number is 02-5252 and can be ordered through Ariba. The box size is 23 x 16 x 15.

## Station Sales



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Comfort kits will only be sold at approved stations and onboard. Do not sell the comfort kit as part of a passenger's reservation as this will force the entire reservation to become paper value tickets. Instead, sell the comfort kit in a separate PNR.

1. Comfort kits are not refundable – make sure the passenger knows this before you sell one.
2. Display availability between "CFT" and "KIT".
3. Book the number of kits the passenger wants.
4. Price with passenger type "F" – the segment will auto price (\$20.00 per kit).

Complete and ticket the PNR normally. Only cash or credit cards may be used for payment. eVouchers, Transportation Certificates, gift certificates, etc. may not be used.

**\*\* If a credit card is used for payment, please add the credit card holders name to the reservation. If the passenger should dispute the credit card charge, the company will have the information needed to support the charge.**

5. Give the small receipt portion of the Arrow ticket (and the Comfort Kit) to the passenger.
6. Put the large portion of the Arrow ticket in your cash drawer.

Tickets do not have to be die stamped.

### ***Comfort Kits are non-refundable.***

Comfort Kits are non-refundable **after** the sale. Station agent can however reverse the charge (PSR2) or refund the cash sale if the kit is returned to the person that sold the customer the item. The comfort kit must be in its original unopened state.

### ***Stations that will sell comfort kits.***

Not all stations will sell comfort kits. Station sales must be authorized by the District Managers.

## **Contact Center Sales**

Comfort kits will **not** be sold by the Contact Centers. Since not all stations will be authorized to sell kits, contact center agents should not advise customers that a comfort kit can be purchased at station. In addition, an authorized station might be out of inventory and waiting for an order from Envision 3.

## **On Board Sales**

Comfort Kits are sold on board all long-distance trains. Kits are \$20.00 and sales are based on availability.

## **Announcements**

Announcements may be made at intervals prior to train departure.

Announcement:





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## **Amtrak Guest Rewards**

Amtrak Guest Reward points are not earned on Comfort Kit purchases.

## **Retention of Records**

Retain Comfort Kit sale information (NRPC 3473 and receipts) will be held in the office for 1 year from month of sale.



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## Comfort Kit Inventory Sheet

The Comfort Kit Inventory Sheet is available online on the Intranet under Library / Forms.

To order a box of comfort kits, use Ariba number: 02-8262

Date shipment received from Envision3:

Please count the kits inside the box once the order is received.

	Date Sold	Agent Log Size	Ticket Number
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			

## Updates

2022-05-10: Update price, new comfort kit details, images of forms and ticket.

2020-02-22: Update the Ordering procedures and record retention segment.



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2017-05-02: Added the NRPC 3473 to #3 under Lead and PAD responsibilities and added the new poster design

2017-01-06: New Comfort Kit Inventory Sheet added

2016-03-21: Comfort Kits are non-refundable

2015-12-09: Comfort Kit price increase from \$8.00 to \$10.00, added language about adding an actual name when paying with a credit card.

2015-06-04: Deleted information about the NRPC 277 and added the new Comfort Kit inventory sheet

2015-05-22: New Chapter

## About this Chapter

<b>Contact(s):</b> Ann Adams, Beth Bailey	<b>Subject:</b> Comfort Kits
<b>Owner Department:</b> Marketing and Business Development	<b>Group:</b> Station Standards



## Change Fee Policy

**Chapter Summary:** This chapter contains policies and procedures for changing of fares paid and tickets purchased.

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## Policy

**Due to the rapid spread of the new COVID-19 variants, Amtrak is waiving Change Fees for purchases through July 31, 2022.**

### Change Fee Policy

Under certain conditions Amtrak will apply a fee if the customer modifies their reservation. The fee will be a percentage and will be applied per modification, per PNR based on logical trip (identified as Trip 1, Trip 2, etc. in the PNR) or a segment (depending on what is being modified). Depending on the modification, there will either be a change fee or a cancellation fee charged per transaction and will follow a fare type hierarchy for determining the applicable change policy to each logical trip. The actual amount being charged applies to most changes when specified in the "Fare Type Fee Hierarchy" section. The change fee is subject to a minimum amount of \$5.00 and maximum amount of \$250.00 in any one change transaction. The change fee is separate from the cancellation fee.

The implementation of a change fee will be determined by the **Fare Type Policy Hierarchy** and rules 73 (assigned **Fare Family**) and 77 in the fare plan. The Fare Type Policy Hierarchy of the logical trip will always be applied first.

The change fee will only apply to eligible segments booked on or after March 1, 2020.

#### ***The Change Fee does not apply***

The change fee will not be applied to, Multirides, Rail Pass, Pass riders, Group reservations, Sleepers, Acela First class/non-Acela Business class, Flexible, Unreserved, Corporate and Government fare plans, vehicle fares and ancillary fares, AGR redemptions, AGR Select Executive members (exempt does not apply to Saver forfeit), hardships, service disruptions or re-accommodations due to schedule change. The change fee will also not apply if the passenger is only adding to a reservation or if upgrading on the same train and day as the original reservation.

***Fare Type Policy Hierarchy:*** When multiple fare elements exist within a single logical trip, the following fare type hierarchy will apply in determining the appropriate cancellation or change fee policy to be applied. The dominant policy will then be applied to all fare elements of the logical trip. The fare type hierarchy is applied from top down.

- Sleeper
- Acela First class/non-Acela Business class
- FLX, Flexible





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- VAL, Value
- Reserved (non-fare family)
- SVR, Saver
- Unreserved rail fare

### ***Quick Overview of Change Fee Process - in hierarchy order***

#### **Sleeper**

- No change fee

#### **First Class/Non-Acela Business Class**

- No change fee

#### **FLX, Flexible Fare for Reserved Coach or Acela Business**

- No change fee

#### **VAL, Value Fare for Reserved Coach or Acela Business and non-Fare Family reserved coach or Acela Business**

- No change fee

#### **SAV, Saver Fares for Reserved Coach or Acela Business**

- Change within 24 hours of purchase – no change fee
- Change more than 24 hours after purchase – 75% exchange value

#### **Unreserved**

- No change fee

#### **Tour Pass**

- No change fee

### ***How the fee is applied***

#### **Multiple passengers in a reservation**

If multiple passengers are in the reservation and one passenger modifies the trip to another date or train, the changing passenger must cancel their trip and rebook in a separate reservation; cancellation fees may apply. There would be no fee for the passenger that is not changing their reservation.



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**Change Fee or Cancellation Fee – which fee will be charged**

In some situations, both a change and cancellation are taking place and either the Cancellation Fee or the Change Fee will be applied. Generally, if a segment is cancelled and a new segment is added to the same reservation than a Change Fee will be applied. For more clarification the chart below will break down which fee will be applied.

Travel City Pair	Change to travel city pair	Yes	No
	If new city pair is added	No	No
Cancel Travel	If complete PNR is cancelled	No	Yes
	If any portion of the trip is cancelled & no new seg added	No	Yes
Accommodation Upgrade	<b>If upgrade</b> on same train & date & the upgrade accom. price is <b>greater</b> than or equal to the current accom price ( <i>includes upsell &amp; upgrade eCoupon</i> ) *This does not apply to Saver fares. Saver fares will forfeit if any change takes place.	No	No
	<b>If upgrade</b> on same train & date & the upgrade price is less than the current accom price & no promotions or eCoupon applied	No	No
	<b>If downgrade</b> on same train & index date & the downgrade accom price is greater than or equal to the current accom price	No	No
	<b>If downgrade</b> on same train & index date & the downgrade accom price is less than the current accom price	No	No
Accom Equivalent	Coach upper to lower (or vice versa)		
Bedroom/ Family Room	If same price	No	No
Accessible room / Roomette	If new price is lower	No	No
Acela First Class/ Non-Acela Business Class	If new price is higher	No	No



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Acela Business Class/Coach	Bedroom to Family Room (or vice versa)	No	No
	Accessible room to roomette (or vice versa)	No	No
	Family Room to roomette (or vice versa)	No	No
Accommodation modification to accessible/wheelchair space	Ability to override	No	Current process
Remove Passengers	Two passengers & one is cancelling	No	Yes

## Appendix

### Update History

2022-17-05: Change Fee waiver has been extended for tickets purchased through July 31, 2022.

2021-21-12: Due to the rapid spread of the new COVID-19 variants, the **Change Fee waiver has been extended for tickets purchased through April 30, 2022.**

2021-25-08: Due to Covid pandemic Amtrak is **waiving Change Fee for tickets purchased through January 4, 2022.**

2021-01-01: Implemented 25% Change Fee for Saver and removed Value fare 15% change fee (note-due to Covid pandemic, Amtrak is waiving Change Fee for purchases thru 06Sep21)

2020-03-01: Implement Change Fees for Value fares.

#### About this Chapter

<b>Contact(s):</b> Sue Riley	<b>Subject:</b> Change Fee- Basic Policy
<b>Version:</b> 01	<b>Date:</b> March 1, 2020
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



## Caretaker at Stations

**Chapter Summary:** Many Amtrak stations that are not staffed with Amtrak ticket and baggage employees have people who work on a part-time basis to provide a presence for passengers.

In some cases this person is paid by Amtrak directly. In other locations, these people are part of a local or state program – particularly so on corridors where state-supported trains operate. The name of this person can vary, depending on the entity that is engaging him or her: caretaker, station attendant, volunteer host, etc. In this document, unless a specific program is being discussed where the people have specific titles, the term “caretaker” will be used for brevity

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## Some caretaker responsibilities may include:

- Opening and closing the station building at train times, turning on and off lights, heat, air conditioning, etc.
- Providing information to passengers about train schedules and connections (using printed timetables, etc., not Arrow), including the estimated arrival and departure times of trains
- Making announcements about the arrival and departure of trains
- Providing information about Amtrak policies and procedures: ticketing, baggage, passenger identification, etc.
- Assisting passengers with the use of Quik-Trak kiosks, where installed
- Providing information about promotions, area attractions, points of interest, etc.
- Minor janitorial and maintenance functions (cleaning restrooms, sweeping the floor, removing snow from platforms, general tidying up, etc.).
- Accepting deliveries of literature (timetables, brochures) and making them available

## Types of personnel

*Caretaker* – A person paid by Amtrak to provide service at an unstaffed station. Normally not part of a formal state program, and often used at outlying long distance train stations.

*Station attendant* – A person often paid by a state agency or entity to provide services at stations where corridor trains sponsored by that state operate.

*Station or volunteer host* – A person, usually a volunteer, who provides additional assistance at stations staffed by Amtrak employees, especially for large groups and during peak travel times.

*Train host* – A person, usually a volunteer, riding the train, who assists passengers with travel questions and information, assists the train crew as requested, often provides a narrative of the area through which the train is operating, and promotes the state-sponsored train service.



## How to View in the city profile information

To determine if a station attendant is on station, go to the city profile entry screen (ALT-C/City Profiles), type in the city code, and press enter. If there is a station attendant a note to that effect will appear just below the address.

## Specific programs

### *North Carolina*

The State of North Carolina sponsors the following:

**Station Attendants** – These persons may be found at Burlington (BNC), High Point (HPT), Kannapolis (KAN), Salisbury (SAL), and Selma-Smithfield (SSM). They open the station one hour prior to train arrival and remain on duty until 30 minutes after the last train departs.

**Train Hosts** – These persons serve as volunteers on all four Piedmont trains and on the Carolinian between Charlotte and Rocky Mount. They assist passengers with travel questions and information, help train crews as requested, and promote the North Carolina-sponsored Amtrak service.

**Station Hosts** – These persons serve as volunteers at the Raleigh, Greensboro, Durham and Charlotte stations, assisting Amtrak station staff with large groups and during busy travel times.

### *Downeaster*

The purpose of the TrainRiders Host Program is to have volunteers serve as goodwill ambassadors; to promote patronage of The Downeaster; to assist passengers with information onboard the train, along the route and at scheduled stops; to assist train crews in duties as requested by them; and to promote rail safety.

Duties include arriving at the boarding station 30 minutes before train departure, obtaining needed supplies of informational handouts, introducing yourself to the conductor, assistant conductor and passengers, regularly walking through the train providing information, handouts and assistance to passengers as needed or requested, observing for hazardous conditions, cleanliness, heating and cooling conditions in the coaches and café car, assisting with keeping the train neat and orderly and returning completed trip reports to assist in evaluating the service.



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## Station Hosts

TrainRiders/Northeast currently has a volunteer host at several of the stations along the route. Those stations include Dover, Exeter and Durham in New Hampshire, along with Wells, Saco, Freeport and Brunswick in Maine. There are no volunteers for the Woburn and Haverhill, MA train stations. Volunteers greet travelers and visitors, act as goodwill ambassadors, instruct those wishing to purchase tickets on the use of the Quik-Trak ticket machine, hand out literature and schedules and answer questions about local businesses, etc. More information can be found under [www.trainridersne.org/](http://www.trainridersne.org/) under the Host Program tab.

## California

The Station Host program is available at the following stations: San Francisco, Oakland, Emeryville, Martinez, Davis, Sacramento, Fresno, Hanford, San Jose and San Luis Obispo. Future station will be Stockton and Salinas.

The station host program in California provides a training course for the volunteers. The purpose is to serve as goodwill ambassadors to promote patronage of Amtrak. There is a training program provided by the association. There are three shifts during the day and volunteers must work at least one day a month. Hosts' who exceed 100 hours of service in a calendar year receive a free round trip on Amtrak anywhere in California.

Information on the program can be found at [www.stationhost.org](http://www.stationhost.org)

## Other locations

As information is received about various other state programs, it will be added here.

## Unstaffed Stations List

City	Station	State	Staffing	Manager	Notes
ACA	Antioch	CA	Unstaffed	Heidi Montoya	
ADM	Ardmore	OK	Unstaffed	Alexandra Curtis-McVay	
AKY	Ashland	KY	Caretaker	James Ratliff	
ALC	Alliance	OH	Unstaffed	James Ratliff	
ALD	Alderson	WV	Unstaffed	James Ratliff	
ALI	Albion	MI	Unstaffed	James Ratliff	
ALP	Alpine	TX	Caretaker	Alexandra Curtis-McVay	Caretaker only tends to janitorial and is not present



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b> at all train times.
AMM	Amherst	MA	Unstaffed	Kevin Regan	
AMS	Amsterdam	NY	Caretaker	Jay Green	
ARD	Ardmore	PA	Unstaffed	Keith Manning	
ARK	Arkadelphia	AR	Unstaffed	Ed Kim	
ARN	Auburn	CA	Unstaffed	Thomas Reyes	
ASD	Ashland	VA	Unstaffed	Vacant	
ATN	Anniston	AL	Caretaker	Jim Drummond	
BAM	Bangor	MI	Caretaker	James Ratliff	
BAR	Barstow	CA	Unstaffed	Marty Soholt	
BBY	Back Bay Boston	MA	Unstaffed	Steve Brennan	
BEN	Benson	AZ	Caretaker	Marty Soholt	
BER	Berlin	CT	Unstaffed	Kevin Regan	
BKY	Berkeley	CA	Unstaffed	Thomas Reyes	
BLF	Bellows Falls	VT	Caretaker	Kevin Regan	
BMT	Beaumont	TX	Caretaker	Alexandra Curtis-McVay	Caretaker only tends to janitorial and is not present at all train times.
BNC	Burlington	NC	Volunteers	Jeff Brown	NC Station Attendants
BNG	Bingen – White Salmon	WA	Caretaker	Dan Valley	Caretaker only tends to janitorial and is not present at all train times.
BRA	Brattleboro	VT	Caretaker	Kevin Regan	
BRK	Brunswick	ME	Volunteers	Steve Corcoran	City of Brunswick manages the Welcome Center at the station
BRL	Burlington	IA	Caretaker (city)	Brian Perkins	Station has a volunteer organization.
BRO	Browning	MT	Caretaker	Greg Bannish	
BRP	Bridgeport	CT	Unstaffed	Kevin Regan	
BUR	Burbank Airport	CA	Unstaffed	Sharon Wardlow	
BYN	Bryan	OH	Caretaker	James Ratliff	
CAM	Camden	SC	Caretaker	Brian Sawyer	Caretaker only tends to janitorial and is not present at all train times
CBR	Cleburne	TX	Unstaffed	Alexandra Curtis-McVay	
CBS	Columbus	WI	Caretaker	Jonathan Slemons	
CEN	Centralia	IL	Unstaffed	Ed Kim	
CHW	Charleston	WV	Caretaker	James Ratliff	
CIC	Chico	CA	Caretaker	Thomas Reyes	





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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
CIN	Cincinnati	OH	Caretaker	James Ratliff	
CIP	Chipley	FL	Unstaffed	Keith Olofson	
CLA	Claremont	NH	Unstaffed	Kevin Regan	
CLF	Clifton Forge	VA	Unstaffed	James Ratliff	
CLP	Culpeper	VA	Unstaffed	Vacant	
CML	Camarillo	CA	Unstaffed	Sharon Wardlow	
CMO	Chemult	OR	Unstaffed	Dan Valley	Maintenance and snow removal only
CNV	Castleton	VT	Unstaffed	Jay Green	
COC	Corcoran	CA	Caretaker	Heidi Montoya	Local Transit Company in building answers questions
COI	Connersville	IN	Unstaffed	James Ratliff	
COT	Coatesville	PA	Unstaffed	Brad Webber	
COV	Connellsville	PA	Caretaker	Brad Webber	Caretaker only tends to janitorial and is not present at all train times
COX	Colfax	CA	Unstaffed	Thomas Reyes	
CPN	Carpentaria	CA	Unstaffed	Sharon Wardlow	
CRF	Crawfordsville	IN	Caretaker	James Ratliff	
CRN	Creston	IA	Caretaker	Brian Perkins	
CRV	Carlinville	IL	Unstaffed	Ed Kim	
CSN	Clemson	SC	Caretaker	Jim Drummond	
CSV	Crestview	FL	Unstaffed	Keith Olofson	
CUM	Cumberland	MD	Caretaker	Brad Webber	Caretaker only tends to janitorial and is not present at all train times
CUT	Cut Bank	MT	Caretaker	Greg Bannish	
CWH	Cornwells Heights	PA	Unstaffed	Brenda Walker	
CWT	Chatsworth	CA	Unstaffed	Sharon Wardlow	
DAN	Danville	VA	Unstaffed	Jeff Brown	
DDG	Dodge City	KS	Volunteers	Marty Soholt	Present at train time to assist passengers.
DEM	Deming	NM	Unstaffed	Marty Soholt	
DHM	Durham	NH	Volunteers	Steve Corcoran	
DIL	Dillon	SC	Caretaker	Brian Sawyer	Caretaker only tends to janitorial and is not present at all train times
DLB	Delray Beach	FL	Unstaffed	Keith Olofson	
DLK	Detroit Lakes	MN	Caretaker	Jonathan Slemons	
DNK	Denmark	SC	Caretaker	Brian Sawyer	Caretaker only tends to janitorial and is not present at all train times



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
DOA	Dowagiac	MI	Unstaffed	James Ratliff	
DOV	Dover	NH	Volunteers	Steve Corcoran	
DOW	Downingtown	PA	Unstaffed	Brad Webber	
DQN	Du Quoin	IL	Caretaker	Ed Kim	
DRD	Durand	MI	Caretaker	James Ratliff	
DRT	Del Rio	TX	Unstaffed	Alexandra Curtis-McVay	
DUN	Dunsmuir	CA	Caretaker	Thomas Reyes	
DVL	Devils Lake	ND	Caretaker	Jonathan Slemons	
DWT	Dwight	IL	Unstaffed	Ed Kim	
DYE	Dyer	IN	Unstaffed	James Ratliff	
EFG	Effingham	IL	Caretaker	Ed Kim	
EKH	Elkhart	IN	Caretaker	James Ratliff	
ELK	Elko	NV	Unstaffed	Thomas Reyes	
ELT	Elizabethtown	PA	Unstaffed	Brad Webber	ELT borough will unlock/lock doors / not present at all times
ELY	Elyria	OH	Caretaker	James Ratliff	
EPH	Ephrata	WA	Unstaffed	Greg Bannish	
ERI	Erie	PA	Caretaker	James Ratliff	
ESM	Essex	MT	Unstaffed	Greg Bannish	
ESX	Essex Jct.	VT	Caretaker	Kevin Regan	
EWR	Newark International Airport	NJ	Unstaffed	Brenda Walker	
EXR	Exeter	NH	Volunteers	Steve Corcoran	
EXT	Exton	PA	Unstaffed	Brad Webber	
FBG	Fredericksburg	VA	Unstaffed	TBA	
FED	Fort Edward	NY	Unstaffed	Jay Green	
FLN	Flint	MI	Unstaffed	James Ratliff	
FMD	Fort Madison	IA	Caretaker	Brian Perkins	
FMG	Fort Morgan	CO	Caretaker	Brian Perkins	
FMT	Fremont	CA	Caretaker	Thomas Reyes	
FRA	Framingham	MA	Unstaffed	Steve Brennan	
FRE	Freeport	ME	Volunteers	Steve Corcoran	
FTC	Fort Ticonderoga	NY	Unstaffed	Jay Green	
FTN	Fulton	KY	Caretaker	James Drummond	
GAC	Santa Clara	CA	Unstaffed	Thomas Reyes	
GAS	Gastonia	NC	Caretaker	Jeff Brown	
GCK	Garden City	KS	Caretaker	Marty Scholt	Opened and closed by city



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b> caretaker and paid by Amtrak. Not present at train times.
GDL	Glendale	CA	Unstaffed	Sharon Wardlow	
GFK	Grand Forks	ND	Caretaker	Jonathan Slemons	
GFV	Greenfield Village	MI	Unstaffed	James Ratliff	Special Stops only
GGW	Glasgow	MT	Caretaker	Greg Bannish	
GLE	Gainesville	TX	Unstaffed	Alexandra Curtis- McVay	
GLM	Gilman	IL	Unstaffed	Ed Kim	
GLN	Glenview	IL	Unstaffed	Jonathan Slemons	Station opened by Metra employees
GLP	Gallup	NM	Caretaker	Marty Soholt	Open and closed by a combination of gift shop staff and paid Amtrak caretaker. Caretaker present at train time to open platform gate.
GNB	Greensburg	PA	Caretaker	Brad Webber	Caretaker only tends to janitorial and is not present at all train times
GNS	Gainesville	GA	Caretaker	Jim Drummond	
GRA	Granby	CO	Unstaffed	Brian Perkins	
GRI	Green River	UT	Unstaffed	Thomas Reyes	
GRR	Grand Rapids	MI	Caretaker	James Ratliff	
GRV	Greenville	SC	Unstaffed	Jeff Brown	
GTA	Goleta	CA	Unstaffed	Sharon Wardlow	
GUA	Guadalupe	CA	Unstaffed	Sharon Wardlow	
GVB	Grover Beach	CA	Unstaffed	Sharon Wardlow	Local Rail Buffs will answer question but they have no regular hours
GWD	Greenwood	MS	Caretaker	James Drummond	
HAM	Hamlet	NC	Caretaker	Jeff Brown	
HAS	Hastings	NE	Unstaffed	Brian Perkins	
HAV	Havre	MT	Caretaker	Greg Bannish	
HAY	Hayward	CA	Caretaker	Thomas Reyes	
HAZ	Hazlehurst	MS	Caretaker	James Drummond	
HBG	Hattiesburg	MS	Caretaker	James Drummond	
HEM	Hermann	MO	Unstaffed	Ed Kim	
HER	Helper	UT	Unstaffed	Thomas Reyes	
HFY	Harpers Ferry	WV	Unstaffed	Kevin Nathaniel	
HGD	Huntingdon	PA	Caretaker	Brad Webber	
HHL	Haverhill	MA	Unstaffed	Steve Corcoran	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
HIN	Hinton	WV	Unstaffed	James Ratliff	
HLD	Holdrege	NE	Unstaffed	Brian Perkins	
HMD	Hammond	LA	Caretaker	Jim Drummond	
HMI	Hammond-Whiting	IN	Caretaker	James Ratliff	
HMW	Homewood	IL	Unstaffed	Jonathan Slemons	
HOM	Holland	MI	Unstaffed	James Ratliff	Transit Authority opens / closes
HOP	Hope	AR	Unstaffed	Ed Kim	
HPT	High Point	NC	Volunteers	Jeff Brown	NC Station Attendants
HUN	Huntington	WV	Caretaker	James Ratliff	
HUT	Hutchinson	KS	Unstaffed	Brian Perkins	
IDP	Independence	MO	Volunteer	Ed Kim	
JEF	Jefferson City	MO	Volunteer	Ed Kim	
JSP	Jessup	GA	Unstaffed	Brian Sawyer	City of Jessup ownership
JXN	Jackson	MI	Caretaker	James Ratliff	
KAN	Kannapolis	NC	Volunteers	Jeff Brown	NC Station Attendants
KEE	Kewanee	IL	Unstaffed	Brian Perkins	
KEL	Kelso	WA	Unstaffed	Dan Valley	Volunteers present for most train times
KKI	Kankakee	IL	Unstaffed	Ed Kim	
KNG	Kingman	AZ	Caretaker	Marty Soholt	Open and closed by Amtrak paid caretaker, not present at train time.
KTR	Kingstree	SC	Unstaffed	Brian Sawyer	City of Kingstree ownership
KWD	Kirkwood	MO	Volunteers	Ed Kim	*Top 10 CSI score winner
LAB	Latrobe	PA	Caretaker	Brad Webber	Caretaker only tends to janitorial and is not present at all train times
LAF	Lafayette	IN	Unstaffed	James Ratliff	City opens / closes
LAG	La Grange Road	IL	Unstaffed	Brian Perkins	
LAJ	La Junta	CO	Caretaker*	Marty Soholt	Weekends only
LAP	La Plata	MO	Caretaker	Brian Perkins	
LAU	Laurel	MS	Caretaker	James Drummond	
LCH	Lake Charles	LA	Caretaker	James Drummond	
LCN	Lincoln	IL	Unstaffed	Ed Kim	
LDB	Lordsburg	NM	Unstaffed	Marty Soholt	
LEC	Lake City	FL	Unstaffed	Keith Olofson	
LEE	Lees Summit	MO	Unstaffed	Ed Kim	
LEW	Lewistown	PA	Caretaker	Brad Webber	Caretaker not present at all train times.



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
LFT	Lafayette	LA	Unstaffed	James Drummond	
LIB	Libby	MT	Caretaker	Greg Bannish	
LMR	Lamar	CO	Unstaffed	Marty Soholt	
LMY	Lamy	NM	Caretaker	Marty Soholt	Amtrak paid caretaker open/close and present at train times.
LOD	Lodi	CA	Caretaker	Heidi Montoya	Local Transit Company in building answers questions
LPE	Lapeer	MI	Caretaker	James Ratliff	
LPS	Lompoc Surf	CA	Unstaffed	Sharon Wardlow	
LRC	Lawrence	KS	Caretaker	Brian Perkins	
LSV	Las Vegas	NM	Unstaffed	Marty Soholt	No Amtrak provided station building. Visitors center owns and occupies historic station building and allows passengers to use lobby. Open during business hours.
LWA	Leavenworth	WA	Unstaffed	Greg Bannish	
MAC	Macomb	IL	Caretaker	Brian Perkins	
MAL	Malta	MT	Caretaker	Greg Bannish	
MAT	Mattoon	IL	Caretaker	Ed Kim	
MAY	Maysville	KY	Unstaffed	James Ratliff	
MCB	McComb	MS	Caretaker	James Drummond	
MCG	McGregor	TX	Caretaker	Alexandra Curtis-McVay	Caretaker only tends to janitorial and is not present at all train times.
MCI	Michigan City	IN	Unstaffed	James Ratliff	
MCK	McCook	NE	Unstaffed	Brian Perkins	
MDO	Madison	FL	Unstaffed	Keith Olofson	
MDN	Meriden	CT	Unstaffed	Kevin Regan	
MDR	Madera	CA	Unstaffed	Heidi Montoya	
MDT	Mendota	IL	Caretaker	Brian Perkins	
MEI	Meridian	MS	Caretaker	James Drummond	
MHL	Marshall	TX	Caretaker	Alexandra Curtis-McVay	
MID	Middletown	PA	Unstaffed	Brad Webber	
MIN	Mineola	TX	Caretaker	Alexandra Curtis-McVay	
MJY	Mount Joy	PA	Unstaffed	Brad Webber	
MKA	Milwaukee Airport	WI	Unstaffed	Jonathan Slemons	
MNG	Montgomery	WV	Unstaffed	James Ratliff	
MPK	Moorpark	CA	Unstaffed	Sharon Wardlow	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
MPR	Montpelier	VT	Caretaker	Kevin Regan	
MRB	Martinsburg	WV	Unstaffed	Kevin Nathaniel	
MRC	Maricopa	AX	Caretaker	Marty Soholt	Amtrak paid caretaker open/close and not present at train times
MSS	Manassas	VA	Unstaffed	Vacant	
MTP	Mount Pleasant	IA	Caretaker	Brian Perkins	
MVN	Malvern	AR	Unstaffed	Ed Kim	
MVW	Mount Vernon	WA	Unstaffed	Greg Bannish	
MYS	Mystic	CT	Unstaffed	Kevin Regan	
NBU	New Buffalo	MI	Unstaffed	James Ratliff	
NBN	Newbern	TN	Caretaker	James Drummond	
NDL	Needles	CA	Unstaffed	Marty Soholt	City paid caretakers cleans. Auto lock opens and closes.
NIB	New Iberia	LA	Caretaker	James Drummond	
NLS	Niles	MI	Caretaker	James Ratliff	
NOR	Norman	OK	Unstaffed	Alexandra Curtis-McVay	
NRK	Newark	DE	Unstaffed	Leon Pereira	
NRO	New Rochelle	NY	Unstaffed	Kevin Regan	
OAC	Oakland Coliseum	CA	Unstaffed	Thomas Reyes	
OCA	Ocala	FL	Unstaffed	Keith Olofson	
OKC	Oklahoma City	OK	Unstaffed	Alexandra Curtis-McVay	
OKE	Okeechobee	FL	Unstaffed	Keith Olofson	
OLT	San Diego - Old Town	CA	Unstaffed	Sharon Wardlow	
OLW	Olympia/Lacey	WA	Unstaffed	Dan Valley	Volunteers present for all train times
ONA	Ontario	CA	Unstaffed	Marty Soholt	
ORB	Old Orchard Beach	ME	Unstaffed	Steve Corcoran	
ORC	Oregon City	OR	Unstaffed	Dan Valley	
OSC	Osceola	IA	Caretaker	Brian Perkins	
PAK	Palatka	FL	Caretaker	Keith Olofson	
PAR	Parkesburg	PA	Unstaffed	Brad Webber	
PBF	Poplar Bluff	MO	Caretaker	Ed Kim	
PCT	Princeton	IL	Caretaker	Brian Perkins	
PHN	North Philadelphia	PA	Unstaffed	Keith Manning	
PIC	Picayune	MS	Unstaffed	James Drummond	
PIT	Pittsfield	MA	Caretaker	Jay Green	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
PLB	Plattsburgh	NY	Caretaker	Jay Green	
PLO	Plano	IL	Unstaffed	Brian Perkins	
PNS	Pensacola	FL	Unstaffed	Keith Olofson	
PNT	Pontiac	MI	Caretaker	James Ratliff	
POG	Portage	WI	Unstaffed	Jonathan Slemons	
POH	Port Henry	NY	Unstaffed	Jay Green	
PON	Pontiac	IL	Caretaker	Ed Kim	
POS	Pomona	CA	Unstaffed	Marty Soholt	City provides security guard to open station and platform access. Guard present at train time.
POU	Poughkeepsie	NY	Unstaffed	Randy Starver	
PRB	Paso Robles	CA	Caretaker	Sharon Wardlow	
PRC	Prince	WV	Caretaker	James Ratliff	
PRK	Port Kent	NY	Unstaffed	Jay Green	
PRO	Provo	UT	Unstaffed	Thomas Reyes	
PSN	Palm Springs	CA	Unstaffed	Marty Soholt	City employee unlocks/locks and cleans restroom. Not present at train time.
PTH	Port Huron	MI	Unstaffed	James Ratliff	
PUR	Purcell	OK	Unstaffed	Alexandra Curtis-McVay	
PVL	Pauls Valley	OK	Unstaffed	Alexandra Curtis-McVay	
QAN	Quantico	VA	Unstaffed	Vacant	
QCY	Quincy	IL	Unstaffed	Brian Perkins	
RAT	Raton	NM	Caretaker	Marty Soholt	Amtrak paid caretaker open/close and present at train time.
RDD	Redding	CA	Caretaker	Thomas Reyes	
RDW	Red Wing	MN	Caretaker	Jonathan Slemons	
REN	Rensselaer	IN	Unstaffed	James Ratliff	
RIC	Richmond	CA	Unstaffed	Thomas Reyes	
RIV	Riverside	CA	Unstaffed	Marty Soholt	
RKV	Rockville	MD	Unstaffed	Kevin Nathaniel	
RLN	Rocklin	CA	Unstaffed	Thomas Reyes	
ROM	Rome	NY	Unstaffed	Shannon Wichelns	
ROY	Royal Oak	MI	Unstaffed	James Ratliff	
RPH	Randolph	VT	Unstaffed	Kevin Regan	
RSP	Rouses Point	NY	Unstaffed	Jay Green	
RSV	Roseville	CA	Caretaker	Thomas Reyes	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
RTL	Rantoul	IL	Unstaffed	Ed Kim	
RUD	Rutland	VT	Caretaker	Jay Green	
RUG	Rugby	ND	Unstaffed	Jonathans Slemons	
RVM	Richmond Main St.	VA	Unstaffed	Vacant	
SAB	St. Albans	VT	Caretaker	Kevin Regan	
SAL	Salisbury	NC	Volunteers	Jeff Brown	NC Station Attendants
SAO	Saco	ME	Volunteers	Steve Corcoran	
SBG	Sebring	FL	Caretaker	Keith Olofson	
SBY	Shelby	MT	Caretaker	Greg Bannish	
SCC	Santa Clara - Caltrans	CA	Unstaffed	Thomas Reyes	
SCD	St. Cloud	MN	Caretaker	Jonathan Slemons	
SCH	Schriever	LA	Unstaffed	James Drummond	
SDL	Slidell	LA	Caretaker	James Drummond	
SED	Sedalia	MO	Caretaker	Ed Kim	
SIM	Simi Valley	CA	Unstaffed	Sharon Wardlow	
SJM	St. Joseph	MI	Unstaffed	James Ratliff	
SKT	Stockton	CA	Unstaffed	Heidi Montoya	ACE person can answer easy questions
SKY	Sandusky	OH	Unstaffed	James Ratliff	
SMC	San Marcos	TX	Unstaffed	Alexandra Curtis-McVay	
SMT	Summit	IL	Unstaffed	Brian Perkins	
SNB	San Bernardino	CA	Unstaffed	Marty Soholt	Security guards open/close and are present at train times.
SND	Sanderson	TX	Unstaffed	Alexandra Curtis-McVay	
SNP	San Clemente Pier	CA	Unstaffed	Sharon Wardlow	
SOP	Southern Pines	NC	Unstaffed	Jeff Brown	
SPB	Spartanburg	SC	Caretaker	Jeff Brown	
SPL	Staples	MN	Caretaker	Jonathan Slemons	
SPM	South Portsmouth	KY	Caretaker	James Ratliff	
SPT	Sandpoint	ID	Caretaker	Greg Bannish	
SSM	Selma-Smithfield	NC	Volunteers	Jeff Brown	NC Station Attendants
STA	Staunton	VA	Unstaffed	Vacant	
STN	Stanley	ND	Caretaker	Jonathan Slemons	
STW	Stanwood	WA	Unstaffed	Greg Bannish	
SUI	Suisun-Fairfield	CA	Caretaker	Thomas Reyes	
SVT	Sturtevant	WI	Caretaker	Martin Soholt	





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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
TAY	Taylor	TX	Unstaffed	Alexandra Curtis-McVay	
TCA	Toccoa	GA	Caretaker	Jim Drummond	
TCL	Tuscaloosa	AL	Caretaker	Jim Drummond	
THN	Thurmond	WV	Unstaffed	James Ratliff	
TLH	Tallahassee	FL	Unstaffed	Keith Olofson	
TOH	Tomah	WI	Caretaker	Jonathan Slemons	
TOP	Topeka	KS	Caretaker	Brian Perkins	
TRI	Trinidad	CO	Caretaker	Marty Soholt	
TRM	Troy	MI	Unstaffed	James Ratliff	
TRK	Turlock-Denair	CA	Unstaffed	Heidi Montoya	
TRU	Truckee	CA	Unstaffed	Thomas Reyes	
TUK	Tukwila	WA	Unstaffed	Dan Valley	Sound Transit location
TXA	Texarkana	AR	Caretaker	Ed Kim	
TYR	Tyrone	PA	Unstaffed	Brad Webber	
VEC	Ventura	CA	Unstaffed	Sharon Wardlow	
VRV	Victorville	CA	Unstaffed	Marty Soholt	
WAB	Waterbury	VT	Caretaker	Kevin Regan	
WAC	Wasco	CA	Unstaffed	Heidi Montoya	
WAH	Washington	MO	Unstaffed	Ed Kim	
WAR	Warrensburg	MO	Caretaker	Ed Kim	
WDB	Woodbridge	VA	Unstaffed	Vacant	
WDL	Wisconsin Dells	WI	Caretaker	Jonathan Slemons	
WDO	Waldo	FL	Caretaker	Keith Olofson	
WEM	Wells	ME	Unstaffed	Steve Corcoran	
WEN	Wenatchee	WA	Unstaffed	Greg Bannish	
WFD	Wallingford	CT	Unstaffed	Kevin Regan	
WGL	West Glacier	MT	Unstaffed	Greg Bannish	
WHL	Whitehall	NY	Unstaffed	Jay Green	
WIH	Wishram	WA	Unstaffed	Dan Valley	
WIN	Winona	MN	Caretaker	Jonathan Slemons	
WIP	Fraser	CO	Caretaker	Brian Perkins	
WLO	Winslow	AZ	Caretaker	Marty Soholt	
WLY	Westerly	RI	Unstaffed	Steve Brennan	
WND	Windsor	CT	Unstaffed	Kevin Regan	
WNL	Windsor Locks	CT	Unstaffed	Kevin Regan	
WNM	Windsor	VT	Unstaffed	Kevin Regan	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
WNN	Winnemucca	NV	Unstaffed	Thomas Reyes	
WNR	Walnut Ridge	AR	Caretaker	Ed Kim	
WOB	Woburn	MA	Caretaker	Steve Corcoran	
WOR	Worcester	MA	Caretaker	Steve Brennan	Private Security is responsible for opening and closing the station
WPT	Wolf Point	MT	Unstaffed	Greg Bannish	
WRJ	White River Jct.	VT	Caretaker	Kevin Regan	
WSP	Westport	NY	Caretaker	Jay Green	
WSS	White Sulphur Springs	WV	Unstaffed	James Ratliff	
WTI	Waterloo	IN	Caretaker	James Ratliff	
WWD	Wildwood	FL	Caretaker	Keith Olofson	
YAZ	Yazoo City	MS	Caretaker	James Drummond	
					Station Caretaker tends to janitorial /not present at all train times.
YEM	Yemassee	SC	Caretaker	Brian Sawyer	
YNY	Yonkers	NY	Unstaffed	Randy Starver	
YUM	Yuma	AZ	Unstaffed	Marty Soholt	

## Appendix

### Contacts:

If a customer reports an issue at the station or with the caretaker at the station, please direct their concerns to the appropriate manager.

### Update History

2018-07-04: Updated Sheet with additional destaff locations and new managers

2018-04-25: Updated District Managers and de-staffed stations

2017-09-07: Added new District Manager and de-staffed stations

2016-10-26: Added new District Manager and de-staffed stations

2016-02-24: Added MDN, WOR, WIN, EWR and HAS – now de-staffed. Added new managers

2015-05-19: Added GFK – de-staffed as of June 1, Ed Kim (new DM) and added new locations ownership names due to two district changes.

2014-10-15: Deleted Norfolk, VA – station is now staffed. Deleted Birmingham, MI – BMM (no longer stop at this location and added Troy, MI- TRM (new stop)

2014-04-07: Updated the District Managers list.

2013-10-17: Added NFK, FRE and BRK



2018-09-13

2013-08-21: Added information about the California Station Host Association and about volunteers working at stations.

2012-03-21: New Policy

### ***About this Chapter***

<b>Contact(s):</b> Phil Bouchard/Ann Adams	<b>Subject:</b> Caretaker at Stations
<b>Owner Department:</b> Marketing and Business Development	<b>Group:</b> Passenger Experience



## Caretaker at Stations

**Chapter Summary:** Many Amtrak stations that are not staffed with Amtrak ticket and baggage employees have people who work on a part-time basis to provide a presence for passengers.

In some cases this person is paid by Amtrak directly. In other locations, these people are part of a local or state program – particularly so on corridors where state-supported trains operate. The name of this person can vary, depending on the entity that is engaging him or her: caretaker, station attendant, volunteer host, etc. In this document, unless a specific program is being discussed where the people have specific titles, the term “caretaker” will be used for brevity

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## Some caretaker responsibilities may include:

- Opening and closing the station building at train times, turning on and off lights, heat, air conditioning, etc.
- Providing information to passengers about train schedules and connections (using printed timetables, etc., not Arrow), including the estimated arrival and departure times of trains
- Making announcements about the arrival and departure of trains
- Providing information about Amtrak policies and procedures: ticketing, baggage, passenger identification, etc.
- Assisting passengers with the use of Quik-Trak kiosks, where installed
- Providing information about promotions, area attractions, points of interest, etc.
- Minor janitorial and maintenance functions (cleaning restrooms, sweeping the floor, removing snow from platforms, general tidying up, etc.).
- Accepting deliveries of literature (timetables, brochures) and making them available

## Types of personnel

*Caretaker* – A person paid by Amtrak to provide service at an unstaffed station. Normally not part of a formal state program, and often used at outlying long distance train stations.

*Station attendant* – A person often paid by a state agency or entity to provide services at stations where corridor trains sponsored by that state operate.

*Station or volunteer host* – A person, usually a volunteer, who provides additional assistance at stations staffed by Amtrak employees, especially for large groups and during peak travel times.

*Train host* – A person, usually a volunteer, riding the train, who assists passengers with travel questions and information, assists the train crew as requested, often provides a narrative of the area through which the train is operating, and promotes the state-sponsored train service.



## How to View in the city profile information

To determine if a station attendant is on station, go to the city profile entry screen (ALT-C/City Profiles), type in the city code, and press enter. If there is a station attendant a note to that effect will appear just below the address.

## Specific programs

### *North Carolina*

The State of North Carolina sponsors the following:

**Station Attendants** – These persons may be found at Burlington (BNC), High Point (HPT), Kannapolis (KAN), Salisbury (SAL), and Selma-Smithfield (SSM). They open the station one hour prior to train arrival and remain on duty until 30 minutes after the last train departs.

**Train Hosts** – These persons serve as volunteers on all four Piedmont trains and on the Carolinian between Charlotte and Rocky Mount. They assist passengers with travel questions and information, help train crews as requested, and promote the North Carolina-sponsored Amtrak service.

**Station Hosts** – These persons serve as volunteers at the Raleigh, Greensboro, Durham and Charlotte stations, assisting Amtrak station staff with large groups and during busy travel times.

### *Downeaster*

The purpose of the TrainRiders Host Program is to have volunteers serve as goodwill ambassadors; to promote patronage of The Downeaster; to assist passengers with information onboard the train, along the route and at scheduled stops; to assist train crews in duties as requested by them; and to promote rail safety.

Duties include arriving at the boarding station 30 minutes before train departure, obtaining needed supplies of informational handouts, introducing yourself to the conductor, assistant conductor and passengers, regularly walking through the train providing information, handouts and assistance to passengers as needed or requested, observing for hazardous conditions, cleanliness, heating and cooling conditions in the coaches and café car, assisting with keeping the train neat and orderly and returning completed trip reports to assist in evaluating the service.



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## Station Hosts

TrainRiders/Northeast currently has a volunteer host at several of the stations along the route. Those stations include Dover, Exeter and Durham in New Hampshire, along with Wells, Saco, Freeport and Brunswick in Maine. There are no volunteers for the Woburn and Haverhill, MA train stations. Volunteers greet travelers and visitors, act as goodwill ambassadors, instruct those wishing to purchase tickets on the use of the Quik-Trak ticket machine, hand out literature and schedules and answer questions about local businesses, etc. More information can be found under [www.trainridersne.org/](http://www.trainridersne.org/) under the Host Program tab.

## California

The Station Host program is available at the following stations: San Francisco, Oakland, Emeryville, Martinez, Davis, Sacramento, Fresno, Hanford, San Jose and San Luis Obispo. Future station will be Stockton and Salinas.

The station host program in California provides a training course for the volunteers. The purpose is to serve as goodwill ambassadors to promote patronage of Amtrak. There is a training program provided by the association. There are three shifts during the day and volunteers must work at least one day a month. Hosts' who exceed 100 hours of service in a calendar year receive a free round trip on Amtrak anywhere in California.

Information on the program can be found at [www.stationhost.org](http://www.stationhost.org)

## Other locations

As information is received about various other state programs, it will be added here.

## Unstaffed Stations List

City	Station	State	Staffing	Manager	Notes
ACA	Antioch	CA	Unstaffed	Heidi Montoya	
ADM	Ardmore	OK	Unstaffed	Alexandra Curtis-McVay	
AKY	Ashland	KY	Caretaker	James Ratliff	
ALC	Alliance	OH	Unstaffed	James Ratliff	
ALD	Alderson	WV	Unstaffed	James Ratliff	
ALI	Albion	MI	Unstaffed	James Ratliff	
ALP	Alpine	TX	Caretaker	Alexandra Curtis-McVay	Caretaker only tends to janitorial and is not present



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b> at all train times.
AMM	Amherst	MA	Unstaffed	Kevin Regan	
AMS	Amsterdam	NY	Caretaker	Jay Green	
ARD	Ardmore	PA	Unstaffed	Keith Manning	
ARK	Arkadelphia	AR	Unstaffed	Ed Kim	
ARN	Auburn	CA	Unstaffed	Thomas Reyes	
ASD	Ashland	VA	Unstaffed	Vacant	
ATN	Anniston	AL	Caretaker	Jim Drummond	
BAM	Bangor	MI	Caretaker	James Ratliff	
BAR	Barstow	CA	Unstaffed	Marty Soholt	
BBY	Back Bay Boston	MA	Unstaffed	Steve Brennan	
BEN	Benson	AZ	Caretaker	Marty Soholt	
BER	Berlin	CT	Unstaffed	Kevin Regan	
BKY	Berkeley	CA	Unstaffed	Thomas Reyes	
BLF	Bellows Falls	VT	Caretaker	Kevin Regan	
BMT	Beaumont	TX	Caretaker	Alexandra Curtis-McVay	Caretaker only tends to janitorial and is not present at all train times.
BNC	Burlington	NC	Volunteers	Jeff Brown	NC Station Attendants
BNG	Bingen – White Salmon	WA	Caretaker	Dan Valley	Caretaker only tends to janitorial and is not present at all train times.
BRA	Brattleboro	VT	Caretaker	Kevin Regan	
BRK	Brunswick	ME	Volunteers	Steve Corcoran	City of Brunswick manages the Welcome Center at the station
BRL	Burlington	IA	Caretaker (city)	Brian Perkins	Station has a volunteer organization.
BRO	Browning	MT	Caretaker	Greg Bannish	
BRP	Bridgeport	CT	Unstaffed	Kevin Regan	
BUR	Burbank Airport	CA	Unstaffed	Sharon Wardlow	
BYN	Bryan	OH	Caretaker	James Ratliff	
CAM	Camden	SC	Caretaker	Brian Sawyer	Caretaker only tends to janitorial and is not present at all train times
CBR	Cleburne	TX	Unstaffed	Alexandra Curtis-McVay	
CBS	Columbus	WI	Caretaker	Jonathan Slemons	
CEN	Centralia	IL	Unstaffed	Ed Kim	
CHW	Charleston	WV	Caretaker	James Ratliff	
CIC	Chico	CA	Caretaker	Thomas Reyes	





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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
CIN	Cincinnati	OH	Caretaker	James Ratliff	
CIP	Chipley	FL	Unstaffed	Keith Olofson	
CLA	Claremont	NH	Unstaffed	Kevin Regan	
CLF	Clifton Forge	VA	Unstaffed	James Ratliff	
CLP	Culpeper	VA	Unstaffed	Vacant	
CML	Camarillo	CA	Unstaffed	Sharon Wardlow	
CMO	Chemult	OR	Unstaffed	Dan Valley	Maintenance and snow removal only
CNV	Castleton	VT	Unstaffed	Jay Green	
COC	Corcoran	CA	Caretaker	Heidi Montoya	Local Transit Company in building answers questions
COI	Connersville	IN	Unstaffed	James Ratliff	
COT	Coatesville	PA	Unstaffed	Brad Webber	
COV	Connellsville	PA	Caretaker	Brad Webber	Caretaker only tends to janitorial and is not present at all train times
COX	Colfax	CA	Unstaffed	Thomas Reyes	
CPN	Carpentaria	CA	Unstaffed	Sharon Wardlow	
CRF	Crawfordsville	IN	Caretaker	James Ratliff	
CRN	Creston	IA	Caretaker	Brian Perkins	
CRV	Carlinville	IL	Unstaffed	Ed Kim	
CSN	Clemson	SC	Caretaker	Jim Drummond	
CSV	Crestview	FL	Unstaffed	Keith Olofson	
CUM	Cumberland	MD	Caretaker	Brad Webber	Caretaker only tends to janitorial and is not present at all train times
CUT	Cut Bank	MT	Caretaker	Greg Bannish	
CWH	Cornwells Heights	PA	Unstaffed	Brenda Walker	
CWT	Chatsworth	CA	Unstaffed	Sharon Wardlow	
DAN	Danville	VA	Unstaffed	Jeff Brown	
DDG	Dodge City	KS	Volunteers	Marty Soholt	Present at train time to assist passengers.
DEM	Deming	NM	Unstaffed	Marty Soholt	
DHM	Durham	NH	Volunteers	Steve Corcoran	
DIL	Dillon	SC	Caretaker	Brian Sawyer	Caretaker only tends to janitorial and is not present at all train times
DLB	Delray Beach	FL	Unstaffed	Keith Olofson	
DLK	Detroit Lakes	MN	Caretaker	Jonathan Slemons	
DNK	Denmark	SC	Caretaker	Brian Sawyer	Caretaker only tends to janitorial and is not present at all train times



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
DOA	Dowagiac	MI	Unstaffed	James Ratliff	
DOV	Dover	NH	Volunteers	Steve Corcoran	
DOW	Downingtown	PA	Unstaffed	Brad Webber	
DQN	Du Quoin	IL	Caretaker	Ed Kim	
DRD	Durand	MI	Caretaker	James Ratliff	
DRT	Del Rio	TX	Unstaffed	Alexandra Curtis-McVay	
DUN	Dunsmuir	CA	Caretaker	Thomas Reyes	
DVL	Devils Lake	ND	Caretaker	Jonathan Slemons	
DWT	Dwight	IL	Unstaffed	Ed Kim	
DYE	Dyer	IN	Unstaffed	James Ratliff	
EFG	Effingham	IL	Caretaker	Ed Kim	
EKH	Elkhart	IN	Caretaker	James Ratliff	
ELK	Elko	NV	Unstaffed	Thomas Reyes	
ELT	Elizabethtown	PA	Unstaffed	Brad Webber	ELT borough will unlock/lock doors / not present at all times
ELY	Elyria	OH	Caretaker	James Ratliff	
EPH	Ephrata	WA	Unstaffed	Greg Bannish	
ERI	Erie	PA	Caretaker	James Ratliff	
ESM	Essex	MT	Unstaffed	Greg Bannish	
ESX	Essex Jct.	VT	Caretaker	Kevin Regan	
EWR	Newark International Airport	NJ	Unstaffed	Brenda Walker	
EXR	Exeter	NH	Volunteers	Steve Corcoran	
EXT	Exton	PA	Unstaffed	Brad Webber	
FBG	Fredericksburg	VA	Unstaffed	TBA	
FED	Fort Edward	NY	Unstaffed	Jay Green	
FLN	Flint	MI	Unstaffed	James Ratliff	
FMD	Fort Madison	IA	Caretaker	Brian Perkins	
FMG	Fort Morgan	CO	Caretaker	Brian Perkins	
FMT	Fremont	CA	Caretaker	Thomas Reyes	
FRA	Framingham	MA	Unstaffed	Steve Brennan	
FRE	Freeport	ME	Volunteers	Steve Corcoran	
FTC	Fort Ticonderoga	NY	Unstaffed	Jay Green	
FTN	Fulton	KY	Caretaker	James Drummond	
GAC	Santa Clara	CA	Unstaffed	Thomas Reyes	
GAS	Gastonia	NC	Caretaker	Jeff Brown	
GCK	Garden City	KS	Caretaker	Marty Scholt	Opened and closed by city



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b> caretaker and paid by Amtrak. Not present at train times.
GDL	Glendale	CA	Unstaffed	Sharon Wardlow	
GFK	Grand Forks	ND	Caretaker	Jonathan Slemons	
GFV	Greenfield Village	MI	Unstaffed	James Ratliff	Special Stops only
GGW	Glasgow	MT	Caretaker	Greg Bannish	
GLE	Gainesville	TX	Unstaffed	Alexandra Curtis-McVay	
GLM	Gilman	IL	Unstaffed	Ed Kim	
GLN	Glenview	IL	Unstaffed	Jonathan Slemons	Station opened by Metra employees
GLP	Gallup	NM	Caretaker	Marty Soholt	Open and closed by a combination of gift shop staff and paid Amtrak caretaker. Caretaker present at train time to open platform gate.
GNB	Greensburg	PA	Caretaker	Brad Webber	Caretaker only tends to janitorial and is not present at all train times
GNS	Gainesville	GA	Caretaker	Jim Drummond	
GRA	Granby	CO	Unstaffed	Brian Perkins	
GRI	Green River	UT	Unstaffed	Thomas Reyes	
GRR	Grand Rapids	MI	Caretaker	James Ratliff	
GRV	Greenville	SC	Unstaffed	Jeff Brown	
GTA	Goleta	CA	Unstaffed	Sharon Wardlow	
GUA	Guadalupe	CA	Unstaffed	Sharon Wardlow	
GVB	Grover Beach	CA	Unstaffed	Sharon Wardlow	Local Rail Buffs will answer question but they have no regular hours
GWD	Greenwood	MS	Caretaker	James Drummond	
HAM	Hamlet	NC	Caretaker	Jeff Brown	
HAS	Hastings	NE	Unstaffed	Brian Perkins	
HAV	Havre	MT	Caretaker	Greg Bannish	
HAY	Hayward	CA	Caretaker	Thomas Reyes	
HAZ	Hazlehurst	MS	Caretaker	James Drummond	
HBG	Hattiesburg	MS	Caretaker	James Drummond	
HEM	Hermann	MO	Unstaffed	Ed Kim	
HER	Helper	UT	Unstaffed	Thomas Reyes	
HFY	Harpers Ferry	WV	Unstaffed	Kevin Nathaniel	
HGD	Huntingdon	PA	Caretaker	Brad Webber	
HHL	Haverhill	MA	Unstaffed	Steve Corcoran	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
HIN	Hinton	WV	Unstaffed	James Ratliff	
HLD	Holdrege	NE	Unstaffed	Brian Perkins	
HMD	Hammond	LA	Caretaker	Jim Drummond	
HMI	Hammond-Whiting	IN	Caretaker	James Ratliff	
HMW	Homewood	IL	Unstaffed	Jonathan Slemons	
HOM	Holland	MI	Unstaffed	James Ratliff	Transit Authority opens / closes
HOP	Hope	AR	Unstaffed	Ed Kim	
HPT	High Point	NC	Volunteers	Jeff Brown	NC Station Attendants
HUN	Huntington	WV	Caretaker	James Ratliff	
HUT	Hutchinson	KS	Unstaffed	Brian Perkins	
IDP	Independence	MO	Volunteer	Ed Kim	
JEF	Jefferson City	MO	Volunteer	Ed Kim	
JSP	Jessup	GA	Unstaffed	Brian Sawyer	City of Jessup ownership
JXN	Jackson	MI	Caretaker	James Ratliff	
KAN	Kannapolis	NC	Volunteers	Jeff Brown	NC Station Attendants
KEE	Kewanee	IL	Unstaffed	Brian Perkins	
KEL	Kelso	WA	Unstaffed	Dan Valley	Volunteers present for most train times
KKI	Kankakee	IL	Unstaffed	Ed Kim	
KNG	Kingman	AZ	Caretaker	Marty Soholt	Open and closed by Amtrak paid caretaker, not present at train time.
KTR	Kingstree	SC	Unstaffed	Brian Sawyer	City of Kingstree ownership
KWD	Kirkwood	MO	Volunteers	Ed Kim	*Top 10 CSI score winner
LAB	Latrobe	PA	Caretaker	Brad Webber	Caretaker only tends to janitorial and is not present at all train times
LAF	Lafayette	IN	Unstaffed	James Ratliff	City opens / closes
LAG	La Grange Road	IL	Unstaffed	Brian Perkins	
LAJ	La Junta	CO	Caretaker*	Marty Soholt	Weekends only
LAP	La Plata	MO	Caretaker	Brian Perkins	
LAU	Laurel	MS	Caretaker	James Drummond	
LCH	Lake Charles	LA	Caretaker	James Drummond	
LCN	Lincoln	IL	Unstaffed	Ed Kim	
LDB	Lordsburg	NM	Unstaffed	Marty Soholt	
LEC	Lake City	FL	Unstaffed	Keith Olofson	
LEE	Lees Summit	MO	Unstaffed	Ed Kim	
LEW	Lewistown	PA	Caretaker	Brad Webber	Caretaker not present at all train times.



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
LFT	Lafayette	LA	Unstaffed	James Drummond	
LIB	Libby	MT	Caretaker	Greg Bannish	
LMR	Lamar	CO	Unstaffed	Marty Soholt	
LMY	Lamy	NM	Caretaker	Marty Soholt	Amtrak paid caretaker open/close and present at train times.
LOD	Lodi	CA	Caretaker	Heidi Montoya	Local Transit Company in building answers questions
LPE	Lapeer	MI	Caretaker	James Ratliff	
LPS	Lompoc Surf	CA	Unstaffed	Sharon Wardlow	
LRC	Lawrence	KS	Caretaker	Brian Perkins	
LSV	Las Vegas	NM	Unstaffed	Marty Soholt	No Amtrak provided station building. Visitors center owns and occupies historic station building and allows passengers to use lobby. Open during business hours.
LWA	Leavenworth	WA	Unstaffed	Greg Bannish	
MAC	Macomb	IL	Caretaker	Brian Perkins	
MAL	Malta	MT	Caretaker	Greg Bannish	
MAT	Mattoon	IL	Caretaker	Ed Kim	
MAY	Maysville	KY	Unstaffed	James Ratliff	
MCB	McComb	MS	Caretaker	James Drummond	
MCG	McGregor	TX	Caretaker	Alexandra Curtis-McVay	Caretaker only tends to janitorial and is not present at all train times.
MCI	Michigan City	IN	Unstaffed	James Ratliff	
MCK	McCook	NE	Unstaffed	Brian Perkins	
MDO	Madison	FL	Unstaffed	Keith Olofson	
MDN	Meriden	CT	Unstaffed	Kevin Regan	
MDR	Madera	CA	Unstaffed	Heidi Montoya	
MDT	Mendota	IL	Caretaker	Brian Perkins	
MEI	Meridian	MS	Caretaker	James Drummond	
MHL	Marshall	TX	Caretaker	Alexandra Curtis-McVay	
MID	Middletown	PA	Unstaffed	Brad Webber	
MIN	Mineola	TX	Caretaker	Alexandra Curtis-McVay	
MJY	Mount Joy	PA	Unstaffed	Brad Webber	
MKA	Milwaukee Airport	WI	Unstaffed	Jonathan Slemons	
MNG	Montgomery	WV	Unstaffed	James Ratliff	
MPK	Moorpark	CA	Unstaffed	Sharon Wardlow	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
MPR	Montpelier	VT	Caretaker	Kevin Regan	
MRB	Martinsburg	WV	Unstaffed	Kevin Nathaniel	
MRC	Maricopa	AX	Caretaker	Marty Soholt	Amtrak paid caretaker open/close and not present at train times
MSS	Manassas	VA	Unstaffed	Vacant	
MTP	Mount Pleasant	IA	Caretaker	Brian Perkins	
MVN	Malvern	AR	Unstaffed	Ed Kim	
MVW	Mount Vernon	WA	Unstaffed	Greg Bannish	
MYS	Mystic	CT	Unstaffed	Kevin Regan	
NBU	New Buffalo	MI	Unstaffed	James Ratliff	
NBN	Newbern	TN	Caretaker	James Drummond	
NDL	Needles	CA	Unstaffed	Marty Soholt	City paid caretakers cleans. Auto lock opens and closes.
NIB	New Iberia	LA	Caretaker	James Drummond	
NLS	Niles	MI	Caretaker	James Ratliff	
NOR	Norman	OK	Unstaffed	Alexandra Curtis-McVay	
NRK	Newark	DE	Unstaffed	Leon Pereira	
NRO	New Rochelle	NY	Unstaffed	Kevin Regan	
OAC	Oakland Coliseum	CA	Unstaffed	Thomas Reyes	
OCA	Ocala	FL	Unstaffed	Keith Olofson	
OKC	Oklahoma City	OK	Unstaffed	Alexandra Curtis-McVay	
OKE	Okeechobee	FL	Unstaffed	Keith Olofson	
OLT	San Diego - Old Town	CA	Unstaffed	Sharon Wardlow	
OLW	Olympia/Lacey	WA	Unstaffed	Dan Valley	Volunteers present for all train times
ONA	Ontario	CA	Unstaffed	Marty Soholt	
ORB	Old Orchard Beach	ME	Unstaffed	Steve Corcoran	
ORC	Oregon City	OR	Unstaffed	Dan Valley	
OSC	Osceola	IA	Caretaker	Brian Perkins	
PAK	Palatka	FL	Caretaker	Keith Olofson	
PAR	Parkesburg	PA	Unstaffed	Brad Webber	
PBF	Poplar Bluff	MO	Caretaker	Ed Kim	
PCT	Princeton	IL	Caretaker	Brian Perkins	
PHN	North Philadelphia	PA	Unstaffed	Keith Manning	
PIC	Picayune	MS	Unstaffed	James Drummond	
PIT	Pittsfield	MA	Caretaker	Jay Green	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
PLB	Plattsburgh	NY	Caretaker	Jay Green	
PLO	Plano	IL	Unstaffed	Brian Perkins	
PNS	Pensacola	FL	Unstaffed	Keith Olofson	
PNT	Pontiac	MI	Caretaker	James Ratliff	
POG	Portage	WI	Unstaffed	Jonathan Slemons	
POH	Port Henry	NY	Unstaffed	Jay Green	
PON	Pontiac	IL	Caretaker	Ed Kim	
POS	Pomona	CA	Unstaffed	Marty Soholt	City provides security guard to open station and platform access. Guard present at train time.
POU	Poughkeepsie	NY	Unstaffed	Randy Starver	
PRB	Paso Robles	CA	Caretaker	Sharon Wardlow	
PRC	Prince	WV	Caretaker	James Ratliff	
PRK	Port Kent	NY	Unstaffed	Jay Green	
PRO	Provo	UT	Unstaffed	Thomas Reyes	
PSN	Palm Springs	CA	Unstaffed	Marty Soholt	City employee unlocks/locks and cleans restroom. Not present at train time.
PTH	Port Huron	MI	Unstaffed	James Ratliff	
PUR	Purcell	OK	Unstaffed	Alexandra Curtis-McVay	
PVL	Pauls Valley	OK	Unstaffed	Alexandra Curtis-McVay	
QAN	Quantico	VA	Unstaffed	Vacant	
QCY	Quincy	IL	Unstaffed	Brian Perkins	
RAT	Raton	NM	Caretaker	Marty Soholt	Amtrak paid caretaker open/close and present at train time.
RDD	Redding	CA	Caretaker	Thomas Reyes	
RDW	Red Wing	MN	Caretaker	Jonathan Slemons	
REN	Rensselaer	IN	Unstaffed	James Ratliff	
RIC	Richmond	CA	Unstaffed	Thomas Reyes	
RIV	Riverside	CA	Unstaffed	Marty Soholt	
RKV	Rockville	MD	Unstaffed	Kevin Nathaniel	
RLN	Rocklin	CA	Unstaffed	Thomas Reyes	
ROM	Rome	NY	Unstaffed	Shannon Wichelns	
ROY	Royal Oak	MI	Unstaffed	James Ratliff	
RPH	Randolph	VT	Unstaffed	Kevin Regan	
RSP	Rouses Point	NY	Unstaffed	Jay Green	
RSV	Roseville	CA	Caretaker	Thomas Reyes	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
RTL	Rantoul	IL	Unstaffed	Ed Kim	
RUD	Rutland	VT	Caretaker	Jay Green	
RUG	Rugby	ND	Unstaffed	Jonathans Slemons	
RVM	Richmond Main St.	VA	Unstaffed	Vacant	
SAB	St. Albans	VT	Caretaker	Kevin Regan	
SAL	Salisbury	NC	Volunteers	Jeff Brown	NC Station Attendants
SAO	Saco	ME	Volunteers	Steve Corcoran	
SBG	Sebring	FL	Caretaker	Keith Olofson	
SBY	Shelby	MT	Caretaker	Greg Bannish	
SCC	Santa Clara - Caltrans	CA	Unstaffed	Thomas Reyes	
SCD	St. Cloud	MN	Caretaker	Jonathan Slemons	
SCH	Schriever	LA	Unstaffed	James Drummond	
SDL	Slidell	LA	Caretaker	James Drummond	
SED	Sedalia	MO	Caretaker	Ed Kim	
SIM	Simi Valley	CA	Unstaffed	Sharon Wardlow	
SJM	St. Joseph	MI	Unstaffed	James Ratliff	
SKT	Stockton	CA	Unstaffed	Heidi Montoya	ACE person can answer easy questions
SKY	Sandusky	OH	Unstaffed	James Ratliff	
SMC	San Marcos	TX	Unstaffed	Alexandra Curtis-McVay	
SMT	Summit	IL	Unstaffed	Brian Perkins	
SNB	San Bernardino	CA	Unstaffed	Marty Soholt	Security guards open/close and are present at train times.
SND	Sanderson	TX	Unstaffed	Alexandra Curtis-McVay	
SNP	San Clemente Pier	CA	Unstaffed	Sharon Wardlow	
SOP	Southern Pines	NC	Unstaffed	Jeff Brown	
SPB	Spartanburg	SC	Caretaker	Jeff Brown	
SPL	Staples	MN	Caretaker	Jonathan Slemons	
SPM	South Portsmouth	KY	Caretaker	James Ratliff	
SPT	Sandpoint	ID	Caretaker	Greg Bannish	
SSM	Selma-Smithfield	NC	Volunteers	Jeff Brown	NC Station Attendants
STA	Staunton	VA	Unstaffed	Vacant	
STN	Stanley	ND	Caretaker	Jonathan Slemons	
STW	Stanwood	WA	Unstaffed	Greg Bannish	
SUI	Suisun-Fairfield	CA	Caretaker	Thomas Reyes	
SVT	Sturtevant	WI	Caretaker	Martin Soholt	





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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
TAY	Taylor	TX	Unstaffed	Alexandra Curtis-McVay	
TCA	Toccoa	GA	Caretaker	Jim Drummond	
TCL	Tuscaloosa	AL	Caretaker	Jim Drummond	
THN	Thurmond	WV	Unstaffed	James Ratliff	
TLH	Tallahassee	FL	Unstaffed	Keith Olofson	
TOH	Tomah	WI	Caretaker	Jonathan Slemons	
TOP	Topeka	KS	Caretaker	Brian Perkins	
TRI	Trinidad	CO	Caretaker	Marty Soholt	
TRM	Troy	MI	Unstaffed	James Ratliff	
TRK	Turlock-Denair	CA	Unstaffed	Heidi Montoya	
TRU	Truckee	CA	Unstaffed	Thomas Reyes	
TUK	Tukwila	WA	Unstaffed	Dan Valley	Sound Transit location
TXA	Texarkana	AR	Caretaker	Ed Kim	
TYR	Tyrone	PA	Unstaffed	Brad Webber	
VEC	Ventura	CA	Unstaffed	Sharon Wardlow	
VRV	Victorville	CA	Unstaffed	Marty Soholt	
WAB	Waterbury	VT	Caretaker	Kevin Regan	
WAC	Wasco	CA	Unstaffed	Heidi Montoya	
WAH	Washington	MO	Unstaffed	Ed Kim	
WAR	Warrensburg	MO	Caretaker	Ed Kim	
WDB	Woodbridge	VA	Unstaffed	Vacant	
WDL	Wisconsin Dells	WI	Caretaker	Jonathan Slemons	
WDO	Waldo	FL	Caretaker	Keith Olofson	
WEM	Wells	ME	Unstaffed	Steve Corcoran	
WEN	Wenatchee	WA	Unstaffed	Greg Bannish	
WFD	Wallingford	CT	Unstaffed	Kevin Regan	
WGL	West Glacier	MT	Unstaffed	Greg Bannish	
WHL	Whitehall	NY	Unstaffed	Jay Green	
WIH	Wishram	WA	Unstaffed	Dan Valley	
WIN	Winona	MN	Caretaker	Jonathan Slemons	
WIP	Fraser	CO	Caretaker	Brian Perkins	
WLO	Winslow	AZ	Caretaker	Marty Soholt	
WLY	Westerly	RI	Unstaffed	Steve Brennan	
WND	Windsor	CT	Unstaffed	Kevin Regan	
WNL	Windsor Locks	CT	Unstaffed	Kevin Regan	
WNM	Windsor	VT	Unstaffed	Kevin Regan	



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<b>City</b>	<b>Station</b>	<b>State</b>	<b>Staffing</b>	<b>Manager</b>	<b>Notes</b>
WNN	Winnemucca	NV	Unstaffed	Thomas Reyes	
WNR	Walnut Ridge	AR	Caretaker	Ed Kim	
WOB	Woburn	MA	Caretaker	Steve Corcoran	
WOR	Worcester	MA	Caretaker	Steve Brennan	Private Security is responsible for opening and closing the station
WPT	Wolf Point	MT	Unstaffed	Greg Bannish	
WRJ	White River Jct.	VT	Caretaker	Kevin Regan	
WSP	Westport	NY	Caretaker	Jay Green	
WSS	White Sulphur Springs	WV	Unstaffed	James Ratliff	
WTI	Waterloo	IN	Caretaker	James Ratliff	
WWD	Wildwood	FL	Caretaker	Keith Olofson	
YAZ	Yazoo City	MS	Caretaker	James Drummond	
					Station Caretaker tends to janitorial /not present at all train times.
YEM	Yemassee	SC	Caretaker	Brian Sawyer	
YNY	Yonkers	NY	Unstaffed	Randy Starver	
YUM	Yuma	AZ	Unstaffed	Marty Soholt	

## Appendix

### Contacts:

If a customer reports an issue at the station or with the caretaker at the station, please direct their concerns to the appropriate manager.

### Update History

2018-07-04: Updated Sheet with additional destaff locations and new managers

2018-04-25: Updated District Managers and de-staffed stations

2017-09-07: Added new District Manager and de-staffed stations

2016-10-26: Added new District Manager and de-staffed stations

2016-02-24: Added MDN, WOR, WIN, EWR and HAS – now de-staffed. Added new managers

2015-05-19: Added GFK – de-staffed as of June 1, Ed Kim (new DM) and added new locations ownership names due to two district changes.

2014-10-15: Deleted Norfolk, VA – station is now staffed. Deleted Birmingham, MI – BMM (no longer stop at this location and added Troy, MI- TRM (new stop)

2014-04-07: Updated the District Managers list.

2013-10-17: Added NFK, FRE and BRK



2018-09-13

2013-08-21: Added information about the California Station Host Association and about volunteers working at stations.

2012-03-21: New Policy

### ***About this Chapter***

<b>Contact(s):</b> Phil Bouchard/Ann Adams	<b>Subject:</b> Caretaker at Stations
<b>Owner Department:</b> Marketing and Business Development	<b>Group:</b> Passenger Experience



## Crossing the United States - Canadian Border

**Chapter Summary:** This chapter contains information about documentation and other requirements for passengers traveling on Amtrak services that cross the United States-Canadian border.

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## Policy

### ***Introduction***

Amtrak trains and Thruway buses crossing the international border between the United States and Canada are subject to customs and immigration inspection, and documentation of citizenship and identity is required from all passengers. Customs and Immigration officers may delay trains and buses if necessary to carry out their duties.

This chapter outlines some general border crossing information, but since each person's situation is unique, it cannot answer all questions nor can it apply to all passengers. Further, border crossing requirements can change at any time without notice. For this reason, all passengers are solely responsible for obtaining all necessary border crossing information from the appropriate United States and Canadian government agencies.

Note: Throughout this document, links to external websites are given. Ticket office and call center agents whose terminals are blocked from viewing external web sites will need the assistance of a supervisor or someone whose computer allows access to the outside Internet in order to view these sites

### ***Amtrak's obligation***

The following is the introduction to the Canada Border Service Agency publication "Guide for Transporters", which contains complete instructions and guidance on what is required for passengers to travel to Canada. [Click here](#) to view the entire document.

*Passengers carried by transporters must be properly documented for travel to Canada. Transporters are prohibited from carrying to Canada any person who does not hold the prescribed documents required for entry to Canada. Failure to meet this requirement can result in an assessment of an administration fee, as well as prosecution in certain circumstances.*

*Prescribed documents include:*

- *passports and travel documents;*
- *visas required by foreign nationals to enter Canada;*
- *permanent resident cards;*
- *travel documents issued to permanent residents abroad to facilitate their return to Canada;*
- *single journey travel documents issued to refugees selected abroad for resettlement in Canada;*
- *travel documents issued by Canada to persons on whom the Government of Canada has*



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- *Conferred protection as refugees or protected persons.*

*A transporter must require persons exempt from the legal requirement for a passport and visa, such as those claiming to be citizens of Canada or the United States, to present sufficient credible evidence of their identity and citizenship.*

*The responsibility to ensure that a passenger is properly documented applies from the time the transporter boards the person at the final embarkation point before arrival in Canada, until that person is presented for examination at a Canadian port of entry.*

### **Basic documentation requirements**

These are general requirements. An individual passenger's situation may be different; therefore, passengers are urged to contact the appropriate United States or Canadian government agency before travel to find out what documentation will be required from them.

- Compliance with these requirements in no way guarantees entry or re-entry into Canada or the United States, but passengers not in compliance may expect to be denied entry.
- Neither Amtrak nor VIA Rail Canada nor any other operator is liable in any way if a passenger is denied entry into Canada or the United States.
- Documentation must be shown when boarding, and passengers without required documentation will not be allowed to board or may be detained short of the border.
- Documentation must be current (not expired) and valid.
- If the documentation has an expiry date, all travel to or from the other country must take place on or before that date (this is enforced by Arrow); however, be aware that in some cases border authorities may want the expiry date to be at least six months after arrival, as that is how long they often allow a visitor to remain in the country.
- "Country of citizenship" in most cases means the country that has issued the passport or that considers the passenger its citizen. It is not necessarily the passenger's country of birth or country of residence.

### **United States citizens**

Note: For children 16-18 in organized travel groups, the Amish, and certain others, [click here](#)

United States citizens must have a:

- United States Passport, or
- United States Passport Card, or



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- Trusted Traveler Card (NEXUS, SENTRI or FAST\*), or
- Enhanced Driver's License\*\*, Enhanced Learner's Permit, or Enhanced State ID card (permanent cards only) or
- Merchant Mariner Document, or
- Military ID with military orders, or
- American Indian Card (I-872).

\* NEXUS is a secure frequent border crossing card issued jointly by the United States and Canada. SENTRI is a secure frequent border crossing card issued jointly by the United States and Mexico; it is accepted on the northern border as well. FAST is a secure frequent border crossing card for truck drivers.

\*\* An enhanced driver's license, enhanced learner's permit, or enhanced state or provincial ID card contains the word "Enhanced" in addition to the other usual information. The holder went through a more extensive identity check. It is a Western Hemisphere Travel Initiative-approved document for crossing the United States-Canadian border by land or sea. (It is also good to Mexico, Bermuda, and some Caribbean countries.) The following states and provinces issue this document.

- United States – Washington State, Minnesota, Michigan, New York, Vermont.
- Canada – British Columbia, Manitoba, Ontario, Québec.

**Temporary** enhanced driver's licenses/learner's permits/state or provincial ID cards are not accepted. The traveler must have the **permanent** license/permit/card.

### Children 15 and younger

These individuals traveling with adults may present one of the above, or one of the following:

- Certified copy of a birth certificate (bearing the raised seal of the government office that issued it, and a statement that it is a certified copy of the original document on file at that office) or
- United States Naturalization Certificate, or
- Consular Report of Birth Abroad.

### Travelers under 18 years old not traveling with both parents\*

The Canada Border Services Agency and US Customs and Border Protection Department are very concerned about the safety of children crossing the border and recommend the below steps be taken when traveling with children. The following applies to any situation where a passenger under 18 years old is not crossing the border accompanied by both parents:

- If one or both parents are not accompanying the child; the adult should bring a travel authorization letter from any parent or legal guardian not present giving permission to cross the border. (If part of an organized group, see above for the requirement.) Include addresses and phone numbers.\*





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- If one parent is deceased, a copy of the death certificate will minimize questions and delay.\*
- Parents who share custody of their children should carry copies of the legal custody documents.\*
- Contact the appropriate government agency for additional information.

\* Amtrak will not deny travel to an adult without these documents, but the adult may be subject to additional questioning and entry delay by border crossing officials. Trains and Thruway services cannot wait for this delay and the adult will be solely responsible for onward or return transportation; no refund or adjustment will be given for the unused portion of the Amtrak ticket.

### ***Canadian citizens***

Canadian citizens must have a:

- Canadian Passport, or
- Trusted Traveler Card (NEXUS, SENTRI or FAST\*), or
- Enhanced Driver's License\*\*, Enhanced Learner's Permit, or Enhanced State ID card, or
- Indian and Northern Affairs Canada Card.

\* NEXUS is a secure frequent border crossing card issued jointly by the United States and Canada. SENTRI is a secure frequent border crossing card issued jointly by the United States and Mexico; it is accepted on the northern border as well. FAST is a secure frequent border crossing card for truck drivers.

\*\* An enhanced driver's license, enhanced learner's permit, or enhanced state or provincial ID card contains the word "Enhanced" in addition to the other usual information. The holder went through a more extensive identity check. It is a Western Hemisphere Travel Initiative-approved document for crossing the United States-Canadian border by land or sea. (It is also good to Mexico, Bermuda, and some Caribbean countries.) The following states and provinces issue this document.

- United States – Washington State, Minnesota, Michigan, New York, Vermont.
- Canada – British Columbia, Manitoba, Ontario, Quebec.

### ***Children 15 and younger***

These individuals traveling with adults may present one of the above, or one of the following:

- Certified copy of a birth certificate (bearing the raised seal of the government office that issued it, and a statement that it is a certified copy of the original document on file at that office) or
- Canadian Citizenship Certificate Card.\*\*

\*\* Note: Cards are no longer issued as of February 1, 2012. Cards issued prior to February 1, 2012 remain valid.



## ***Other citizenship status situations***

### **Dual citizens of the United States and Canada**

Passengers who are dual nationals (citizens of both the United States and Canada) must present themselves as United States citizens when entering the United States, and as Canadian citizens when entering Canada.

### **Permanent residents of the United States**

- Entering the United States: I-551, Permanent Resident Card, is required. \*

\*Effective March 16, 2016, all visitors to Canada arriving **by air**, other than United States citizens and citizens of other countries who already have a visa, must apply for an Electronic Travel Authorization (eTA). Go to [canada.ca/eta](http://canada.ca/eta) for details and to apply online.

### **Permanent residents of Canada**

- Entering Canada: Canadian Permanent Resident Card is required.
- Entering the United States: The Canadian permanent resident should consult the US Embassy in Ottawa, or a US Consulate in Canada, for requirements that may apply to the person's specific situation.

### **Citizens of countries other than the United States and Canada**

- A passport is always required.
- Citizens of many countries also require a visa, obtained before arrival at the border. In many cases this visa must be applied for well before the date of travel. There are normally fees to obtain visas.
- In some cases fees apply at the border, payable in cash, in the currency of the country the passenger is entering.
- Additional documentation is often required.
- Passengers must contact the appropriate United States or Canadian government agency for requirements that apply to their particular situation.

#### **Note:**

- Citizens of other countries who have entered Canada as visitors, students or temporary workers may return to Canada after visiting the United States without obtaining a new Canadian visitor's visa provided the return is within the period granted by Canada as a visitor, student or temporary worker.
- Some Canadian visas are single-entry. Once used, a diagonal line is drawn from the upper left to the bottom right. Such a visa is invalid for further use, but may establish eligibility for returning to Canada from the United States in accordance with item 1, above.



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- Citizens of other countries who are in the United States and traveling to Canada, and who intend to return to the United States, should consult with the nearest Citizenship and Immigration Services office or (if in Canada) the United States Embassy or Consulate, to make sure their documentation and status is in order for their return.

### **World Passport**

The so-called "World Passport", issued by the World Service Agency, the World Government of World Citizens, the Moorish American National Republic in Baltimore, etc., **is not a valid passport for crossing the US-Canadian border**, although it looks like one. It is not issued by any recognized competent government authority.

Passengers who have tried to use this document to cross the border have invariably been removed from trains by border control officers. Amtrak is at risk of heavy fines if we allow passengers to board trains and present themselves at the border using this document.

Do not allow a passenger presenting this "World Passport" to board the train unless he or she also has acceptable documentation as specified above, and warn him or her to present that acceptable documentation, and not this "World Passport", to border control officers.

### ***Detailed border crossing information***

#### **Full name, date of birth, and identification information required**

Amtrak and VIA Rail Canada require the full legal name, date of birth, country of citizenship, and the type of identification to be presented at the border (including the country that issued it, its number, and its expiration date), for every passenger in the reservation. This information will be entered into the reservation record and supplied to Canada Border Service Agency and US Customs and Border Protection officers in order to facilitate clearance. Neither Amtrak nor VIA Rail Canada will use this information for any other purpose. Tickets cannot be issued, nor any payment made, until this information is in the PNR.

Failure to supply this information at the time the reservation is made will result in ticketing delays; if this is the case, passengers must arrive at the departure station at least 60 minutes early (New York: 90 minutes), and have all of this information for everyone in the traveling party available when going to the ticket counter.

Inaccurate information in the reservation will subject the passenger to extensive inspection and questioning at the border, and will likely result in denial of entry.



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**No guarantee of entry - carriers not liable**

Permission to enter the United States or Canada is solely at the discretion of Canada Border Services Agency and US Customs and Border Protection officers; therefore, possession of required documentation and the provision of required information in no way guarantees entry into the United States or Canada. Neither Amtrak nor VIA Rail Canada nor any other carrier is in any way liable in the event that passengers are denied entry, nor can trains or buses be delayed at the border if they are detained for lengthy inspection or questioning. Passengers will be responsible for the cost of their onward or return travel if this occurs, although if remaining tickets have value that value can be applied toward that travel.

**Customs information**

Passengers must contact the appropriate government agency for information about allowable goods that may be brought with them, or obtained in the country to take home. The allowances vary by type of item and length of stay; some items are prohibited. Passengers are solely responsible for determining this information as it often changes. Information is available at the following web sites.

US Customs and Border Protection: [All passengers](#)

Canada Border Services Agency: [Canadian residents](#); [Others](#)

Note: "Customs" is the movement of goods. "Immigration" is the movement of people.

***Baggage***

All carry-on items and all checked baggage are subject to thorough inspection by border control officers.

**Carry-on baggage**

Passengers crossing the border will be given special numbered tags (NRPC 3088, US/Canadian Border Crossing Tag – VIA Rail Canada has a similar tag) that must be attached to each piece of carry-on baggage, enabling Canada Border Services Agency and US Customs and Border Protection officers to identify each item as belonging to a specific passenger. The tags are available at stations where trains crossing the border stop, as well as on the train itself. (Keep a good supply at your station.)

The tag has a serial number printed twice: one on the tag itself, and one on a removable sticker that is to be placed on the passenger's ticket envelope or ticket receipt – this enables border control officers to match bags to passengers.



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The numbered tag requirement applies to **everything**, including purses, briefcases, laptop computer bags, diaper bags, baby strollers, backpacks, the passenger's daughter's Hello Kitty bag, etc., as well as to suitcases and other items conventionally thought of as baggage.

### **Checked baggage**

All checked baggage, where this service is available (currently only on the Amtrak Cascades), must be on the same train as the passenger. If the passenger is connecting from another train to the train that crosses the border, be absolutely certain that the connection will be made, and that the checked baggage will not be on the train before, or after, the passenger. If in any doubt check the baggage only to the transfer city and have the passenger recheck it there (and remind him or her at least twice that he or she has to do that!). Getting unaccompanied baggage across the border is very difficult and puts the passenger in a terrible situation, particularly if he or she is taking a cruise ship out of Vancouver.

The normal checked baggage tag, NRPC 4000, may be used. The passenger's name and address must also be on each piece of checked baggage. The claim checks are fastened to the passenger's ticket receipt or ticket envelope.

All Amtrak carry-on and checked baggage policies apply.

### ***Guide for Transporters***

The Canada Border Services Agency publishes an extensive guide for carriers that take passengers into Canada. It includes images of acceptable documentation and more information than can be published in this chapter. [Click here](#) to see the entire publication.

### ***US-VISIT***

Passengers entering the United States are subject to the US-VISIT program, where fingerprints are scanned and a photograph taken. As part of the program, form I-94, Arrival and Departure Record, is issued. This document must be relinquished upon departure from the United States.

United States citizens and most Canadian citizens are exempt from this program.

[Click here](#) for a brochure about the US-VISIT program.

### ***Outbound inspections from the United States***

United States Customs and Border Protection officers often perform inspections of Amtrak trains departing the United States before they enter Canada. During these



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outbound inspections, passengers may be required to show appropriate documentation.

## Special situations

### *Passengers with modified identification requirements*

#### **Children 16 - 18 years old traveling in organized groups**

U.S. and Canadian citizen children under age 19 crossing the United States-Canadian border by land or sea from contiguous territory\* and traveling with a school group, religious group, social or cultural organization, or sports team, may travel with one of the following:

- Certified copy of a birth certificate (bearing the raised seal of the government office that issued it, and a statement that it is a certified copy of the original document on file at that office) or
- United States Naturalization Certificate, or
- Consular Report of Birth Abroad

The group should be prepared to present a letter on organizational letterhead with the following information:

- The name of the group and supervising adult,
- A list of the children on the trip, and the primary address, phone number, date of birth, place of birth, and name of at least one parent or legal guardian for each child,
- A written and signed statement of the supervising adult certifying that he or she has obtained parental or legal guardian consent for each participating child.

The travelers **do not** have to be in an Amtrak **group PNR** (a PNR with "GRP:" before the name field).

\* This means they are crossing directly from the United States to Canada or vice versa, and did not go to a third country in between. Doing so would be highly unlikely for passengers crossing the border by train or bus.

[Click here](#) for PNR instructions.

#### **Old Order Amish and Old Order Mennonite members**

Members of the above religious faiths may travel with the following two documents (both are required):



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- A certified copy of a birth certificate (bearing the raised seal of the government office that issued it, and a statement that it is a certified copy of the original document on file at that office) and
- A copy of IRS form 4029, "Application for Exemption from Social Security and Medicare Taxes and Waiver of Benefits."

[Click here](#) for PNR instructions

### **Canadian citizens returning to Canada without required documentation**

Canadian citizens who have lost their passports or other documentation should be directed to the nearest Canadian embassy or consulate for assistance. These missions can usually issue an emergency travel document or passport. The former document, "Letter of Facilitation", has been discontinued; [click here](#) for details.

For Canadian citizens who entered the United States **prior to June 1, 2009** with only a non-enhanced driver's license and a certified copy of a birth certificate, or a Canadian Citizenship Certificate Card \*\*, and are still in the United States, the Canada Border Services Agency will allow the Canadian citizen to **enter Canada** with this documentation. This provision may change at any time. **This does not apply to Canadian citizens entering the United States; see "Canadian Citizens", above.** If this situation occurs contact the call center support desk for assistance.

Note: This will happen rarely, as Canadian citizens cannot now enter the United States with just this documentation. This provision primarily covered Canadian citizens who had been in the United States prior to June 1, 2009, before the stricter documentation requirements went into effect, and now need to get home.

\*\* Note: Cards are no longer issued as of February 1, 2012. Cards issued prior to February 1, 2012 remain valid.

### **Refugees and others without passports**

These passengers must contact the appropriate government agency for requirements applying to their particular situations, and comply with those requirements.

### ***Travelers under 18 years old not traveling with both parents***

The Canada Border Services Agency and US Customs and Border Protection Department are very concerned about the safety of children crossing the border. The following applies to any situation where a passenger under 18 years old is not crossing the border accompanied by both parents:

- If one or both parents are not accompanying the child, the adult should bring a letter from any parent or legal guardian not present giving permission to cross



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the border. (If part of an organized group, see above for the requirement.) Include addresses and phone numbers.\*

- If one parent is deceased, a copy of the death certificate will minimize questions and delay.\*
- Parents who share custody of their children should carry copies of the legal custody documents.\*
- Contact the appropriate government agency for additional information.

\* Amtrak will not deny travel to an adult without this, but the adult may be subject to extensive questioning and delay by border control officers. Trains and Thruway services cannot wait for this delay and the adult will be solely responsible for onward or return transportation; no refund or adjustment will be given for the unused portion of the Amtrak ticket.

Passengers 17 years old and younger traveling alone may not cross the US-Canadian border unless accompanied by another passenger who is at least 18 years old. This is due to difficulties encountered when a child under 18 is denied entry into the other country.

**Exception:** Children 16-17 years old who are citizens or legal residents of the country to which they are traveling, and who bear identification proving this, may return home from the other country by themselves. The conditions above under "Travelers under 18 years old not traveling with both parents" apply. In addition, the permission letter specified above for such a child must include the name, address and phone number of the persons taking care of him or her in the home country (normally the parents), and, if not the parents, a statement from the parent or guardian that this person is authorized to take care of him or her. In other words:

- A child 16-17 who is a citizen or legal resident of Canada may return home to Canada.
- A child 16-17 who is a citizen or legal resident of the United States may return home to the United States.

Under no circumstances may a child 15 or younger (an unaccompanied minor) cross the border alone.

### ***Criminal convictions***

Passengers with any misdemeanor or felony conviction - including a drunken driving conviction - must contact the appropriate government agency before travel to determine what is required by the other country in order for them to be allowed to enter. Passengers are very surprised to find at the border that a drunk-driving conviction in the United States will keep them out of Canada for five years\* after the end of the sentence imposed for the drunk driving - and yes, the Canada Border Services Agency





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does know about these convictions. The passenger may not just show up at the border after the five years are over; he or she must apply for what Citizenship and Immigration Canada calls "rehabilitation"; this is a lengthy process (a year, in many cases) and there are fees (currently \$200 Canadian, but they can be as high as \$1000 depending on the offense). Go to this external web site for more information, or refer customers to it.

<http://www.cic.gc.ca/english/information/applications/guides/5312ETOC.asp>

\*Some more serious offenses have a longer period.

Passengers with criminal convictions entering the United States have similar procedures and fees. Go to this external web site for more information, or refer customers to it.

<http://canada.usembassy.gov/visas/visas/criminal-ineligibility.html>

### ***Medicines and prescriptions***

Passengers must bring a copy of their prescriptions. Medicines and prescriptions must be in their original, clearly labeled containers. Passengers must contact the appropriate government agency for instructions if they have any syringes for medicine requiring injection, such as insulin.

### ***Firearms and other weapons***

Firearms, ammunition, weapons, and like items are prohibited across the US-Canadian border, whether on the person, in carry-on baggage, or in checked baggage. Canadian firearms law, and not the US law allowing unloaded firearms in checked baggage on Amtrak trains, applies. If sending any such item separately, both countries have significant restrictions and prohibitions; contact the appropriate government agency.

### ***Passengers traveling one way by air***

To cross the United States-Canadian border by air, the only allowable documentation for anyone – US citizen, Canadian citizen, citizen of some other country, adult, child, infant, anyone – is either a passport or a NEXUS card. No other documentation is accepted. Passengers who indicate that they are taking the train one way and flying the other must be told this.

### ***For additional information***

Passengers are solely responsible for obtaining all necessary information from the appropriate United States or Canadian authorities to determine what requirements apply to their own particular circumstances, including documentation, travel other than as a tourist, or any other customs or immigration matter. All passengers must resolve



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any questions they may have before boarding trains or buses that are crossing the border.

The links shown below are all external web sites not viewable from ticket counter or call center workstations, but are viewable from many back-office or administrative computers.

### ***Documentation requirements***

Western Hemisphere Travel Initiative: [www.getyouhome.gov](http://www.getyouhome.gov)

### ***Consular services at the United States Mission in Canada***

This website of the US Embassy in Ottawa has much useful information:  
<http://canada.usembassy.gov>

### ***Entering Canada***

Internet	<a href="http://www.canadainternational.gc.ca">www.canadainternational.gc.ca</a>
Telephone	800-O-CANADA (800-622-6232)
In person (USA)	Canadian Embassy (Washington, DC), or the nearest Canadian Consulate (Atlanta, Boston, Buffalo, Chicago, Dallas, Detroit, Los Angeles, Miami, Minneapolis, New York or Seattle)
In person (Canada)	The nearest Canada Border Services Agency ( <a href="http://www.cbsa.gc.ca">www.cbsa.gc.ca</a> ) or Canada Revenue Agency ( <a href="http://www.cra.gc.ca">www.cra.gc.ca</a> ) office

### ***Entering the United States***

Internet	<a href="http://www.state.gov/travel">www.state.gov/travel</a>
Telephone	800-FED-INFO (800-333-4636)
In Person (USA)	The nearest U.S. Passport Agency, Citizenship and Immigration Services ( <a href="http://www.uscis.gov">www.uscis.gov</a> ), or Customs and Border Protection ( <a href="http://www.cbp.gov">www.cbp.gov</a> ) office. CIS and CBP are part of the Department of Homeland Security ( <a href="http://www.dhs.gov">www.dhs.gov</a> ).
In Person (Canada)	United States Embassy (Ottawa), or the nearest United States Consulate (Calgary, Halifax, Montreal, Quebec City, Toronto or Vancouver)

## **Procedures**

The following procedures will guide you through reserving and ticketing a passenger who is on a train or Thruway bus crossing the United States-Canadian border.

Warning: Please get all the information correct. Making errors such as an incorrect date of birth, or using the wrong country code (such as "CN" for Canada instead of "CA" – "CN" is China) can cause the passenger no end of trouble at the border.



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## ***Reserving***

Book the passenger normally. Be very careful to spell all names correctly as they will be on a manifest that is sent to border control officers. You may end-transact the reservation to hold the space **but you cannot take any kind of payment or issue a ticket without the following two fields being completed for every passenger, including infants:**

Note: Amtrak.com requires payment at the time of booking. Therefore, if the passenger does not have this information immediately at hand to enter into the booking system for everyone traveling, the reservation cannot be booked online.

### **Date of birth (5DOB)**

This field contains the date of birth of each passenger, **the country of which he or she is currently a citizen** (not necessarily the country where he or she was born), and the passenger number.

### STARS and RailRes

F6/Remarks, Option 12/Date of Birth\*

\* Options on this menu:

- **If the passenger is an infant**, select "Y" in the "INF" field. The passenger number is that of the adult to which the infant's name is appended. Enter the name of the infant in the "name text" field.
- **If the passenger is a child 16 through 18 traveling in an organized group**, and will be using a birth certificate, a Canadian Citizenship Card, or a US Naturalization Certificate as ID, tab to the "Type" field and enter "G" for "Group".
- **If the passenger is Amish**, and will be using a birth certificate as ID, tab to the "Type" field and enter "A" for "Amish".
- To see the country codes, ctrl-tab to the bottom of the screen, and type "Y" in the "Country Code List" field. (You can also display country codes by entering ~F11/City Codes, Option 10/Country Code List.) A menu will appear:
  - Option 1 – You know the country name but not the code
  - Option 2 – You know the country code but not the name
  - Option 3 – You want to see the entire country code list

Note: "Myanmar" is in the list as "Burma".

**Where the "Type" option field is found**, used for the Amish and for children 16 through 18 years old traveling in organized groups. Note that the 5PID field with BC was allowed:



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**Remarks - Date Of Birth**

File View Format Tools Web Promo Alerts City Profile Daily Advisories

01F741 RE HL 06JUL 171 F 00 00 00 00  
-01@ SIPCOWICZ ANDY  
1 59 C NYP-MTR 815A FF 150CT 710P 150CT YB HK1  
301@ R SEG # 1 BASIS 1F P1  
\* BDF1 RAIL FARE 69 00  
5011@ DOE- 02JUN1947/US/\*AMISH/P1  
5012@ FAX ID - BC US/M/F1  
301@ C13 555 1013 C F1

Ctrl+Tab To Country Code List  
Select Group Type When Pa 15-15  
Travelling With Companion Group

Name #	Date of Birth	Country Code	Infant [Y/N]	Type	Name Text
1	02JUN1947	US	N	A	A - Amish
			N		G - Group
			N	[+]	
			N	[+]	

Country Code List [Y/N]: N Border Crossing Policy [Y/N]: N

F1	F2	F3	F4	F5	F6	F7	F8	F9	F10	F11	F12
Availability	Return	Sell	Price	Pax Info	Remarks	Train Status	Ticketing	City Codes	Modify	Retrieve	Display PNR
Enter Selection				E: No Cfg				WHQG7C11	APR 04/04	0.3	NUM 07/19/10 11:22

### Passenger Identification (SPID)

This field contains the type of documentation that each passenger will present to border control officers. It includes the type of identification, **the country that issued it** (not necessarily the country where he or she was born or the country of which he or she is a citizen), the ID number (if there is one), the expiry date (if there is one), and the gender of the passenger.

The expiry date of the documentation must be equal to, or later than, the arrival date of the final border crossing segment in the PNR, or you will not be able to end-transact the PNR. There is no workaround; **do not** change the expiration date first given to you by the passenger in order to force the SPID field entry to take. **The passenger will have serious trouble at the border if he or she arrives with expired documentation and Amtrak could be fined.** Note that in some cases the country the passenger is entering may want the documentation to be valid for at least six months after arrival. The passenger is solely responsible for personally verifying this with the appropriate government agencies.



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If the passenger is booking in the future and the documentation will expire before that, but the passenger tells you that it will be renewed before travel, make the reservation but do not enter the 5PID field (or accept payment) until the passenger actually renews the documentation and calls back to give us a new expiry date. You may adjust the hold limit by a reasonable amount if warranted.

### STARS and RailRes

F6/Remarks, Option 18/Pax ID\*

#### \* Options:

- If "Enhanced Driver's License" is chosen, the "Issuing State/Province" field must be completed. Enter the state or province two-letter postal code (BC, MB, MI, NY, ON, QC, VT, WA).
- If the number on the document or the expiry date are optional, the field names for those two items will appear as light type. If they are required, the field names will be bold. See the chart below.
- If the passenger is an infant, enter "Y" in the "Infant" field. The passenger number is that of the adult to which the infant's name is appended.
- If the passenger is a child 16 through 18 traveling in an organized group, is using a birth certificate, Canadian Citizenship Card, or a US Naturalization Certificate, and you have previously selected "Group" as a type in the Date of Birth entry, you will be able to use one of those three ID types, even if the passenger is over 15 years old.
- If the passenger is Amish, is using a birth certificate, and you have previously selected "Amish" as a type in the Date of Birth entry, you will be able to use the Birth Certificate ID type, even if the passenger is over 15 years old. To see the country codes, ctrl-tab to the bottom of the screen, and type "Y" in the "Country Code List" field. (You can also display country codes by entering ~F11/City Codes, Option 10/Country Code List.) A menu will appear:
  - Option 1 – You know the country name but not the code
  - Option 2 – You know the country code but not the name
  - Option 3 – You want to see the entire country code list

Note: If you cannot find "Myanmar", use the name Burma.

#### **Sample PNR showing 5DOB and 5PID outputs**

```
04AA31      RR HL NONE      CTC-P      248.00/
-01@ JUNEAU/MARTIN
      * INFANT NAME: JUNEAU SLOANE
-02@ TREMBLAYGILLET/GABRIELLE
      3 68 C. MTR-NYP      930A YO 28JUN      835P 28JUN YD      *T HK2
```



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301@ T SEG # 3 BASIS 2F  
\* DOB1 RAIL FARE 124.00  
5 69 C. NYP-MTR 815A EI 01JUL 710P 01JUL YE \*P HK2  
302@ T SEG # 5 BASIS 2F  
\* DOB1 RAIL FARE 124.00  
101@ VI\*\*\*\*\*0016-09/11  
\* MARTIN JUNEAU  
5011@ BILLING- MARTIN JUNEAU  
6809 DE CHATEAUBRIAND  
MONTREAL, QC, H2S-2N9 CA  
5007@ REMARK  
EMAIL/DROLIAG@HOTMAIL.COM  
5008@ IPADDRESS/76.71.201.203, 65.124.174.183, 209.170.118.215,  
172.30.123.23  
5009@  
5010@ CREATED BY INTERNET  
5012@ ZIPCODE- H2S-2N9/CA  
5001@ DOB- 25 JUN 97/CA/P1  
5002@ \*INF13JAN2010/CA/P1  
5003@ 24 MAR 1978/CA/P1  
5004@ \*INFBC/CA/D100465963/F  
7001@ TKT 1378257046945 SEG #1 VI \$62.00 EP5753MTR17MAY0916A  
7002@ TKT 1378257046952 SEG #1 VI \$62.00 EP5753MTR17MAY0916A  
7003@ TKT 1378257046960 SEG #2 VI \$62.00 EP5753MTR17MAY0916A  
7004@ TKT 1378257046978 SEG #2 VI \$62.00 EP5753MTR17MAY0916A  
901@ 514-273-7508-E

**Notes:**

- The period after the "C" in the train 68 segment indicates that this is a segment that crosses the border.
- Notice how infants are shown in the PNR. In this case a birth certificate is being used as the baby's identification.
- This PNR was booked on Amtrak.com. The passenger had to include all date of birth and passenger ID information in order to complete the booking online.

**Passenger documentation types**

The most commonly-used types of documentation are in bold. Over 90% of all passengers use a passport to cross the border.

Type of documentation	Two-letter ID code that appears in PNRs and on manifests	One-letter RailRes/STARS shortcut entry, <u>not</u> the official code	Document number required	Expiry date of document required
American Indian Card	AI	I	Yes	No
Birth Certificate (15 and under* only, and Amish**)	BC	B	No	No



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Type of documentation	Two-letter ID code that appears in PNRs and on manifests	One-letter RailRes/STARS shortcut entry, <u>not</u> the official code	Document number required	Expiry date of document required
Canadian Citizenship Card (15 and under* only) ***	NC	N	Yes	No
Consular Report of Birth Abroad (US) (15 and under* only)	BC	B	No	No
<b>Enhanced driver's license, enhanced learner's permit, or enhanced state/provincial ID card</b>	<b>ED</b>	<b>L</b>	<b>Yes</b>	<b>Yes</b>
Indian and Northern Affairs Canada Card	ET	D	Yes	Yes
Merchant Mariner Card	MM	M	Yes	Yes
Military Orders (military ID and copy of orders required)	MO	O	No	No
Naturalization Certificate (US) (15 and under* only)	NC	N	Yes	No
<b>Passport</b>	<b>PP</b>	<b>P</b>	<b>Yes</b>	<b>Yes</b>
<b>Passport Card (US only)</b>	<b>PC</b>	<b>C</b>	<b>Yes</b>	<b>Yes</b>
Permanent Resident Card (US version is I-551)	PR	R	Yes	No
Re-Entry Permit	RE	E	Yes	No
Refugee Travel Document	RT	T	Yes	No
Resident Alien Card (old version of Permanent Resident Card; some are still valid)	RA	A	Yes	No
Trusted Traveler Card (NEXUS, FAST, SENTRI)	TT	U	Yes	Yes

\* [Click here](#) for instructions applying to children aged 16 through 18 traveling in organized groups.

\*\* [Click here](#) for instructions applying to the Amish.

\*\*\* \*\* Note: Cards are no longer issued as of February 1, 2012. Cards issued prior to February 1, 2012 remain valid.

### Reservation deadlines

A manifest is created for all passengers on trains that cross the border, and sent electronically or by fax to border control officers. These officers require the manifest in advance so they can work on clearing the passengers by the time the train arrives; this minimizes train delay at the border. The following are the known booking deadlines.

Maple Leaf, train 7097/64: No reservation will be accepted after 0820 (8:20 am). Passengers booking after this time will be sold a ticket by VIA Rail Canada to Niagara Falls, Ontario only, and are responsible for crossing the border on their own, and not on the train. The train will not hold at Niagara Falls, New York waiting for these passengers to make the border crossing.



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Amtrak Cascades, trains 513 and 517: US immigration inspection takes place at the Vancouver station. The gates to the immigration area close at the departure times shown for the trains (the trains actually depart 15 or more minutes later, allowing time to clear the last of the passengers). Anyone not reserved, ticketed, and within the inspection area by the time the gates close, has missed the train.

Thruway buses between Vancouver and Seattle: Passengers are screened at the bus inspection facility at the US/Canadian border.

### **One passenger, two seats (or a bicycle)**

From time to time a passenger needs two seats, due to having a large service animal, a large musical instrument, being too large to fit in one seat, etc., or is bringing a bicycle in "BV" space.

The second seat segment or "BV" segment will require a separate name field, which in turn will require separate date of birth and passenger ID fields.

- For the separate name field, use an appropriate indication such as SERVICE/ANIMAL, BASS/VIOLIN, EXTRA/SEAT, BICYCLE/RESERVED, etc. (Do not use the passenger's name again.)
- For the date of birth and passenger ID fields, use the same information as that used for the passenger.

### **Maple Leaf, trains 63/7098 and 64/7097**

These trains are jointly operated by Amtrak and VIA Rail Canada. Within the United States, they are Amtrak trains; within Canada, they are VIA Rail Canada trains (although they operate with Amtrak equipment throughout). VIA Rail Canada can book and ticket passengers through their system who are traveling as far as New York. Passengers originating travel in Canada and who are not going beyond New York should book through VIA Rail Canada (which has the same date of birth and passenger ID requirements) and not Amtrak. The exceptions are:

- Passengers requiring mobility impaired space
- Passengers wanting to travel in Business Class

These exceptions apply because the inventory for this space is only in Arrow, not in VIA Rail Canada's reservation system (VIAAnet).

Passengers originating in Canada, going beyond New York, should book the entire journey through Amtrak so all their travel is in one PNR.





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**Amtrak Cascades, Vancouver-Seattle Thruway buses, and the Adirondack**

These trains and buses out of Vancouver and Montreal respectively must be booked through Amtrak as they are not in VIAnet. Amtrak is the sales agent for the Vancouver-Seattle buses and they may be booked without a train segment.

***Ticketing***

Normal ticketing procedures apply, but remember that you will not be able to accept payments and/or issue tickets if the Date of Birth (5DOB) and Passenger Identification fields (5PID) are not in the PNR for each passenger crossing the border.

In Canada, Amtrak tickets are issued through Arrow by the VIA Rail Canada ticket offices in Vancouver, Toronto, Montreal and Moncton.

**Conductor ticket delivery procedures** are set up as follows:

- Toronto – Issues Arrow paper value tickets for passengers who booked through Amtrak and are boarding at Oakville, Aldershot, Grimsby, St. Catharines and Niagara Falls, Ontario (Train 7097 requires paper value tickets.)
- Montreal – Train 68 is an eTicket train so Montreal no longer needs to issue paper value tickets for passengers boarding at St-Lambert through Fort Edward.

A customized manifest is sent in advance to border control officers for each train that crosses the border. This list contains the information needed for those offices to begin passenger clearance procedures before the train arrives, minimizing processing time at the border itself. The list extracts information from the 5DOB and 5PID fields in each PNR.

**Display, print and send entries**

Note: You must "ignore" before displaying this manifest.

STARS: alt-O/Station Operations, R/Border Crossing

RailRes: alt-V/View, M-Manifest, R/Border Crossing

Train# - the train crossing the border

City – the last city before the border

Date – Optional; required if not today

Send – If Y for yes, will send the manifest to the border authorities (STARS only)

Print – If Y for yes, will allow you to print



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Electronically transmits to CBP (Customs and Border Protection), in EDIFACT format, a list of passengers and crew booked on the train at or after the city specified in the entry. Each list is in alphabetical order (with the exception of group members). Local procedures for each train governs the sending of the manifest.

#### Last city before border for each train

Train Number	Last city before border
63 – Maple Leaf, New York-Toronto	NFL (Niagara Falls, New York)
64 – Maple Leaf, Toronto-New York	CBN (Canadian Border, New York)
68 – Adirondack, Montreal-New York	SLQ (St. Lambert, Quebec)
69 – Adirondack, New York-Montreal	RSP (Rouses Point, New York)
510, 516 – Amtrak Cascades Seattle-Vancouver	BEL (Bellingham, Washington)
513, 517 – Amtrak Cascades Vancouver-Seattle	VAC (Vancouver, British Columbia)

#### Sample manifest (partial)

BORDER CROSSING NAME LIST COACH-WHITE/ACCOM-WHITE	TRAIN 68/25JUN	SLQ
NAME	PNR# RBD DOB	CC G ID/#
* ALEXANDER/SPENCER MR	0A0FD4 JB 29NOV1969	US X PP Y
* ALEXANDER/SPENCER MR	0A0FD4 BV 29NOV1969	US X PP Y
* BAKER/KIM	131C48 JB 02OCT1964	US F PC Y
* BAKER/MICHAEL MR	0C4592 JB 01NOV1962	US M PC Y
* BALAKSHIN/ELVIRA	0DB788 YA 22DEC1975	CA F PP Y
* BAO/EDEN	0C35CB YA 19FEB1975	CA F PP Y
* BERRYMAN/NANCY3978216	131058 YB 26JAN1941	US F PP Y
* BETTS/KATHERINE MS	13F4C3 YB 30NOV1976	US F PP Y
* BOJSQUET/AMELIE	101564 YA 03JUL1983	FR F PP Y
* BOWDEN/MARK MR	08A6EB YB 13APR1978	US M ED Y
BURKLAND/JUDITH ANN	1198D3 YD 02FEB1942	US F PP Y
* BURKLAND/THEODORE GLENN	1198D3 YD 02JUN1941	US M PP Y
CHEN/SJ LI	085DC0 YB 03MAY1970	CA F PP Y
CHEQUER/MARY MRS	0850BE JD 07OCT1947	GB F PP Y
* CHEQUER/ROBERT MR	0850BE JD 03MAR1948	GB M PP Y
C CLEMENTS/PAUL	0FA2B4 Y 26NOV1955	US X ED Y
* COBB/MEGAN MISS	053811 YD 21MAY1990	US F PP Y
* CRIMP/DAVID MR	14D28B YB 16FEB1965	GB M PP Y
* DESROCHERS/DOROTHY	0C162F YB 22MAR1921	CA F PP Y
C DIAZ/TEODORO	0FA291 Y 12OCT1973	US M PP Y
* DUNSWORTH/CHRISTINE	0F88A7 YA 23MAY1986	US F PP Y
DUNSWORTH/EMILY	0F88A7 YA 03OCT1989	US F PP Y
EDWARDS/SANDRA MS	0CBF54 JA 02JAN1955	US F PP Y
* FORD/KENNETH	0965E9 YB 01MAY1926	US M PP Y
* FUENTES BENITEZ/HEIDY MAIRENA MRS	11C1CC YB 18APR1981	CA F PP Y
* GARCIA/NOEMI	04B2A7 YB 31AUG1983	CA F PP Y



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GELLER SCHWARTZ/LINDA	100461	YA	25NOV1947	US	F	PP	Y
I INFANT NAME: GEMAR GARRISON	0EC71A	YA	18SEP2009	US	X	PP	Y
* GEMAR/ADAM MR	0EC71A	YA	05APR1968	US	M	PP	Y
GEMAR/ERIN MRS	0EC71A	YA	19OCT1969	US	F	PP	Y
GEMAR/KAL MR	0EC71A	YA	10NOV2005	US	M	PP	Y
* GIBNEY/MARTHA MS	00639E	YB	07JUN1978	US	F	PP	Y
* GILL/SUKHJINDER MISS	0F7C40	YA	10MAR1984	CA	F	PP	Y
* GIPE/ROBERT	016DA8	YB	11SEP1947	US	M	PP	Y
GODWAN/EVELYN5978216	131058	YB	06JAN1948	US	F	PP	Y
C GORDON/ROBERT	0E112F	Y	07MAR1967	US	M	ED	Y
C GORDON/ROBERT	0F721E	Y	07MAR1967	US	M	PP	Y
* HAN/HYEIN6202873	057A31	YB	08MAY1988	KR	F	PP	Y
HARDING/JANET MISS	0766EC	YB	17NOV1986	US	F	PP	Y
* HARVEY/HEATHER MS	0E4E31	YA	14AUG1978	CA	F	PP	Y
* HARVEY/HEATHER MS	0E4E31	BV	14AUG1978	CA	F	PP	Y
* HENLE/DONALD MR	0A8339	YB	17NOV1959	US	M	PP	Y
* HOLT/STAN	0A6397	YB	18JAN1954	US	M	PP	Y
* HUANG/I HSIN	0F402A	JA	26MAR1997	TW	M	PP	Y
HUANG/YI HSUAN	0F402A	JA	20OCT1991	TW	M	PP	Y
* INGLISS/LIANE MS	0040EC	YB	22AUG1984	CA	F	PP	Y
* INGLISS/LIANE MS	0040EC	BV	22AUG1984	CA	F	PP	Y
* JACK/RYAN	0C6DC2	YA	05JUN1980	CA	M	PP	Y
I INFANT ESTRELLA JACKSON	0F5043	YA	19AUG2008	CA	F	BC	Y
* JACKSON/NINA	0F5043	YA	28NOV1978	CA	F	ET	Y
JACKSON/SILAS	0F5043	YA	28MAY2007	CA	M	BC	Y
* JEFFERS/ANDREW MR	0FF348	YB	29JUL1975	US	M	PP	Y
* JOHNSTONE/PATRICIA	0391F2	YA	21AUG1941	AU	F	PP	Y
24ROTARY CLUB OF MORGANTOWN/BKD2000AN/JCH/8254							
-	11D2D1	YB					
-BRANDPASS/ROBERT			03DEC1960	US	X	PP	Y
-BRANDPASS/VALEW			28JUN1994	US	X	PP	Y
-BROOKS/STEVEN			10AUG1948	US	X	PP	Y
-BROOKS/KATIE			03JUN1951	US	F	PP	Y
-ELLINGTON/MIKE			07SEP1954	US	X	PP	Y
-ELLINGTON/JOY			05NOV1952	US	F	PP	Y
-GRANDON/HARRY			30NOV1950	US	X	PP	Y
-GRANDON/LINDA			23DEC1953	US	F	PP	Y
-KIRKPATRICK/MIKE			22NOV1953	US	X	PP	Y
-MAJUMDER/RANJIT			29SEP1930	US	X	PP	Y
-MAJUMDER/INDIRA			30JUN1942	US	F	PP	Y
-MILLER/DAN			09JUN1959	US	X	PP	Y
-NOVAK/LISA			07SEP1962	US	F	PP	Y
-PANEPISTO/JOEL			27SEP1937	US	X	PP	Y
-PEALUNAS/JULIA			02FEB1953	US	F	PP	Y
-PEALUNAS/CAITLIN			04MAY1996	US	F	PP	Y
-PEALUNAS/RICHARD			16JUN1951	US	X	PP	Y
-RAESE/DAVID			07NOV1952	US	X	PP	Y
-RAESE/ADAM			21NOV1992	US	X	PP	Y
-ROTRUCK/DEWEY			13NOV1944	US	X	PP	Y
-ROTRUCK/LINDA			11NOV1946	US	F	PP	Y
-SMITH/FRANCES			01JUL1935	US	F	PP	Y
-STOOPS/CARY			23MAR1939	US	X	PP	Y
-TENNANT/DONNA			14JUL1959	US	F	PP	Y
* SABINE/LAURA MISS	0EFD2	YB	20JUN1989	AU	F	PP	Y



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* SABONGUI/MARIE MARGUERITE	0E68A5 YB 28DEC1983	CA F PP Y
SALEHI/HOUMAN MR	118532 YB 07SEP2004	CA M PP Y
SALEHI/YASAMAN MISS	118532 YB 03OCT1993	CA F PP Y

### First column

- \* – this is the first name (P1) in the PNR – only displays with some Arrow duty codes
- I – passenger is an infant
- C – passenger is a member of the Amtrak train crew (engineer, conductor, lead service attendant, etc.)

### Other columns

- Name – name of passenger; “Infant” precedes the name, if an infant, and the infant is directly under the name to which it is attached in the PNR; the full name appears even if it is long (unlike other manifests where long names are truncated). Groups appear in alphabetical order based on the name of the group but individual names in the group appear separately below the group name.
- PNR – reservation number
- RBD – what seat or room type and bucket the passenger is booked in (coach, business class, etc. BV = bicycle; has the same identifying information as the passenger)
- DOB – date of birth (from 5DOB field)
- CC – country of citizenship (from 5DOB field)
- G – gender, male or female (from 5PID field)
- ID – documentation provided, using standard codes (from 5PID field)
- Y – the documentation provided has a document number; the document number itself does not appear on this manifest (from 5PID field)

### ***Boarding passengers and inspecting documentation***

At some stations such as New York Penn Station, passengers boarding trains with destinations in Canada are required to show border crossing documentation before boarding the train. If this is the procedure at your station:

- Make sure every passenger has required documentation.
- Make sure the documentation is not expired. Passengers with expired documentation will in all likelihood be denied entry at the border. (In many cases Canada Border Services Agency officers will want the documentation to be in force for the passenger’s entire intended stay – that is, if they allow the passenger into Canada for six months, they will want the passport or other documentation to be valid for at least six months in the future.)



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- If the passenger's documentation is from a country on the list in "[Visa requirements to enter Canada](#)" in the appendix below, a visa is required as well as a passport. Check for that visa.
- Amtrak is subject to fines (as much as \$3200) if passengers with insufficient or expired documentation are allowed to travel to the border.
- Provide each passenger with a sufficient supply of NRPC 3088, US/Canadian Border Crossing Tag, for his or her carry-on items. Explain that each tag has to be filled out, attached to the item, and the removable sticker placed on the passenger's ticket receipt or ticket envelope.

The following guide for examining documentation is from the Canada Border Service Agency publication "Guide for Transporters". [Click here](#) to see the entire publication.

### **Examining documents**

*When examining documents presented by a person for travel to Canada, check them carefully to determine that they are:*

- *genuine and unaltered;*
- *valid (not expired); and*
- *being used by the rightful holder (the photograph and personal details are those of the person in front of you).*

### **Seven steps to examining a passport**

*These easy-to-follow steps may help you to establish the authenticity of a travel document.*

1. *Examine the cover*
  - *Is the document from an actual country or one that does not exist?*
  - *Are the printing, coat of arms and cover material of high quality?*
2. *Examine the binding*
  - *Are the cover and passport pages properly aligned both at the cover and the edge of the passport?*
  - *Is the binding consistent and tight?*
3. *Count the pages*
  - *The passport generally states how many pages it contains. Count them. They should all be there and in sequence.*
  - *The colors and page number positions should be consistent from page to page.*



- *Perforated passport numbers should line up perfectly. Laser perforations will decrease in size with the largest holes at the beginning of the document and the smallest holes at the end.*
- 4. *Assess the quality of the paper*
  - *Watermarks should be visible only when examining a single passport page through transmitted light. They should not be visible when the page lies against the other passport pages.*
  - *Look for ultraviolet features such as ink fluorescence and security threads on all pages of the document.*
- 5. *Assess the quality of the printing*
  - *Check for malformations, breaks or merging of letters.*
- 6. *Biographical data page*
  - *Make sure the physical description matches the individual presenting the document. Pay particular attention to age, height and eye colour.*
  - *Check the expiry date for validity and examine the date for alterations.*
  - *Examine any optically variable devices such as metal patches displaying movement and optically variable ink for colour change.*
  - *Spelling should be accurate. Counterfeit documents often have spelling errors.*
- 7. *Examine the photograph*
  - *Does the picture match the person in front of you? (See also Section 3.3, Identifying impostors.)*
  - *Check for signs of disturbance around the photo (especially where the photo is closest to the edge of the passport). The photo should be evenly trimmed and should not have scissor cuts around the edges.*
  - *If the photo is a digital image, make sure the image is of high quality and has good definition.*
  - *Do the stamps or dry seals on the picture show any signs of irregularity, such as badly matched lines or lettering, or differences in ink color on the portion of the stamp that overlaps the photo?*

#### Visa examination

- *When examining a passport, you should also look for a temporary resident visa if one is required (see "Visa requirements to enter Canada", below) for lists of countries and territories whose citizens require a temporary resident visa). Here are a few steps that will help establish the authenticity of a temporary resident visa.*
- *Check the name on the visa and make sure it matches the name on the passport. A different name indicates that the visa has been removed from another passport.*



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- *Ensure the temporary resident visa is still valid and has not expired.*
- *Verify whether the temporary resident visa is for a single entry or multiple entry. If it is a single entry, ensure it has not already been used for travel. A diagonal line drawn across the visa indicates that the visa has already been used; you can also check the passport for a stamp indicating a date of entry to Canada that is between the date the visa was issued and the date it expires.*
- *Look for signs of tampering such as tears in the paper or smudges in the ink, specifically around the passport number and the name areas.*
- *Check for a "feel of steel" on the intaglio printing over the words Canada and Visa at the top of the temporary resident visa. You can feel a roughness by running the edge of your fingernail over it.*

### Identifying impostors

*An impostor is someone who carries genuine, unaltered documents that belong to someone else. If you suspect a person is an impostor, take the following steps.*

- *Examine the document in the presence of the holder.*
- *Divide the face into segments: eyes, ears, mouth, nose, shape of the face (jaw line) and any distinguishing features.*
- *Compare each of the person's features with the photo of the document. Check distances between mouth and nose, nose and chin, and the alignment of the eyes to ears and mouth to ears.*

*Remember that hair and weight can change over time and are not reliable for impostor identification.*

## **Appendix**

### ***Visa requirements to enter Canada***

The following list, from Citizenship and Immigration Canada, is valid as of December 10, 2014, and can change. The latest version is on the CIC web site, and you should check this site if there is any question. If there is a discrepancy between the material in this chapter and the information on this web site, what is on the web site governs.

<http://www.cic.gc.ca/english/visit/visas.asp>

### **Citizens of countries from whom Canada requires a visa as well as a passport**

The traveler must normally apply for this visa in advance through the Canadian Embassy or Consulate in his or her own country, and there are fees. Information on applying for a



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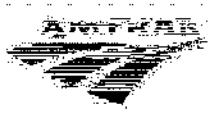
visa is available at this external web site. The visa is required whether visiting or transiting Canada.

<http://www.cic.gc.ca/english/visit/apply-how.asp>

A visa is required for citizens of the following countries:

- Afghanistan
- Albania
- Algeria
- Angola
- Argentina
- Armenia
- Azerbaijan
- Bahrain
- Bangladesh
- Belarus
- Belize
- Benin
- Bhutan
- Bolivia
- Bosnia-Herzegovina
- Botswana
- Brazil
- Bulgaria
- Burkina Faso
- Burma (Myanmar)
- Burundi
- Cambodia
- Cameroon, Republic of
- Cape Verde
- Central African Republic
- Chad
- China, People's Republic of
- Colombia
- Comoros
- Congo, Democratic Republic of
- Congo, Republic of
- Costa Rica, Republic of
- Cuba
- Djibouti
- Dominica





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- Dominican Republic
- East Timor
- Ecuador
- Egypt
- El Salvador
- Equatorial Guinea
- Eritrea
- Ethiopia
- Fiji
- Gabon
- Gambia
- Georgia
- Ghana
- Grenada
- Guatemala
- Guinea
- Guinea-Bissau
- Guyana
- Haiti
- Honduras
- India
- Indonesia
- Iran
- Iraq
- Israel - holders of valid Israeli "Travel Document in lieu of National Passport"
- Ivory Coast
- Jamaica
- Jordan
- Kazakhstan
- Kenya
- Kiribati
- Korea, North
- Kosovo
- Kuwait
- Kyrgyzstan
- Laos
- Lebanon
- Lesotho
- Liberia
- Libya
- Lithuania - holders of non-biometric passports only
- Macao Special Administrative Region



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- Macedonia
- Madagascar
- Malawi
- Malaysia
- Maldives Islands
- Mali
- Marshall Islands
- Mauritania
- Mauritius
- Mexico
- Micronesia, Fed. States
- Moldova
- Mongolia
- Montenegro
- Morocco
- Mozambique
- Namibia
- Nauru
- Nepal
- Nicaragua
- Niger
- Nigeria
- Oman
- Pakistan
- Palau
- Palestinian Authority
- Panama
- Paraguay
- Peru
- Philippines
- Poland - holders of non-biometric passports only
- Qatar
- Romania
- Russia
- Rwanda
- Sao Tomé e Príncipe
- Saudi Arabia, Kingdom of
- Senegal
- Serbia
- Seychelles
- Sierra Leone
- Somalia



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- South Africa
- South Sudan
- Sri Lanka
- St. Kitts and Nevis
- St. Lucia
- St. Vincent and the Grenadines (St. Vincent)
- Sudan
- Surinam
- Swaziland
- Syria
- Taiwan - without an ordinary passport issued by the Ministry of Foreign Affairs in Taiwan that includes their personal identification
- Tajikistan
- Tanzania
- Thailand
- Togo
- Tonga
- Trinidad and Tobago
- Tunisia
- Turkey
- Turkmenistan
- Tuvalu
- Uganda
- Ukraine
- United Arab Emirates
- Uruguay
- Uzbekistan
- Vanuatu
- Venezuela
- Vietnam
- Yemen
- Zambia
- Zimbabwe

**Citizens of countries from whom Canada does not require a visa**

Note: If the passenger's purpose of traveling to Canada is for anything other than visiting or transiting\* (such as to work, to study, or to immigrate), a visa may be required, even if his or her country of citizenship is on the list below. That passenger must contact the nearest Canadian embassy or consulate for requirements that apply to his or her particular situation.



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\* "Transiting" means to enter the country for the sole purpose of changing to another form of transportation that will then leave the country. Usually this means changing planes at a Canadian airport.

**A visa is normally not required** for citizens of the following countries:

- Andorra
- Anguilla\*
- Antigua and Barbuda
- Australia
- Austria
- Bahamas
- Barbados
- Belgium
- Bermuda\*
- British citizens and British overseas citizens - A British citizen or a British overseas citizen who is re-admissible to the United Kingdom.
- British overseas territories, citizens of - A citizen of a British overseas territory who derives their citizenship through birth, descent, registration or naturalization in one of the British overseas territories of Anguilla, Bermuda, British Virgin Islands, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Pitcairn, St. Helena or the Turks and Caicos Islands.
- British National (Overseas) - holder of a British National (Overseas) passport issued by the United Kingdom to persons born, naturalized or registered in Hong Kong.
- British Subjects - holder of a British Subject passport issued by the United Kingdom which contains the observation that the holder has the right of abode in the United Kingdom.
- British Virgin Islands\*
- Brunei
- Cayman Islands\*
- Chile
- Croatia
- Cyprus
- Czech Republic
- Denmark
- Estonia
- Falkland Islands\*
- Finland
- France
- Germany
- Gibraltar\*
- Greece



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- Holy See - holder of a passport or travel document issued by the Holy See.
- Hong Kong Special Administrative Region - holder of a valid and subsisting Special Administrative Region passport issued by the Hong Kong Special Administrative Region of the People's Republic of China.
- Hungary
- Iceland
- Ireland
- Israel - holders of national Israeli passport
- Italy
- Japan
- Korea, Republic of
- Latvia, Republic of
- Liechtenstein
- Lithuania - holders of a biometric passport (e-passport) issued by Lithuania
- Luxembourg
- Malta
- Monaco
- Montserrat\*
- Netherlands
- New Zealand
- Norway
- Papua New Guinea
- Pitcairn\*
- Poland - holders of a biometric passport (e-passport) issued by Poland
- Portugal
- Samoa
- San Marino
- Singapore
- Slovakia
- Slovenia
- Solomon Islands
- Spain
- St. Helena\*
- Sweden
- Switzerland
- Taiwan - holders of the ordinary passport issued by the Ministry of Foreign Affairs in Taiwan that includes their personal identification number
- Turks and Caicos Islands\*
- United States citizens and permanent residents - A United States citizen or a person lawfully admitted to the United States for permanent residence who is in possession of their alien registration card (Green card) or can provide other evidence of permanent residence.



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\* A citizen of this British overseas territory who derives their citizenship through birth, descent, registration or naturalization.

Also, the following do not need a visa:

- persons lawfully admitted to the United States for permanent residence who are in possession of their alien registration card (Green card) or can provide other evidence of permanent residence;
- British citizens and British Overseas Citizens who are re-admissible to the United Kingdom;
- citizens of British dependent territories who derive their citizenship through birth, descent, registration or naturalization in one of the British dependent territories of Anguilla, Bermuda, British Virgin Islands, Cayman Islands, Falkland Islands, Gibraltar, Montserrat, Pitcairn, St. Helena or the Turks and Caicos Islands;
- persons holding a British National (Overseas) Passport issued by the Government of the United Kingdom to persons born, naturalized or registered in Hong Kong;
- persons holding a valid and subsisting Special Administrative Region passport issued by the Government of the Hong Kong Special Administrative Region of the People's Republic of China;
- persons holding passports or travel documents issued by the Holy See (Vatican);
- persons holding an ordinary passport issued by the Ministry of Foreign Affairs in Taiwan that includes their personal identification number.

### ***Visa requirements to enter the United States***

The requirements are too complicated to describe here, and normally Amtrak employees would not be screening these passengers coming from Canada anyway. Complete information about visa requirements for citizens of countries other than the United States and Canada, including fees, may be found at the US State Department's web site here:

[http://travel.state.gov/visa/visa\\_1750.html](http://travel.state.gov/visa/visa_1750.html)

However, 36 countries participate in the Visa Waiver Program, whose citizens, under certain conditions, do not need a visa in advance. These countries are:

Andorra	Antigua and Barbuda	Australia
Austria	Bahamas	Barbados
Belgium	Botswana	Brunei
Croatia	Czech Republic	Denmark



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Estonia	Finland	France
Germany	Greece	Hungary
Iceland	Ireland	Italy
Japan	Latvia	Liechtenstein
Lithuania	Luxembourg	Malta
Monaco	Netherlands	New Zealand
Norway	Portugal	San Marino
Singapore	Slovakia	Slovenia
South Korea	Spain	Sweden
Switzerland	United Kingdom	

Also, citizens of countries participating in the Western Hemisphere Travel Initiative (Canada, Mexico and Bermuda) do not normally require a visa. Complete details, including exceptions where a visa may be required, may be found at this web site.

[http://travel.state.gov/visa/temp/without/without\\_1260.html](http://travel.state.gov/visa/temp/without/without_1260.html)

### ***Border inspection locations***

<b>Train or Thruway Bus</b>	<b>Location</b>	<b>Agency</b>	<b>Phone</b>
Amtrak Cascades (510, 513, 516, 517)	Vancouver - Pacific Central Station	Canada Border Services Agency	--
		US Immigration and Customs Enforcement	--
Thruway buses Vancouver - Seattle	Blaine, Washington highway inspection	US Immigration and Customs Enforcement	360-332-7237
Maple Leaf 63/7098	Niagara Falls, Ontario VIA Rail Canada station	Canada Border Services Agency	905-354-4663 or 905-354-6754
Maple Leaf 7094/64	Whirlpool Bridge (railroad bridge) between NFS and NFL	US Immigration and Customs Enforcement	716-278-0200
Adirondack, train 69	Lacolle, Quebec	Canada Border Services Agency	514-246-3831 or 514-246-3510
Adirondack, train 68	Rouses Point, New York	US Immigration and Customs Enforcement	518-297-2441

### **Other useful numbers**

<b>Location</b>	<b>Agency</b>	<b>Phone</b>
Rainbow Bridge (highway bridge at Niagara Falls between Canada and the United States)	US Immigration and Customs Enforcement	716-284-5174
Niagara Falls, New York	US Border Patrol	716-285-6444
Buffalo, New York	US Border Patrol	716-862-7000



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### ***Update history***

- 2014-11-27: Information on entering the United States or Canada using a I-551 card
- 2015-04-07: Information about the discontinuance of the Canadian Citizen Card
- 2014-12-15: Added Travelers under 18years old not traveling with both parents information
- 2014-12-10: Canada visa requirements lists updated.
- 2014-11-19: Minnesota now issues enhanced driver's licenses. Information about a letter to bring when both parents are not accompanying a child across the border clarified (Amtrak will not deny travel to an adult without this letter but the adult may be extensively questioned and seriously delayed at the border).
- 2013-08-29: Temporary enhanced driver's license/learner's permit/state or provincial ID not accepted – the traveler must have the permanent card.
- 2013-02-21: Republished in new format.
- 2013-01-16: Removed Command Line entries from document.
- 2012-05-29: Canadian visa list updated (Taiwan, South Sudan).
- 2011-11-15: Children under 18 policy amended to reflect new unaccompanied minor age range.
- 2010-12-08: Children under 18 may not normally cross the border alone; firearms policy updated.
- 2010-11-02: Expiry date in passenger documentation now enforced by Arrow.
- 2010-09-28: Information added if passenger has bicycle; entry corrected for command-line SPID field.
- 2010-09-20: Procedures added for Canadians who have lost their passports.
- 2010-09-01: Last city before border for train 69 corrected (Plattsburgh).
- 2010-07-19: Information on 5DOB field for Amish and children in groups added.
- 2010-06-26: New. Replaces G/POL/CDA.

### ***About this chapter***

<b>Contacts:</b> Phil Bouchard / Ann Adams	<b>Subject:</b> Crossing the US - Canadian Border
<b>Owner Department:</b> Transportation	<b>Group:</b> Customer Service - Stations





## California Rail Pass

### Chapter Summary: California Rail Pass

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## Policy

The California Rail Pass is valid for travel throughout the state on the three state-supported corridors, on the Coast Starlight and on most associated thruway services.

- The pass must be used within one year of purchase.
- The pass is sold to anyone, both domestic and foreign.
- The pass is sold from, and all travel booked in, one PNR.
- The pass consists of a folder which details the terms and conditions, name/address/id of the passenger, valid dates of travel, and a state map of valid routes.
- The arrow-issued pass is attached to the folder
- All space is booked in one PNR. Travel tickets are carried in the pass folder.
- The pass holders overall itinerary can include thruway services, but must include rail segments.
- Travel is limited to not more than four one-way journeys over a given route segment.
- The pass is not transferable. (see "identification")
- Passes are not valid on any transportation services listed under "passes are not valid on"
- Pass is not valid for travel on all days of its validity period, but rather for a fixed number of days within that period. Therefore, it is possible for the pass to expire.
- Travel during any part of a calendar day counts as using that day. A calendar day is defined as beginning at midnight (0000 or 12:00am) and ending at one minute before midnight (2359 or 11:59pm). Both boarding and detraining times, not just boarding time, is counted.
  - Therefore:
    - Boarding at 1130 and detraining at 2330 uses one day of the pass.
    - Boarding at 1130 and detraining at 0030 uses two days of the pass, as travel continued past midnight.
- A pass holder has the option of avoiding being charged for a second day by purchasing, at a separate fare, a ticket between the last stop before midnight and the final destination.
- The pass ticket is not valid without the folder and the folder is not valid without the pass ticket.
- The pass alone is not valid without a ticket. A ticket is required for all segments of travel.

## One Pass Option, and Prices

The California Rail Pass is sold in this version:



### **Statewide Pass**

Seven travel days allowed within a 21 day period.

Price: \$159.00 adults; \$79.50 children 2-12 yrs.

No other discounts are valid with the pass.

Statewide -7 travel days in 21 days - PC01

Valid for travel:

- On all Amtrak train services within the state of California, except not valid on trains 1/2, 3/4, 5/6, and 421/422. On trains 11/14, travel to or from points outside California requires a separate fare calculated between Dunsmuir (DUN) and the out-of-state origin or destination.
- On all 3000-6999 and 8000-8999 thruway services (bus, ace train, etc.) within the state (including Yosemite), to RNO and SPX in Nevada, and on buses 4312 and 4317 between Bakersfield and Las Vegas (\*not\* on the LAX-LVS thruways).
- Not valid on 7000 series thruway services.

Geographic list: {CITY CODES,TOUR,1} {RM\*GL 1}

Note - this list is a database display only. Do not take it as a definitive list of every current stop!

### **Reserving summary**

1. (SELL,OPEN,CAL,RLP,Y)
2. {PRICE,AUTO,OUTBOUND FARE PLAN PC01}
3. Create PNR (this will be used for pass and all travel)
4. Issue the pass, or
5. Book travel segments and then issue the pass and tickets
6. Inform the customer of the hold limit date, pass policy and remind them to carry identification.

Reservations must be made on all trains (including unreserved), and should be made well in advance to avoid sold-out conditions. A ticket is required for each segment of the journey. Unused tickets must be returned and canceled. (MOD.IT,DELETE SEG.) and (PRICE,DELETE) (cancel the travel segments, the pass doesn't need to be canceled.)



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### ***Step-by-Step Reserving Instructions***

- A PNR is created that includes the pass segment and all travel segments.
- The pass is issued from the PNR and then used to issue the travel tickets.
- A specialized folder is provided into which the pass ticket is fastened and travel tickets are kept.

#### **Reservation instructions:**

1. A PNR is required for all travel. Make a separate PNR for each passenger unless they are traveling together as a family and will not split up enroute.
2. Reserve open the pass segment. The origin is always "CAL" ("California") and the destination is always "RLP"("Rail Pass").No date option is permitted in the entry; the default is to day of PNR creation. Accordingly there is no advantage to booking the pass segment only in advance.

Entry: (F2/Sell, Option 9) (0Y/CCALRLP1)

Output:

```
RESV #14JUN          CTC-NONE    **NONE**  
      NO NAME  
1      OPEN C: CAL-RLP:  WE    07JUN      Y      1  
                      ND 3 FLD
```

3. Price the pass segment with passenger types 'F', 'H' or 'HF' (only), and the pass type fare plan 'PC01'. This will automatically give the correct fare (manual pricing not necessary).

Entry Example:

(PRICE, AUTO, F, H or HF OUTBOUND FARE CODE PC01)  
(3IPF-PC01)

Output: (on next page)

Note the new information at the top of the PNR. The "END ALL TRAVEL" date is based on the date of pass creation since no travel segments have yet been booked (the pass must be used within one year of its creation.)

Note - the rail pass is not valid in the Y, LY, or JY buckets, only YA, LA, JA or lower. If only the Y, LY or JY buckets are available Arrow will price the segment at the difference between the Y-bucket and A-bucket rail fare.



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RESV # HL 14JUN CTC-NONE 159.00/159.00  
TOURING PASS PNR--7 DAYS TRAVEL OVER 21 DAYS  
END ALL TRAVEL BY 11:59P ON 07JUN01  
NO NAME  
1 OPEN C :CAL-RLP: WE 07JUN Y 1  
301@ R SEG # 1 BASIS 1F  
\*PC01 RAIL FARE 159.00

4. Reserve all possible travel segments at the same time, to avoid possible sold-out conditions.
- All bookings must be in the same PNR as the pass segment.
  - You cannot book to a city that is not within the area covered by the California Rail Pass (GEOGRAPHIC LIST: (CITY CODES,TOUR,1) (RM\*GL1) )

For instance, you cannot book California Rail Pass travel to Eugene, OR, or to Flagstaff, AZ.

- You cannot book on a train not allowed on California Rail Pass. For instance, you cannot book travel on the California Zephyr, the Southwest Chief or the Sunset Limited/Texas Eagle.
  - Arrow will not let you book space until you have priced the pass segment.
  - Unreserved trains: book 'U' seats.
  - Reserved trains: book lowest available seats (thru 'YA' is free, Arrow will automatically price the difference between 'Y' and 'YA' if booked in 'Y').
  - Lower level seats: book lowest available seats (thru 'LA' is free, Arrow will automatically price the difference between 'LY' and 'LA' if booked in 'LY').
  - Business class, Unreserved trains: book 'JU' seats.
  - Sleeper: book in lowest available inventory type.
5. Price the travel segments with the following fare plans:

In many cases {PRICE,AUTO} {3IP} will properly price the travel segments. If not:

Passenger type -

Y - Adult passengers

YM - Mobility impaired passengers

(will properly price sleepers and allow booking of accessible coach space.)

YB- Child passengers

YC- Excess child

Fare plan -

Type of pass  
STATEWIDE

Pass fare plan  
PC01

Travel segment fare plan  
FC01



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PNR after booking and pricing a segment:

(Note that six days remain to be used, and that the "END ALL TRAVEL" date has changed to 21 days from first travel date.)

RESV #            HL 11JUN CTC-NONE            159.00/159.00  
TOURING PASS PNR--7 DAYS TRAVEL OVER 21 DAYS  
6 MORE TRAVEL DAYS MAY BE BOOKED  
END ALL TRAVEL BY 11:59P ON 1JUL13  
NO NAME  
1        OPEN C :CAL-RLP:            WE 07JUN            Y1  
301@ R SEG # 1 BASIS 1F  
      \* PC01 RAIL FARE 159.00  
3        6624 C SFC-EMY            710A TU 11JUN 745A 11JUN G            HK1  
302@ F SEG # 3 BASIS 1Y  
      \* FC01  
4        524 C EMY-SAC            755A TU 11JUN 948A 11JUN U            HK1  
303@ F SEG # 4 BASIS 1Y  
      \* FC01

6. Complete the rest of the PNR.
7. Make sure the customer knows the Hold Limit date, to pick up the pass and tickets at a staffed Amtrak Ticket Office, and to carry identification.

## Accommodations Covered

A rail pass holder is entitled to basic coach transportation. Passengers may upgrade to business class or sleeping car service by paying the applicable accommodation charge. Holder is entitled to any discount available for upgrades as long as all fare plan conditions are met. A cancellation fee of twenty-five percent (25%) applies to sleeping car accommodations canceled at least fifteen (15) days prior to "Trip" departures. The value of sleeping car accommodations are forfeited if cancelled within fourteen (14) days to "Trip" departure or if not cancelled at all.

## Multiple Travelers on One Pass

- Up to 5 persons may be named on one pass document. Each person has to \*pay a fare\* of course. If not a family, each person should have his or her own pass.  
\*\* Warning: If you put too many people on one pass you will run up against PNR ticketing limits!
- Only the persons named on the pass may travel on the pass.



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- Travel on any given service by fewer than all persons named on the pass is permitted (for example, party of five named on the pass, but one member of the party chooses not to travel on a certain day), but a date will be considered used for all persons, even if only one person travels on that date.

## **Ticketing Summary - Stations**

1. Display PNR
2. Ask for identification
3. Ask if they want to make changes
4. Issue pass. {TICKET PNR,USA RAIL}
5. Tkt the travel segments {TKT PNR,USA RAIL} and place tkts in folder.
6. Fasten the pass to the pass folder.
7. Tkt the travel segments {TKT PNR,USA RAIL} and place tkts in folder.
8. Go over terms and conditions printed in folder with your customer.
9. Remind them to present pass folder and tickets to conductor and/or bus driver, and to have ID available.

The pass ticket is not valid without the folder, and the folder is not valid without the pass ticket.

## **Detailed Ticketing Instructions - Stations**

1. Display the PNR.{retrieve PNR,PNR#}{\*\_\_\_\_\_}
2. Ask for identification. First preference is for government-issued photo identification. Failing that, ask for any official ID bearing a signature (and, preferably a photo).
3. Ask the customer if he or she wants to make any changes. It is much easier to do this before tickets are issued.
4. Issue the pass ticket from Arrow (ticket by fare field #).

ENTRY: {TKT PNR,USA,FARE FIELD #} {TKA1}  
{TKT PNR,DUP} (IF TKT WAS ISSUED BY A TRAVEL AGENCY).

5. Have the customer sign the pass if paid by a credit card.
6. Remove the receipt (stub) and give it to the customer.
7. Complete (you - not the customer) the passenger data portion of the pass folder, including the identification presented, and have the pass holder sign it. The signature must match what is on the identification.
8. Complete the dates of travel portion of the pass folder as follows, using the date format (YYYY-MM-DD) called for on the folder. Note: if no travel has yet been



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- booked leave all boxes blank, except for voiding the excess travel day boxes as indicated in item d, below.
- A. Enter the first date of validity, which is the first day of travel, as booked in the PNR.
  - B. Enter the last date of travel, which is calculated by adding 20 days to the first date.
  - C. Repeat the first date of travel in the first of the travel date boxes below. Leave the others blank, even if travel is booked on additional dates (the passenger could make changes).
9. Remove the strips covering the adhesive and fasten the pass ticket in the space indicated. (do this after you have completed filling out the folder, so if you make a mistake, you will only have to tear up the folder and rewrite another one, rather than voiding the pass itself.)
10. Issue all remaining tickets reserved by the customer, using the pass as the form of payment.

ENTRY:(TKT PNR,USA,FARE FIELD#) (FOP IF THERE ARE EXTRA-FARE ACCOMMODATIONS)

11. Inform the customer:
- Tickets must be obtained for all travel. The pass alone is not valid without a corresponding ticket.
  - The pass and ticket must be presented together to the conductor.
  - The identification indicated on the pass must be carried and presented to a ticket agent or onboard crew member, if requested.
  - Boarding any train on any date will cause that date to be noted on the pass as one of the dates used.
  - Transferring to another train or bus scheduled to depart after midnight will cause another date to be used.
  - All future reservations and tickets must be issued from the same PNR.
  - Any tickets that will not be used must be turned in to an Amtrak agent.
  - If, before the date of first travel, the customer wants to change that date, the pass and all tickets must be turned in and reissued to avoid losing that date. This must be done at least two (2) days prior to the original date of first travel; if not, those dates will count as one of the dates used.

## Travel Agent Ticket at Stations

Travel agents can book the PNR and issue a "ticket" -for the Pass segment only- from their automated systems.





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This ticket will be exchanged at an Amtrak ticket office for an actual pass. Once that pass is issued the ticket office can then issue travel tickets. Travel agents do not have the necessary California Rail Pass folder. Since the pass segment will already be ticketed, you will have to either...

- Duplicate-ticket that segment by fare field #, or...
- Duplicate-ticket that segment by fare association.

ENTRY:{TKT PNR,DUP}

If there are segments in the PNR with an accommodation charge (business class or sleeper), the travel agency can issue a miscellaneous charge order (MCO) for this amount. The customer can exchange the "ticket" for the actual pass, plus the MCO for the extra-fare accommodations.

ENTRY:{TKT PNR,USA,TKT#(PASS #),FARE FIELD #,FOP}

Complete details are under {REFERENCE,FIND,TVL,CAL}

## Changes after ticketing

Warning: Unlike other passes, a new hold limit will be assigned each time you make a change to the PNR.

Warning again: Arrow may not give you a prompt telling you it is doing that.

Example:

- Pass is booked in July for travel DEC. 1. The pass segments and initial travel segments are ticketed July 1. On July 7 the customer adds more travel for Dec.16. The PNR hold limit will change to July 14 - seven days after July 7, the date the changes were made. The customer will need to have the new segments ticketed by an Amtrak ticket office on or before July 14 to avoid having them cancel (ticketed segments will not cancel). Since this may be an inconvenience, if the travel is well in the future, it is a good idea to try to get the customer to initially plan as much travel as possible, especially if he/she is not close to an Amtrak ticket office. If the customer is enroute this will not be as much of a problem because
  1. He or she is likely going to be using staffed stations, and
  2. The proximity of the new dates of travel will probably give a day-of-departure hold limit or something close to it.

If adjustments that would change the first day of travel are made after ticketing, but before the date of first use entered on the pass, this pass and all tickets issued against it



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**must be returned for reissue at least two (2) days prior to the scheduled departure of the "Trip" in order to obtain all allowable travel days and the full validity of the pass.**

### ***Reservation Agents:***

If the original PNR was TBM, the res agent making the change can requeue it to the TBM office by entering {SEND MSG,QUE PNR} {7tbn} the TBM office will then mail out the new tickets, issuing them against the pass, and charging any new accommodations to the credit card in the PNR.(tell the customer this.)

## **Identification required**

- The rail pass is not transferable.
- Identification must be presented when purchased, and noted on the pass.
- All required information must be entered, and the pass signed.
- When using tickets obtained with the pass, the holder must show the rail pass, produce the identification noted on it and sign all tickets.

## **Honoring the Rail Pass**

- The pass and the ticket must both be presented to the conductor or bus driver.
- The date on which the pass holder is boarding a train or bus must be one of the travel dates indicated on the pass.
- If a date has not already been entered on the pass that corresponds to the date the pass holder is boarding, the first conductor or bus driver that day will enter that date in the next empty box on the pass folder.
- If all allowable date boxes have a date entered in them and the pass holder is boarding on a subsequent day, the pass is expired, and the conductor or bus driver will collect a regular fare.
- The conductor or bus driver will ask for the identification noted on the pass if necessary, so the pass holder must always carry this with him or her.

## **Boarding Without a Ticket or a Pass, or a Ticket for a Different Day**

A ticket is required for each travel segment, and must be obtained **prior** to boarding. If unforeseen circumstances result in a pass holder boarding the following buses or trains Without a valid ticket:

Amtrak trains and 3000-6999 series Thruway buses or services:

- With a pass, and a ticket valid for that city pair but not for that particular day's train or bus - ticket will be accepted. The date of travel will be entered in the "Travel Date" section if this has not already been done.



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- With a pass, and no ticket - pass holder will be carried to the nearest staffed station where a ticket for that train or bus, plus any additional tickets required, may be obtained. The date of travel will be entered in the "Travel Date" section.
- With no pass or ticket - pass holder will pay conductor or bus driver the established fare to the nearest staffed station where a pass can be purchased. No credit will be given toward the purchase of a pass.

8000 series Thruway buses or services:

- With a pass and a ticket valid for that city pair but not for that particular day's bus - ticket will be accepted. The date of travel will be entered in the "Travel Date" section.
- With a pass and no ticket - the pass holder will pay the carrier its established fare between the points traveled. No refund or credit will be given.
- With no pass or ticket - passenger will pay the carrier its established fare between the points traveled. No credit will be given toward the purchase of a pass.

7000 series Thruway buses or services, or any other train, bus or service where the pass is not valid:

- Pass not valid on these services, carrier will collect the established fare between the points traveled. No refund credit will be given.

## Valid Time Period

This pass is valid for a certain number of days within a given period as indicated on the inside of the folder. Travel on any calendar day is defined as boarding train or bus on that day and completing travel on that same day. Any transfers made that day are included. A calendar day is defined as beginning at 0000 (12:00am) and ending at 2359 (11:59pm). Scheduled departure time, not actual departure time, will govern.

### Another day of travel will be charged when:

- The pass holder boards a train or bus on a date not previously traveled.
- The pass holder boards a train or bus before midnight and remains onboard past midnight.
- The pass holder has the option of purchasing a separate ticket (at regular fares) between the last station before midnight and his or her destination, in order not to have travel after midnight count as another day used.
- On each new day of travel, another date will be entered in the designated area on the pass by the conductor or bus driver on the first train or bus boarded that day.



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**Transfers:**

Transfers made on the same calendar day are included. Any transfer made the next calendar day will count as another day used. A calendar day is defined as beginning at 0000 (12:00am) and ending at 2359 (11:59pm).

**Examples:**

- Departing LAX at 1920 (7:20pm) and arriving in SAN at 2200 (10:00pm) counts as one day of travel.
- Departing LAX at 2150 (950pm) and arriving in SAN at 0030 (12:30am) counts as two days of travel.

The conductor or bus driver will enter a new day of travel in the designated area of the pass when any of the above conditions apply. If the arrival time is after midnight, two days of travel will be entered at the time the ticket is collected.

**Expiration**

The pass and all tickets issued against it expire at midnight and are void thereafter on the earliest of:

- The last travel date, when the number of travel dates specified by the pass type have all been used.
- The latest allowable travel date, even if the full number of travel dates have not been used.
- The last day before a blackout period begins, if such a period begins during the life of the pass and a pass type was purchased. That does not allow travel during the blackout period, even if this reduces the number of valid days.
- The "not valid after" date shown on the attached ticket, even if this reduces the number of valid days. The pass must be used within one year of purchase.

**Expiration Examples:**

- The pass is purchased for a 21-day period June 10-30, and allows seven days of travel within that period. The days of travel are June 10, 12, 16, 19, 20, 23 and 27. The pass expires at midnight June 27.
- The pass is purchased for the same period above, but the only days of travel are June 16, 23, and 27. The pass expires at midnight on June 30, even though only 3 days are used.

**Passes Are Not Valid On**

Passes are not valid on any other service, including but not limited to:

- Any other rail operator, including but not limited to Caltrain, Altamont Commuter Express, Metrolink, Coaster, etc.



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- Any intercity bus service except that specifically identified and sold in Arrow as Amtrak Thruway.
- Any local public or private transit authority or operation, including buses, trolleybuses, streetcars, subways, cable cars, light rail, ferries and paratransit.
- Any local public or private transit authority or operation, including buses, trolleybuses, streetcars, subways, cable cars, light rail, ferries and paratransit.

## Refunds

In order to obtain a refund on the rail pass itself:

- No travel may have taken place using the pass, and
- The pass and all tickets issued with it must be turned in no later than two (2) days before the date of first use printed on the pass.

Within two (2) days of travel or once travel has begun the pass is not refundable and has no residual value. The accommodation charge, if any, on any unused tickets may be refunded; normal non-cancellation policies apply.

A 25 percent refund fee applies to any amounts refunded.

If tickets were issued against the pass, space must be cancelled, all tickets collected (tour pass and travel tickets) and mailed to Amtrak Refunds for processing.

If being spoiled (same agent/same cash drawer/same day), or if no tickets travel tickets have been issued, refund through Arrow/STARS. Otherwise, send to Philadelphia Refunds using NRPC 3155.

## Lost, Stolen or Destroyed Passes

Lost stolen or destroyed passes, and any tickets issued against them, are neither refundable nor replaceable.

If the pass is lost, stolen or destroyed - but not the tickets - those tickets are unusable as the passenger must have the pass in order for the tickets to be valid.

Either a new pass must be purchased and new tickets issued, or tickets can be purchased at regular fares.

## Accounting

The California Rail Pass shows up on your PST display as a USA Rail Pass sale. {Alt A, P, T}

If you spoil (PSR1, PSR2) the pass, its dollar amount is decreased from 040/AUTO RAIL -- in other words, that figure is net, not gross like 001 Arrow Sales.



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Therefore, don't report voided passes on your 920 or in ASAP. If you do, you won't balance.

If you void a revenue ticket (sleeper or business class) issued with the California Rail Pass, it is part of 001 Arrow Sales, so do report that under Arrow spoils.

## Appendix

### *Update History*

2018-01-07: Refund fee percentage changed from 20% to 25%.

2016-08-15: Refund fee changed to 20% and cancellation required at least 2 days prior

2014-07-16: Updated refund process- mail in once travel tickets have been issued

2013-04-12: Updated passenger types valid for travel segment to include YB and YC.

2014-03-24: Updated child passenger type age from 2-15 to 2-12.

### *About this Chapter*

<b>Contact(s):</b> Colleen Richter	<b>Subject:</b> California Rail Pass
<b>Owner Department:</b> Marketing	<b>Group:</b> Field Marketing



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## Allowable and Special Items in Baggage Service

### Chapter Summary:

This chapter contains policies and procedures for the acceptance of special items on-board.

Please note Amtrak Express is suspended, until further notice, effective October 1, 2020

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## Acceptance of special items

Items with special handling or packing requirements which may be over the normal size requirements may be brought onboard or transported in Checked baggage service as designated in the "Special Items Table".

Special Items Table						
ADA Required Medical Devices and Service Animals	Carry-On Baggage	Carry-On Service Charge	Checked Baggage	Checked Service Charge	Express	*Conditions for Transport
Common Wheelchairs	Yes	None	Yes	None	Yes	
Canes and Walkers	Yes	None	Yes	None	Yes	
Powered Mobility Assistance Devices	Yes	None	No	See Page 5 – Send Heavy Express	*Yes	Heavy Express
Hoyer Lifts	No	-	*Yes		*Yes	Under 50 lbs/boxed to prevent damage
Oxygen Equipment	Yes	None	No	-	*Yes	Empty
CPAP Device	Yes	*	No	Medical Assistance Devices are exempt.	Yes	
Prescribed Medicine	Yes	None	No	-	No	
Service Animals	Yes	None	No	-	No	
Baby Items	Carry-On Baggage	Carry-On Service Charge	Checked baggage	Checked Service Charge	Express	*Conditions for Transport
Car and Booster Seats	Yes	None	Yes	None	Yes	
Carriages and Strollers	Yes	None	Yes	None	Yes	
Cribs and Play Pens	No	-	Yes	If Oversize: \$20.00	Yes	
Musical Instruments	Carry-On Baggage	Carry-On Service Charge	Checked baggage	Checked Service Charge	Express	*Conditions for Transport
Small Musical Instruments	Yes	None	Yes	-	Yes	
Medium Musical Instruments	Yes	None	Yes	-	Yes	Stored within Checked baggage
Oversized Musical Instruments	Yes	Revenue Seat	Yes	\$10.00	Yes	Excess baggage fees may apply



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Special Items Table (cont'd)						
Bicycles	Carry-On Baggage	Carry-On Service Charge	Checked baggage	Checked Service Charge	Express	*Conditions for Transport
Boxed Bicycles and Bicycle Trailers	No	-	Yes	\$10.00	Yes	
Folding Bicycles	Yes	None	Yes	None		
Electric Bicycles	No	None	Yes	Varies – See Chart		
Electric Scooters	Yes	None	Yes	None		Under 50 lbs
Carry-On/Walk-On Bicycles	Specific Trains – See Chart	Varies – See Chart	No	-		
Trainside Checked Bicycles	No	None	Yes	Varies – See Chart		
Tandem Bicycle	No	-	Yes	-	Yes	(If broken down to fit in a single bicycle box / under 50 lbs)
Recumbent Bicycles	No	No	No*	Capital Ltd. Only	No	
Sporting Equipment	Carry-On Baggage	Carry-On Service Charge	Checked baggage	Checked Service Charge	Express	*Conditions for Transport
Archery Equipment	No	-	Yes	None	Yes	
Baseball Bats	Yes	-	Yes		Yes	
Bowling Balls	Yes	-	Yes		Yes	
Camping Equipment	Yes	None	Yes	None	Yes	
Cricket Bats	Yes		Yes		Yes	
Axes and Hatchets	No	-	No	-		
Dumbbells/Hand Weights	No	-	Yes		*Yes	Boxed to prevent damage
Kirpans (ceremonial sword or dagger)	Yes		Yes			
Knives (hunting, pocket, etc.)	No	-	Yes			
Fencing Equipment	No	-	Yes	None		
Fishing Poles and Rods	Yes	None	Yes	None	Yes	
Golf Clubs	Yes	\$10.00 – Ticket Mid-West trains ONLY	Yes	\$10.00	Yes	



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Special Items Table (cont'd)						
Hockey and Lacrosse Sticks	Yes	None	Yes	None	Yes	
Scuba Tanks	No	-	Yes	\$10.00	Yes	Tanks empty and in container
Surfboards and Wakeboards	Pacific Surfliner Only	None	Yes	\$10.00	Yes	
Boogie Boards and Skim Boards	Yes		No	-	No	
Water Skis, Snow Skis, and Snowboards	Yes	None	Yes	None	Yes	
General Sporting and Recreational Equipment to include but not limited to: Balls, Bats, Cleats, Helmets, Jerseys, Medicine for the Sport, Shoes, Sporting Apparel, Pads, Rackets, Roller Blades, Safety Equipment, Skate Boards, Small Sticks, and Water Bottles must be contained within the passengers luggage. Any item that could be considered a weapon (bats or sticks) must be in a locked, protective container if carried onboard.						
Electronics	Carry-On Baggage	Carry-On Service Charge	Checked baggage	Checked Service Charge	Express	*Conditions for Transport
Cameras	Yes	No	No	-	No	
Cell Phones	Yes	No	No	-	No	
Desktop Computers	Yes	No	No	-	No	
Laptop/Handheld (Ipad) Computers	Yes	No	No	-	No	
MP3 (Ipod) Players	Yes	No	No	-	No	
Electronics cont.	Carry-On Baggage	Carry-On Service Charge	Checked baggage	Checked Service Charge	Express	*Conditions for Transport
Personal Digital Assistant	Yes	No	No	-	No	
Video Gaming Systems	Yes	No	No	-	No	
Containers	Carry-On Baggage	Carry-On Service Charge	Checked baggage	Checked Service Charge	Express	*Conditions for Transport
Messenger, Shoulder or Large Laptop Bags, Paper or Plastic Bags, and Tote Bags	Yes	No	No	-	No	
Large Coolers (No Perishables)	No	Yes	Yes		Yes	
Laundry Bags	Yes	No	No	-	No	
Plastic or Rubber Shipping Containers	No	No	Yes*		Yes	*Palletized shipments only which will not be broken down enroute



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Special Items Table (cont'd)						
Shipping Boxes	No *	Yes	Yes		Yes	* Amtrak shipping (Compliance) Boxes are allowed.
Oversize Items	No	Yes*	Yes*		Yes	*Up to 100 linear inches or Express that fits on a pallet
Overweight Items	No	No	Yes*		Yes	*Items over 50lbs accepted on Pallets
Trash Bags	No*	No*	No*	-	No	*Booster, car seats and strollers only can be placed in a trash bag
Zipper "Suit" Bags	Yes	No	No	-	No	
Other	Carry-On Baggage	Carry-On Service Charge	Checked baggage	Checked Service Charge	Express	*Conditions for Transport
Alcoholic Beverages	Yes*	No	No	-	No	*Passenger can transport alcohol, but consumption of personal alcohol must only be done in Sleeping Car accommodations
Controlled or illegal substances	No	No	No	-	No	
Cremated Remains	Yes*	Yes*	Yes*		Yes	*Must be in small container securely stored within the passenger's baggage. Recommended in Carry-On luggage.
Fruits/Vegetables	Yes*	No	No	-	No	*In small amounts for the passenger's trip. Travel to Canada, advise passenger to check Customs
Jewelry	Yes	No	No	-	No	
Liquids and Gels	Yes*	Yes*	No	-	No	*In limited quantities for personal care
Massage Tables	No	Yes*	Yes		Yes	* If oversized, please charge the applicable fee.
Perfumes and Colognes	Yes	No	No	-	No	



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Plants	No	No	Yes*		Yes	*Commercial shipments from nurseries/distributors or flowers accompanying human remains
<b>Special Items Table (cont'd)</b>						
Other cont.	Carry-On Baggage	Carry-On Service Charge	Checked baggage	Checked Service Charge	Express	*Conditions for Transport
Meat	Yes*	No	No	-	No	*In small amounts for the passenger's trip. Travel to Canada, advise passenger to check Customs
Mannequins	No	No	Yes*		*Yes	*Commercial shipments only
Negotiable Papers (e.g. Stocks and Bonds)	No	No	No	-	No	
Seafood	No	No	No	-	No	

- Special items carried onboard are NOT subject to the oversize carry-on fee but may be charged if it is over the quantity (*Refer to Carry-on baggage Policy*). An Amtrak employee may determine if a special item is too large, fragile, or cumbersome to be carried on-board or transported as Checked baggage. Condition of the item or season of travel may be factors used to determine whether transport is denied.
- If Checked baggage service is available between the city pairs of the trains/thruway services the passenger is traveling, the passenger must be directed to check their special item(s).

## Special item requirements

Passengers not meeting the special item requirements may ship Amtrak Express, if these services are available (*refer to Amtrak Express Policy*). If no transportation options are available, the item(s) must be denied.

### Quantity exceptions

Special items will count toward the baggage allowance for carry-on or Checked baggage except as follows:

- ADA required medical devices will not count toward the allowable baggage limit provided the passenger has a ticket issued at the mobility impaired fare.



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- Passengers with infants will be allowed one additional Carry-on baggage item per passenger that will not count towards the allowable baggage limit (strollers, car seats)

**Weight**

- Special items must not exceed 50 lbs. (23 kg).
- ADA required medical devices brought on-board may be over 50 lbs. in limited circumstances. (Refer to Section C.6 "ADA Required Medical Devices and Service Animals")

**Size**

- Must not exceed applicable size restrictions outlined in each category.

**Special items in carry-on baggage*****Onboard handling procedures***

Passengers with special items will be directed to store their items in approved baggage areas that will not cause annoyance to crews or passengers.

If the Special Item requires a ticket and the passenger did not purchase a ticket for that item prior to boarding the train, the Conductor or Assistant Conductor will complete at COTS for the charge.

The charges will vary depending on the item and train

- Golf Bags (Mid-West Corridor Trains) \$10.00
- Bicycles-Please see the grid provided at the end of the chapter
- Oversized Musical Instruments: Full fare from passenger's origin to destination

The following city codes must be written on COTS:

- Golf Clubs: GLF in the "FROM" box and CRY in the "TO" box
- Bicycles and Oversized Musical Instruments: City pairs in which the passenger is traveling must be entered in the "TO" and "FROM" boxes

Full and/or Half fare preprinted boxes (1 through 4):

- Golf Clubs: DO NOT PUNCH
- Bicycles: Complete depending how many bicycles they have
- Oversized Musical Instruments: Complete depending how many seats the instrument occupies

The "IN CONN WITH" box must be punched

In the box titled "ACCOMMODATIONS, FARE CLASS, BASIS ENDORSEMENT":



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- Golf Clubs: GLF1 with the city pairs and the ticket number
- Bicycles: BV with the ticket number
- Oversized Musical Instruments: Varies by where passenger is sitting

Passengers boarding without a transportation ticket and a Special Items ticket must be sold two (2) separate COTS: One (1) COTX for the transportation and one (1) COTS for the Special Items

For Golf Bags only, if a passenger boards at an open staffed station and requires a COTS to be issued, a penalty fee of \$5.00 per golf bag will be added to the \$10.00 per golf bag charge

COTS will be placed in the *"Train Earnings Reports Envelope"* (NRPC 158)

### ***Reservation procedures***

If the passengers would like to book a ticket for their Special Item, display the passenger's PNR. If a PNR has not yet been created, create one and book the passenger space

In the same PNR and between the same cities, book the accommodation type

- BV for bicycles for trains with Walk-On Bicycle service only. San Joaquins and Capitol Corridor do not require a reservation.
- GX for golf clubs for trains with Carry-On Golf Club service only

Book one space for each train the passenger will take

Price with passenger type "FF". Heartland Flyer, Piedmont and Pacific Surfliner are \$0.00.

Complete the PNR (if necessary) and end transaction

Collect the payment and issue the tickets

Give the travel documents to the passenger and tell him or her to give it to the conductor along with the ticket

If multiple items (two golf bags), book two separate PNR segments, and price the two items with two separate itineraries

Travel documents may be refunded

- If not printed, refund normally
- If printed, may only be refunded with an unused train travel document



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## Special items in checked baggage

Passengers will be required to arrive at the station with adequate time to process their items and fill out the required documentation paying the appropriate charges

A handling fee may apply if the item is over a certain size or requires special handling, in which all fees will be recorded on "Receipt for Baggage Service Charges" (old NRPS 326 replaced by NRPC 4003). Refer to Section B.8 "Baggage Service Charges: for determining the appropriate charges. In some cases, if the special item is the fourth-sixth piece checked, it will be charged an excess fee plus the special items fee.

See instructions for handling of checked items (Refer to Section B.7 "Baggage Check-In").

## ADA required medical devices and service animals

### ***Common wheelchairs***

Non-powered wheelchair (no motor or battery) (*Refer to Figure 1*)

- Carry-on baggage requirements
  - 30" width x 48" length (76 cm x 122 cm) with ground clearance of 2" (5 cm)
  - 600 lbs. (232 kg) weight limit for both wheelchair and passenger
  - No charge
  - Assistance with loading and unloading from trains will require a Special Service Request.
- Checked baggage requirements
  - 30" width x 48" length (76 cm x 122 cm) with ground clearance of 2" (5 cm)
  - 50 lbs. (23 kg) weight limit
  - No charge

### ***Powered mobility assistance devices***

Powered wheelchair, scooter (Refer to Figure 4), Segway (Refer to Figure 3), Electric Bicycle (Refer to Figure 2)

- Carry-on baggage requirements
  - 30" width x 48" length (76 cm x 122 cm) with ground clearance of 2" (5 cm)
  - 600 lbs. (232 kg) weight limit for both wheelchair and passenger
  - No charge
  - Assistance with loading and unloading from trains will require a Special Service Request. Electric bicycles not allowed as Carry-on baggage

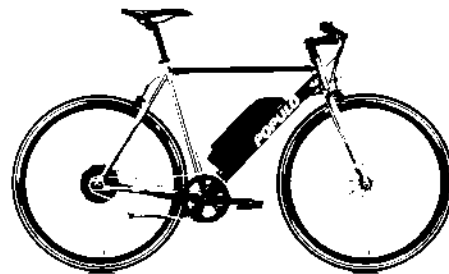


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- Checked baggage requirements
  - Powered wheelchair, scooters and electric bicycles over 50 lbs. are prohibited from this service and must be sent as Heavy Express on a pallet. Electric bicycles and scooters under 50 lbs. follow normal bicycle handling instructions
  - 50 lbs. (23 kg) weight limit
  - No charge
  - Powered Mobility Assistance Devices are prohibited from Checked baggage service and may be shipped to and from heavy express stations on a pallet, only if passenger has a ticket issued at the mobility impaired fare, express tariff assessed otherwise. If a passenger chooses to ship as Amtrak Express, they will be transported as Checked baggage, using a Baggage Tag (NRPC 4000) and must travel on the same train as the passenger in order to not incur any fees.



**Figure 1: Example of common wheelchair**



**Figure 2: Example of electric bicycle**

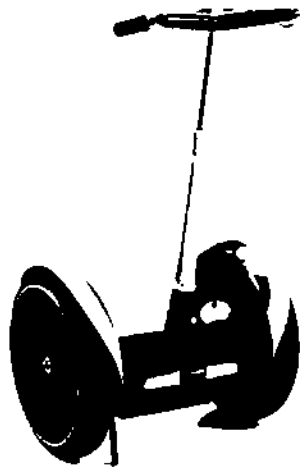


Figure 3: Example of Segway

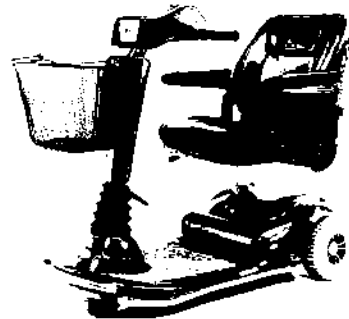


Figure 4: Example of three-wheeled scooter

### ***Oxygen equipment***

Oxygen tanks (Refer to Figure 5), battery powered apparatuses for oxygen tanks

- Carry-on baggage requirements
  - Total weight of all tanks must not exceed 120 lbs. (54 kg)
  - No charge
  - Oxygen equipment must be required for the passenger's trip accompanied by a Special Service Request. Equipment must be able to operate for a minimum of four (4) hours and meet the Underwriter's Laboratory (UL), Factory Mutual (FM) or Department of Transportation (DOT) listed.
- Checked baggage requirements
  - Prohibited from being checked



**Figure 5: Sample of oxygen tank**

### ***Canes and walkers***

- Carry-on baggage requirements
  - 50 lbs. (23 kg) weight limit
  - No charge
- Checked baggage requirements
  - 50 lbs. (23 kg) weight limit
  - No charge

### ***Service animals***

- Trained or qualified animals for assisting passengers with disabilities
- Comfort animals are prohibited. If a service animal needs to occupy the adjacent seat, the passenger must provide a blanket for the animal. All animals are prohibited for transport in Checked baggage service and Amtrak Express.

### ***Baby items***

Passengers with infants are allowed additional baby items that will not count towards the Carry-on baggage limit. Checked baby items will count towards the total baggage limit.

### ***Car and booster seats***

Used by infants and small children when riding in a car (Refer to Figure 6)

- Carry-on baggage

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- 50 lbs. (23 kg) weight limit
  - No charge if oversize; charge for if over the quantity. Passengers with infants allowed 1 additional item for carry-on items per ticketed adult passenger
  - Passengers traveling with an infant in a car seat may occupy a vacant seat only if the seat is not needed for a paying passenger; the infants may be required to be placed on the passenger's lap and car seats stored in the appropriate baggage areas.
- Checked baggage
  - 100 linear inches (254 cm)
  - 50 lbs. (23 kg) weight limit
  - No charge, excess fees may apply after the first 2 items per person
  - Plastic bags may be used to cover car or booster seats to prevent damage



**Figure 6: Example of Booster / Car seat**

### ***Carriages and strollers***

- Carriage: A four wheeled vehicle for pushing infants that cannot be collapsed into a smaller size for transport

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- Stroller: A three or four wheeled vehicle for pushing infants that can be collapsed into a smaller size for transport. Refer to Figure 7)
- Carry-on baggage
  - 50 lbs. (23 kg) weight limit
  - No charge. Charge applies if over the quantity. Passengers with infants allowed one additional item for carry-on items per ticketed adult passenger
  - Strollers may be carried onboard for no additional fee, if they can fold to a smaller size, which must be done prior to boarding. Strollers must be stored at the ends of the car in the overhead racks.
  - Carriages, Active Strollers, All Terrain Strollers (Refer to Figure 8) and Multi-Child Strollers (Refer to Figure 9) will need to be placed in Checked baggage if too large to fit onboard
- Checked baggage
  - 100 linear inches
  - 50 lbs. (23 kg) weight limit
  - No charge, excess fees may apply after first 2 items per person



Figure 7: Example of stroller



Figure 8: Example of all-terrain stroller



Figure 9: Example of multi-child stroller

### ***Cribs and play pens***

- Carry-on baggage
  - Not prohibited
- Checked baggage
  - 75 linear inches (190 cm) anything from 76-100 linear inches (193-254 cm) will incur an oversize fee
  - 50 lbs. (23 kg) weight limit
  - No charge, excess fees may apply after first 2 items per person
  - Must be boxed



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## **Musical instruments**

### ***Small sized musical instruments***

Instruments of smaller size that can be stored within the passenger's baggage. Common examples: Flutes, small trumpets and harmonicas. (Refer to Figure 15)

### ***Medium sized musical instruments***

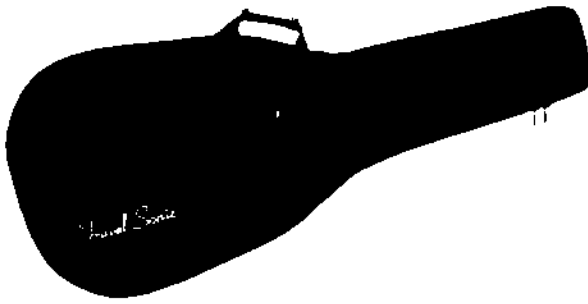
Instruments of medium size that must be carried separately from the passenger's baggage and need to fit in the overhead rack. Common examples: guitars, trombones, trumpets and French horns (Refer to Figures 10-13)

### ***Oversized musical instruments***

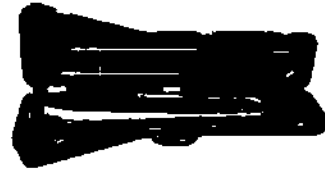
Instruments of a larger size that will require the purchase of a full revenue ticket for the instrument to occupy a seat (no larger than 72" (183 cm)) Common examples: Cellos, bass violins, bass saxophones and tubas (Refer to Figure 14)

- Carry-on baggage
  - Medium sized instruments can be carried on. Instruments that do not fit in luggage racks are considered oversize
  - 50 Lbs. (23 kg) weight limit
  - No charge if oversize, charge applies if over the quantity allowed
  - Musical instruments may be carried onboard free of charge in lieu of a piece of baggage, if it can safely fit in the overhead rack or in the end of the car. Hard-sided cases are recommended. Oversize musical instruments may require the purchase of a full revenue seat. A full revenue seat will be considered a full adult fare at the current price on the date of purchase.
- Checked baggage
  - 100 linear inches (254 cm)
  - 50 lbs (23 kg) weight limit
  - \$10.00 per case, excess baggage fees may apply
  - Musical instruments only in a hard case, under the weight and size restrictions may be checked. Musical instruments considered very valuable or in a soft-sided case will not be accepted in Checked baggage. Drums will be accepted if disassembled and placed in separate containers for transport.

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**Figure 10: Example of guitar**



**Figure 11: Example of trombone**



**Figure 12: Example of French horn**



**Figure 13: Example of trumpet**



**Figure 14: Example of Cello/Bass violin**



**Figure 15: Example of flute**

## Bicycles

There are four main services for bicycles:

1. Boxed
2. Folding
3. Carry-on/walk on
4. Trainside checked

### ***Boxed bicycles in Checked baggage***

Bicycles in boxes are transported in a baggage car or coach baggage car. The bicycle is either boxed by the passenger with a box they provide, or an Amtrak provided box.



Figure 16: Example of Amtrak bicycle box

### ***Folding bicycles***

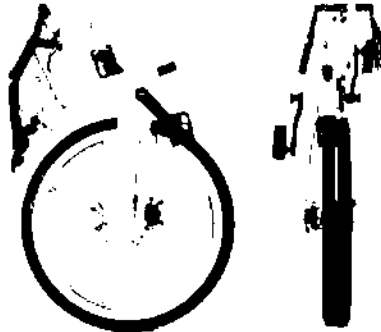
Bicycles that fold into a smaller size that may be transported onboard the train or in Checked baggage, meeting the specific size requirements. (Refer to Figure 17)

- Carry-on baggage
  - 34" x 15" x 48" (86 cm x 38 cm x 122 cm)
  - 50 lbs (23 kg) weight limit
  - No charge if oversize, charge applies if over the quantity
  - Folding bicycles carried onboard may be stored in baggage storage areas at the end of the car or in the lower level of Superliner equipment. They must be considered a true folding bicycle; frame or spokes are hinged for easy disassembly. Folding bicycles cannot be placed in overhead baggage racks, vestibules, or in reserved (ticketed) bicycle racks.
- Checked baggage
  - 34" x 15" x 48" (86 cm x 38 cm x 122 cm) no oversize fee
  - 50 lbs (23 kg) weight limit
  - No charge, excess baggage fee may apply



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- Folding bicycles may be transported in Checked baggage and must be packed in original manufacturer's container or other container supplied by the customer or will be denied transport. If the passenger has no container, the passenger may unfold the bicycle and purchase a bicycle box for transport.



**Figure 17: Example of folding bicycle**

### ***Carry-on/walk-on bicycle service***

- Carry-on/walk-on bicycle service is a carry-on service that is offered on trains that have bicycle racks installed on the coach, café or bag/coach cars. Passengers will be responsible for carrying their own bicycle onboard and loading them into the bicycle rack.
- Refer to *Figure 32* for trains that offer carry-on bicycle service
- Bicycles may be carried onboard trains to be stored in racks for transport between stations along that route.
- Reservations are required for bicycles; service charges may apply.
  - Reservations can be made through Amtrak.com, Quik-Trak, a Contact Center or Station agent.
  - Reservations cannot be made through Amtrak Mobile Apps.
- One (1) bicycle per passenger, to include BMX, electric, cruisers, mountain, racing or road bicycles. ***No Recumbent, Rickshaws bicycles, Tricycles or Bicycle Trailers or Tandem bicycles.***
  - Must be the size of a standard bicycle
  - Tires must be maximum width of 2 in. /51 mm.
  - 50 lbs (23 kg) weight limit
  - Charge varies by train (Refer to Figure 32)
- Carry-on/walk-on bicycles must be stored and secured (if car is equipped with racks) in approved bicycle storage area, where passengers will be responsible for stowing and security of bicycles. Trains that are unreserved will serve customers on a first come, first serve basis. Bicycles will be allowed onboard until the capacity is reached per train, per car. On non-reserved trains that have reached capacity, passengers with bicycles must either find a vacant bicycle space or exit the train at the next stop. Side bags should be removed during stowing.



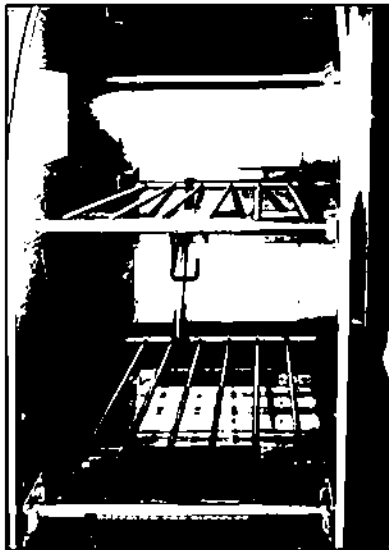
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**Station, crew and customer responsibilities**

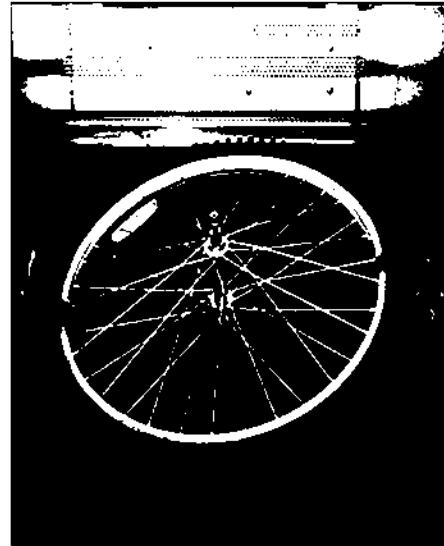
- Customers must arrive 30 minutes prior to train departure to allow enough time to maneuver their bicycles through the station and be in position to board.
- Bicycles are not permitted on escalators.
- Customers must be physically capable of maneuvering their bicycle through the station and carrying their bicycle onto the train.
- Train crews will assist customers boarding their bicycles in accordance with Baggage Handling – Bicycles, in the Service Standards Manual for Train Service and On-Board Service Employees.
- Customers with bicycles will be directed by train crews to the car where they should board the train and stow the bicycle.
- Customers are required to lift and hang their own bicycle
- Conductors should not do so on behalf of the customer.

**Loading and securing bicycles**

1. Baggage/bicycle rack should be left in the luggage rack position unless a bicycle reservation is confirmed on the manifest
2. Front wheel must be removed. Place front wheel on floor inside the bicycle cabinet. Use Velcro straps to secure front wheel on the floor. Use both straps located about 1" off the floor on both walls.
3. Raise both luggage gates and lock in place.
4. Make sure the restraint arm is in the horizontal position to lock the bike.
5. Bicycle is hung from rear wheel by customer.
6. Use strap or bicycle cable lock to secure bicycle frame to fixed center bar. Customers who have their own locks can use them with the luggage /bicycle tower.
7. Raise both safety gates and lock in place.



**Figure 18:** Baggage/bicycle rack should be left in the luggage rack position unless a bicycle reservation is confirmed on the manifest



**Figure 19:** Front wheel must be removed. Place front wheel on floor inside the bicycle cabinet. Use Velcro straps to secure front wheel on the floor. Use both straps located about 1" off the floor on both walls.



**Figure 20:** Raise both luggage gates and lock in place.



**Figure 21:** Make sure the restraint arm is in the horizontal position to lock the bike.

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**Figure 22:** Bicycle is hung from rear wheel by customer.



**Figure 23:** Use strap or bicycle cable lock to secure bicycle frame to fixed center bar. Customers who have their own locks can use them with the luggage /bicycle tower.



**Figure 24:** Properly hung bicycle. Raised both safety gates and lock in place.



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### ***Train side checked bicycle service***

Train side checked bicycle service is offered on certain trains that operate with the new baggage cars and some trains with the cab/baggage cars (NPCU). There are sixteen bicycle racks on each new baggage car. Six bicycle racks will be available for sale daily. Passengers will be required to purchase a ticket, obtain a baggage tag and present their bicycle at the baggage car for loading. Passengers will not be permitted in the baggage car.

Bicycles are not permitted on the roofs of cars for Auto train. Motorized bicycles are prohibited in any Amtrak service, including Amtrak Express. Recumbent bicycles may be accepted on the Capitol Limited only, in the bag/coach car.

### **Boxed bicycles or bicycle trailers**

Bicycles and bicycle trailers that fit in one bicycle box (*Refer to Figure 16*)

- Carry-on baggage
  - Bicycles in boxes are prohibited onboard trains
- Checked baggage
  - 70" x 41" x 8.5" (178 cm x 104 cm x 22 cm) – no oversize fee
  - 50 lbs. (23 kg) weight limit
  - \$10.00 charge per box, not including the purchase of the box. Excess baggage fee may apply
  - One piece will be considered one (1) bicycle or bicycle trailer with helmet packed in a bicycle box. Recumbent, tandem, oddly shaped bicycles and tricycles must fit into one bicycle box or otherwise prohibited. Small tricycles or small children's bicycles can be shipped in a non-bicycle box, within the Checked baggage dimensions. Bicycle boxes may be purchased from Amtrak locations for the applicable service charge of \$15.00 (Refer to Section B-9 "For-Sale Items"). Bicycle pedals must be removed, and handlebars turned 90 degrees without removing the front tire.

### ***Loading/unloading bicycles (level boarding)***

Employees will inform passengers with bicycles to board at the designated entrances or cars where bicycles are handled on the train.

- Amtrak personnel are not responsible for the storage and security of bicycles and will only be present to allow access to designated bicycle storage areas.
- Train crew employees will ensure bicycles are secured in the bicycle racks from excessive movement, locating and informing passengers if bicycles are not secured and in extreme circumstance, securing the bicycles with the equipment security straps if provided on the racks.
- Passengers will be responsible for preparing their bicycle prior to disembarking.



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***Loading bicycles (high-level equipment with ground/rail level platforms)***

Train crews will ensure to work the designated bicycle car at every stop that handles walk-on bicycle service. One or more crew members must be present to work this car. Crew members working other areas of the train will direct passengers to the designated bicycle car.

- The crew member will open one vestibule and load all passengers, informing passengers with bicycles to wait until initial boarding is complete.
- Once boarding is complete, the crew member will open the door in the closed vestibule and have the passenger hand the bicycle to them (Refer to Figure 25).
- The crew member will hold the bicycle and have the passenger walk through the open vestibule to grab their bicycle.
- The passenger will receive the bicycle and walk to the bicycle racks to secure. When cars with bicycle racks are not in the train consist, passengers will stow their bicycles in open spaces at the ends of the car. They must not be stowed in vestibules.
- After loading is complete, the crew member will secure the vestibules.

***Unloading bicycles (high-level equipment with ground/rail level platforms)***

Prior to the train arriving at stations, train crew members will direct passengers to pick-up their bicycle at the designated bicycle car.

- The crew member will open one vestibule and unload all passengers, informing passengers with bicycles to wait until unloading is complete.
- Once unloading is complete, the crew member will open the door in the closed vestibule and have the passenger hand them the bicycle.
- The crew member will hold the bicycle and have the passenger walk through the open vestibule. The crew member will hand down the bicycle to the passenger. (Refer to Figure 26)
- After unloading is complete, the crew member will secure the vestibules.

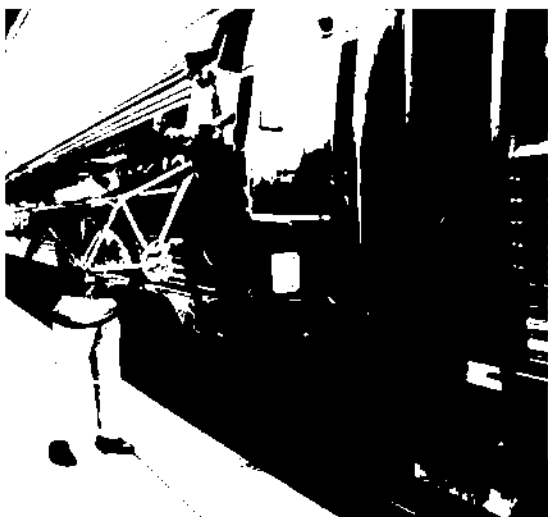


Figure 25: Loading from low platform



Figure 26: Unloading from low platform

### ***Loading/unloading bicycles on Capitol Limited bag/coach car***

- If the height between the platform and the car is at a level that it would be safe for the passenger to step into the car, the passenger should carry the bicycle onboard.
- If the space between the platform and train is too high, the passenger should lift the bicycle into the car. The train crew should hold onto the bicycle while the passenger boards the train via the step box (Refer to Figure 27 and 28).
- Passenger lifts the bicycle to load the front tire into the top bicycle rack (Refer to Figure 27 and 28).
- Lift secure-it arm up toward the frame of the bicycle. Secure-it arm must be used so bicycle is held firm in place and relieves pressure on the front tire rim.
- Bicycle must be pushed to the right to allow the secure-it arm to pass by the bicycle pedal
- Hold secure-it arm tight to bicycle frame.
- Take strap and wrap around the bicycle frame then back through the secured arm, pull tight and secure with Velcro (Refer to Figure 29).

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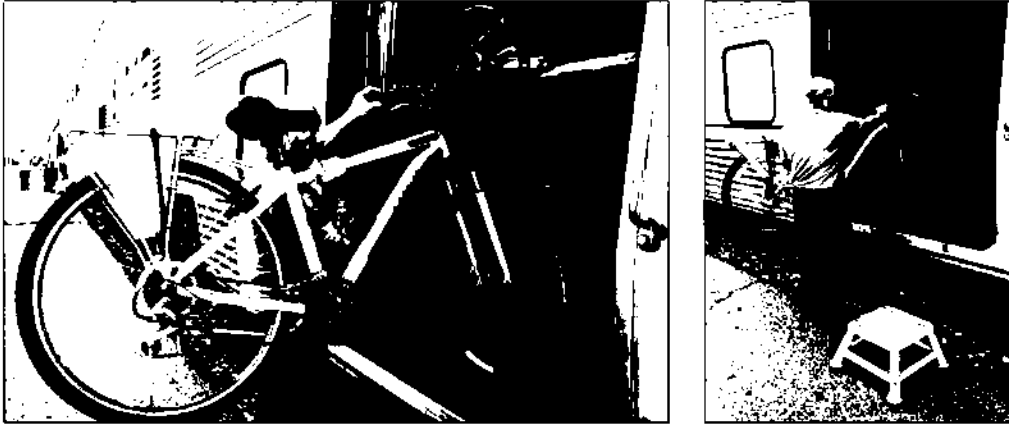


Figure 27: Capitol Limited - Below rail platform



Figure 28: Capitol Limited - Positioning bicycle



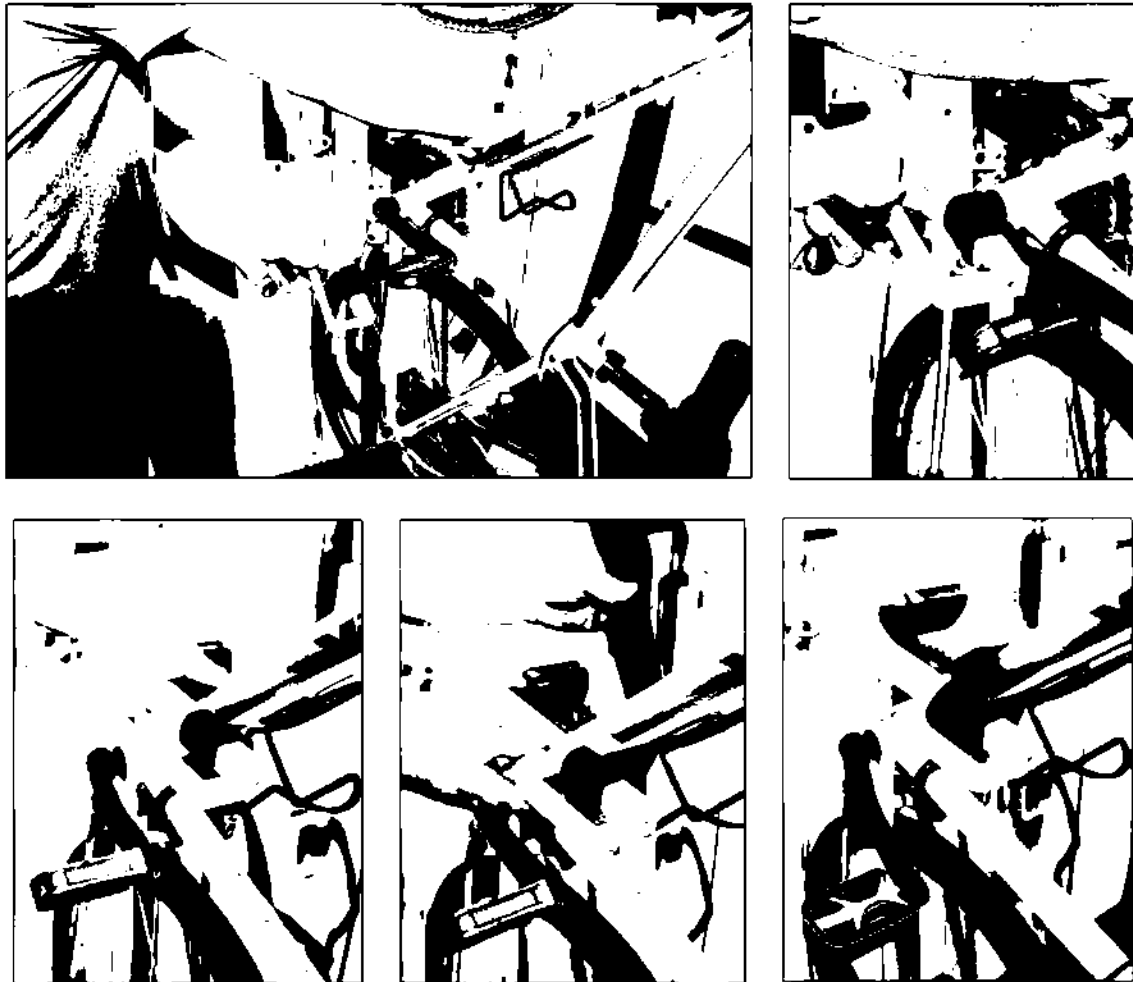


Figure 29: Capitol Limited - Velcro straps

### ***Walk-on bicycle Service (recumbent bicycle) - loading instructions***

- To tighten the strap, release the clip and pull the strap by the end piece until all slack is removed (Refer to Figure 30).
- Secure Strap is permanently attached to the floor along the wall. There are two hooks on the wall where the straps should be secured when in storage.
- Straps must always be straight, or it will cause the clip to jam.
- To allow the strap to expand, you must push down on the clip and pull by the base of the clip to gain slack.
- To secure standard bicycles in this space, wrap straps around the frame of the bicycle and secure to floor hooks that are about 2 feet away from wall. Pull straps tight. Kick stand should be facing towards the wall (Refer to Figure 31).

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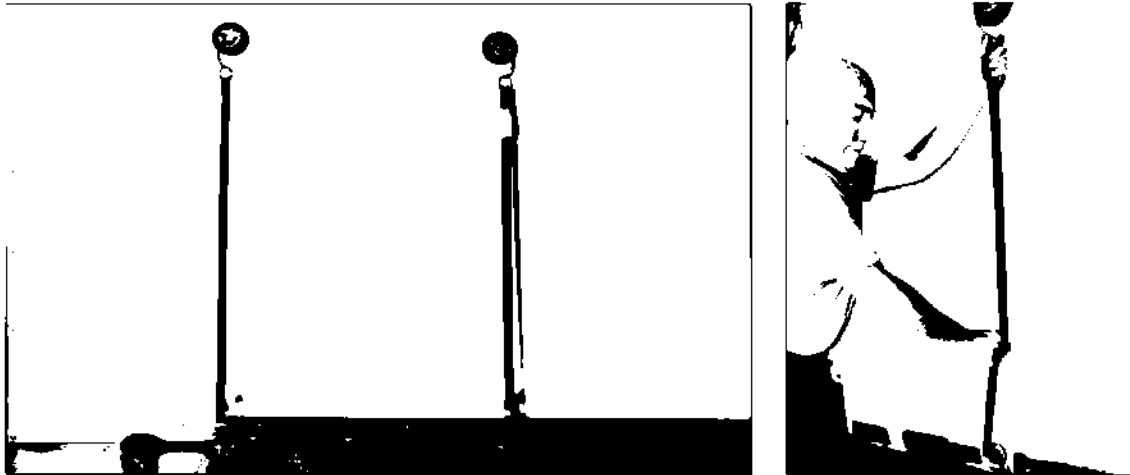


Figure 30: Capitol Limited-Recumbent bicycle strap

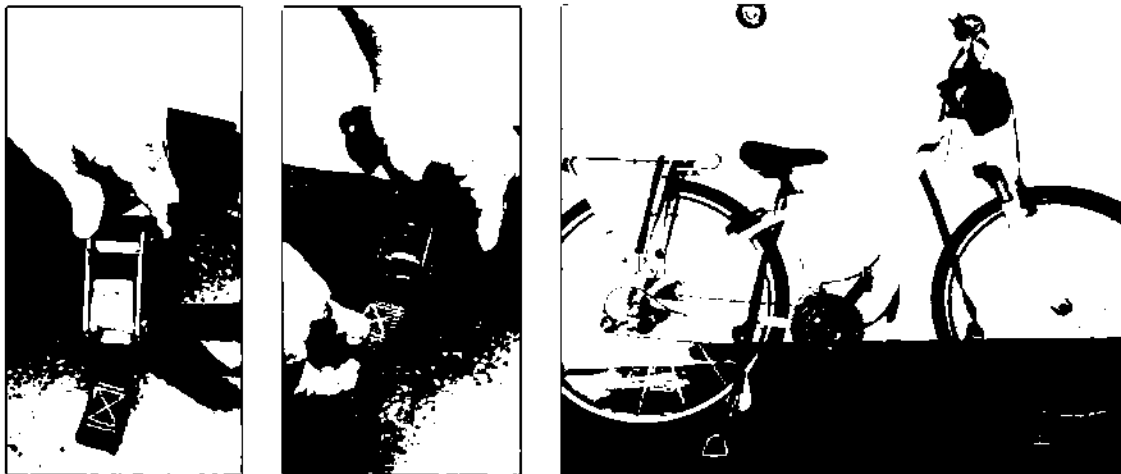


Figure 31: Capitol Limited-Recumbent bicycle straps (cont'd)



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***Trains with carry-on/walk-on and trainside checked bicycle service***

Train	Number of Bicycle Spots	Reservation Required?	Checked baggage	Bicycle Service Fee	Storage Onboard
Blue Water	4 per train	Yes	No	\$10.00	Stored in the Café Car.
California Zephyr	6 per train	Yes	Yes	\$20.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the baggage car, giving the passenger a claim check.
Capitol Corridor	3 per car	No	No	\$0.00	Each car holds three bicycles and is a first come, first serve basis.
Capitol Limited	2 regular per train	Yes	No	\$20.00	Passengers must be physically capable to carrying onto the train and securing to the bicycle rack. Bicycles must be loaded in the designated Baggage/Coach storage area.
Cardinal	6 per train	Yes	Yes	\$20.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the baggage car, giving the passenger a claim check.
Carolinian	4 per train	Yes	Yes - Select Stations	Varies	No fee if traveling from RGH-CLT only, \$20.00 for travel to, from or between stations north of RGH. Customers will be directed by train crews to the car where they should board and stow the bicycle. One bike will be permitted for each coach car that is equipped with a bicycle rack.
Cascades	10 per train	Yes	Yes	\$5.00	Stored in the Talgo Trainset. When cars are taken out of service, bicycles must be checked.
City of New Orleans	2 per train	Yes	Yes	\$20.00	Bicycles will be presented to a station agent at staffed locations or a member of the train crew who will place in the bag / coach car.
Coast Starlight	6 per train	Yes	Yes	Varies	\$5.00 between Seattle and Eugene. No fee between San Luis Obispo and Los Angeles. \$20.00 from all other city pairs. Bicycles will be presented to a station agent at staffed locations or a member of the train crew who will place the bicycle in the bicycle rack in the baggage car.



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Train	Number of Bicycle Spots	Reservation Required?	Checked baggage	Bicycle Service Fee	Storage Onboard
<b>Crescent</b>	6 per train	Yes	Yes	20.00	Not available for travel wholly between Greensboro and Charlotte, North Carolina, or stops intermediate thereto. OK for travel to or from any of these stops and all other stations that offer bicycle service in availability.  Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the baggage car, giving the passenger a claim check.
<b>Downeaster</b>	8 per train	Yes	No	\$5.00	Stored in the Cab/Baggage Car. Bicycles are handled at Brunswick, Portland, Woburn and Boston North only
<b>Downeaster</b> (Carry-on/walk-on, first day of travel 9/15)	4 per train	Yes	-	Varies	\$3.00 within the state of Maine and \$8.00 outside the state of Maine.  Customers will be directed by train crews to the car where they should board and stow the bicycle. One bike will be permitted for each coach car that is equipped with a bicycle rack.
<b>Downstate Illinois Service</b>	4 per train	Yes	No	\$10.00	If able to fit, bicycles must be stowed in the overhead racks. Otherwise, the first available space with the body of the car.
<b>Empire Builder</b>	6 per train	Yes	Yes	\$20.00	Not available on Trains 27/28 between Portland, OR and Spokane, WA  Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the baggage car, giving the passenger a claim check.
<b>Empire Service/Ethan Allen Express</b>	4 per train	Yes	-	\$20.00	Customers will be directed by train crews to the car where they should board and stow the bicycle. One bike will be permitted for each coach car that is equipped with a bicycle rack.
<b>Hartford Line/Valley Flyer</b>	1 per train	Yes	-	\$10.00	Customers will be directed by train crews to the car where they should board and stow the bicycle. One bike will be permitted for each coach car that is equipped with a



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Train	Number of Bicycle Spots	Reservation Required?	Checked baggage	Bicycle Service Fee	Storage Onboard
					bicycle rack.
Heartland Flyer	8 per train	Yes	No	\$0.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the baggage car, giving the passenger a claim check.
Hiawatha's	15 per train	Yes	No	\$5.00	Bicycles will be presented to a station agent in Chicago and Milwaukee.
Lake Shore Limited	6 per train	Yes	Yes	\$20.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the baggage car, giving the passenger a claim check.
Keystone Service (First day of travel 9/15)	2 per train	Yes	-	\$20.00	Customers will be directed by train crews to the car where they should board and stow the bicycle. One bike will be permitted for each coach car that is equipped with a bicycle rack.
Maple Leaf	4 per train	Yes	-	\$20.00	Customers will be directed by train crews to the car where they should board and stow the bicycle. One bike will be permitted for each coach car that is equipped with a bicycle rack.
Missouri River Runner	4 per train	Yes	No	\$10.00	If able to fit, bicycles must be stowed in the overhead racks. Otherwise, the first available space within the body of the car.
Northeast Regional (excluding Virginia stations and Trains 65/66/67)	4 per train	Yes	-	\$20.00	Carry-on bike service in the baggage car will no longer be offered on Trains 65, 66 & 67; Boxed bike service will still be offered at stations offering checked baggage for a cost of \$10 (not including the price of the box).
Northeast Regional – Trains 65,66 and 67 only	-4 per train	Yes	Yes	\$20.00	Carry-on bike service in the baggage car will no longer be offered on Trains 65, 66 & 67; Boxed bike service will still be offered at stations offering checked baggage for a cost of \$10 (not including the price of the box)
Pacific Surfliner	6 per train	Yes	Yes – Varies by Train	\$0.00	Stored in the Pacific Surfliner Equipment. When equipment is substituted or for train 798-799,



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Train	Number of Bicycle Spots	Reservation Required?	Checked baggage	Bicycle Service Fee	Storage Onboard
					bicycles must be checked.
Palmetto	6 per train	Yes	Yes – select stations only	\$20.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the baggage car, giving the passenger a claim check.
Pere Marquette	15 per train	Yes	No	\$10.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the cab / baggage car, giving the passenger a claim check.
Piedmont	5 per train	Yes	Yes	\$0.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the baggage car, giving the passenger a claim check.
San Joaquin's (Excluding 711 & 718)	3 per car	No	Yes	\$0.00	Each car holds three bicycles and is a first come, first serve basis.
San Joaquin's (711 & 718)	4 per train	No	Yes	\$0.00	Stored in the Cab/Baggage Car. Staffed stations only.
Silver Star/Silver Meteor	6 per train	Yes	Yes - Select Stations	\$20.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the baggage car, giving the passenger a claim check.
Southwest Chief	6 per train	Yes	Yes	\$20.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in the baggage car, giving the passenger a claim check.
Sunset Limited	6 per train	No	Yes	\$10.00	Bicycles will be presented to a station agent at staffed locations only and placed in a box. All fees apply.
Texas Eagle	2 per train (Trains 21/22/421/422)	Yes	Yes	\$20.00	Bicycles will be presented to a station agent at staffed locations and a member of the train crew at unstaffed stations who will place the bicycle in the bicycle rack in



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Train	Number of Bicycle Spots	Reservation Required?	Checked baggage	Bicycle Service Fee	Storage Onboard
					the baggage car, giving the passenger a claim check.
Vermont	4 per train	Yes	No	Varies	\$10.00 for wholly within the NHV-SAB city pair. \$20.00 for travel to, from or between station south of NHV

Figure 32: Trains with Carry-on/walk-on and Trainside checked bicycle service

## Trainside checked bicycle service

One (1) bicycle per passenger to include BMX, electric, cruisers, mountain, racing or road bicycles. No Recumbent, Rickshaws bicycles, Tandem bicycles, Tricycles or Bicycle Trailers.

- Must be the size of a standard bicycle
- Tires must be maximum width of 2 in. /51 mm.
- 50 lbs (23 kg) weight limit
- Charge varies by train (Refer to Figure 32)
- Six (6) bicycle racks will be available for service on each train on a daily basis.
- Three (3) bicycle racks will be available on each section of the Texas Eagle 21/421 and 22/422.
- Reservations are required for bicycles. Passenger must have a travel document for the bicycle and a baggage tag. The baggage tag is required so stations and train crews will know what station to take the bicycle off the baggage car.
- Passenger must arrive 45 minutes prior to train departure. This is to allow sufficient time to obtain a ticket, a baggage tag and then maneuver the bicycle through the station and to be in position and be ready to present their bicycle to the Conductor at the baggage car.
- Bicycles are not permitted on escalators. At stations where the platform is at a different level than the station, passengers with bicycles must use an elevator.
- Trainside bicycle service will follow Checked baggage rules. \$500 liability for the bicycles. Passenger can purchase additional insurance.
- Passenger will not be permitted in the baggage car. Station baggage or train crews will store and secure the bicycle in the bicycle racks.
- Large seat/saddle bags must be removed from the bicycle prior to loading. These items can be checked or carried on the train. They will be counted as a checked or carry-on item
- Passengers may combine several saddle bags into one larger piece of luggage that meets Amtrak's carry-on or Checked baggage standards. It will be counted as one item.
- Passenger must be physically capable of lifting their bicycle up to a station employee or to the train crew at the baggage door.



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- Passenger must be able to lift bicycle up to shoulder height.
- In the event a Viewliner bag car is replaced with a Heritage car, passengers will be provided with a courtesy bicycle box at the station. Each box issued will be documented and accounted for on a Ticket Sequence Control Log, NRPC 277.
- Bicycles must be loaded first so passengers will have time to board the train at the appropriate boarding location.
  - If possible, station staff should take possession of bicycle on platform near where the baggage car stops prior to train departure. Baggage staff and train crew should work together on low level platforms to load the bicycle.
- Do not transport unboxed bicycles on baggage floats as it may cause damage to the bicycle.

### ***Loading***

- Passenger lifts bicycle up to station employee or train crew employee. Passenger should position front wheel of the bicycle into the baggage car. Station employee or train crew must not reach out to lift bicycle. Passenger is not permitted into the baggage car (Refer to Figure 33).
- The bottom baggage shelf must be placed in the down position or the bottom wheel will not fit into the rack. Bicycle is then loaded onto the bicycle rack with the front wheel first (Refer to Figure 34).
- After the bicycle is secured in the top rack, the bottom wheel should be placed in the lower rack.
- Bicycles should not be loaded into the bicycle racks that are directly across from one another as this will block access through the car. There are 16 bicycle racks in the car, only 6 are available for sale each day.
- To reach the secure-it arm, place your hand on the bicycle seat for balance and reach down, grasp and raise the bar up (Refer to Figure 35).
- Do not step on the lower baggage shelf.
- Lift secure-it arm up toward the frame of the bicycle. Secure-it arm must be used so bicycle is held firm in place to prevent the bicycle from swaying and causing damage to the bicycle rims.
- Hold secure-it arm tight to bicycle frame.
- Take strap and wrap it around the bicycle frame then back through the secured arm.
- Pull the strap tight and secure with Velcro (Refer to Figure 38).

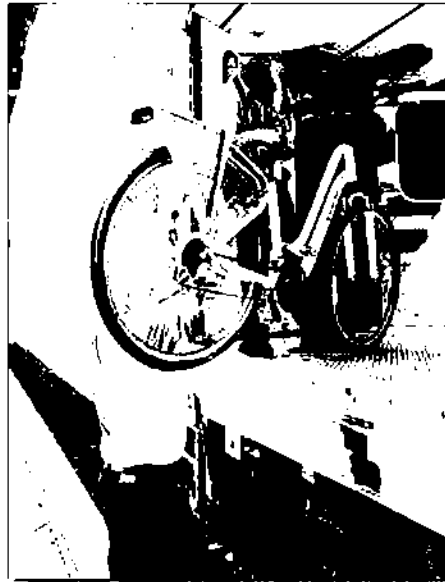
### ***Unloading***

- Bicycle should be unloaded from the bicycle rack
- The passenger must present claim check for the bicycle at the baggage car. Claim check must be verified with the bag on the bicycle and then returned to the passenger.

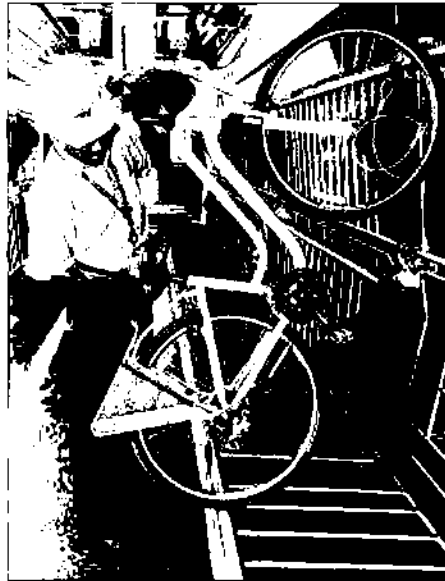


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- Bicycle should be positioned in the doorway so the passenger can lift it off the car. The chain of the bicycle should be facing away from the passenger.
- The station or crew member must not lean out of the car while offloading the bicycle.



**Figure 33: Loading bicycle in baggage car**



**Figure 34: Loading bicycle in baggage car**

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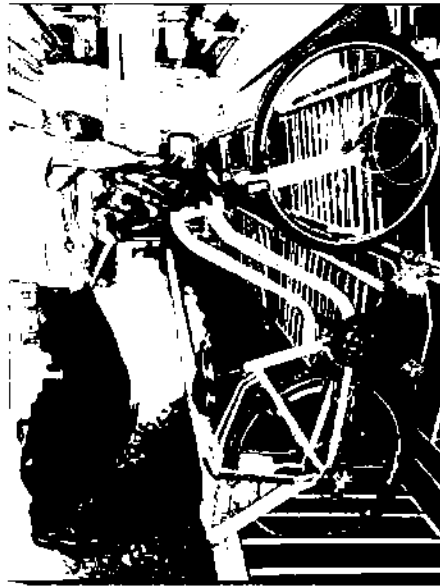


Figure 35: Positioning bicycle in bicycle rack



Figure 36: Positioning bicycle in bicycle rack

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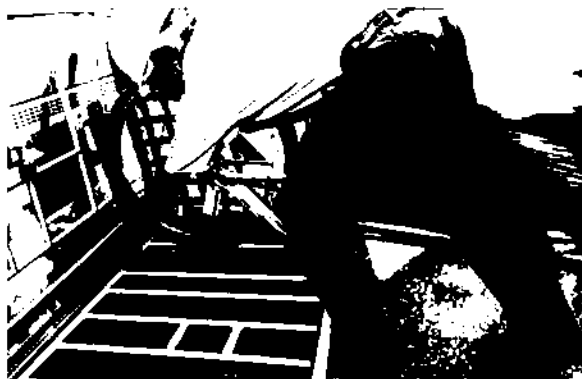


Figure 37: Positioning restraint



Figure 38: Velcro straps to bicycle



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***Trains where Trainside checked bicycle service is available***

- Trains 1 /2
  - All staffed stations that offer Checked baggage.
  - \$20 fee for all passengers.
- Trains 3 / 4
  - All staffed stations that offer Checked baggage.
  - Not available between cities where local travel is not permitted.
  - \$20 fee for all passengers, except where service overlaps with state-supported service (Trains 311 – 316/ 380 – 383).
  - \$10.00 for passengers traveling between Chicago and Kansas City/Galesburg.
- Trains 5/6
  - All staffed stations that offer Checked baggage and Winter Park/Fraser, CO.
  - Not available between cities where local travel is not permitted.
  - \$20 fee for all passengers, except where service overlaps with Trains 380 – 383. \$10.00 for passengers traveling between Chicago and Galesburg.
- Trains 7/8
  - All staffed stations that offer Checked baggage, Winona, MN and West Glacier, MT.
  - Not available on Trains 27/28 between Portland and Spokane.
  - \$20 fee for all passengers, except where service overlaps with Amtrak Cascades service, Trains 516, 517, 518, and 519.
  - \$5.00 for passengers traveling between Everett, Edmonds and Seattle.
- Trains 11/14
  - At all staffed stations that offer Checked baggage.
  - Not available at Centralia on Train 14.
  - \$20 fee for all passengers, except between San Luis Obispo and Los Angeles.
  - Free between San Luis Obispo and Los Angeles.
- Trains 19/20
  - All staffed stations that offer Checked baggage.
  - Not available for travel wholly between Greensboro and Charlotte, North Carolina, or stops intermediate thereto. OK for travel to or from any of these stops and all other stations that offer Checked baggage.
  - \$20 fee for all passengers.
- Trains 21/22/421/422
  - All staffed stations that offer Checked baggage, except Joliet, IL.
  - \$20 fee for all passengers, except where service overlaps with the Lincoln Service route (Trains 300 – 307).
  - \$10.00 for passengers traveling between Chicago and St. Louis.



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- Trains 48 and 49
  - All staffed stations that offer Checked baggage.
  - Not available between cities where local travel is not permitted.
  - \$20 fee for all passengers.
- Trains 50/51
  - All staffed stations that offer Checked baggage and Prince, WV.
  - \$20 fee for all passengers.
- Trains 58/59
  - All staffed stations that offer Checked baggage.
  - \$20 fee for all passengers, except where service overlaps with the state-supported service (Train 390-393).
- Trains 65/66/67
  - All staffed stations that offer Checked baggage, except Newark, NJ.
  - Not available between cities where local travel is not permitted.
  - \$20 fee for all passengers.
- Trains 79/80
  - All staffed stations that offer Checked baggage from New York to Raleigh and unstaffed stations Burlington, High Point, Salisbury and Kannapolis.
  - \$20 fee for all passengers that originate their travel from New York to Petersburg, VA
  - Free for passengers traveling within the state of North Carolina.
- Trains 91/92 and 97/98
  - All staffed stations that offer Checked baggage.
  - Not available for travel between Cary and Raleigh, NC on Trains 91 and 92.
  - \$20 fee for all passengers.
- Trains 89/90
  - All staffed stations that offer Checked baggage.
  - \$20 fee for all passengers.

## **Sporting equipment**

### ***General sporting and recreational equipment***

To include, but not limited to, Balls, Bats, Cleats, Helmets, Jerseys, Medicine for the Sport, Shoes, Sporting Apparel, Pads, Rackets, Roller Blades, Safety Equipment, Skateboards, Small Sticks and Water Bottles.

- Must be packed within the passenger's baggage.
- Any item that can be used to cause harm or injury (bats or skates) must be in a locked, protective container if carried onboard.
- Standard weight, quantity, and size restrictions apply.



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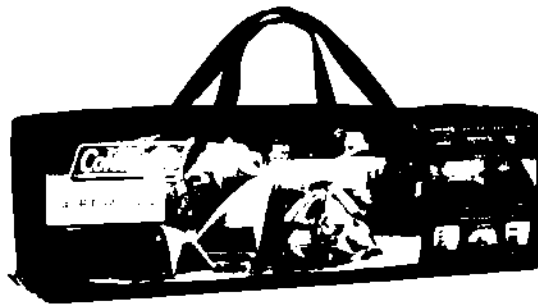
### Archery equipment

- 40" x 19" x 16" (1016 x 482 x 406 mm)
- 50lbs (23 kg) weight limit
- No charge if oversize; charge for if over the quantity.
- Bows of any type (composite, compound cross, etc.) must be in suitable hard case container.
  - Arrows and other archery supplies can be transported within the bow hard case or in a separate hard case container.
  - If a second hard case container is used, it will also count as another Checked baggage item. There are a few bows (old fashion) that have a soft case (rare) that can be checked.
  - The second case of supplies can be put inside a suitcase if it will fit and will not be counted as an additional item. Bows, arrows or archery supplies are not permitted as carry-on items.

### Camping equipment

Coolers, folding chairs (*Refer to Figure 39*), portable cooking stoves (fuels prohibited), sleeping bags or tents (*Refer to Figure 40*)

- Carry-on baggage
  - 28" x 22" x 14" (635 x 558 x 355 mm)
  - 50lbs (23 kg) weight limit
  - No charge if oversize; charge for if over the quantity.
  - Equipment must be collapsed, packed in original manufactures container or other container supplied by the customer to adequately protect from damage or damage to other items. Fuels for portable stoves or lamps are prohibited.
- Checked baggage
  - 75 linear inches (190 cm); 76-100 linear inches (193-254 cm) will incur an oversize fee
  - 50lbs (23 kg) weight limit
  - No charge; excess and oversize baggage fees may apply.
  - Coolers, containing non-perishables, will be permitted. Equipment must be collapsed, packed in original manufactures container or other container supplied by the customer to adequately protect from damage or damage to other items. Fuels for portable stoves or lamps are prohibited.



**Figure 39: Example of camping equipment**



**Figure 40: Example of folding chair/tent**

### **Fencing equipment**

Epées, foils or sabers

- Carry-on baggage prohibited from this service
- Checked baggage
  - 75 linear inches (190 cm); 76-100 linear inches (193-254 cm) will incur an oversize fee
  - 50lbs (23 kg) weight limit
  - No charge; excess and oversize baggage fees may apply
  - Fencing equipment must be contained within a hard-sided case specifically designed to transport fencing equipment or will be denied transport.

### **Fishing rods and poles**

Poles (Refer to Figure 41), reels or rods (Refer to Figure 41)

- Carry-on baggage
  - No larger than 72 inches (183 cm) in height
  - 50lbs (23 kg) weight limit

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- No charge if oversize; charge for if over the quantity.
- Fishing rods and poles must be enclosed in a bag or specifically designed to transport rods and poles that will prevent damages to the sticks or other items.
- Checked baggage
  - 75 linear inches (190 cm); 76-100 linear inches (193-254 cm) will incur an oversize fee
  - 50lbs (23 kg) weight limit
  - No charge; excess and oversize baggage fees may apply
  - Fishing rods and poles must be enclosed in a bag or specifically designed to transport rods and poles that will prevent damages to the sticks or other items.



**Figure 41: Example of fishing equipment**

### **Golfing equipment**

Golf clubs, golf bag (*Refer to Figure 42*), golf balls, or golf shoes. No push carts; may be checked separately.

- Carry-on baggage
  - No larger than 72 inches (183 cm) in height
  - 50lbs (23 kg) weight limit
  - \$10.00 per bag on Mid-West Corridor trains (see below). Everywhere else free of charge unless over the carry-on quantity. *Must be checked on Talgo Equipment.*
  - Golfing equipment must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case). Golf bag carts must be detached and is not allowed on-board.





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Train Name	Train Numbers
Wolverines	350, 351, 352, 353, 354 and 355
Blue Water	364 and 365
Pere Marquette	370 and 371
Saluki	390 and 391
Illini	392 and 393
Lincoln Service	300, 301, 302, 303, 304, 305, 306 and 307
Missouri River Runner	311, 313, 314, 316
Carl Sandburg	381 and 382
Illinois Zephyr	380 and 383
Hiawatha	329-342
Hoosier State	850 d 851

- Checked baggage
  - 100 linear inches (254 cm) – no oversize fee
  - 50lbs (23 kg) weight limit
  - \$10.00 per bag; excess baggage fees may apply
  - Golfing equipment must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case). Golf bag carts must be detached and may be checked separately and will not count towards the Checked baggage free allowance.

#### **Station handling procedures - fee for carry-on golf clubs Mid-West Corridor trains**

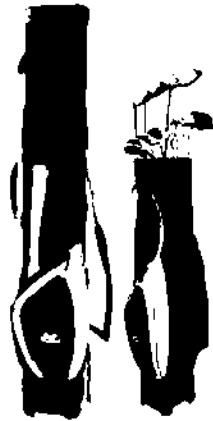
- The golf bag carry-on charge segment may be booked through call centers, stations, Amtrak.com and the mobile app. ticket offices.
- The golf bag carry-on charge ticket may be printed at stations or sent out as part of a TBM reservation.
- The golf bag carry-on charge ticket may be printed by Quik-Trak kiosks but only if the segment is included in a previously made reservation – it is not available from Quik-Trak as a walk-up sale.
- If a passenger is boarding at an unstaffed location, then the \$10.00 fee will be collected onboard by the conductor.
- If the passenger with a golf bag bypasses a ticket office at the boarding station that is open at the time of departure, and boards without the golf bag carry-on charge ticket, the conductor will collect a higher “on board charge” of \$15.00.

#### **Onboard handling procedures - lifting Arrow tickets**

- When lifting passenger travel tickets, a golf bag ticket should be lifted for each golf bag that a passenger has brought on-board as Carry-on baggage.
- Place punch cuts in both the Ticket Coupon and Passenger Receipt portions of Arrow generated golf bag ticket(s).

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- The Ticket Coupon (large portion) must be given back to the passenger as a receipt.
- The Passenger Receipt (small portion) will be lifted and placed in the *"Train Earnings Reports Envelope"* (NRPC 158) (*The reverse ticket lift is necessary to properly process golf bag tickets in Philadelphia*).



**Figure 42: Example of golf bag with cover**

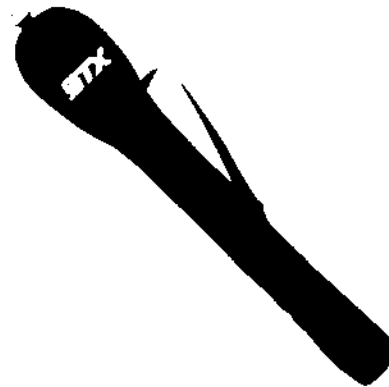
### **Hockey and lacrosse sticks**

Field/ice hockey stick (*Refer to Figure 43*) or lacrosse stick (*Refer to Figure 44*)

- Carry-on baggage
  - No larger than 72 inches (183 cm) in height
  - 50lbs (23 kg) weight limit
  - No charge if oversize; charge for if over the quantity.
  - Hockey and lacrosse sticks must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case).
- Checked baggage
  - 75 linear inches (190 cm); 76-100 linear inches (193-254 cm) will incur an oversize fee
  - 50lbs (23 kg) weight limit
  - No charge; excess and oversize baggage fees may apply
  - Hockey and lacrosse sticks must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case)



**Figure 43: Example of ice hockey stick**



**Figure 44: Example of Lacrosse stick**

### Scuba tanks

- Carry-on baggage prohibited
- Checked baggage
  - 100 linear inches (254 cm) – no oversize fees
  - 50lbs (23 kg) weight limit
  - \$10.00; excess baggage fees may apply
  - Must be packed in original manufactures container or other container supplied by the customer to adequately protect the tank from damage or damage to other items. Tanks must be emptied prior to transport.

### Skis, and Snowboards

Snow/water skis (*Refer to Figure 45*), snowboards, poles or boots

- Carry-on baggage
  - No larger than 72 inches (183 cm) in height
  - 50lbs (23 kg) weight limit
  - No charge if oversize; charge for if over the quantity
  - Skis/snowboards must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case).
- Checked baggage
  - 75 linear inches (190 cm); 76-100 linear inches (193-254 cm) will incur an oversize fee
  - 50lb (23 kg) weight limit
  - No charge; excess and oversize baggage fees may apply

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- Skis/snowboards must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case). Ski Bags available for purchase.

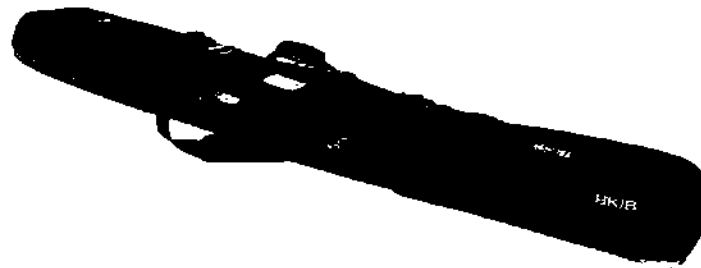


Figure 45: Example of snow skis

### Surfboards, wakeboards and foldable kayaks

Skegs (fins), surfboards (*Refer to Figure 46*) or wakeboards

- Carry-on baggage
  - No larger than 72 inches (183 cm) in height
  - 50lbs (23 kg)
  - No charge if oversize; charge for if over the quantity.
  - Surfboards and Wakeboards may be carried onboard **only** on Pacific Surfliner trains operating with Surfliner equipment. Surfboards will be stored in the overhead racks. Surfboards/wakeboards must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case).
- Checked baggage
  - 84 inches (213 cm) in height – no oversize fee
  - 50lbs (23 kg)
  - \$10.00; excess fees may apply
  - Surfboards/wakeboards/fold up kayaks must be enclosed in a full-length protective cover (vinyl/cloth/nylon/or hard-sided case). Skegs (fins) must be detached and strapped to the board for transport. *Must not exceed 84 inches (213 cm) in height on Pacific Surfliner trains.*



Figure 46: Example of wakeboard and foldable kayak



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## Dry ice

Amtrak allows dry ice in Checked baggage or Carry-on baggage as long as it meets the following conditions.

- must be clearly and visibly marked "dry ice" or "Carbon dioxide solid".
- must visibly display the net weight of dry ice (5 pounds or under)
- must not be checked on board the train without the passenger being ticketed (this prevents the container being checked by someone not intending to board the train)
- must not be packed to conceal any organic or inorganic item normally prohibited on Amtrak trains
- must be declared by the passenger prior to boarding
- must be properly vented to allow the venting of carbon dioxide gases which could build up and cause a compromise of the container
- must not be packed in a Styrofoam container

If a passenger's carry-on item is a dry ice container, it must meet all of the conditions mentioned above as well as the package must remain with the passenger or the passenger's party at all times while aboard the train.

The dry-ice container will count as part of the two personal allowable items that can be carried on board the train.

A Customer Service Representative or other Amtrak agent must conduct a visual inspection of the container to confirm it is properly marked and ensure the container does not contain any cuts, cracks, stains, or leakage (venting excluded)



2021-07-21

## Appendix

### *Update history*

- 2021-07-21 Added foldable kayak and electric scooter to policy
- 2021-07-02 Updated Capitol Ltd. Bike quantity from 7 to 2
- 2021-06-08 Added Carry-on bike service in the baggage car will no longer be offered on Trains 65, 66 & 67; Boxed bike service will still be offered at stations offering checked baggage for a cost of \$10 (not including the price of the box).
- 2020-11-17: Reduced the number of bike spaces from 6 to 4 on the Carolinian.
- 2020-11-04: Updated Figure 32. Pricing for the Downeaster and instructions for the Carolinian.
- 2020-09-02: Updated Carry-on/walk-on bicycle service. Expansion of Northeast Regional service, Empire Service/Maple Leaf, Keystone, Hartford Line, and Downeaster.
- 2019-11-25: Combined Special Items and Allowable Items in Baggage Service
- 2019-08-28: Clarified information for the Crescent.
- 2019-06-27: Converted to new template
- 2019-03-01: Remove mention of LSL special boarding instruction and mention of baggage on 448/449
- 2018-09-17: Added mention of bag/coach on the City of New Orleans
- 2017-07-20: Added Carry-On bicycle service on the Wolverines
- 2018-02-09: Added information about electric bicycles (regular and mobility impaired)
- 2018-01-02: Remove mention of El Paso Accounting office, replaced with Philadelphia
- 2017-08-04: Trainside checked bicycle service loading instructions for the Lake Shore (p.23)
- 2017-07-28: Added the Hoosier State to the list of train charging for golf clubs
- 2017-06-13: Archery Equipment Added. Service starting 7/10/2017
- 2016-10-24: List of Thruway Services offering checked bicycle service added
- 2016-09-22: Trainside Checked baggage updated. Service will not be offered at Maricopa, AZ and should Viewliner bag cars be replaced by Heritage cars, passengers will be provided a courtesy bicycle box.
- 2016-09-19: List of trains offering Trainside Checked Bicycle Service expanded.

### *About this chapter*

<b>Contact(s):</b> Ann Adams/Elizabeth Bailey	<b>Subject:</b> Special Items
<b>Owner Department:</b> Service and Standards	<b>Group:</b> Station Standards



2020-02-21

BIKE

SECURE STORAGE  
WHEN YOU NEED IT.

## BikeLink Sales in Stations

**Chapter Summary:** This chapter provides Customer Service Representatives with procedures for selling BikeLink cards at stations.

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## **Policy**

BikeLink card sales at stations must be approved by the station's District or Station Manager. Once approved, Customer Service Representatives (CSRs) may sell BikeLink cards to the public. Train travel is not required for purchase. The card is not used for service recovery situations nor given to customers at no charge.

### ***What is a BikeLink Card?***

BikeLink cards are a value card that cost \$20 and have \$20 of rental value stored on them.

- The card never expires.\*
- There are no membership fees or other ongoing costs aside from the hourly rental charge.
- Rental rates are typically 5c per hour.
- The rental fee is deducted from the customer's BikeLink® card.
- Cards are not refundable.

\*While the value on the card never expires, if a customer loses their card the value is lost. Amtrak cannot transfer or refund value from a lost card.

Customers can add more value to the card by going online or by calling 1-888-540-0546. Stations will not have the capability to add value to a card.

### ***Ordering BikeLink Cards***

BikeLink cards may be ordered by contacting Christina Man (916-444-2475) or District Manager, Kerinne Monaco-Hilliker.

### ***Selling BikeLink Cards***

#### **Eligible stations**

Only stations with bicycle lockers will sell BikeLink cards. These stations are Sacramento, Davis, Martinez, Emeryville and Oakland Jack London.

BikeLink card sales must be authorized by the station's District or Station Manager.

BikeLink cards will only be sold at certain stations on the West Coast.

BikeLink cards are:

- Sold in separate reservations.
- Not combined with train travel.
- Sold in sequential order.





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## Reservation and Ticketing

1. BikeLink cards are not refundable – let the customer know this before starting the transaction.
2. Display availability between “BKL” and “CAR”.
3. Reserve the number of cards the customer is requesting.
4. Price with passenger type “F” – the segment will auto price (\$20.00 per card).

Complete and ticket the reservation, as normal.

## Form of payment

Only cash or credit cards\* may be used for payment. eVouchers, Transportation certificates, gift certificates, etc., may not be used.

*\* If a credit card is used for payment, please add the credit card holders name to the reservation. If the passenger should dispute the credit card charge, the company will have the information needed to support the charge.*

- Give the “Purchase Receipt” portion of the travel document to the customer.
- Paper clip the “Retain During Trip” portion of the travel document to the BikeLink Card Inventory Sheet.

Documents do not have to be die-stamped or marked by a CSR.

## Card activation

BikeLink cards need to be activated before use. Customers must call 1-888-540-0546 (24/7) for an activation code. Customers also have the option to get the same information by visiting [www.bikelink.org](http://www.bikelink.org)

## BikeLink cards are non-refundable.

BikeLink cards are non-refundable after purchase. Please make sure that customer understand that once the card is sold, they cannot refund the card at the station. Customer may contact BikeLink at 888-540-0546 with refund questions.

## Contact Center Sales

BikeLink cards will **not** be sold by the Contact Centers. Since not all stations will be authorized to sell cards, contact center agents should not advise customers that a BikeLink card can be purchased at a station. In addition, an authorized station might be out of inventory and waiting for inventory from their manager.

## Amtrak Guest Rewards

Amtrak Guest Reward points are not earned on BikeLink purchases.



2020-02-21

## ***Accounting***

Sales will automatically be recorded on ASAP line 25 (E Tkt Sales), and on line 660 for automated credit card sale or line 985 for cash sales.

## ***Responsibilities***

### **Station Managers or PAD Customer Service Representative.**

When BikeLink cards are ordered and received, record the number of cards received on the left hand side of form NRPC 277.

### ***Issuing cards***

Before BikeLink cards are distributed to stations, record the issuance date, number of cards issued and card control numbers (list in sequential order).

### **Lead or PAD Customer Service Representative**

1. Once the order of BikeLink cards arrive at the station, record the date received and card control numbers at the top part of the BikeLink Inventory sheet. If more than one sheet is required due to a large order, please fill in the number of pages used.
2. Create a folder titled "BikeLink cards"
3. File all lifted BikeLink card tickets and inventory sheets in the "BikeLink cards" folder.
4. Record each BikeLink card sale on the BikeLike Inventory Sheet.
  - The "Retain During Trip" stays with station records. Paper clip to the inventory sheet. **Do not** send to Station Accounting in Philadelphia.
  - The "Signature Record" is sent to Station Accounting in Philadelphia.

### **Customer Service Representatives (CSR)**

1. Create separate reservations when selling BikeLink cards.\*
2. Paper clip the "Retain During Trip" portion of the travel document to the BikeLink Inventory sheet.
3. Give the "Purchase Receipt" portion of the travel document to the customer.
4. If the form of payment (FOP) used is a credit card, have the cardholder sign the "Signature record" and hold with work for the day.

\* Cards must be sold in sequential order.

## ***Retention of Records***

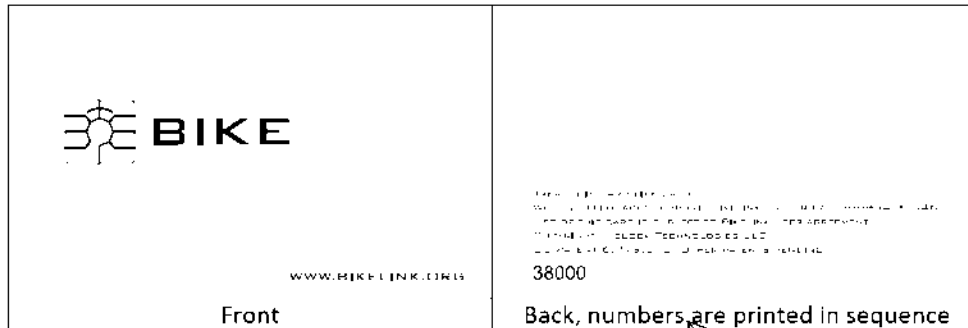
BikeLink information and receipts will be held in the ticket office for 1 year from month of sale.



2020-02-21

## Appendix

### The card



### Signage

## BikeLink' eLockers



Purchase a BikeLink' card from station ticket agent or in the Café Car.

Activate card & start parking.

Add value to card as needed.

**Lockers are fully enclosed so your bike is safe and secure!**





2020-02-21

## Bikelink Card Inventory Sheet

The BikeLink Card Inventory Sheet is available online on the Intranet under Library / Forms.



### BikeLink Inventory Sheet

To order additional BikeLink cards, please contact Ariyonne Marshall or Christina Man. Please count the BikeLink cards once the order is received and write the card numbers in space provided. Cards must be sold in sequential order. Use 1 page or one set of pages per inventory order.

Date Cards Received	Start	End	Pages	of
---------------------	-------	-----	-------	----

	BikeLink Card #	Date Sold	Agent Log Sine	Ticket Number
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
21				
22				
23				
24				
25				

NRPC 3448 (6/1\*)





2020-02-21

## Updates

2020-02-22 Updated the Record Retention paragraph  
2019-03-27 Updated the point of contact for ordering cards.  
2018-08-23 Robert Newman was added as the point of contact for ordering cards.  
2018-01-04 Oakland Jack London is now selling cards. Removed the mention of El Paso and replace with Station Accounting in Philadelphia.  
2017-06-07 New Chapter

## About this Chapter

<b>Contact(s):</b> Ann Adams/Phil Bouchard	<b>Subject:</b> BikeLink Cards
<b>Owner Department:</b> Product Development & Customer Experience	<b>Group:</b> Station Standards



2021-05-22

## BidUp Program Policy

**Chapter Summary:** This policy addresses Amtrak's BidUp Program. The BidUp policy is set up by Amtrak's Pricing Department to offer current passengers discounted upgrades as an incentive to move unsold space on specific markets, trains and dates.

### Table of Contents

*The items below are links to the sections described, even though they do not appear blue and underlined. Put your cursor on the desired item and left-click on it.*

*To return to the table of contents from anywhere in the document, push Ctrl-Home on your keyboard (the Home key is on the right side of the keyboard).*

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2021-05-22

## Policy

Amtrak's Pricing Department will allow customers currently holding ticketed reservations to place a bid on unsold premium accommodations. The BidUp program will present targeted upgrade offers to customers as an incentive to move unsold inventory on specific markets, trains and dates thereby providing opportunities to generate significant incremental revenue.

## BidUp Concept

Amtrak's Pricing Department will give customers an opportunity to bid on premium service for passengers currently holding Coach, Acela Business Class, non-Acela Business Class and Roomette reservations.

Depending on the timeline between the original ticket purchase and the departure, there may be several opportunities for the customer to participate in the BidUp process.

From the receipt of the customers confirmation email until 37 hours prior to departure for a sleeper accommodation and up to 2 hours prior to departure for Acela First Class and non-Acela Business Class, the customer may be able to place a bid on the premium space.

All bids will be collected and an email will be sent to the customer approximately 36 hours prior to departure for sleeping accommodations and approximately 1 hour prior to station departure for Acela First Class and non-Acela Business Class, notifying the customer if the bid was accepted or rejected.

The offer will be an automated process offered to passengers holding ticketed reservations and will be market (origin/destination), train and date specific. Customers will be provided a link in the body of their initial reservation confirmation email and in the invitational email. Through the link, the customer can check and see if their market, train and date are eligible. Once the specific allocated number of accommodations sell, the offer is no longer valid. The BidUp process will not be offered on board the train, at stations or through the Call Center.

### ***BidUp Offer is not negotiable***

The offer will be for a specific origin, destination, train and date. This offer cannot be shared or passed on; it is only valid for the person that receives the Amtrak invitational correspondence.





2021-05-22

***Who receives the offer?***

Every confirmation email will contain the link. The invitational emails will only be sent to the primary ticketed passengers that have agreed to receive Amtrak push notifications via Amtrak's Mobile App or have agreed to receive trip related correspondence.

If an AGR member is not sure if they have opted in and they are updated to the latest app, they can go to the notification settings to confirm.

***Who is not eligible to receive the offer?***

The BidUp offer will not be valid for the following reservations: Groups, Amtrak employees, AGR redemption, unreserved travel, multi-ride and reservations that contain pets.

***What types of upgrades are offered?***

The following upgrades are offered.

From	Upgrade To
Coach	Business (Non-Acela)
Coach	Roomette
Coach	Bedroom
Business (Non-Acela)	Roomette
Business (Non-Acela)	Bedroom
Roomette	Bedroom
Acela Business	Acela First Class

***Are all accommodations included in the BidUp offer?***

Family rooms are not included in the BidUp process.

***Acceptable Payment***

A credit card is the only acceptable form of payment. The card information must be included at the time of the bidding offer. If the card provided expires prior to the BidUp award, the bid will not be accepted.

***Limited Offer/Offer Not Guaranteed***

The BidUp offer does not guarantee the passenger will receive the desired space. All bids are received and held until approximately 37 hours prior to departure for a sleeper accommodation and up to 2 hours prior to departure for Acela First Class and non-Acela Business Class. Within an hour of that time the customers will receive notification of whether the bid was accepted or not.



2021-05-22

The markets and accommodations have limited inventory. Sales are awarded to optimize the trains revenue performance. If multiple customers have the same bid and there are limited accommodations left, the bid will be awarded to the customer that placed the bid first. Once the allotted space sells out or the bid process is closed, the offer is void.

Only ticketed passengers that have agreed to receive Amtrak push notifications via Amtrak's Mobile App or have agreed to receive trip related correspondence, will receive the offer. BidUp cannot be offered by the Call Center, Ticket Office or on board the train.

### ***What if the passenger cannot find the email or find the offer on the Mobile device?***

- Call Center agents can check the reservation and resend the email that contains the offer and link.
- If a customer claims the link is not working, the Customer Service representative should try the link. If in fact the link is not working the Customer Support Desk should contact the Plusgrade support team at the appropriate email address based on the severity level:
  - [incident-critical@plusgrade.com](mailto:incident-critical@plusgrade.com) (Level1)
  - [incident@plusgrade.com](mailto:incident@plusgrade.com) (Level 2)
  - [heldesk@plusgrade.com](mailto:heldesk@plusgrade.com) (Level 3 & 4)
    - Details can be found in the training manual.
    - The email should have a subject line that starts with "BidUp Application-", such as "BidUp Application – user unable to bid".  
**The email should also include the Amtrak Service Desk at [AmtrakServiceDesk@amtrak.com](mailto:AmtrakServiceDesk@amtrak.com).**
- The Plusgrade support team should notify the Pricing Department (Donna Dicks or Robert Pee) if there is a high volume of passengers unable to redeem offers as this may reflect an issue with the system.

### ***Changes and Refunds***

All sales are final, no refund or change is allowed. After a bid is awarded, if a passenger voluntarily changes train, origin, destination, or date of travel, the BidUp award is no longer applicable and no credit or refund will be given.

In the case of a Service Disruption the offer may be changed to a new train at the existing (BidUp discounted) rate. The change will have to be completed by a service representative. The offer is only valid for the specific travel in the original offer. Only if the same space is not offered or available may the BidUp award be refunded.



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## ***Procedures***

1. The program will be run by an outside vendor, Plusgrade, but all links and emails will appear to come from Amtrak.
2. Programs will run daily for future departures to determine markets (train, date, origin and destination specific) and the number of inventory available for sell.
3. Customers will be able to view this information through the link in their confirmation and invitational emails.
4. If their market is available, the customer will place the bid through a slide bar that will begin around the 50% to 60% of the bid range for that specific train and market.
5. Bid offers must be placed within the following time frame.
  - a. Up until 2 hours prior for business and first class
  - b. Up until 37 hours for sleeper accommodations
6. A credit card must be provided when the offer is made. If the credit card expires prior to the award process the bid will be void, the system will move to the next valid offer.
7. If a customer cancels or changes the reservation prior to the BidUp award the bid and offer will automatically be void. Once the bids are awarded all sales are final and non-refundable.
8. The customer may cancel or change the offer up until 2 hours prior to scheduled departure for Acela First Class and non-Acela Business Class and up until 37 hours prior to scheduled departure for sleeper accommodations. Once the bids are awarded all sales are final and non-refundable.
9. Once awarded, the BidUp system will update the reservation with the space (always "H" inventory) and will manually price the reservations at the awarded bid price using the appropriate BidUp fare plans.



2021-05-22

## Appendix

### References

Contact Center Upsell Project Job Aid.

Amtrak BidUp Station Job Aid

### ***Update History***

2021-05-22: Added sleepers (except Family Rooms) to the BidUp offers

2021-02-21: BidUp process implemented for upgrades to non-Acela Business and First Class.

### ***About this Chapter***

<b>Contact(s):</b> Donna Dicks	<b>Subject:</b> BidUp Program
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



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## Checked Baggage

**Chapter Summary:** This section provides rules and charges for checked baggage service. This section constitutes the official Amtrak Checked Baggage Policy.

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## Customer Travel Requirements

Checked Baggage is only available to ticketed customers whose origin and destination stations offer checked baggage. The following conditions must be met at the time baggage is checked-in, or the baggage will be marked **"SUBJECT TO DELAY"**.


**Check-in** - Baggage must be delivered to the check-in area no earlier than 24 hours or no later than 45 minutes prior to scheduled train/thruway service departure.

- *The 45-minute requirement is communicated to the public, but employees will process baggage if it does not delay the departure time.*
- If unable to process the customers baggage in time for their departure train/thruway service, inform them that Amtrak is unable to load their baggage and it will be handled on the next train/thruway service with checked baggage bound for their destination.
- Mark all baggage being checked this way *"Subject to Delay"*.

## Customer Identification

- All Checked Baggage items must have a tag with identification information which is visible and include the following:
  - Name, address, cellphone number and e-mail address of the person traveling with the checked item
  - Amtrak employees can provide an "Amtrak Identification Tag" (NRPC 4008) to customers needing identification tags. (Refer to Figure A-1)
  - Remove any previous baggage tags from the customers baggage item(s)

Help us identify your bag  
and keep everyone secure.  
Please tag *all* your bags.



Name - (Print) \_\_\_\_\_

Address - (Print) \_\_\_\_\_

Phone #1 - ( ) \_\_\_\_\_ Phone #2 - ( ) \_\_\_\_\_

AMTRAK is not responsible for loss or damage to baggage. Baggage is subject to inspection. Please do not pack hazardous materials, explosives, flammable liquids, or other dangerous items. For more information, visit <https://www.amtrak.com/baggage>.

Figure A-1

**Transfer** – Train to train transfers at stations will require at least two (2) hours of scheduled layover time for Amtrak to guarantee transfer. *Thruway service transfers will not require adequate layover.*



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## Checked Baggage Requirements

### Baggage Check-In

- Have the customer provide their travel tickets
  - Checking the day of departure and the train/thruway service number
- Confirm the destination city, all trains and thruway services the customer is traveling to handles checked baggage
- Confirm the customer has arrived at least 45 minutes in advance
- Confirm the customer will have two (2) hours of scheduled layover at stations where they are connecting trains
- Check baggage for identification tags
- Remove any previous baggage tags from the customers luggage
- Determine if the customers baggage contains any prohibited items or personal items needed for the duration of their trip or at their destination station
- Weigh baggage, visually inspecting the size, condition, and quantity
- Prepare and issue "Baggage Tag" (NRPC 4000)
- If baggage will be transferred to another train/thruway service, tag the baggage with "Transfer Tag" (NRPC 4012) per piece of baggage (*Refer to Figure B-3*)
- If customers will incur additional charges have them fill out "*Receipt for Baggage Service Charges*" (NRPC 4003)
- Accept baggage, taking it to the appropriate baggage area
- Staple the customers claim checks of the "*Baggage Tag*" (NRPC 4000) to the customers travel documents

**Quantity** – Only four (4) checked items are allowed per ticketed customer

- The first two (2) checked items are free
- The third (3) and fourth (4) items will be charged \$20.00 per item.
- Children (ages 2-12) and unaccompanied minors (ages 13-15) are entitled to the same baggage allowances.

**Weight and Size** – Checked baggage must not exceed **50 lbs. (23kg)** or outside linear dimensions (Length + Width + Height) of 75 inches (190cm)

**Oversized Items** – may be checked when:

- Item(s) are between 76-100 linear inches (193-254cm) will be accepted upon payment of the appropriate charges of \$20.00 per bag
- Item(s) over 100 linear inches (254cm) will be denied and may be repacked in a shipping box for an additional fee. (*Refer to Section "For Sale Items"*)
- Special Item(s) listed in *Section C* will be accepted upon payment of the appropriate charges; if applicable.





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### Overweight Baggage

- Items exceeding 50 lbs. (23kg) will be denied and may be repacked in a shipping box for an additional fee (*Refer to section B.9 "For Sale Items"*)

**Suitable Container** – Checked baggage must be transported in a suitable container that can withstand handling and exposure to weather

- Examples of suitable containers can be found in **"Permitted Checked Items"**
- Boxes brought to the station by the customer must be reviewed by Amtrak to ensure the boxes are durable to withstand necessary handling
- Large packing/storage boxes not designed for shipping may be denied
- If the package is denied the customer may elect to purchase for an additional fee an Amtrak Shipping box and repack their items to be checked-in

**Fragile or Unsuitably Packed** - Amtrak no longer accepts items that are "Fragile" or "Unsuitably Packed" to include but is not limited to the list below (Refer to Figure B-1) Customers may repack their items in an Amtrak Shipping Box upon paying the appropriate charges

- Containers that protrude or cannot hold contents
- Rubber/Plastic Containers (suitcases, roller bags or similar items are permissible)
- Trash Bags
- Woven Fabric Zipper Bags
- Any item that is deemed unfit for rail transportation


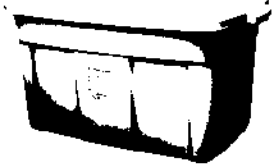


Containers that protrude or cannot hold contents	Rubber/Plastic Containers	Trash Bags	Woven Fabric Zipper Bags
			

Figure B-1 – Example of "Unsuitable Containers"

### Baggage Identification

- Prepare and issue "Baggage Tag" (NRPC 4000) per piece of customers baggage (*Refer to Figure B-5*)



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- Fill out the customers PNR (*reservation number*). If using NRPC 4000, fill out PNR in the "Route" section.
- Record the claim checks on the "Station Record of Baggage and Express" (NRPC 4006)
- Staple the customers receipt (Claim Checks) of the "*Baggage Tag*" (NRPC 4000) to the customers travel ticket receipt.

### Received Damaged

Customers arriving to check their baggage which had been previously damaged, will have on the back of their "Baggage Tag" (NRPC 4000) marked "*Received Damaged*" in the "*Release of Liability*" area.

- Customers accepting these conditions must be advised that Amtrak will not be responsible for pre-existing damage marked on "*Baggage Tag*" (NRPC 4000) as,
  - Handle, strap or wheel broken
  - Scratch
  - Torn/dent
  - Stain/mark
  - In the location designated as:
    - Top
    - Bottom
    - Side
    - End

### Transfer Tags and Transferring Baggage

If baggage will be transferred to another train/thruway service, tag the baggage with "*Transfer Tag*" (NRPC 4012) per piece of checked baggage (*Refer to Figure B-3*)

- Write the train/thruway service numbers the customers baggage will transfer to, routing the baggage on the same train/thruway service as the customer when at all possible
- When a customer's baggage will make multiple transfers, use "*Three Part Transfer Tag*" (NRPC 401U) *Refer to Figure B-4*
- Transfer points will handle baggage as quickly as possible between trains/thruway services
- Once baggage has transferred through your location, rip off the transfer tag for your station
- If the baggage will be making another transfer, ensure there is a tag for the next transfer point or attach one to the bag

### Shipping Options

If no transportation/shipping options are available, the item(s) must be denied or can be carried on for a fee (*Refer to Section A "Carry-On Baggage"*)



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## Delivery of Baggage

Upon delivery of baggage at the destination station, customers should present their claim check(s).

- Any customer that does not have their claim check(s) must go through a safeguard process (*Refer to Section I "Lost Claim Checks – Safeguard Process"*)
  - Customers found traveling via other means than Amtrak will be required to pay Amtrak Express charges to receive their checked items or will have their baggage forwarded to their origin station (*Refer to Section B-15 "Forwarding Baggage"*)
  - Fill out an Amtrak Express Waybill (NRPC 147), writing the customer picking up the items as the sender and the receiving party.
- Place baggage in designated area for delivery to customers
- Announce to customers to have their claim checks ready for inspection
- Collect the claim check(s) from the passengers as they receive their baggage, matching the numbers on the baggage to the numbers on the customers claim check
  - After baggage has been delivered, record the claim check numbers on "*Station Record of Baggage and Express*" (NRPC 4006)
  - Claim checks must be stored with station records for up to 3 years
- When collecting the claim checks, if you notice a customer has checked more than **two bags**, collect the charges using "*Receipt for Baggage Service Charges*" (NRPC 4003)
  - With eTicketing, a customer can print multiple travel documents. In the event a customer checks multiple bags during multiple shifts and the origin station does not catch this, the destination station will have to collect the charges. This is done only for excess baggage; not special items or oversize baggage.
  - Check the travel reservation to verify the number of customers
- Customers looking for baggage that has yet to arrive, follow "*Delayed Baggage*" procedures (*Refer to Section E "Damage, Loss, or Delay of Baggage"*)

## Unclaimed Baggage

Any unclaimed baggage at the end of baggage collection will be marked with date/time, train number and taken to the appropriate storage area.

- Any baggage that was received and was not immediately claimed will be marked with that day's date and the arrival time of the train/thruway service
- Baggage that was checked to your station by mistake will be loaded on the next train/thruway service bound for that destination (*Refer to Section B-15 "Forwarding Baggage"*)
- Any items that remains unclaimed by the end of your shift, attempt to notify the owner using the baggage identification on the outside of the bag



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- Check to see if the PNR is provided on the claim check. The phone number should be provided within the PNR
- Check if the baggage item has any identification tags on the outside

### No Baggage Tags

If the baggage comes in with no baggage tags and/or if baggage has been unclaimed for more than 24 hours and the "Baggage Tag" (NRPC 4000) and/or "Baggage Identification Tag" does not provide adequate contact information, open the item to look for any identification to the owner of the baggage:

- Check the front or side pockets first. *Most identifying items are found in this area*
- Open the baggage to look for any identifying items. *If you are not the supervisor or lead agent, have them present when opening the baggage.*
- Make a detailed list of the contents and attach this to the tags on the item. *If any valuable items found during your search, place in the safe, record the valuable items on the list and place in the safe.*
- If the item does not have any tags, fill out and attach a "Lost Article Check" (NRPC 4005) to the item (Refer to Figure H-1) Mark this in the "Station Record Baggage/Express" (NRPC 4006)
- If you have the address, email or telephone number of the owner, attempt to contact the customer first by email, then telephone and then by letter. Inform them of the following:
  - *This is (Your Name) from (Your Station) on (Today's Date). We have received (Quantity and Type of Items) that belong to you and are ready for pick up. Please arrange to have these items picked up between (Your Station Hours) in a timely manner or storage charges of \$5.00 a day will be assessed. Please contact Amtrak for further questions at (Your Station's Phone Number). Thank you for traveling on Amtrak.*

### Unsuccessful Contact

If unsuccessful in contacting the owner or inadequate contact information, then:

- Try and determine where the baggage may have come from based on any contents on the baggage.
- Look on the train manifest to see if you can determine the customers by origin and destination
- Send out queues to all stations along the route with a short description of the item (Refer to Section Q "Queues")
- Queue local lost and found areas or the Office of Customer Relations in case they are looking for the item
- Keep written records of all attempts to contact the owner including a printout of all queues, emails, and letters to be kept with the station paperwork or with the lost item



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- A final attempt to contact the owner should be made after **30** days of storage
- Any item(s) that have been stored more than 30 days will be disposed of (*Refer to Section P "Disposal of Unclaimed Items"*)

## Baggage Claimed After 24 hours of Storage

Item(s) claimed after 24 hours, from the time the item(s) arrive at your station, will be charged the applicable storage charge of \$5.00 per piece, per day.

- This fee may only be waived if Amtrak's at fault for delay (*service disruption*). The customer claim check "*Baggage Tag*" (NRPC 4000) and "*Station Record Baggage/Express*" (NRPC 4006) should be marked "*Service Disruption*"
- Charges will be assessed daily, no fraction thereof.
  - *If a bag has been stored for 49 hours; it will be charged for two full days; 49hours-24hours (first 24 hours free) = 25 hours (Charge \$10 for 2 full days for one item)*
- Customers who present themselves to claim their baggage items that were in checked baggage service, check the PNR provided on the "*Baggage Tag*" (NRPC 4000) to ensure the customer did not refund their travel tickets
  - If the "*Baggage Tag*" (NRPC 4000) did not have the PNR recorded, ask to see the receipt from their travel tickets
  - Customers found to have traveled via other means than Amtrak, will need to pay Amtrak Express Rates (*calculate base rate of 50lbs. from their origin and destination. Refer to Section S "Express"*) to receive their items
  - Customers who refuse to pay the charges will not be given their items and will have them shipped back to their origin station
  - Make a note in the PNR and inform the customer's origin station regarding these actions
- Complete "*Receipt for Storage Charges*" (NRPC 4004) *Refer to Figure B-8. Refer to Section N "Accounting"* for ASAP information and processing Credit Cards

## Inventory of Baggage

During each shift, baggage that is checked in, delivered, transferred or remains unclaimed will be logged into "*Station Record Baggage and Express*" (NRPC 4006)

- If there is not adequate time to log in baggage, collect the claim checks, and log in when time permits

## Forwarding Baggage

Baggage may have been shipped by mistake to another checked baggage station for the following reasons:

- *Misconnect* – Misconnect or pass by of baggage



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- *Baggage was Lost* – Checked/carry-on baggage that was lost and was found at your station

### Ship to another location

When baggage must be shipped to another checked baggage station:

- Remove existing baggage tags
- Issue a new "*Baggage Tag*" (NRPC 4000) per piece making a note on the back as to why the baggage was forwarded noted above
- Staple the passengers claim check(s) to the "*Baggage Tag*" (NRPC 4000)
- Advise receiving station of the bags coming to them via queues and a phone call. If email is available, follow up with an email to the receiving station
- Make a note on the "*Station Record Baggage and Express*" (NRPC 4006) of baggage that was forwarded

### Sending Baggage Ahead

In limited circumstances (*Refer to Figure B-12*), baggage may be checked on a different train bound for the customer's destination or connecting station if origin, destination, and connecting stations offer checked baggage. All baggage must be marked "*Subject to Delay*"

### Advance Check-In

Baggage that is being sent ahead on a different train may be checked up to 24 hours in advance to avoid delays. If a customer checks their baggage in advance, then:

- Inform them of the expected arrival of their baggage at the destination station based on train schedules
- Inform the passenger to remove any items they may need for the duration of their trip or at their destination (*house keys, wallet, etc.*)
- Mark their baggage "*Subject to Delay*". *Although the passenger has opted for advance check-in, Amtrak cannot guarantee baggage will be on-hand when the passenger arrives since it will be traveling on a different train/thruway service.*

### Understanding how to use the grid (Figure B-12) for Sending Baggage Ahead

- **Advance Check-In:** The train number to check the baggage in advance on. If Train# is followed by / Day before, the train departs the day before the customers travel date.
- **Delayed Check-In:** The train number to check baggage on which the baggage will arrive after the customer arrives to their destination. If Train# is followed by / Day after, baggage will be checked on a train that departs the day after the customers travel date



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- **Station with Checked Baggage:** List of stations on the train route that baggage can be checked. If the customer's origin and destination are not listed, then Carry-On restrictions apply.

### Examples for using Figure B-12

- Customer traveling LAX to BOS. Train 3 to Train 448. *At booking recommend checking a day before travel, as the baggage will travel to WAS on Train 30 and connect to Train 66 to BOS. If the baggage is checked at the time the passenger is leaving, it will arrive 2 hours later than the customer.*
- Customer traveling MIA to BOS. Train 98 to 178. *At booking, recommend checking a day before travel, as the baggage will travel to NYP on Train 98 and connect to Train 66 to BOS. If the baggage is checked at the time the customer is leaving, it will arrive the morning after the customer arrives.*
- Customer is traveling MKE to CHI to CHM. Train 336 to Train 393. *At booking, recommend checking a day before travel, as baggage will travel to CHI on Train 336, and connect to Train 59. If the baggage is checked at the time the customer is leaving, it will arrive the day after the customer arrives.*

## Trainside Checked Baggage Service

Self-serve trainside checked baggage service is available to and from the following stations **ONLY** where a caretaker is on site. Customers will handle placing the baggage tag on their luggage and walk their luggage to the baggage car where a member of the train crew will take possession on their luggage.

### List of Stations

Charleston, WV	Cincinnati, OH	Dyer, IN
Columbus, WI	Hammond, LA	Rensselaer, IN
La Junta, CO	Meridian, MS	Lafayette, IN
Mount Pleasant, IA	Texarkana, AR	Crawfordsville, IN
Tuscaloosa, AL	Winona, MN	Fort Madison, IA
Ottumwa, IA	Topeka, KS	

- Give customers an option to check their luggage and for their excess carry-on baggage to avoid the need for excess charges
- Baggage must be checked on the train the customer is traveling on
- Baggage must be dropped off and picked up on the platforms as indicated on the baggage tags (*Refer to Figure B-11*)
- Excess carry-on, excess checked baggage and oversized baggage fees will be collected by the train crew



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- Customers with reservations for bicycles and walk up bicycles will be accepted at trainside checked baggage service stations
- No Firearms, Parcel Check, Amtrak Express, For Sale Boxes or Storage of Baggage will be handled at these select stations
- In the reservation system, the "B" indicator for baggage will appear on the screen for Trainside check baggage service at unstaffed locations

### Departing Customers

- Customers will tag their bags to their destination
- Customers will keep their luggage in their possession until ready to board the train and deliver their luggage to a member of the train crew
- At the baggage car, crew or other personnel will take possession of the baggage, and if there is no tag on the luggage, train crew will place "*Universal Baggage Tag*" (NRPC 4000U) writing the destination city code; or crews will place luggage in the appropriate destination piles to be tagged by the next staffed station. Crews will radio to the next staffed station how many luggage tags are needed
- Customers going to a stop without checked baggage service will be informed that they will be required to carry their luggage onboard, paying the associated charges for excess baggage if more than policy allows

### Arriving Customer

- Customers on the train who have checked their luggage will be told where to pick up their luggage.
- Upon detraining, crews will give directions to customers where to claim their luggage.
- The crew will collect the claim checks and hand the luggage trainside.
- Crews will keep the customer claim checks to give to the next staffed station

### Short Check

If a customer would like to check their luggage to a location prior to their destination, they may do so if the station has checked baggage service. Short check may be offered if there is a minimum layover of two (2) hours between connecting trains/thruway service.

### Examples for Short Check

- If the customer(s) wish to short check their baggage to a connecting station that offers checked baggage, the back of the NRPC 4000 must be marked "*Subject to Delay*" and inform the customer that Amtrak will not pay for any associated shipping costs.
- Short checking is only allowed where there is a minimum layover of two (2) hours between connecting trains/thruway service. Connecting train does not



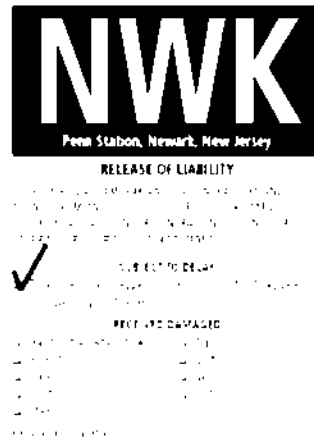


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offer checked baggage and or the destination station does not handle checked baggage.

- *Note: Short checking can only be offered after the customer(s) pay the associated excess carry-on baggage charges, if over the carry-on allowance*



## Service to Canada

Trains/thruway service that offer Checked baggage service to Canada

- Cascades: 516, 517, 518 and 519
- All baggage that has been checked must be unlocked for inspection by US or Canadian Customs.
- The customer must travel on the same train as their baggage
- All customers are responsible for checking with United States and Canadian Agencies prior to traveling with Amtrak regarding what items are admissible
- Any baggage that does not meet the checked baggage requirements or is prohibited from crossing the border will be turned away at the customer's expense.

## California Thruway Buses

### Checked Baggage Handling (Pink Tag Process)

- California buses offer only carry-on baggage service; customers with more than the carry-on restrictions, but not the checked baggage restrictions, will be allowed to board the bus if:
  - Connecting from a train, the customer had checked their baggage on that train



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- Connecting to a train, the customer agrees to check their luggage at the connecting station. The station must offer checked baggage.
- Customer information may indicate a bus has checked baggage where employees handle connecting baggage; however, luggage is still considered "Carry-On" for claims purposes.
- If a customer is boarding at your station to connect to a bus:
  - Check their luggage to the connecting train station with a "Baggage Tag" (NRPC 4000)
  - Using a "Three Part Transfer Tag" (NRPC 4011U), mark the city-code of train station(s) that is transferring the baggage and the customer's destination (*bus stop*)
  - The bus driver will use the "Three Part Transfer Tag" (NRPC 4011U) to sort the baggage to the appropriate destination
- Example: *Customer going from Los Angeles, CA to Rocklin, CA. The customer will take a bus to Bakersfield, CA transferring to a train in Sacramento, CA and the final transfer to a bus.*

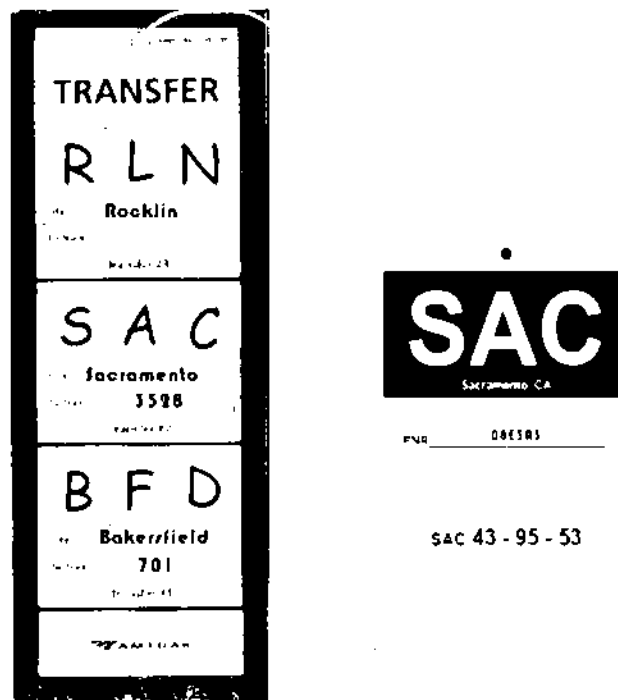


Figure B-10 – Example of "Pink Tag Process"



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## Disclaimer of Liability

For checked baggage, Amtrak's liability is limited to a maximum of \$500 per ticketed customer. Customers may declare additional valuation, up to \$2,500 (including the first \$500), upon payment of the applicable charge.

## Notice of Limited Liability for Checked Baggage

The "*Baggage Tag*" (NRPC 4000) will have the "*Release of Liability*" section on the back of the form.

### Amtrak disclaims all liability for:

- Missing or stolen items inside unlocked or unsecured baggage
- Minor damages to baggage considered normal wear and tear (despite reasonable care when handling)
- Baggage which was transported without travel of the owner of the items via Amtrak or payment of the applicable charges
- Loss or damage to prohibited checked baggage items, and baggage containing prohibited items

## Release of Liability

Amtrak will be released of liability for delay or damage to baggage that was marked on the back of the "*Baggage Tag*" (NRPC 4000) as "**Subject to Delay**" or "**Received Damaged.**"

### Subject to Delay

- Customers "Baggage Tag" (NRPC 4000) will be marked "Subject to Delay" in the "Release of Liability" area when a customer arrives to check their baggage, which
  - was checked-in late and will not make the customers departure train/thruway service
  - does not have adequate layover (2 hours) for train to train transfers
  - will travel on separate trains or thruway services in the customers itinerary due to non-availability of checked baggage on all trains/thruway services within the customer's itinerary (*Refer to "Sending Baggage Ahead"*)
- Passengers accepting these conditions must be advised that Amtrak is unable to guarantee their baggage will be on-hand at their destination station when they arrive
- Amtrak will not be responsible for costs associated with delays
- If a train comes in without a baggage car, mark all baggage for that train "*Subject to Delay*" and inform customers that their baggage will arrive on the next train offering checked baggage.



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- Be sure to record "*Subject to Delay*" on the passengers claim check for either version of the "*Baggage Tag*" (NRPC 4000)

### Received Damaged

Customers arriving to check their baggage which had been previously damaged, will have on the back of their "*Baggage Tag*" (NRPC 4000) marked "*Received Damaged*" in the "*Release of Liability*" area.

- Customers accepting these conditions must be advised that Amtrak will not be responsible for pre-existing damage marked on "*Baggage Tag*" (NRPC 4000) as,
  - Handle, strap or wheel broken
  - Scratch
  - Torn/dent
  - Stain/mark
  - In the location designated as:
    - Top
    - Bottom
    - Side
    - End

### Subject to Inspection

All baggage accepted for transportation as checked baggage may be inspected by an Amtrak employee or Transportation Security Administration (TSA) officer.

- Employees must possess probable cause that baggage contains prohibited items
- Baggage cannot be searched based on the race, gender, ethnicity, or religious affiliation of the customer
- Customers must open their baggage and move items per employee/officer's instructions
- Customers who do not wish to have their baggage inspected will be denied transport
- Employees suspicious of baggage containing dangerous or harmful item(s) to employees or customers must immediately notify Amtrak Police at (800) 331-0008 or send a text to APD11 from a smartphone or to 27311 from a standard cellphone

### Prohibited Items

Determine if the customers baggage contains any prohibited items or personal items needed for the duration of their trip or at their destination station

- Ask Key Questions, such as
  - "Do you have any breakable items in your baggage?"
  - "Are you checking anything fragile that requires special handling?"



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- "Do you have any medicine or anything you will need for your trip in your baggage?"
- If the customer has medication or other item(s) needed for the duration of their trip, inform the customer to pack these item(s) within their carry-on baggage
- If their baggage has been marked "*Subject to Delay*" inform the customer to remove any items they may need at their destination station (house keys, wallet, etc.)

## Permitted Checked Items

Amtrak will accept for transportation as baggage, such personal property necessary for wear, use, comfort or convenience of the passenger for their trip or within reason of transportation

- Items being transported for business or resident relocation will not be accepted as checked baggage

### Special Items:

Items listed in Section C "*Special Items*" will be accepted upon payment of the appropriate charges, if applicable.

## Baggage Service Charges

### Service Charges

- **Excess Baggage:** Items over the free allowance of two (2) items will be accepted upon the payment of the appropriate charges. Customers who are checking baggage over the free baggage allowance will be subject to a \$20.00 fee per excess item. Items over four (4) pieces will be accepted as Amtrak Express or will be denied transport.
- **Oversize Baggage:** Customers who are checking baggage over 75 linear inches (190 cm), but not greater than 100 linear inches (254 cm) will be subject to a \$20.00 fee per item
- **Special Items:** Customers who are checking Special Items will be subject to a service charge of \$10.00 per piece unless otherwise noted (*Refer to Section C "Special Items"*)
- **Additional Value:** Customers who wish to declare additional value for their baggage over the \$500.00 that Amtrak covers may purchase up to an extra \$2,000.00 of coverage at \$1.00 per \$100.00 declared. The declared value cannot exceed \$2,500.00 per ticketed customer. **REMINDER: DO NOT CHARGE FOR THE FIRST \$500.00 COVERED BY AMTRAK.**
- One form per customer incurring charges. Record all charges on "*Receipt for Baggage Service Charges*" (NRPC 4003) *Refer to Figure B-6*



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- Additional valuation is per person, not per bag, and only needs to be recorded on one form. *If there are two excess bags, only **one bag** will require a form. Please note on the form the number of bags that were charged for excess pieces.*
- Form NRPC 4003 "*Receipt for Baggage Service Charges*" is not to be used for the sale of shipping boxes, bicycle boxes or ski bags (*Refer to "For Sale Items"*)

## For Sale Items

### Products:

- Shipping Box: Size 20 in x 13 in x 13 in (51cm x 33cm x 33cm)
  - Bundles: 10
  - Selling Price: \$5.00 per box
  - Item # 02-9222
- Bicycle Box: Size 70 in x 41 in x 8.5 in (175cm x 104cm x 22cm)
  - Bundles: 5
  - Selling Price: \$15.00 per box
  - Item # 02-9220
- Ski Bags: Size 94 in x 14 in (239cm x 36cm)
  - Bundles: 55 bags per roll
  - Selling Price: \$3.00 per bag
  - Item # 02-9221

### Sales

Amtrak offers items for sale to Amtrak customers or walk-up customers. These items are accountable and must not be given away

- If a customer or walk-up customer would like to purchase a For Sale Item, record all charges on "*Miscellaneous Station Revenue*" (NRPC 169) *Refer to Figure B-7*
- Shipping boxes may be used for storage of station records. A "*Miscellaneous Station Revenue*" (NRPC 169) must be filled out each time a box is used for station records. The number of boxes used must be indicated on the form. "\$0.00 -Storage" should be entered in the "Amount" section. These boxes may not be given away to any other Amtrak Departments.
- Refer to Section N "*Accounting*" for ASAP information and processing credit cards

### Inventory and Restocking:

- For Sale Items are available for order through Ariba On Demand (AoD) on the Amtrak All Aboard site.
- For Sale Items at your station are to be inventoried and stock kept track of using "*For Sale Items Inventory*" sheet, NRPC 4103. *Refer to Figure B-10.*



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- Used For Sale Items are not to be re-sold or given away and must be disposed of, recycled when available
- Stations must not transfer items to other stations unless designated to do so



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## Appendix

### Examples of "Permitted Checked Items"

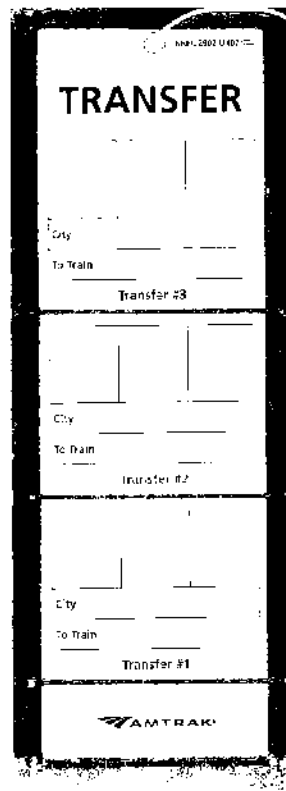
Amtrak Box / Passenger Supplied Box		Large Duffel Bags	
			
Large Backpacks	Suitcases, Wheeled Baggage	Carry-On vs. Checked	
			





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**Figure B-3****Example of "Transfer Tag" (NRPC 4012)****Figure B-4****Example of "Three Part Transfer Tag" (NRPC 4011)**



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**Instructions for Completing "Three Part Transfer Tag" (NRPC 4011)****Transfer (#1, #2, or #3):**

Start from the bottom up, marking the city code, city name, and to which train it will transfer.

**Figure B-5****Example of "Baggage Tag" (NRPC 4000)**

Baggage Claim Check

**NWK**  
Penn Station, Newark, New Jersey

PNR \_\_\_\_\_

**NWK 12-00-01**

DATE/TIME RECEIVED: \_\_\_\_\_

Station Record

**NWK 12-00-01**

**NWK** Penn Station  
Newark  
New Jersey

Passenger Claim Check

**NWK 12-00-01**

See Baggage Checked To:

**NWK** Penn Station  
Newark  
New Jersey

Amtrak

NRPC 300-TAC (100)  
ORIGIN

NATIONAL RAILROAD PASSENGER CORPORATION

TO: **TAC**  
TACOMA, WASHINGTON

Via Route: \_\_\_\_\_ Train No.: \_\_\_\_\_

If checked here ☐ Subject to Delay  
**BB 01 - 38 - 60**

Via Route: \_\_\_\_\_

Train No.: \_\_\_\_\_

NRPC 300-TAC (100)  
ORIGIN

NATIONAL RAILROAD PASSENGER CORPORATION

TO: **TAC**  
TACOMA, WASHINGTON

VISIBLE DEFECT: \_\_\_\_\_

If checked here ☐ Subject to Delay  
**BB 01 - 38 - 60**

STATION RECORD

**BB 01 - 38 - 60**

Via Route: \_\_\_\_\_

Train No.: \_\_\_\_\_

NRPC 300-TAC (100)  
ORIGIN

NATIONAL RAILROAD PASSENGER CORPORATION

YOUR BAGGAGE  
IS NOW CHECKED TO:

**TAC**  
TACOMA, WASHINGTON

VISIBLE DEFECT: \_\_\_\_\_

If checked here ☐ Subject to Delay

PASSENGER CLAIM CHECK

Form Changes – NRPC 300 will be replaced with NRPC 4000. NRPC 300 may be substituted for NRPC 4000. If using NRPC 300, write the PNR in the route section; If baggage is damaged or will be delayed, NRPC 2980 must be used.

**Instructions for Completing "Baggage Tag" (NRPC 4000)**

<b>PNR:</b>	Passenger's reservation number.
<b>Date/Time Received:</b>	Date and time the item was received if not claimed directly after train arrival.
<b>Release of Liability:</b>	Mark for damage or delay. Write "Delay" on the passengers claim check.
<b>Passengers Signature:</b>	The signature of the passenger accepting the conditions.
<b>Forwarded:</b>	Train and date the item was forwarded. Staple claim check to item tag.

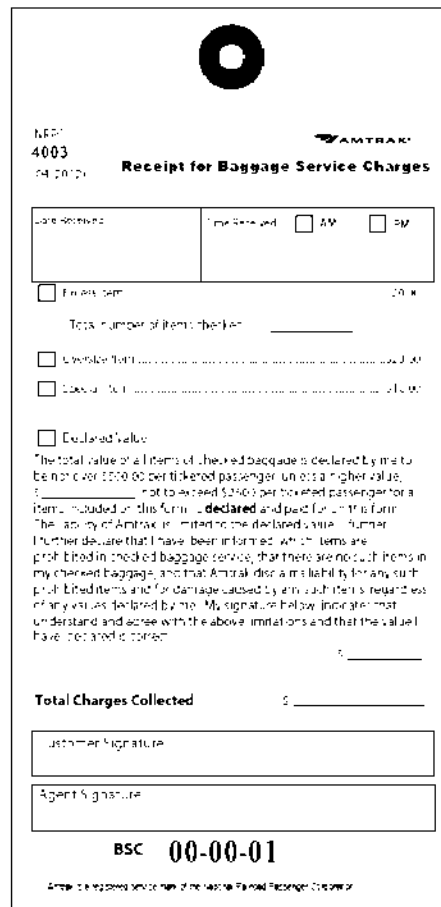


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Figure B-6

## Example of "Receipt for Baggage Service Charges" (NRPC 4003)



The form is titled "NRPC 4003 Receipt for Baggage Service Charges". It includes a header with the Amtrak logo and a circular punch hole at the top. The form contains several sections for data entry:

- Date Received:** A blank space for the date.
- Time Received:** Two checkboxes for "AM" and "PM".
- Excess Item:** A checkbox labeled "Excess Item" with a blank space for the amount.
- Total number of items checked:** A blank space for the total count.
- Oversize Item:** A checkbox labeled "Oversize Item" with a blank space for the amount.
- Special Item:** A checkbox labeled "Special Item" with a blank space for the amount.
- Declared Value:** A checkbox labeled "Declared Value" with a blank space for the amount. Below this is a paragraph of text explaining the declared value process and a blank space for the passenger's signature.
- Total Charges Collected:** A blank space for the total amount.
- Customer Signature:** A blank space for the passenger's signature.
- Agent Signature:** A blank space for the agent's signature.
- BSC 00-00-01** is printed at the bottom.

## Instructions for Completing "Receipt for Baggage Service Charges" (NRPC 4003)

This is an accounting document and must be used in sequential order, accounted for at the end of each shift. Refer to section N, "Accounting".

<b>Date/Time:</b>	Today's date and time, checking either AM or PM.
<b>Excess Item:</b>	Check if the charge is for excess item(s), marking the total amount of excess items checked. Leave blank if no excess items.
<b>Oversize Item:</b>	Check if the charge is for oversize item(s). Leave blank if no oversize item(s).
<b>Special Item:</b>	Check if the charge is for special item(s). Leave blank if no special item(s).
<b>Declared Value:</b>	Check if the charge is for declaring additional value (\$1.00 per \$100.00 declared - \$2,000.00 maximum). The first blank area is the total amount declared by passenger, including the \$500.00 covered by Amtrak. The second blank is the amount paid for additional valuation.
<b>Total Charges Collected:</b>	The total amount collected from the passenger for all baggage service charges.
<b>Customer Signature:</b>	Passenger's signature.
<b>Agent Signature:</b>	Agent's signature.
<b>Copies:</b>	White Copy: Passenger Pink Copy: Station Green Copy: Accounting



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**Figure B-7****Example of "Miscellaneous Station Revenue" (NRPC 169)**

AMTRAK		Miscellaneous Revenue Receipt		169 30017972	
<small>Use a separate form for each Customer/Vendor</small>					
Name/Vendor _____					
Items Sold or Revenue Received		Quantity	Amount		
Bicycle Boxes					
Shipping Boxes					
Ski Bags					
Other _____					
<b>Total</b>		(Report on line 42)			
Log Line _____		Station _____		Date Stamp _____	
Form of Payment		<input type="checkbox"/> CA <input type="checkbox"/> CS <input type="checkbox"/> AC <input type="checkbox"/> CF <input type="checkbox"/> CR <input type="checkbox"/> CB <input type="checkbox"/> RE <input type="checkbox"/> VI <input type="checkbox"/> OT _____			
NRPC 169 (Rev. 05/2017) <small>Station Agent (Customer/Vendor)</small> <small>Station Agent (Customer/Vendor)</small> <small>Station Agent (Customer/Vendor)</small> <small>Station Agent (Customer/Vendor)</small> <small>Station Agent (Customer/Vendor)</small> <small>Station Agent (Customer/Vendor)</small>					
<b>ORIGINAL (CUSTOMER OR REVENUE REPORT)</b>					

*Form Changes – This form will not be changed or replaced.*

**Instructions for Completing "Miscellaneous Station Revenue" (NRPC 169)**

This is an accounting document and must be used in sequential order, accounted for at the end of each shift. Refer to section N. "Accounting".

<b>Name/Vendor:</b>	The name or vendor name that is purchasing the item(s).
<b>Bicycle Boxes:</b>	Quantity and amount (quantity x \$15.00). Leave blank if none.
<b>Shipping Boxes:</b>	Quantity and amount (quantity x \$5.00). Leave blank if none.
<b>Ski Bags:</b>	Quantity and amount (quantity x \$3.00). Leave blank if none.
<b>Lockers:</b>	Enter amount received from locker sales. Leave blank if none.
<b>Vending Machines:</b>	Amount received from vending machine sales. Leave blank if none.
<b>(Blank Space):</b>	For other revenue items. Please provide brief description.
<b>Total:</b>	Total amount received from customer or vendor. <b>REPORT ON ASAP LINE 42.</b>
<b>Agent:</b>	The agent completing the report.
<b>Station:</b>	The station the report was completed at.
<b>Date:</b>	Today's date.
<b>Form of Payment:</b>	The form of payment, circle one.
<b>Copies:</b>	White Copy: Customer Yellow Copy: Accounting Pink Copy: Station



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Figure B-8

## Example of "Receipt for Baggage/Express Storage Charges" (NRPC 4004)

**Receipt for Baggage/Express Storage Charges**  
Form NRPC 4004

Station \_\_\_\_\_ Date \_\_\_\_\_

Received from the bearer the sum of \$ \_\_\_\_\_  
representing storage charges on the items indicated below that  
were claimed after the expiration of the free storage period or after  
the expiration of the initial period of free storage period (if so) was  
paid in advance on NRPC 4004.

☐ Checked Baggage ☐ Express Baggage

☐ Amtrak Express ☐ Other \_\_\_\_\_

Received at Station \_\_\_\_\_ Date \_\_\_\_\_

Delivered to Customer \_\_\_\_\_ Date \_\_\_\_\_

Number of days \_\_\_\_\_ Number of pieces \_\_\_\_\_

Check or waybill numbers \_\_\_\_\_

Agent  
4004 - 0050401 1

White - Customer Receipt Yellow - Accounting Pink - Station  
Amtrak is not liable for loss or damage to items stored in the baggage car.

**Form Changes** – The form design will not change, but the form number will change to NRPC 4004. No example given of NRPC 4004 as only the number will change.

**Instructions for Completing "Receipt for Baggage Storage Charges" (NRPC 4004)**

This is an accounting document and must be used in sequential order, accounted for at the end of each shift. Refer to section N. "Accounting".

<b>Station:</b>	The station the report was completed at.
<b>Date:</b>	Today's date.
<b>Received from the bearer the sum of \$ _____:</b>	The money received from the owner of the item(s). The charges are calculated as <u>Total Items</u> X <u>Total Days After the First 24hrs</u> X <u>\$5.00</u> . <i>The first 24 hours is not charged for.</i>
<b>Type of Service:</b>	Check one.
<b>Received at Station:</b>	Date the item(s) arrived at your station.
<b>Delivered to Customer:</b>	Date the item(s) were delivered to the customer.







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*Figure B-12 – “Trains with Baggage Ahead Service”*

Short Distance Trains				
<u>Train Name</u>	<u>Train Number</u>	<u>Advance Check-In</u>	<u>Delayed Check-In</u>	<u>Stations with Checked Baggage</u>
Vermont	54	Regional 66 / Day Before	Silver Star 98	WAS, BAL, PHL, WIL, NWK, NYP
Vermont	55/57	Silver Meteor 97	Regional 67	NYP, NWL, PHL, WIL, BAL, WAS
Maple Leaf	63	Lake Shore Ltd. 49 / Day Before	Lake Shore Ltd. 49	NYP, ALB, SDY, UCA, SYR, ROC, BUF
Maple Leaf	64	Lake Shore Ltd. 48 / Day Before	Lake Shore Ltd. 48	BUF, ROC, SYR, UCA, SDY, ALB, NYP
Adirondack	68	Lake Shore Ltd. 48 / Day Before	Lake Shore Ltd. 48	SDY, ALB, NYP
Adirondack	69	Lake Shore Ltd. 49 / Day Before	Lake Shore Ltd. 49	NYP, ALB, SDY
Regional	145, 147, 171 (NYP to WAS-LYH)	Crescent 19 / Day Before	Crescent 19	NYP, NWK, PHL, WIL, BAL, WAS, ALX, CVS, LYH
Regional	156, 176 (LYH-WAS to NYP)	Crescent 20	Crescent 20 / Day After	LYH, CVS, ALX, WAS, BAL, WIL, PHL, NWK, NYP
Empire	Eastbound (230-296)	Lake Shore Ltd. 48 / Day Before	Lake Shore Ltd. 48	BUF, ROC, SYR, UCA, SDY, ALB, NYP
Empire	Westbound (233-283)	Lake Shore Ltd. 49 / Day Before	Lake Shore Ltd. 49	NYP, ALB, SDY, UCA, SYR, ROC, BUF
Ethan Allen Exp.	290, 292, 296	Lake Shore Ltd. 48 / Day Before	Lake Shore Ltd. 48	SDY, ALB, NYP
Ethan Allen Exp.	291, 293	Lake Shore Ltd. 49 / Day Before	Lake Shore Ltd. 49	NYP, ALB, SDY
Lincoln	300, 302	Texas Eagle 22 / Day Before	Texas Eagle 22	STL, SPI, BNL, CHI
Lincoln	304, 306	Texas Eagle 22	Texas Eagle 22 / Day After	STL, SPI, BNL, CHI
Illini / Saluki	390, 392	Cty. New Orleans 58	Cty. New Orleans 58 / Day After	CDL, CHM, CHI
Illini / Saluki	391, 393	Cty. New Orleans 59 / Day Before	Cty. New Orleans 59	CHI, CHM, CDL
Capital Corridor	All	Coast Starlight 11/14 – Check Schedules		SJC, OKJ, EMY, MTZ, DAV, SAC
Northeast Corridor - Southbound (New York to Washington-Richmond)				
Acela (2103-2297)		Keystone (637-671)	Regional (83-195)	
<u>Departing Times</u>	<u>Train Number</u>	<u>Advance Check-In</u>	<u>Delayed Check-In</u>	<u>Stations with Checked Baggage</u>
Dpt. New York 440-605am	2103	Regional 67or 65 / Day Before	Palmetto 89	NYP, PHL, BAL, WAS
	111•151			
Dpt. New York 645-700am	2107	Palmetto 89	Carolinian 79	NYP, NWK, PHL, WIL, BAL, WAS
	131			





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Dpt. New York 717-1000am	2109•2151•2153•2203•2205 •2207 641•643•663 95•141•143•153•155•183•185	Carolinian 79	Silver Star 91	NYP, NWK, PHL, WIL, BAL, WAS, ALX, RVR
Dpt. New York 1100am-315pm	2117•2121•2155•2159•2163•2211•2213•2251•2253 645•647•649•665•667 83•85•87•93•99•125•133•157•161•195	Silver Star 91	Silver Meteor 97	NYP, NWK, PHL, WIL, BAL, WAS, ALX, RVR
Dpt. New York 335pm-300am	2119•2165•2167•2171•2173•2193•2221•2225 •2255•2257 •2259•2297 637•639•651•653•655•669•671 123•127•129•135•137•139•159•163•165•167•169 •173•175•177•179•187•193	Silver Meteor 97	Regional 67	NYP, NWK, PHL, WIL, BAL, WAS, ALX, RVR
<b>Northeast Corridor - Northbound (Richmond-Washington to New York)</b>				
<b>Acela (2100-2290)</b>		<b>Keystone (640-672)</b>		<b>Regional (82-198)</b>
<u>Departing Times</u>	<u>Train Number</u>	<u>Advance Check-In</u>	<u>Delayed Check-In</u>	<u>Stations with Checked Baggage</u>
Dpt. Washington 315-725am	2100•2150•2154 640 110•130•150•160•162•170 •180•190	Regional 66 / Day Before	Silver Meteor 98	WAS, BAL, PHL, NYP
Dpt. Washington 800am-330pm	2104•2110•2158•2160•2164•2166•2168•2170•2212 •2250•2208•2216•2252•2254•2256 642•644•646•660•662•664 •648•650•652•666•670 82•84•86•88•94•132•134•152•140•148•154•164• 168•174•184•186•194	Silver Meteor 98	Silver Star 92	WAS, BAL, WIL, PHL, NWK, NYP, ALX, RVR
Dpt. Washington 400-505pm	2122•2172•2220•2222•2258 654•672 126•136•146•178•196	Silver Star 92	Carolinian 80	WAS, BAL, WIL, PHL, NWK, NYP
Dpt. Washington 520-800pm	2124•2126•2228 656•658•674 138•158•182•166•192	Carolinian 80	Palmetto 90	WAS, BAL, WIL, PHL, NWK, NYP
<b>Northeast Corridor (Boston-New York)</b>				
Southbound	All	Regional 67 or 65 / Day Before	Regional 67	BOS, PVD, NHV, NYP
Northbound	All	Regional 66 / Day Before	Regional 66	NYP, NHV, PVD, BOS



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Please note Amtrak Express is suspended, until further notice, effective October 1, 2020

### ***Update history***

2021-05-07 Added "For Sale Items Inventory" sheet and instructions  
2021-04-20 Removed reference to eTrax and added AoD on the Amtrak All Aboard site.  
2020-10-22 Added "Please note Amtrak Express is suspended, until further notice, effective October 1, 2020" to the header.  
2019-11-04 Updated images and formatting  
2019-10-03 Adjust size on bicycle boxes  
2019-09-26 Pennsylvania will have a baggage car starting 10/1  
2019-01-14 Remove Tag and Track items, program pilot has ended  
2019-01-04 Removed Worcester from the list of Trainside Checked Baggage  
2018-12-13 List of stations under Trainside Checked Baggage Service updated to include Dyer, Rensselaer, Lafayette and Crawfordville.  
2018-07-03 Added WOR and MTP to Trainside Checked Baggage Service  
2018-07-02 Updated picture formats  
2018-06-29 Updated Trainside Checked Baggage Service  
2018-06-07 Updated Policy and changed to new format

### ***About this chapter***

<b>Contact(s):</b> Ann Adams/ Elizabeth Bailey	<b>Subject:</b> Checked Baggage – Baggage and Express
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



2015-06-05

## **Automated Customer Notification Program (ACN)**

**Chapter Summary:** Information for station and contact center agent on the Automated Customer Notification system.

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2015-06-05

## Introduction

The Automated Customer Notification system (A.C.N.) is a system used to contact customers in an automated fashion. Its implementation has freed agents to focus on sales and complex service customers. The A.C.N. System is actually the integration of multiple systems: The Notification Hub which holds the content of the various campaigns and sends out the automated phone calls, emails and text messages; a Java based GUI application for end users to request the running of campaigns; and the MQ Websphere Server which is the brains of the system, controlling communications between Amtrak, the user GUI and the notification hub.

Notification Type	Summary
Schedule Change	Notification to customer that their schedule has been changed.
Service Disruption	Notification that their schedule service has been disrupted and possible remediation.
Special Message	Messages that provide the customer with particular information that without they could have a negative experience.
Train Delay Notifications	Automatic Notifications that go to customers if Amtrak is reporting their train as being delayed.

Amtrak is the source of all customer information used by the A.C.N. system. It acts on information in the reservations (PNR) for all Notification Types; information on the passenger manifests for Service Disruption and Special Message; and information in Train Status for Train Delay Notifications. The system does no calculations or operations, other than communications and dispositions to the PNR, of its own.

## Schedule Change

Schedule Change notifications are run when the actual schedule for a customer has been changed. The change could be the time of their departure, a class of service change, or a move to a different train. Amtrak notifies the MQ Server of any train that has a reservation with an 'SC' segment. Users are available to view the list of trains/dates with Schedule Changes and manage notifications. Advanced notifications of schedule changes are typically limited to within a three week window of travel so as not to send multiple Schedule Change notifications to a customer. A.C.N. users coordinate advanced schedule change notifications to balance with inbound call volume at the contact centers. Schedule Changes within 24 hours of travel are sent as quickly as possible.

### Schedule Change Call

Hi this is an important call from Amtrak for [CUSTOMER NAME].

Our records indicate that you are scheduled to depart on Amtrak traveling from [DEP CITY NAME] to [ARR CITY NAME].



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You are now scheduled to depart on Amtrak [TRANSPORTATION TYPE] number [TRANSPORTATION NUM] departing from [DEP CITY NAME UPD] at [DEP TIME UPD] [AM/PM] on [DEP DATE UPD] and arriving in [ARR CITY NAME UPD] at [ARR TIME UPD] [AM/PM] on [ARR DATE UPD].

To speak to an Amtrak representative about alternate travel options, call us at [CALL BACK NUMBER] at your earliest convenience. We apologize for any inconvenience. Thank you for being a valued Amtrak customer. Goodbye.

## Service Disruption

Service Disruption Notifications are used when a customer's reserved service is under some form of Service Disruption that requires Amtrak to communicate with the customer. There are currently seven different campaigns for Service Disruption – Alternate Transportation, Partial Alternate Transportation, Cancel Corridor, Cancel Long-Haul, Reroute, Delay Long-Haul, and Delay Corridor. The two delay campaigns are used only for extreme delays and are not meant to be used to communicate all train delays as that is covered by the Train Delay Notification system.

Service disruption campaigns are run based on information provided by Operations either via email, Conference Calls or calls to the RSCC Command Center. Operations provide the trains under disruption and what, if any, remediation is being provided. Based on that information the user request the train/date and impacted city pairs from the A.C.N. GUI and then assign the appropriate campaign.

### Service Disruption - Cancel Corridor Call

Hi this is an important call from Amtrak for [CUSTOMER NAME]. Our records indicate that you are scheduled to depart on Amtrak [TRANSPORTATION TYPE] number [TRANSPORTATION NUM] from [DEP CITY NAME] at [DEP TIME] [AM/PM] on [DEP DATE] and arriving in [ARR CITY NAME].

That schedule has been canceled due to [REASON CODE]. However, we do offer alternative schedules for that day. We apologize for any inconvenience. To speak to an Amtrak representative about travel options, call us at [CALL BACK NUMBER] at your earliest convenience.

### Service Disruption - Cancel Long-Haul Call

Hi this is an important call from Amtrak for [CUSTOMER NAME].

Our records indicate that you are scheduled to depart on Amtrak [TRANSPORTATION TYPE] number [TRANSPORTATION NUM] from [DEP CITY NAME] at [DEP TIME] [AM/PM] on [DEP DATE] and arriving in [ARR CITY NAME].

That schedule has been canceled due to [REASON CODE]. There is no alternate service available. We apologize for any inconvenience. To speak to a customer service representative about travel options such as selecting another date or destination, call us at [CALL BACK NUMBER] at your earliest convenience.

## Special Messages

Special messages are notifications that provide customers with information that is different than what is normally communicated by Amtrak or experienced in prior travel. Typical examples of special messages include station location moves, parking closures, removal of staffed services to name a few. Special messages are temporary. If the



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change being notified is permanent the message is utilized to notify customers who were booked prior to the change. Once those customers have been notified the special message is complete.

The contact center cannot authorize the running of special messages. Special messages should be coordinated with the Senior Communication Specialists (Sharon Slaton). Once the message has been approved by Operations it will be delivered to the Director of Contact Center Systems to have the campaign created. As much lead time as possible should be provided for proper capacity planning and upon receipt of the message the campaign should be available within three business days.

## **Train Delay Notifications**

Train Delay Notifications are notifications that customers subscribe to at the time of booking a reservation with Amtrak. Customers booking with Amtrak.com, Amtrak mobile applications, Contact Center and Station agents can sign up for the notifications. The customer can request to receive either an email or text message. The customer also selects how far in advance of their scheduled departure they would like for the system to check their train status. Current selections are 30 minutes, 45 minutes, 1 hour, 2 hours and 3 hours. The system will check the customer's train status in Arrow at the advanced time selected. The Train Delay notification system gives the exact same ETD that is communicated via all other Amtrak customer touch points – Amtrak.com, Julie, and agents. If the train's ETD for the customer's departure station is 20 minutes or more the new ETD is communicated. The system will check up to three times and if the Train Status has changed from the first notification it will be communicated to the customer. The system currently does not perform any system checks within the 30 minutes of scheduled departure. If Service Disruption or Cancel is in the header of the Train Status no notification is sent.

The Train Delay notification system receives all its information from Arrow; if an ETD is manually put in for a train it can trigger the Notification system. It is important that accurate ETDs are entered to prevent customers from missing their train.

### ***Example Email for Train Delay Notifications***

Dear Amtrak Passenger,

Our records indicate that you are scheduled to depart New-York-Penn-Station-New-York



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traveling aboard Amtrak train 2121.

That train has been delayed. The estimated departure time is now 2:10 PM. Please note that trains can make up time during travel.

Please plan to arrive at the station at least 30 minutes before the estimated departure time. Passengers that need assistance at their departure station, please arrive at least one hour before the estimated departure time.

Thank you for being a valued Amtrak customer. We appreciate your patronage and apologize for any inconvenience.

Sincerely,  
Amtrak Customer Service

Join us on [facebook.com/Amtrak](https://facebook.com/Amtrak), and follow us on [twitter.com/Amtrak](https://twitter.com/Amtrak).

If you have canceled all or part of this reservation, please ignore this message

### ***Sample SMS Text Message*** (two messages actually sent)

268725: Amtrak train 2121 has been delayed. Estimated departure now 2:10 PM. Please note that trains can make up or lose time.

Followed 30 seconds later by:

268725: Please arrive at the station at least 30 minutes before the departure time. 1 hour if needing station assistance

## **Other Uses**

The A.C.N. has the ability to have files uploaded to it for the purpose of running a campaign. Currently this process is used to upload a daily file to the A.C.N. to notify customers with Groups reservations of their upcoming payment (deposit or final payment) deadline. In the near future the file upload process will be used to upload a report that will notify all customer's with expiring Hold Limits and another one will be used to notify customers of Broken Connections.

Other enhancements that will be delivered in FY15 include creating campaigns that while generic in nature can be used immediately when certain situations arise that impact stations such as events that will require more travel time to the station or events that impact parking. Currently these require advance notice of Operations and lead time to create a specific campaign. While some specificity will be given up, a quicker time to market will be gained. There is also a FY16 capital request for other A.C.N. enhancements including extending Train Delay notifications past scheduled departure,



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allowing for multi-ride notifications as well as other enhancements. Obtaining funding will be necessary for these enhancements, at this time it cannot be guaranteed that they will take place in FY16.

## Reservation Disposition

Upon notification the A.C.N. system sends a request to Arrow to insert a notification disposition to the customer's PNR. This disposition will provide the campaign number sent (see below for campaign numbers) and whether a call was answered live, by voice mail or not at all as well if an email or text message is sent. Arrow limitations prevent dispositions from being written to certain PNRs for certain campaigns, absence of a disposition does not mean the customer was not contacted. A.C.N. users have access to a database that can confirm delivery if a disposition is missing.

**Example 1** – The phone was answered by a human and the automated system read the message to the person.

```
5006@ REMARK-
5007@102ACN * INFO SENT TRN: 0008 BOARDING: 4/6/2011 7:50:00 AM
5008@ACN * DISP: EMAIL_SENT: 13 - 2011-04-06 07:59:16
5009@*
5010@102ACN * INFO SENT TRN: 0008 BOARDING: 4/6/2011 7:50:00 AM
5011@ACN * DISP: LIVE: 1 - PERSON ANSWER. NO TRANSFER - 2011-04-06 07:59:39
```

**Example 2** – The passenger did not answer the phone, but an answering machine or voice mail system did, and the automated system left a message.

```
5018@102ACN * INFO SENT TRN: 0008 BOARDING: 4/6/2011 7:50:00 AM
5019@ACN * DISP: VM MSG: 3 - MACHINE ANSWER. LEFT MSG - 2011-04-06 08:00:29
5020@*
5021@102ACN * INFO SENT TRN: 0008 BOARDING: 4/6/2011 7:50:00 AM
5022@ACN * DISP: EMAIL_SENT: 13 - 2011-04-06 08:01:22
```

**Example 3** – The call was not answered by a human or an answering machine/voice mail system. System will make five attempts.

```
5011@102ACN * INFO SENT TRN: 0008 BOARDING: 4/6/2011 7:50:00 AM
5012@ACN * DISP: NO ANSWER: 4 - RING NO ANSWER - 2011-04-06 07:58:29
5013@*
5014@102ACN * INFO SENT TRN: 0008 BOARDING: 4/6/2011 7:50:00 AM
5015@ACN * DISP: NO_ANSWER: 4 - RING NO ANSWER - 2011-04-06 08:14:29
5016@*
5017@102ACN * INFO SENT TRN: 0008 BOARDING: 4/6/2011 7:50:00 AM
5018@ACN * DISP: NO_ANSWER: 4 - RING NO ANSWER - 2011-04-06 08:30:29
5019@*
5020@102ACN * INFO SENT TRN: 0008 BOARDING: 4/6/2011 7:50:00 AM
5021@ACN * DISP: NO_ANSWER: 4 - RING NO ANSWER - 2011-04-06 08:46:28
```





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## Dispositions (results of A.C.N. Campaigns)

	Disposition	Meaning
1	ACN * DISP: LIVE: 1 - PERSON ANSWER. NO TRANSFER -	The ACN system phoned the passenger, a person answered the phone, and the system recited the message to the person, who took no further action.
2	ACN * DISP: LIVE_XFR: 2 - PERSON ANSWER. TRANSFER -	The ACN system phoned the passenger, a person answered the phone, and the person pressed "0" or otherwise took an action to transfer to a live Amtrak agent.
3	ACN * DISP: AM_MSG: 3 - MACHINE ANSWER. LEFT MSG -	The ACN system phoned the passenger, an answering machine or voice mail system picked up, and the system left the message on the answering machine or voice mail system.
4	ACN * DISP: NO_ANSWER: 4 - RING NO ANSWER -	The ACN system phoned the passenger, but no person, answering machine, or voice mail system picked up.
5	ACN * DISP: BUSY: 5 - RING BUSY -	The ACN system phoned the passenger, but a busy signal was detected.
6	ACN * DISP: NETWORK_DISCONNECT: 6 - NO MESSAGE -	The ACN system phoned the passenger, and tones from the phone system indicating that the call did not go through were detected.
7	ACN * DISP: FAX: 7 - FAX MACHINE ANSWER. NO MSG -	The ACN system phoned the passenger, and tones from a fax machine were detected.
8	ACN * DISP: AM_RETRY: 8 - MACHINE ANSWER. RETRY -	The ACN system is trying to call again, and getting an answering machine or voice mail system.
9	ACN * DISP: OUTSIDE_CALLING_HOURS: 9 - NO DIAL -	It is too late, or too early, to call the passenger.



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	Disposition	Meaning
10	ACN * DISP: INVALID_PHONE_NUMBER: 10 - NO DIAL -	The phone number is invalid (such as the dummy phone number in international PNRs).
11	ACN * DISP: DONOTCALL: 11 - NO CALL LIST. NO DIAL -	The passenger is on the internal Amtrak "do not call" list.
12	ACN * DISP: AM_DROP: 12 - NO MESSAGE LEFT -	The answering machine or voice mail system terminated the call before a message could be left.
13	ACN * DISP: EMAIL_SENT: 13 -	An e-mail message was sent.
14	ACN * DISP: EMAIL_FAIL: 14 -	An attempted to send an e-mail message failed.
15	ACN * DISP: SMS_SENT: 15 -	A text message (SMS) was sent successfully.
16	ACN * DISP: SMS_FAIL: 16 -	A text message attempt failed.



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## Campaigns

Campaign Type	Phone	Phone Paced	Email	SMS
General schedule change	101	201	301	N/A
Alternate transportation	102	202	302	N/A
Cancellation – corridor train	103	203	303	N/A
Cancellation – long distance train	104	204	304	N/A
Train is being rerouted (detour)	105	205	305	N/A
Delay to long distance train	106	206	306	N/A
Delay to corridor train	107	207	307	N/A
Alternate transportation (partial)	108	208	308	N/A
Important message	109	209	309	N/A
On-Time Section	117	217	317	N/A
Train Delay Notifications	N/A	N/A	397	497 & 495
Special Messages	110-116, 118 and up	210-216, 218 and up	310-116, 318 and up	N/A

### About this Chapter

<b>Contact(s):</b> Clyde Coatney	<b>Subject:</b> Automated Customer Notification (ACN)
<b>Owner Department:</b> Marketing	<b>Group:</b> Contact Center



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## Auto Train

**Chapter Summary:** This chapter contains details on services and policies that apply to Auto Train, an Amtrak service that carries customers and their vehicles between Lorton, Virginia and Sanford, Florida.

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## Auto Train description and policies

### **Description**

Auto Train is a train service that allows customers to bring their vehicle on the train with them. The train operates between Lorton, VA (LOR) and Sanford, FL (SFA), departing in the afternoon and arriving at the destination the next morning. Auto Train makes no intermediate stops for customers, but makes a service stop in Florence, SC, to change crews and refuel the locomotives.

### **Requirement**

Vehicles are not transported without an accompanying customer. Likewise, customers are not transported without an accompanying vehicle.

- Customers that only need vehicle transportation may obtain service from an auto transport company.
- Customers that only need rail transportation may reserve train service on the Amtrak Silver service - Silver Meteor or Silver Star.

### **Customer boarding**

- At Sanford, coach customers begin boarding at 2:30pm and First-Class Sleeping car customers can begin boarding as early as 2:15pm.
- At Lorton, all customers begin boarding at 2:30pm.
- Sleeping car customers are boarded first, followed by coach customers.
- Vehicles may be checked in beginning at 11:30 am on the day of departure. Amtrak recommends that all vehicles plan to arrive by 2:00 pm.
- Automobiles are accepted at both LOR and SFA, until 2:30pm.

### **Services on the train**

Auto Train operates with bi-level Superliner equipment, offering a dining car for First Class Sleeper car customers, a Cross Country Café for coach customers and a Lounge for First Class Sleeper Car customers.

### **Accommodations**

Description	Inventory Code
Reserved coach	Y
Reserved lower-level coach (booked if the customer wants to sit on the lower level)	LY
Accessible coach (located on the lower level)	XY
Wheelchair parking space (occupied)	WY



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Roomette	ES
Bedroom	DS
Accessible bedroom	HS
Family bedroom	FS
Four-wheeled standard vehicle	CV
Four-wheeled extended vehicle	NV
Motorcycle	QV

### ***General equipment information***

Area	Dimensions
Entrance door	35" W and 76" H
Hallway	32.5" W and 78" H
Doorway between cars	29.5" W and 76" H
Staircase (from first to second level)	There is one staircase from the first to second level of each car, with <i>two</i> turns.
Step depth	9"
Riser	8 ½" H

## ***Meals***

### **First class sleeper customers**

Complimentary meals (dinner and breakfast) are included in the customer's fare.

- Customers are served in a Superliner/Bi-Level Diner and a Superliner/Bi-Level Lounge (dinner and breakfast overflow seating provided in the Lounge).
- Dinner reservations are made at the ticket counter at the time of check-in.
- Customers will be offered a complimentary 6 oz pour of either Cabernet Sauvignon or Chardonnay at dinner. Additional wine can be purchased at the table: \$8.00 per 6 oz glass/\$36.00 per one-liter carafe.
- Breakfast is open seating.
- Kosher and vegan meals at dinner are available at no charge, with 72 hours advance notice. Kosher and vegan meals are not available at breakfast. Items served are inherently kosher and customers who are vegans may select non-dairy products.
- Complimentary coffee is available in the lounge at all times when open.

### **Coach customers**

An enhanced for-purchase national café menu is available for customer orders at the Cross Country café counter.

- Customers are served in a Superliner/Bi-Level Cross Country Café.



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- The Café menu will include combo meals featuring two entrées from the flexible meal program paired with a choice of beverage.
- Complimentary breakfast will be a self-service buffet.
- Cross Country Cafe purchases and the complimentary breakfast can be consumed either in available café car seating or at the customer's coach seat.
- Food items not purchased onboard must be consumed by the customer at their coach seat.
- Kosher and vegan meals are available for purchase, with 72 hours advance notice.
  - Kosher meals are \$40.00
  - Vegan meal options are offered on the café menu.
- Kosher and vegan meals are not available at breakfast. Items served are inherently kosher and customers who are vegans may select non-dairy products.

### ***Baggage***

- Checked baggage is not handled on Auto Train.
- Each customer may bring two carry-on items onto the train.
- Customers may carry inside their vehicle, baggage and other non-hazardous items that can be safely stored. Amtrak disclaims liability for items carried in vehicles.
- Bicycle racks may only be attached to the back of the vehicle. Bicycles cannot be brought onboard. Customers must sign a loss or damage waiver for bicycles transported on the back of the vehicle. Bicycles and their racks will count towards vehicle's maximum length and width requirements.
- Bicycles may not be brought on board Auto Train.
- Hover Boards and firearms are prohibited on the Auto Train. There are no exceptions.

### ***Animals***

- Only service animals trained to perform a specific task for customers with disabilities may be brought on Auto Train.
- Pets and other animals may not be left/carried in vehicles.

### ***Smoking***

Smoking is not permitted on the Auto Train. Customers who wish to smoke may do so during the brief train service stop in Florence, SC; only if time permits, and only if the train stops on a track with a customer platform.

On the occasion when the Auto Train arrives into Florence on a service track that does not have a safe and level customer platform, the smoking break will be cancelled.





## Vehicle requirements and size limits

Only four-tire, two-axle vehicles or motorcycles are carried on Auto Train.

### ***Four-tire, two-axle vehicles (standard and extended)***

- Maximum height – 85 in/2.159 m
- Minimum ground clearance – 4 in/100 mm
- Maximum width – 84 in/2.14 m. This includes the total width of the vehicle, including mirrors, not just the chassis.
- Standard vehicle, maximum length – 192in/4.877 m
  - Standard vehicles as delivered from the manufacturer.
- Extended vehicle, maximum length – 216 in/5.486 m
  - Examples include trucks, vans and 3-row SUVs as delivered by the manufacturer
  - Extended vehicles between 217in/5.512 m and 432in/10.973 m, are carried by reserving two standard vehicles (2CVs)
- Customer vehicles with bicycle racks can be carried as long as the width of the vehicle remains the same. Bicycles on roof mounted bike racks are not allowed. A release form is required.
- No dual rear wheels are allowed. They will not fit the tracks on the vehicle carrier. Dual wheels are defined as wheel side by side, not as one wheel in front of the other.
- Tire width cannot exceed 14 ½ inches. Wide tires will not fit on the auto carrier tire rack.
- Gull wings or scissor doors are not allowed (cannot be fully opened when vehicle is in the carrier).

### ***Motorcycles***

- Two wheeled motorcycles are accepted. One motorcycle space is purchased.
- Three wheeled motorcycles (one wheel in front and two in the back) and motorcycles with sidecars must purchase two motorcycle spaces.
- Maximum height – 72 in/1.83 m (top of windshield or handlebars)
- Minimum ground clearance – 5 in/130 mm
- Maximum width – three wheels or sidecars: tire width 51 in/1.3 m; total body width 82 in/2.08 m
- Length – 102 in/2.6 m overall (if a chopped motorcycle is longer, contact the Auto Train station first and describe the motorcycle to see if it can be handled; customer may have to sign a liability waiver)
- Tire size: maximum width 7 in/177 mm, 2.5 in/64 mm deep (to fit in slot on rack)
- Saddlebags – Larger saddlebags (BMW and Yamaha) have to be removed to prevent the bags from bumping or rubbing on the rail of the trailer, causing damage to the bag. Customers have the option to remove the bags and carry them on the train or secure the bags to the motorcycle trailer.



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- If a customer does not want to remove the larger bags, he or she must sign a waiver as we cannot guarantee that the saddlebags will not be damaged or scratched due to the continual movement of the train.

### ***Mopeds, Can-Am Spyders, Slingshot and Rewaco motorcycle***

Auto Train will not accept Mopeds, Can-Am Spyders, Slingshot and Rewaco motorcycles.

- The Can-Am and Slingshot motorcycle-like vehicles are large car-like vehicles with two wheels in front and one in the rear.
- The Rewaco motorcycle is a large car-like vehicle with one wheel in the front and two in the rear.
- Mopeds are smaller motorcycle with less stringent licensing requirements that are generally used for in town or local travel.
- Legal definitions vary but may include "moped", "motorcycle", "motorized bicycle", "motor scooter", "scooter", "goped", "motor-driven cycle", Vespa and others.

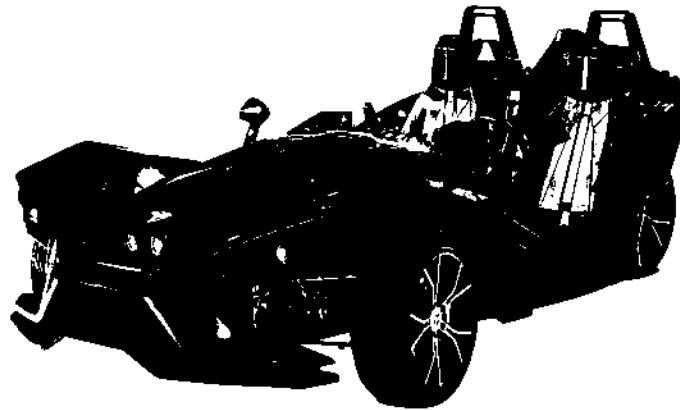
Auto Train does not currently have a secure method for securing these types of vehicles on the Auto Train motorcycle carriers, and we can't take them as cars because the third wheel is in the middle and not on the wheel tracks in the auto carriers.



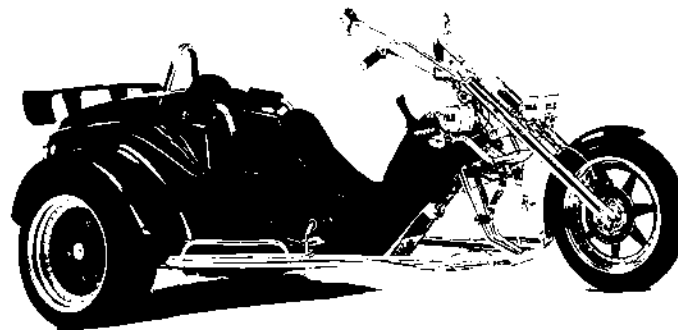
Can-Am Spyders photo



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Slingshot photo



Rewaco Photo



MoPeds



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## ***Special Vehicles***

Special vehicles are not defined by the length of the vehicle. Please refer to *Vehicle requirements and size limits* above, for handling vehicles beyond 216in/5.486 m in length.

Special vehicles are determined by type, such as, limousines, large 15 passenger vans, trailers, and jetskis. Double jetski trailers are not accepted.

## ***Trailers***

Small enclosed trailers, or trailers for boats or motorcycles, may be carried.

- The trailer and any contents must meet the size limits.
- Length – trailers may not be more than 18 ft./5.5 m long.
- Width – trailers cannot be wider than 84 inches in width.
- Height – trailers cannot be more than 85 inches in height.
- The customer must purchase two vehicle spaces, one for the towing vehicle and one for the trailer.
- If a customer is traveling with a car or a truck, which is towing a trailer on which a motorcycle is fastened, then the customer needs to buy two "CV" spaces.
- If the customer is traveling with a motorcycle and that motorcycle itself is towing a little trailer, then the customer needs to buy two "QV" spaces.

## ***Motorcycle trailers not stored at the Auto Train stations.***

Some customers bring motorcycles to the Auto Train terminal on trailers towed by a vehicle, then want to load only the motorcycle onto the train as they will ride it from the other terminal upon arrival (such as customers traveling to Daytona Week in late winter).

- Motorcycle trailers and their towing vehicles may not be left at Auto Train terminals.
- Customers must find other locations for storing their trailers and vehicles.
- Amtrak does not endorse any particular facility. As information only, one such facility near the Lorton Auto-Train terminal is:

Gateway Storage Center  
10100 Richmond Highway  
Lorton VA 22079  
Office: 703-339-0009  
Fax: 888-727-5664  
Website: <http://gatewaystoragecenters.com>



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Specific Amtrak details:

<http://gatewaystoragecenters.com/2013/03/short-term-storage-parking-for-amtrak-customers/>

### ***Other vehicle conditions***

- Vehicle doors must be left unlocked so the staff who load and unload the vehicles onto and off the train have access. The trunk may be locked and if a separate key is required to lock the trunk, the customer should take that key with him or her.
- Anti-theft alarms must be disabled. The motion of the train may set them off repeatedly enroute, and this could drain the battery making it impossible to start the car to unload it.
- Items required while on the train, particularly medicine, may not be left in vehicle. There is no access to them while enroute.
- Valuable items may not be left in vehicles.
- Animals may not be carried in vehicles.
- If the customer is uncertain about the acceptability of any vehicle, he or she may contact the Auto Train reservation number at 877-SKIP-195 (877-754-7495).

## **Fares**

### ***Separate fares for customer accommodation and for vehicles***

- Customers pay two fares for travel on Auto Train: one for the customer(s) (rail fare and any accommodation charges) and one for the vehicle.
- Both fares vary depending on demand.
- Customers may also pay an additional amount for Priority Vehicle Offloading; if paid, the customer's vehicle will be one of the first 30 offloaded at the destination. Customers purchasing this option must arrive at the Auto Train boarding station by 2:30 pm (see Check-in times for vehicles below). For booking details see the Auto Train Priority Vehicle Offloading section below.

### ***Discounts***

- The senior and disabled discount does not apply.
- The mobility impaired discount applies to the customer's rail fare and accommodation charge only, not to the vehicle.
- Membership discounts apply to the rail fare only, not to the vehicle.
- The military discount applies to the rail fare only, not to the vehicle.
- Other promotional discounts to the rail fare may be announced from time to time, such as Amtrak flash sales.
  - Encourage customers to opt into email so they can be among the first to know about these limited time offers.



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- Group travel (15 or more customers) are subject to normal group booking and discount policies, as well as to regular Auto Train booking and vehicle policies.
- Accommodation and vehicle charges are generally not discounted. Exceptions can be made during special promotional campaigns by Marketing.

### ***Fares may appear to be directional***

- At certain times of the year customer loads are directional due to people in the Northeast migrating to and from winter homes in Florida (fall southbound, spring northbound). At those times trains tend to run less full in the opposite direction and more inventory at the lower fare levels may be available to encourage travel on these less-full trains by people that might otherwise drive.
- Be certain you confirm the direction of travel with each customer as some know of this and may intentionally book in the wrong direction hoping we will honor the lower fare when the "mistake" is discovered. Enter remarks in the PNR indicating that you have confirmed the direction of travel with the customer.
- We do not protect fares booked the wrong way if the PNR was booked on Amtrak.com, through Julie, or through a travel agent, or if it **does** contain remarks indicating that the customer was informed of the direction of travel. In such cases, book the customer correctly and collect any fare difference.
- If the PNR was booked by an Amtrak agent and **does not** contain remarks indicating that the customer was informed of the direction of travel, book the customer correctly and protect the fare. Inform the customer:
  - Any future changes will be priced at the best fare that is available at the time of the future change.
  - Of the direction of travel now booked; make sure the customer understands.

Enter remarks in the PNR indicating that you informed the customer of both of the above.

### ***On board upgrade***

The policy for customers upgrading on Auto Train, once they are on the train, is the same as for any other train in the Amtrak system:

- The customer's rail fare remains unchanged - it does not go up or down
- The customer is charged the rate for the accommodation, as it applies at the moment the accommodation is booked
- There is a \$50.00 minimum charge to upgrade from one sleeping car room to another, even if the differential is lower than that

Auto Train conductors do not lift tickets using the eTicketing Mobile Device (eMD). On Auto Train all customers check in at the ticket counter (like at the gate at the airport) to have their tickets put in checked-in status, to get mealtimes, etc. The ticket status changes from checked-in to lifted sometime after the train departs. The conductors use



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the eMD only for delay reporting. Hence, they cannot unlift tickets; the support desk at the contact center has to do that. Conductors on Auto Train also do not have on-board ticket stock for collecting fares.

As on other trains, if the customer is upgrading from coach or business class to sleeper, or from one sleeping car room type (such as roomette) to another (such as bedroom), the conductor usually puts the customer in a particular room (car number and room number), then tells the contact center agent what room that is.

When the conductor phones the contact center to have the customer upgraded, the process is this. (The contact center can decide internally who will do this.)

1. Display the customer's reservation.
2. Un-checkin, or unlift (depending on status), the tickets for the train upon which the customer is currently riding.
3. Book the customer in the accommodation type the conductor gives you. For sleepers this includes the car number and room number.
4. Manually price the reservation at the SAME\* rail fare as the customer already had, PLUS the going rate for the room (or business class seat) in which booked. (If the customer already had a room, and the difference in price between the old room and the new room is a negative number or a positive number under \$50.00, make the accommodation charge \$50.00. This is not common but could happen if the customer had an ES roomette and is now going into a DD bedroom.)
5. Collect the additional amount on the customer's credit card. Arrow will "e-exchange" the old eTicket numbers for new ticket numbers and charge the card.
6. Re-checkin, or relift, the tickets (depending on the status when you started).

\* Do not give rail fare credit if the rail fare for the new accommodation is lower, that is, customer paid a YOAT fare in coach but now is in a room which normally calls for the DOAT rail fare. To get that credit the customer has to make the change before boarding the train. Likewise, do not charge the higher rail fare if that would otherwise be the case.

## Reservation procedures

### *Reservation policies*

- Do not reserve any space other than Auto Train in the PNR. If additional Amtrak travel is wanted book that in a separate PNR.
- Reserve space for the customers as desired.
  - Customers who want lower level seating (LY) must specifically book that space.
  - If mobility impaired seating is wanted, [click here](#) for details.
  - [Click here](#) for details about sleeping car rooms.



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- If the customers want two bedrooms for form a suite, [click here](#).
- Reserve at least one vehicle. If you are booking more than one vehicle reserve each in a separate segment in the PNR.
- Reserve space for the customers as desired.
  - At least one of the customers must be licensed to drive the vehicle being booked. If more than one vehicle is booked there must be a separate licensed driver for each.
  - The number of customers booked may not exceed the capacity of the vehicles booked and there must be a seat belt for each customer (except motorcycles).
    - The capacity of four-wheeled vehicles varies.
    - Motorcycles have a capacity of two customers.
- Offer the customer Priority Vehicle Offloading, which ensures that the customer's vehicle will be one of the first 30 vehicles unloaded from the train. Fares are available in availability.
- Add a required car remarks field. It will appear as "5CAR" in the PNR. RailRes and STARS will prompt you for this field. In it you add information that the customer was informed of the Auto Train policies (size limits, check-in times, etc.) as well as any specific information such as bringing a trailer or bringing more than one vehicle.
- Confirm all details with the customer and enter appropriate remarks that you have done so. In particular, make sure the customer understands the direction of travel booked; include a remark that this has been done.

## Ticketing

Auto Train uses a different eTicketing system than the rest of the Amtrak system. This is because tickets are not lifted or scanned on the train. Instead, all customers check in at the ticket counter and ticketing check-in entries, or paper ticket lifts, are made there, similar to what is done at the airport.

The person purchasing the Auto Train tickets must be a licensed driver.

*Payment made at Amtrak.com or over the phone*

- The customer will receive a confirmation document which may be presented at the Auto Train station. Paper value tickets are not created nor required.

*Payment made at a station ticket office or by any other method*

- Paper value tickets will be created.
- These tickets will carry the proper endorsements.
- The customer must present those tickets at the Auto Train terminal.
- The paper value ticket Lost Ticket Policy applies.





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- If Arrow is down and a book ticket must be written, endorse it "Auto Train" and the type of vehicle reserved.

## **Employee pass travel**

### ***Employee personal pass travel***

(Billing code 50 in the pass file)

Fees apply to Amtrak employee personal pass travel on Auto Train.

The fees are:

- Each vehicle, \$75.00.
- Each sleeping car customer, regardless of age, to cover meals, \$25.00 in addition to the sleeper accommodation charge
- No meal charge for coach pass riders.

The fees will be collected as follows:

- Segment is blue – Fees collected up front at the time of payment.
- Segment is white or red – No fees collected up front as pass rider is paying 80% of the fare. However, if a refund for a white segment is given later, the fees will be deducted from the refund.

If the travel is mixed white (or red) and blue travel (customer accommodation – coach or sleeper – is one color but vehicle is another), the fees will be collected upfront for the blue segment, and the pass rider will pay 80% of the fare for the white or red segment.

### **Pass rider meal reservations**

Auto Train gives out meal times on the day of departure when sleeping car customers check in. If the pass riders have booked and been ticketed in sleeping car space, they are assigned meal times in the sleeping car diner.

### ***Amtrak employee business pass travel***

(Billing code 66 in the pass file)

Travel must be related to Auto Train and must be authorized by one of the two Auto Train District managers. See the Contacts screen of the Lorton (LOR) or Sanford (SFA) city profiles for the names of those currently in these positions. Their email addresses and phone numbers (including cell phones) can also be found in the Outlook address book.



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**Authorization**

Authorization may include conditions such as booking coach only, then standing by for a room on the day of departure.

- This permission, including the name of the approver and the date and time the approval was given, must be documented in the reservation.
- Bringing a vehicle is normally permitted.
- A voucher is not required; the business pass may be used.

***Amtrak Executive and Board of Directors pass riders***

(Billing code 67 in the pass file)

These pass riders may book Auto Train without fee or restriction. Permission is not required.

***Union officials pass riders***

(Billing code 64 in the pass file)

Union Official pass riders do not have Auto Train travel privileges. They must book as revenue customers and pay the applicable revenue customer fare.

***Freight railroad pass riders***

Freight railroad pass riders do not have Auto Train travel privileges. They must book as revenue customers and pay the applicable revenue customer fare.

**Check-in times for vehicles**

On the day of your departure, check-in at Lorton and Sanford begins at 11:30 am

Motorcycles and special vehicles must be checked in by 2 pm.

All other vehicles must be checked in by 2:30 pm. No exceptions will be provided.

Standard and extended vehicles may be checked in beginning at 11:30 am on the day of departure. Amtrak recommends that all vehicles plan to arrive by 2:00 pm.

There is often traffic congestion where the Auto Train terminals are located. Customers should allow extra time for this congestion, particularly if they are passing through the Washington, DC metropolitan area using the Capital Beltway, or using I-4 in Florida.

The following check-in deadlines are mandatory. The vehicle cannot be accepted for travel if presented after this time and the customer will need to rebook for another day.

Type of vehicle or service	Vehicle not accepted after –
Motorcycles	2:00 pm
All other vehicles	2:30 pm



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Customers who arrive too late to be checked in and who have sleeping car space are subject to that space being cancelled and reassigned to a standby customer from the waiting list that the Auto Train stations create if space is sold out and demand is high. If this occurs and it is still possible to load the customer's vehicle, the customer will be reassigned to the best space then available.

## Check-in process

All customers check in at the ticket counter after turning their vehicles over to the staff that load them (exception: customers who have not yet paid must check in and pay before their vehicles will be loaded). During the check-in process –

- Customers with confirmation documents will have their segments for travel that day, checked in by the agent. No ticket will be lifted.
- Customers with paper value tickets will have those paper tickets lifted, then checked in.
- Customers in coach will be given seat assignments and will have the opportunity to upgrade to sleeper accommodations, if desired and if space is available.
- First Class Sleeper customers will be offered dinner reservations. Customers who check in earlier have a greater choice of dinner times.

Customers should board the train when invited to do so. If all customers have checked in before scheduled departure time, the train may leave early.

## Claims for damage

- All vehicles are inspected before they are loaded onto the train.
- If a customer feels that the vehicle was damaged while under Amtrak's control (in transit or during loading or unloading), Amtrak will accept responsibility only if the customer reports the damage and files a claim with an authorized Amtrak representative before leaving the terminal. The Amtrak representative must determine that the damage occurred while the vehicle was in Amtrak custody.
- Information about claims accepted and in progress may be obtained by phoning 202-906-3921.

## Special reservation procedures

### ***Auto Train priority vehicle offloading***

Priority vehicle offloading is available for purchase for an additional fee to the vehicle charge. When purchased, propriety vehicle offloading ensures that the customer's vehicle is one of the first 30 vehicles unloaded from Auto Train at the destination.

- This is done by loading the customer's vehicle onto the lower level of the four auto carrier cars that are first brought to the unloading area at Lorton or Sanford.
- Please confirm the additional fee is applied to the correct date of travel.



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## Reserving and ticketing

So that customers pay for Priority vehicle offloading, "PX" must be reserved from availability in the reservation system. "PX" does not represent actual space on the train, but it creates an additional travel segment to collect the fare for the service. Vehicle inventory (CV) must also be reserved.

### ***If a customer wants Priority vehicle offloading -***

- Book coach or sleeper space, as desired
- Book CV space, for the vehicle; AND -
- Book PX inventory, for the priority vehicle offloading charge.
- ***WARNING: DO NOT BOOK PX WITHOUT ALSO BOOKING CV, OR THE CUSTOMER WILL NOT HAVE A RESERVATION FOR ACTUAL VEHICLE SPACE.***
- Price and ticket the PNR normally. The "PX" segment will auto price with customer type "FF" and the priority off-loading charge.

## Conditions

- Priority Vehicle Offloading is available for all vehicles except motorcycles (those are handled separately on the train and are not in the equipment that is first brought to the unloading area after arrival).
- Priority Vehicle Offloading must be booked for each vehicle for which the customer wants the service. If the customer requires additional vehicle spaces (vehicle and trailer, or when more than one customer in the PNR has a vehicle), and priority vehicle offloading is wanted for all, the same number of PX units must be booked. Example - customer has a pickup truck towing a trailer and wants priority vehicle offloading. Customer books two CV spaces and two PX units.
- Priority Vehicle Offloading can only be booked by station ticket agents and contact center agents. If the customer has booked the Auto Train trip on Amtrak.com, after doing so, the customer needs to go to a ticket office or call 800-USA-RAIL to have the Priority Vehicle Offloading service added to the reservation.
- Priority Vehicle Offloading cannot be booked through travel agency systems or added by an Amtrak agent to an existing Auto Train PNR initially booked through a travel agency, as those systems do not support this process.
- Amtrak Guest Rewards points will be earned for the customer accommodation booked (coach or sleeper), and for the vehicle accommodation booked (CV), but not for the amount paid for the Priority Vehicle Offloading (PX) charge. However, if the customer pays for the travel using his or her Amtrak Guest Rewards MasterCard card then of course points are earned for the spending on the card.
- Amtrak Guest Rewards points cannot be used to pay for this service. If the customer is booking an AGR redemption PNR for Auto Train travel, a separate PNR is required to book and pay for the PX priority vehicle offloading service,



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and is paid for normally (credit card, cash etc.). Cross-reference the two PNRs to each other.

- Refunds of the Priority Vehicle Offloading charge are based on the customer accommodation booked. If coach was booked, the coach refund policy applies to the customer accommodation, vehicle space, and priority vehicle delivery charge; if sleeper was booked, the sleeper refund policy applies to all three.
- Amtrak employees traveling on their passes (personal, business, executive, special, or travel voucher) may not use the Priority Vehicle Offloading service, even if it is paid for. The service is reserved for revenue customers.
- Boarding information for priority off-loading vehicles. Vehicles less than 84" in height will be loaded on the lower level of the auto carriers. Any vehicle 84" - 88" in height will be loaded on an upper level of a carrier.

### ***Lower level seating***

Lower level seating is available on 34000-series coaches on Superliner trains, including Auto Train. **This is not "accessible" or "handicapped" space and may be sold to anyone.** Book LY space. The fare is based on the bucket obtained, which may be different than what is available in regular coach (Y). If Y is sold out and LY is available, book that.

The lower level area of Superliner coaches consists of:

- 1- WY space (occupied wheelchair open parking area)
- 2- XY seats (wheelchair transfer seats; customer may transfer to this seat from a wheelchair if desired; these are the two seats in the first row on the left; there is space nearby to store a folded wheelchair if desired)
- 10 non-accessible lower level seats (the last two rows on the left and the three rows on the right -- these are the LY seats). Only customers who have reserved LY seating accommodation may sit here.

### ***Mobility impaired customer and companion***

A mobility impaired customer and his or her companion may both book wheelchair transfer seats (XY). If only one XY seat remains, book the companion into a non-accessible lower level (LY)-seat (which will be in the same area).

- If possible, book the mobility impaired customer in an X-seat.
- If LY seats are sold out the companion may have to sit upstairs – or the customers can change the date of travel to a date where two XY seats are available.
- Specific seats are not assigned at the time the reservation is made, but will be made at the Auto Train station when the customers check in.
- Only customers reserving LY, XY or WY-type accommodations will be seated on the lower level.



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### ***Superliner sleeping car features***

Customers travel in comfort with upgraded bedding and amenities. (See Appendix for station poster).

- Bedding – the top cover will be a new blanket in roomettes and a duvet in bedrooms, family and accessible rooms
- Amenities – Amtrak pen and a menu of toiletries; such as, toothbrush, toothpaste, shampoo, conditioner, body wash, body lotion, hand sanitizing wipe, sanitary napkin, shower shoes, makeup remover and earplugs

**Superliner bedrooms** are on the upper level, and have a sofa that makes a wider lower bed with a berth above it, a separate stationary chair, a sink in the room, and a toilet/shower annex. In rooms A and N, (the bathroom placement is different because of a diagonal cutout in the room to allow passage outside in the hallway; these rooms, at the ends of the car, are thus a bit smaller.

**Superliner roomettes** are on both the upper level (1-10) and lower level (11-14), and have two chairs facing each other, and an upper and lower berth. The toilet, sink and shower are elsewhere in the car.

**Superliner family rooms** are on the lower level, and have a sofa and two chairs. The sofa makes a wider lower bed with a berth above it; the chairs make two smaller berths suitable for children. The toilet, sink and shower are elsewhere in the car.

**Superliner accessible bedrooms** are on the lower level, and have two facing chairs and a toilet and sink. An occupied wheelchair can access and be stored in this room. The shower is elsewhere in the car.

### ***Ensuite bedroom requests***

Auto train uses Superliner sleeping cars. Some have five deluxe bedrooms: A, B, C, D, and E; others have ten, adding J, K, L, M, and N. Bedrooms B-C, D-E, J-K and L-M can form suites **if they are reserved in the same car**. Bedrooms A and N are separate and cannot join with anything.

To reserve ensuite rooms:

- Book bedrooms B and C, D and E, J and K, or L and M. Be sure they are in the same car.
- Create a Special Service Request "Ensuite" request.
- Tell the customer that last-minute equipment changes may affect this, and to reconfirm the request when checking in.

Roomettes, accessible rooms, family rooms, bedrooms A and N, and bedrooms in different cars cannot form suites.



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For rooms without a toilet, sink or/shower, one toilet/sink facility is upstairs; the others, and a public shower, are downstairs.



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## Release from liability for possible damage

In some cases, Amtrak may still be able to carry a vehicle that does not fully meet all the Auto Train restrictions. If so, the customer will be asked to sign the following NRPC 3516 "Automobile /Motorcycle / Trailer release". If the customer does not sign this release, the vehicle will not be loaded onto the train. The form contains the information below. (Use the actual form; do not print this page.)



### AUTOMOBILE / MOTORCYCLE / TRAILER RELEASE FORM

LORTON, VA / SANFORD, FL

#### Statement of release from liability for possible damage

- I, \_\_\_\_\_, will not hold Amtrak Auto Train® or Drummac responsible for any damage which may occur to my automobile/motorcycle/trailer caused by or to the following checked items
- ☐ Total height of vehicle, including items transported on top/rear/bed of vehicle, cannot exceed 85 inches.
- ☐ Luggage, helmet or saddle bags transported on motorcycle.
- ☐ Some part of the auto undercarriage is lower than the minimum requirement of 4 inches.
- ☐ Wide wheels, oversize wheels, low profile tires or custom rims.
- ☐ Rocker panels, ground effects or lights that interfere with the loading or chocking of the vehicle.
- ☐ Trailer, bicycle(s), power scooter, wheelchair and/or rack being attached to the vehicle.
- ☐ Antique or custom vehicle: for any conditions on vehicle, including but not limited to, hardware, paint, tires, rims or suspension.
- ☐ Passengers requesting all windows stay up agree to be responsible for the cost of a locksmith and any other expenses incurred if there is no access to the vehicle.
- ☐ Other (specify): \_\_\_\_\_

I knowingly, and voluntarily, assume full responsibility for any and all damage caused by or to my vehicle or other property, irrespective of any negligence or fault, resulting in any way from any of the conditions checked above. I am over the age of 18 and the registered owner or an authorized user of the vehicle described below.

Departure Date: \_\_\_\_\_ Auto Loading #: \_\_\_\_\_

Vehicle make/model: \_\_\_\_\_

License Tag # / State: \_\_\_\_\_

Signature: \_\_\_\_\_ Witness: \_\_\_\_\_





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## Auto Train distance guide

This table lists the distance, in kilometers and miles, from various cities to the Auto Train terminal listed.

TO/FROM LORTON					
	miles	km		miles	km
ALBANY, NY	396	641	NIAGARA FALLS, NY	384	622
ATLANTIC CITY, NJ	198	321	PHILADELPHIA, PA	158	256
BALTIMORE, MD	55	89	PITTSBURGH, PA	247	400
BINGHAMTON, NY	306	496	PORTLAND, ME	565	915
BOSTON, MA	458	743	PROVIDENCE, RI	415	672
BUFFALO, NY	423	685	QUEBEC CITY, QC	750	1207
CHARLESTON, WV	342	554	RICHMOND, VA	88	143
CLEVELAND, OH	360	583	ROCHESTER, NY	384	622
ERIE, PA	384	622	SCHENECTADY, NY	410	664
HARRISBURG, PA	133	215	SPRINGFIELD, MA	381	617
HARTFORD, CT	358	580	SYRACUSE, NY	382	619
MANCHESTER, NH	482	781	TORONTO, ON	571	925
MONTREAL, QC	609	987	TRENTON, NJ	192	311
NEW HAVEN, CT	321	520	UTICA, NY	418	677
NEWARK, NJ	221	358	WASHINGTON, DC	18	29
NEW YORK, NY	237	384	WILMINGTON, DE	138	224
TO/FROM SANFORD					
	miles	km		miles	km
ATLANTA	467	751	SARASOTA	132	214
DAYTONA BEACH	30	49	SAVANNAH	265	426
FORT LAUDERDALE	226	366	TALLAHASSEE	250	405
FORT MYERS	170	275	TAMPA	101	163
FORT PIERCE	133	215	WEST PALM BEACH	188	303
GAINESVILLE	90	146			
JACKSONVILLE	121	196			
KEY WEST	390	632			
MIAMI	248	402			
ORLANDO	19	32			
ST. AUGUSTINE	84	136			
ST. PETERSBURG	123	199			



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## Appendix



Figure 1: Sample Soft Goods Station poster



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## ***Update history***

- 2020-06-24: Added reservation instructions for an Extended vehicle beyond 18ft/216 inches. Updated section on Special Vehicles and removed reference to have the customer call the station for approval.
- 2020-05-29: Extended vehicle category and new soft goods poster added to chapter.
- 2020-01-15: Meals section updated.
- 2019-06-21: Boarding information, pass rider in sleeper and new NRPC 3516 information added
- 2019-05-08: Updated Waiver and removed mention of PX Fare. Now seasonal rate.
- 2018-09-13: better explanation of the width of the vehicle and new restrictions on the tire width. Height reduced.
- 2018-03-26: Business Class discontinued on 5/1, mention removed on 4/26
- 2017-10-18: Priority Off-Loading charge increased to \$60.00 effective 11/1
- 2016-11-30: No Mopeds accepted after 12/1
- 2016-10-03: Can-Am Spyders, Slingshots and Rewaco motorcycles will not be accepted after November 1, 2016
- 2016-08-25: Movies discontinued as of 10/1/2016
- 2016-06-03: Information clarified on whom to contact to obtain permission for business pass travel; also, pass privileges for Amtrak executives/Board of Directors members, union officials, and freight railroad pass riders clarified.
- 2016-05-05: Movies on the Auto Train updated, electrical outlet at seats information added.
- 2016-02-02: Added business class information to the Services section
- 2016-01-07: Information on banning hover boards (baggage)
- 2015-12-28: Added information about bicycle racks on the back of customer vehicles.
- 2015-10-24: Increased the priority off-loading vehicle count from 25 to 30 effective 2015-11-01. information about priority off-loading boarding.
- 2015-08-24: Priority Vehicle Offloading number of spaces corrected on pages 7 and 8.
- 2015-04-06: Policy for Can-Am Spyder three wheel vehicles clarified.
- 2015-02-11: Priority Vehicle Offloading number of spaces corrected (25).
- 2014-12-15: Employee Personal pass rider changes added
- 2014-10-23: Business travel information added
- 2014-09-20: Information about motorcycle saddlebags added
- 2014-08-11: Sanford distance table alphabetized, no other changes.
- 2014-03-24: Change made to support the change in amenities on the Auto Train. Maximum trailer length added. Quebec City added to the distance table.
- 2014-02-05: Priority Vehicle Offloading cannot be booked by travel agencies nor added to a travel agency PNR; "NV" accommodation removed from this section.
- 2013-12-24: No Smoking policy added to the chapter.
- 2013-05-29: New. Replaces G/POL/AUT and G/TRN/AUT.



2020-01-15

***About this chapter***

<b>Contact(s):</b> Ann Adams, Elizabeth Bailey, Jacqueline Clark and Keith Olofson	<b>Subject:</b> Auto Train
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards



## Assisting Passengers with Disabilities

**Chapter Summary:** This chapter provides details about the law and contains guidelines on what to say, what to do and how to help a person with a disability.

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## Introduction

Have you ever been asked to assist a passenger who has a disability and felt uncomfortable about doing so, or were unsure about the best way to help? With the information contained in this chapter, employees will be able to maintain and improve the quality of services to people with disabilities so that every passenger receives the same consistent, non-discriminatory, excellent service.

### Amtrak's commitment and policies

The National Railroad Passenger Corporation (Amtrak) is committed to ensuring that all passengers, including those with disabilities, are provided with quality customer service and everything necessary to make their trip safe and enjoyable. Our goal is to make all Amtrak employees sensitive to the needs of individuals with disabilities and ensure that employees respect the judgment of each individual as to what, if any, accommodation is best for them.

### The ADA and what it means for Amtrak

The Americans with Disabilities Act (ADA) is a civil rights law that was enacted in 1990. Among other things, it prohibits public transportation providers from excluding or otherwise discriminating against any qualified individual with a disability.

One of Congress' specific objectives in passing the ADA was to ensure that people with disabilities had improved access to all public transportation-including Amtrak. The legal definition of "disability" is quite broad, and covers all types of physical and mental impairments that substantially limit one or more major life activities (such as hearing, seeing, speaking, breathing, performing manual tasks, walking, caring for oneself, learning or working). Many disabilities are not visible. In addition, the ADA prohibits discrimination against people on the basis of a perceived disability or a record of a disability, even if they do not currently have an actual disability.

## Obtaining information

When a passenger contacts Amtrak to make arrangements for travel, and indicates that he or she is qualified for the disability discount, needs mobility impaired space, or otherwise indicates that he or she has a disability:

What we may do:

- Ask the passenger what assistance is required.
- Ask the passenger if he or she will have special equipment, a service animal, etc.
- Ask the passenger for documentation proving that he or she has a disability, if the regular (non-mobility impaired) disabled discount is requested. Such proof can be a Medicare card (issued to people under 65 if they have a disability), a



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transit disabled discount card, or other similar document. See below for more details.

- Ask the passenger to sign the self-certification form on the train, if mobility impaired space is booked.

What we may NOT do:

- Ask the passenger what his or her disability is.

## Discounts for passengers with disabilities

### ***Disabled, but not mobility impaired***

Passengers who have a disability that substantially limits one or more life activities (sight, hearing, breathing, etc.) but which is not a mobility impairment are entitled to the following discounts.

Book from standard availability.

Passenger	Percent discount	Passenger type
Adult (13 and over)	10 percent off adult fare	W – if assistance needed* WN – if assistance not needed
Child (2-12)	10 percent off child fare	V – if assistance needed* VN – if assistance not needed
Companion (revenue) to disabled passenger	10 percent off adult fare	DC
Companion (Amtrak employee pass rider) to disabled passenger	10 percent off red/white/blue pass rider fare	LC (book from pass rider availability, in a separate PNR)

\* SSR fields and a phone number in the 901@ field required in the PNR.

This discount is not available on:

- Auto Train, trans 52/53
- Maple Leaf, Canadian section, 7097/7098
- Any other train or Thruway service for which the above passenger types are restricted in the fare plan

This discount is not combinable with other passenger type discounts such as senior, military, membership (NARP), etc.

### **Proof required**

The passenger must present some document proving that he or she has a disability. DO NOT ask the passenger what the disability is. Proof includes:



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- Transit authority ID card for persons with a disability
- Membership card from a disability organization
- Letter from a physician
- Medicare card, if under 65
- Veteran's Administration ID with "Service Connected"
- Disabled/Accessible parking placard issued by a state or provincial Department of Motor Vehicles (photocopy is acceptable).

If the disability is obvious the agent or conductor is not required to ask for this proof.

### ***Mobility impaired***

Passengers who have a permanent or temporary disability that requires one or more of the accessible features of mobility impaired space (hereafter called "accessible space") on trains or Thruway services are entitled to the following discounts.

Passenger	Percent discount	Passenger type
Adult (13 and over)	10 percent off adult fare 10 percent off accommodation charge**	WM* WW – if service not eligible for discount
Child (2-12)	10 percent off child fare 10 percent off accommodation charge**	VM* VW – if service not eligible for discount
Companion (revenue) to disabled passenger	10 percent off adult fare	WC
Companion (Amtrak employee pass rider) to disabled passenger	10 percent off red/white/blue pass rider fare	LC (book from pass rider availability, in a separate PNR)

\* 4SSR fields and a phone number in the 901@ field required in the PNR.

\*\* Calculated from the roomette charge for both HS and MS space, or from the business class or first class accommodation charge.

This discount is not available on:

- Maple Leaf, Canadian section, trains 7097/7098
- Certain services as restricted by fare plan or promotion/discount code (use WW or VW to access mobility impaired space; will not give discount however)

### **Proof required**

- Proof of disability is required for wheelchair transfer seat or occupied wheelchair space, unless the disability is obvious.
- Proof of disability is not required for accessible sleeping car space. Instead, because of the substantially reduced rate charged for the accessible room, the passenger must complete and sign NRPC 3055, the two part Self-Certification of



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Mobility Impairment, which will be provided by the conductor. The conductor keeps the original document and the passenger keeps the copy. One form is required for each train on which an accessible room is booked.

Permanent mobility impairments – examples:

- Needing to use a wheelchair to board the train.
- Having medical equipment that requires the additional space in mobility impaired accommodations.
- Having a large service animal that will not fit on the floor by a regular coach seat, but instead needs the additional space in front of a transfer seat.

Temporary mobility impairments – examples:

- Having a leg cast that prevents the knee from bending, and requiring the additional space in front of a transfer seat or the additional space in an accessible room.
- Temporarily using a wheelchair after a surgery, injury, etc.

The passenger does not have to specifically ask for these discounts. If he or she indicates having a mobility impairment, automatically apply them

Book from mobility impaired disability.

### ***Booking priority for accessible sleeping car space***

- Passengers with mobility impairments may book accessible space at any time. They will pay the roomette (ES) accommodation charge (in the corresponding bucket), less 10%. Example: HA room booked; price for the room is the EA roomette charge less 10%. Arrow will autoprice this amount if the space was booked from mobility impaired availability.
- Passengers without mobility impairments may book accessible sleeping car space only within 14 days of departure, and only if all other large rooms on the train are sold out. They will pay the prevailing rate for the room (HS or MS). Large rooms are:
  - Superliner trains: Bedrooms (DS) and family rooms (FS).
  - Viewliner trains: Bedrooms (DS).

### ***Booking priority for other accessible space***

Accessible wheelchair parking space or transfer seating space may only ever be booked by passengers with mobility impairments. Other passengers may not book this space even if the rest of the seating on the train is sold out.



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### ***Accessible space sold out***

- If accessible space is sold out, the passenger will usually have to book on some other train if only the accessible space can be used.
- If the passenger books non-accessible space, the normal fare for that space applies (but the passenger may apply the normal disabled rail fare discount if eligible – this will not reduce the sleeping car charges however).

### ***Companions***

Companions to passengers with mobility impairments may book the same accessible space as the passenger with the mobility impairment, in order that companion can travel with and assist that passenger.

#### **Age requirement**

There is no age requirement for a companion, the only requirement is that the companion can provide the assistance needed.

<b>If the mobility impaired passenger is in -</b>	<b>Book the companion in -</b>
Occupied wheelchair space	Transfer seat space
Transfer seat space	Transfer seat space
Accessible bedroom	The same accessible bedroom

The fare is the same as that of the mobility impaired passenger. There is no child discount to the companion fare.

Note: On some trains such as Acela Express there is only one transfer seat per car.

- If you book the mobility impaired passenger in a transfer seat and the companion in a transfer seat too they will be in different cars, not together. In that case book a regular coach seat with a SSR indicating that he or she needs to sit near the passenger with the mobility impairment.
- If you book the passenger with the mobility impairment in occupied wheelchair space, then book the companion in an accessible seat – on Acela Express they are across a table from each other.

## **Reserving and ticketing passengers with disabilities**

### ***Passengers with mobility impairments***

This applies when the passenger has a permanent or temporary disability that requires one or more of the accessible features of an accessible seat, an accessible occupied wheelchair parking space, or a mobility impaired sleeping car accommodation.

Examples of such disabilities include:



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- Passenger brings a wheelchair onto the train and occupies the wheelchair while traveling, or transfers from a wheelchair to an accessible seat.
- Passenger has a full leg cast, and because he or she cannot bend the leg, requires the additional space provided by an accessible seat.
- Passenger has a large service animal (large dog or miniature horse) that will not fit onto the floor area in front of a regular coach seat or roomette, and needs the additional floor space that is available in front of a transfer seat or in an accessible bedroom.

### ***Mobility impaired space***

The following table describes mobility impaired space. In all cases, book from mobility impaired availability.

Train service	Type of accommodation	Booking designator	Where found	What is required to book and use
Coach – unreserved*	Wheelchair transfer seat (two per car)**	XU	Single level car – At one end.	Nothing, if the mobility impairment is obvious; otherwise, proof of disability, as described on pages 7-8
	Occupied wheelchair parking area (one per car)***	WU	Bilevel car – On the lower level.	
Coach – reserved	Wheelchair transfer seat (two per car)	XY	Single level car – At one end.	
	Occupied wheelchair parking area (one per car)	WY	Bilevel car – On the lower level. Superliner trains: In a 34000-series car.	
Business class (when coach is unreserved)*	Wheelchair transfer seat (two per car)	IU	Single level car – At one end.	
	Occupied wheelchair parking area (one per car)	ZU	Bilevel car – On the lower level.	
Business class (when coach is reserved)	Wheelchair transfer seat (two per car)	IY	Single level car – At one end. Bilevel car – On	



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Train service	Type of accommodation	Booking designator	Where found	What is required to book and use
	Occupied wheelchair parking area (one per car)	ZY	the lower level.	
Acela Express business class	Wheelchair transfer seat (one per car)	BK	One end of the car. A table is between the two.	
	Occupied wheelchair parking area (one per car)	GK		
Acela Express first class	Wheelchair transfer seat (one per car)	SK	One end of the car. A table is between the two.	
	Occupied wheelchair parking area (one per car)	TK		
Superliner sleeping car	Accessible bedroom (one per car)	HS	Lower level of the car.	Self-certification form, NRPC 3055, provided by conductor, filled out and signed on each train. See below.
Viewliner sleeping car	Accessible bedroom (one per car)	MS	One end of the car.	

\* Accessible accommodations are reserved, even if coach is unreserved.

\*\* A transfer seat is a regular coach seat with more space in front of it so that a wheelchair can be maneuvered in front of it, allowing the passenger to move between the wheelchair and the seat.

\*\*\* An occupied wheelchair parking area is open floor space where the occupied wheelchair can be parked. There is no seat here and no tiedown.

### ***Lower level seats on Superliner trains***

Lower level seats (LY inventory) are NOT “handicapped” or “accessible” seats. They may be booked by any passenger at any time, first come first served.

These seats are in the same area where the transfer seats (XY) and the wheelchair parking area (WY) are located. If there is a larger party traveling with the mobility



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impaired passenger using XY or WY space they may want to sit here so everyone is together.

Some passengers may prefer these seats because they are on the same level as the restrooms and do not involve stairs (except to get to the food service cars). Others, such as parents with small children, may prefer them because they are isolated from the rest of the train.

### ***Self certification of mobility impaired passengers in accessible bedrooms***

In order to receive the benefits of the additional discounts offered, a passenger booking an accessible sleeping accommodation under the terms of this provision must self-certify that he or she requires one or more of the access features of that accommodation in order to book that accommodation and receive the discount. The passenger is not required to indicate the nature of the mobility impairment, only that he or she requires the access features due to having a mobility impairment.

Self-certification is not required if the passenger is traveling in occupied wheelchair space or a transfer seat as the discount for that space is the same as that for disabled passengers in other seating space.

To self-certify, the passenger, on board the train at the time the eTicket is scanned, signs a two-part form (NRPC 3055, Self-Certification of Mobility Impairment), containing a statement. Conductors on trains with sleeping cars will have these forms. One signed copy is returned to the conductor, who will put it in the train pouch; the passenger keeps the other.

One form is required for each segment with an accessible bedroom. Example: A passenger with four such segments in his or her itinerary will be signing four forms, one for each train.





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### Self-Certification Of Mobility Impairment

For purposes of receiving the rail fare and accommodations discount available to Passengers with Mobility Impairments, I certify that I am a person with a mobility impairment – a physical impairment that substantially limits one or more major life activities and results in a need for one or more of the access features of Amtrak's accessible accommodations, which include, among other features, more maneuvering room, grab bars and accessible rest room facilities.

I certify under penalty of perjury under the laws of the United States of America that the foregoing is true and correct.

Executed on this Date
Printed Name
Signature

#### Optional Information

Address		
City	State	Zip
Telephone No.		

Amtrak is a registered service mark of the National Railroad Passenger Corporation.

NRPC 3055 (10/02)

White – Amtrak

Yellow – Passenger

### ***Passengers with a motorized wheelchair or scooter***

#### **In coach**

The passenger may remain in the wheelchair or scooter and occupy WY space only. Or, the passenger may transfer to a seat (XY) and book the WY space at no charge, as a place to park the motorized wheelchair or scooter.

- Manually price the WY space at zero.
- Arrow will require another name. Make it WHEELCHAIR/SPACE or SCOOTER/SPACE.

The wheelchair or scooter cannot be sent as checked baggage.

#### **In sleeper**

The motorized wheelchair or scooter will fit in the accessible bedroom.



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***Descriptions of mobility impaired space***

In all cases there is a clear, level path for a standard wheelchair between the entry door and the accommodation.

Type of space	Description
Wheelchair transfer seat	<p>A seat with enough room in front of it for a person in a standard wheelchair to maneuver to that seat and move from the wheelchair into that seat.</p> <p>Location:</p> <ul style="list-style-type: none"><li>• Superliner cars – downstairs, in the same area where the ten LY seats are. These seats may be facing opposite to the direction of travel.</li><li>• Other cars – At one end of the car.</li></ul> <p>Number of seats per car:</p> <ul style="list-style-type: none"><li>• Most cars – 2.</li><li>• Acela Express cars – 1.</li></ul> <p>If more passengers than the number of seats indicated want to occupy this space they will not all be in the same car.*</p>
Occupied wheelchair parking area	<p>A space on the floor large enough for a person in a standard wheelchair to maneuver to that space and remain in the chair. There is no separate seat here, and no tie-downs for the wheelchair.</p> <p>Location:</p> <ul style="list-style-type: none"><li>• Superliner cars – downstairs, in the same area where the ten LY seats are.</li><li>• Other cars – At one end of the car.</li></ul> <p>Number of spaces per car: 1.</p> <p>If more passengers than the number of seats indicated want to occupy this space they will not all be in the same car.*</p>



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Type of space	Description
Accessible bedroom (Superliner – HS)	A room on the lower level of the Superliner sleeping car large enough for a person in a standard wheelchair to maneuver into and within the room. There are two small seats on one side of the car that make two single-person beds. The passenger in the wheelchair can sleep in the lower berth and the non-mobility impaired companion can sleep in the upper berth. There is a toilet and sink in the room separated by a curtain, and two small windows, one on each side. There is no shower. The amenities are between those of a roomette and those of a bedroom: the room has the roomette beds, but also a sink and a toilet, and with more floor space..
Accessible bedroom (Viewliner – MS)	A room at one end of the Viewliner sleeping car large enough for a person in a standard wheelchair to maneuver into and within the room. There is a sofa in the room which converts to a wider bed. There is an upper berth for the non-mobility impaired companion. There is a sink in the room and a toilet and shower in an annex to the room. The amenities are the same as those of a bedroom.

***Additional information on accessible space***

- If the mobility impaired passenger is in occupied wheelchair space or a transfer seat, book the first companion in a transfer seat so the two of them are next to each other. Price the companion with passenger type "WC" to allow booking of that seat.
- If there are additional non-mobility impaired passengers in the PNR, book in regular coach. If the train is a Superliner train, book them in lower level coach (LY) because that is where the accessible space is. Indicate in a SSR field that everyone is traveling together – this will notify the train or on-board service crew to make every effort to seat them together.
- If more than two passengers traveling together need transfer seats (one, on Acela Express) or more than one passenger in a group wants occupied wheelchair space, they are not going to all have space in the same car.



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- Lower level seating (LY) on Superliner trains is NOT defined as “accessible” or “handicapped” space. This seating is open to all passengers, first come first served.
- The transfer seats (XY) on Superliner trains may be facing opposite the direction of travel, if the car is oriented with the lower level seating area toward the front of the car. This cannot be predicted in advance, and is necessary in order that the transfer seats face the occupied wheelchair parking area.
- Transfer seats on all trains have no foot rests due to the open area in front of them.
- If mobility impaired space is sold out, the passenger may either book another train or date that has that space, or book non-mobility impaired space if he or she can use it. In that case only the general disabled discount can be given, not the mobility impaired discount.

### ***Pricing mobility impaired passengers in mobility impaired space***

4SSR fields and an actual phone number in the 901@ field are required in all cases.

<b>Passenger type</b>	<b>Used for</b>
WM	Adult 13 and over
VM	Child 2-12
WW	Adult 13 and over, when no discount is allowed. Unlocks access to mobility impaired space but gives no discount.
VW	Child 2-12, when no discount is allowed. Unlocks access to mobility impaired space but gives no discount.
YM	Any age, on a USA or California Rail Pass
WC	Companion (revenue passenger)
LC	Companion (Amtrak employee pass rider)



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***Booking non-mobility impaired passengers in mobility impaired space***

Type of accommodation	Policy
Occupied wheelchair space Transfer seats	Never allowed, even if that is the only remaining space on the train.
Accessible bedrooms  Note: These can be priced with non-mobility impaired passenger types, if booked within 14 days of departure by a non-mobility impaired passenger.	Allowed only if: <ul style="list-style-type: none"><li>• Booking is within 14 days of travel, and</li><li>• All other large rooms on the train are sold out. Large rooms are:<ul style="list-style-type: none"><li>• Viewliner trains – bedrooms (DS)</li><li>• Superliner trains – bedrooms (DS) and family rooms (FS)</li></ul></li></ul> If accessible rooms (MS or HS) appear and are available when regular (non-mobility impaired) availability is displayed, they may be booked. Exceptions: <ul style="list-style-type: none"><li>• Passengers with large service animals that need the room.</li><li>• Companions to mobility impaired passengers in that space, so the companion and the mobility impaired passenger can travel together.</li></ul>

***Pricing passengers with a disability, but not a mobility impairment***

These give the 10% discount. Use these for all space, including accessible bedrooms booked within 14 days of departure.

If a 4SSR field is required, an actual phone number is required in the 901@ field.

Note: Some trains or Thruway services may not allow the disabled discount; if so book with appropriate regular passenger types.

Passenger type	Used for	4SSR fields required?
W	Adult 13 and over	Yes
V	Child 2-12	Yes
WN	Adult 13 and over, who states no assistance needed	No
VN	Child 2-12, who states no assistance needed	No



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***Pricing companions to passengers with a disability***

<b>If the passenger with a disability</b>	<b>Book the companion with passenger type</b>
Is in mobility impaired space	Revenue passenger: WC Amtrak employee pass rider: LC
Is not in mobility impaired space	Revenue passenger: DC Amtrak employee pass rider:

***Train manifests***

- Coach: There is a separate section showing passengers who are in mobility impaired space.
- Sleeper: The passenger is shown in the accessible bedroom.

***Groups***

The number of accessible spaces in the train meets the requirements of the Americans with Disabilities Act. If a group including a larger number of mobility impaired passengers in wheelchairs is traveling, arrangements can be made to have additional seats removed to provide additional room for more wheelchairs. At least 14 days advance notice is required. The Group Desk will tell the group leader what the cost is and will make necessary arrangements.

***Wheelchair and scooter size and weight***

A "common wheelchair is one with dimensions not exceeding 30 in/760 mm wide, 48 in/1.22 m long, and 2 in/51 mm ground clearance. The wheel width can be no more than 28.5 in/724 mm, and the weight (with occupant) cannot exceed 600 lb/273 kg.

When the Americans with Disabilities Act requires wheelchair access, this applies to any device meeting the definition of "common wheelchair":

- Non-powered wheelchair
- Battery-powered wheelchair
- Three-wheel and four-wheel scooters (battery powered devices with small wheels and a chair mounted above a motorized platform)
- Segway Personal Transporters

We are obligated under the ADA to accept any of the above devices that meet the above size and weight limits.

***Passengers wanting two seats******Passenger of size***

"Passenger of size" is an industry-standard term describing a passenger that cannot comfortably fit in one seat.



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**Passenger of size due to a disability**

- The passenger may book the second seat at no charge.
- Manually price the second seat at zero. For the reason, put "DISABLED DUE TO SIZE".
- Arrow will require another name. Make it [passenger's last name]/EXTRASEAT.

**Passenger of size not due to a disability**

- The passenger will need to purchase the second seat.
- If the two seats are from different inventory classes, manually price the higher-priced seat with the fare plan and price of the lower-priced seat. For the reason, make it "SECOND SEAT DUE TO SIZE".
- Offer upgraded space that has more room first – the total cost may be lower.
- Arrow will require another name. Make it [passenger's last name]/EXTRASEAT.

**Passenger needs two seats due to a temporary disability or a large service animal**

This can include a hip replacement, a full leg cast, etc. It can also include a large service animal that will not fit in the floor space in front of the passenger's own seat.

- The passenger may book the second seat at no charge.
- Manually price the second seat at zero. For the reason, put "TEMPORARY DISABILITY" or "LARGE SERVICE ANIMAL", as the case may be.
- Arrow will require another name. Make it [passenger's last name]/EXTRASEAT.

**Passenger just wants to sit alone, and does not fit into any of the above categories**

- The passenger may not book a second seat.
- If the train is full it is very difficult to tell another passenger, looking for a seat, that he or she cannot sit there.
- Offer more private accommodations, such as a sleeping car room, a seat in Acela Express first class (where there are single seats), etc. In some cases that may be less expensive.

**Customer service commitment**

Amtrak will not, either directly or through contractual, licensing, or other arrangements, discriminate against any otherwise qualified individual with a disability. For example, Amtrak will not:

- Refuse transportation to an otherwise qualified individual with a disability on the basis of that disability;
- Refuse transportation to an otherwise qualified individual with a disability simply because the person's disability results in an appearance or involuntary behavior that may offend, annoy or inconvenience employees or other passengers;
- Require an individual with a disability to accept special services that have not been requested by the passenger; or



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- Exclude a qualified individual with a disability from, or deny that person the benefit of, any service that is available to the general public, even if there are separate or different services available for individuals with disabilities.

However, Amtrak may refuse to provide service to an individual, with or without a disability, who engages in violent, seriously disruptive, or illegal conduct or who poses a safety threat to others.

## **Reasonable modification for individuals with disabilities**

Pursuant to Americans with Disabilities Act (ADA) and Rehabilitation Act regulations, Amtrak is required to make reasonable modifications/accommodations to policies, practices, and procedures when necessary to avoid discrimination on the basis of disability and/or to ensure Amtrak services are accessible to individuals with disabilities. In other words, employees must make reasonable exceptions to Amtrak's practices and policies where necessary to allow a person with a disability to use Amtrak's services.

### ***Passenger requests***

- Passengers requesting a modification to a policy, practice or procedure should describe what they need in order to use the service in question. The words "reasonable modification" does not need to be used.
- Whenever feasible, the passenger request should be made in advance, a minimum of 72 hours before departure.
- "On-the-Spot" requests by passengers can be made (at any time) to any employee where it was not feasible or practical to make or decide on the request in advance. Employees have the flexibility to decide if the "On-the-Spot" request can be granted or denied.
- Requests for modification should be granted unless one or more of the following exceptions exists:
  - granting the request would fundamentally alter the nature of the service;
  - granting the request would create a direct threat to the health or safety of others;
  - without the requested modification, the passenger is able to fully use the service for its intended purpose; or
  - granting the request would result in an undue financial and administrative burden.
- Requests for additional services that Amtrak does not otherwise provide or requests for free services for which passengers are otherwise charged a fee are generally considered fundamental alterations and do not need to be granted under this policy.
- If a request is denied, the employee should take, to the maximum extent possible, any other action that would ensure the passenger with a disability receives the services or benefit.





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- If a determination cannot be made to grant or deny the request, or if guidance is needed, the employee/station agent must call the Customer Service Desk (302) 683-2299 for instructions.
- All “On-the-Spot” requests (granted or denied) must be recorded on the passenger’s PNR.
- Normal 72 hour requests to modify a policy or practice will be listed on the manifest along with other Special Service Requests (SSR).
- If, at a station, you are concerned that the weight of the wheelchair or the scooter, with the passenger in it, will exceed the limits:
  - **At origin stations with high level platforms, boarding a passenger going to a station with a low-level platform requiring the use of a wheelchair lift**, if it appears that the passenger and motorized wheelchair/scooter are overweight, inform the passenger that the station that they are traveling to will not have a high level platform and the weight capacity for the wheelchair lift is 600 lbs. If the combined weight of the wheelchair with the passenger in it is over 600 lbs., he or she may not be able to get off the train at the stop intended.
  - **At stations that use wheelchair lifts**, if it appears that it will be an issue to use the wheelchair lift with the motorized wheelchair/scooter and passenger together, use the guidelines found under *Wheelchair Lift Operating Instructions* to see if the passenger would be able to stand on his or her own so the motorized wheelchair/scooter and passenger could be loaded or unloaded separately on the wheelchair lift.

## Examples

The following examples are intended to provide helpful guidance in determining how to handle modification requests, but please note that it is not possible to list every potential modification request, and even situations that appear similar may have important differences. As a general rule, employees should try to grant modification requests when it seems reasonable to do so. Trust your judgment; you are likely to have the most and the best information about the situation before you. Because there are so many variables that can come into play, these examples are grouped into “likely” reasonable and unreasonable requests based on the specific facts provided.

### Likely reasonable modification requests

- A passenger occupying a wheelchair exceeds the 600 pound weight limit of the wheelchair lift. The passenger asks if he could be permitted to stand on the lift and board separately from the wheelchair. He credibly states that he will be able to stand securely on the lift and hold the handrail. This should be permitted since it is necessary for the passenger to use our services and no exception applies.
- Due to a disability, a passenger needs to travel with medications and medical devices and therefore, wants to bring four carry-on bags, all of which are within the standard size and weight restrictions. Although this exceeds the maximum



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allowable number of carry-on items, the additional items are needed by the passenger and no exception applies.

- A passenger with substantial dietary restrictions due to a disability brings her own food onboard since she cannot eat the food offered on the train. She requests to eat her own food on the Dining Car so that she can eat comfortably with her traveling companions. Although passengers are generally not permitted to eat their own food in the Dining Car, eating meals with one's traveling companions in a Dining Car is a feature of full enjoyment of the services we provide, and no exception applies.
- A passenger occupying a wheelchair exceeds the 600 pound weight limit of the wheelchair lift. The passenger asks if he could be permitted to stand on the lift and board separately from the wheelchair. He credibly states that he will be able to stand securely on the lift and hold the handrail. This should be permitted since it is necessary for the passenger to use our services and no exception applies.

#### **Likely unreasonable modification requests**

- A passenger with a disability that makes him highly susceptible to infection requests that we cordon off several rows of seats around his seat so that he is protected from the germs of other passengers. This would be a fundamental alteration to our service, since our service requires passengers to travel in reasonable proximity to other passengers.
- A caller asks if onboard personnel can remain with the passenger who, due to his disability, cannot be left alone. This request would be a fundamental alteration of Amtrak service since onboard personnel are required to move about the train to perform their assigned duties, and cannot remain in one location.
- A passenger with a life-threatening allergy to peanuts requests that Amtrak take extra measures to specially disinfect her Sleeping Car accommodation before she travels, to ensure there is no peanut residue from other passengers, and to close off the vents in the Sleeping Car to ensure no peanut particles from other cars make their way into her accommodation. These requests constitute fundamental alterations of our service. Amtrak does not provide this specialized type of cleaning, or have a way to isolate in advance a particular accommodation for her use and ensure that no one entered the Sleeping Car after it was cleaned, and closing a vent would require making a special physical modification to our equipment.
- A passenger requests a crewmember take his service animal off the train to be relieved at a station stop. Caring for a service animal is the responsibility of the passenger, and it would be a fundamental alteration of our service to require crewmembers to provide care for a passenger's service animal.
- A passenger requests that a crewmember leave the train to provide assistance in the station since the station is unstaffed or no personnel is available in the station to assist. This would be a fundamental alteration of our service and may be denied.



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## ***Reasonable modification during a service disruption***

### **Roles and responsibilities**

When service disruptions occur, remember that customers with disabilities may have different needs than other customers with respect to alternate travel arrangements. This advisory provides guidance on how to ensure appropriate accommodations are made for all customers.

- In advance of train departure, or at the time of an incident, the Customer Service Desk at CNOC is responsible to evaluate the train manifest and identify any passenger who has self-identified as a passenger with a disability who uses a wheelchair or who has requested assistance. This information will be relayed to the Re-accommodation desk at the Contact Centers and to District/Station Managers.
- When bus bridges are used to provide alternate service, District/Station Managers and/or delegates are responsible to obtain ADA-accessible buses whenever possible.
- If an ADA-accessible bus is not available, or if there is a known problem with accommodating passengers with disabilities, District/Station Managers must notify the Customer Service Desk at CNOC, which will notify the Re-accommodation desk. The Re-accommodation desk is responsible to communicate alternative arrangements with affected passengers. This procedure does not foreclose the possibility of station managers or their delegates communicating directly with a passenger where that is more efficient or practical, such as where the passenger is at the station.
- Examples of possible alternative arrangements may include considering other routes, or using ground transportation services, such as Uber, Lyft or taxi.
- When station equipment is out of service, such as an elevator, wheelchair lift, etc., District/Station managers and/or delegates are responsible to notify the Customer Service Desk at CNOC, as well as the appropriate person or department regarding the need to repair or replace the equipment. The Customer Service Desk is responsible to advise the Re-accommodation desk at the Contact Centers, who will communicate with passengers as necessary to make reasonable alternative arrangements.
- If no accommodation is possible, re-schedule the passengers for the earliest available date when accessible travel will be possible.
- In the event of a service disruption that prevents accommodation altogether, to the extent necessary, mobility impaired space (Coach and sleeper) should be closed down for future sales, until such time as the service disruption can be rectified.
- Passengers are not required to use the specific terms "reasonable accommodation" or "reasonable modification" to trigger the steps above or for Amtrak to make reasonable accommodations. Similarly, no advance notice is



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required in order for a customer to request assistance or a reasonable accommodation, though it is encouraged.

## **Services offered and provided to passengers with disabilities**

In addition to the fact that Amtrak is required by law to provide transportation and assistance to people with disabilities, providing these services is also a fundamental part of Amtrak's commitment to providing excellent customer service to all passengers.

Amtrak employees will:

- explain our services and related requirements to all passengers.
- arrange for service requests to be fulfilled.
- communicate all required information to all departments involved.

The following guidelines describe Amtrak services offered to passengers with disabilities and are based on a combination of requirements of the ADA, and Amtrak's own customer service policies, and therefore may address issues that are beyond the scope of the law.

### ***Advance notice***

Amtrak suggests, but does not require, that individuals with disabilities who require special assistance, such as pre-boarding with a wheelchair lift, request this assistance at least 24 hours in advance and check-in at least one hour before departure. Individuals with disabilities should notify Amtrak in advance of any special accommodations needed in the station or onboard the train.

The Amtrak Contact Center will notify stations of any special accommodation requests received through advance notification.

### ***Non-advance notice***

- Passengers may notify Amtrak at any time that they have a disability and will need special assistance.
- Amtrak must respond to all reasonable requests without advance notice of needing special assistance.
- If a passenger is traveling with a companion or attendant and requests two seats together, all efforts should be made to fulfill the request. (Refer to the Special Service Request policy for Seat Request). Make sure to tell the passenger that this is a request only and that it may not be possible to fulfill it.
- When the passenger is onboard the train:
  - If two seats are not available together, the Conductor will ask a passenger occupying one seat if they would mind changing seats to allow a passenger with a disability to sit with his or her companion or attendant.



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- If two seats together are not possible (passengers are not willing to move) the Conductor will try to accommodate the person with a disability across the aisle from the companion or attendant until such time that two adjacent seats become available.

### ***Personal assistance***

Amtrak's goal is to make it easier for people with disabilities to travel independently.

- Amtrak will provide assistance in boarding and detraining, stowing on-board luggage, providing information to passengers who are deaf or hard of hearing or who have visual disabilities, and providing services in accessible locations.
- Employee assistance does not extend to providing personal services such as assistance within a restroom or sleeping compartment, or with eating a meal.
- Amtrak will provide alternate formats for communicating with passengers: such as utilizing PIDS at stations, reading menus to those with visual impairments and writing announcements for passengers who are deaf or hard-of-hearing.
- If a passenger makes it known to station employees, Amtrak will ensure that any oral announcements made at the station are communicated to customers who are deaf or hard of hearing, and requested assistance must be honored.

### ***Attendants/companions***

- Amtrak does not require that an attendant or companion accompany a qualified individual with a disability.
- If an attendant or companion does accompany a qualified individual with a disability, the disability discount would also apply to the attendant or companion.
- Employees are not required or permitted to provide personal care assistance for any passenger, which includes activities such as feeding, bathing, dressing, medicating or toileting. Therefore, if a passenger anticipates that he or she may require this type of assistance during the journey, the passenger must travel with an attendant or companion and is responsible for purchasing a ticket for the attendant or companion.
- If an employee has reason to believe that a passenger may need personal care assistance during a trip, the employee may ask the passenger whether or not he or she will need this type of assistance, and should advise the passenger that Amtrak employees cannot provide such assistance. However, if the passenger provides a credible verbal assurance that he or she will not need this type of assistance (either because he or she generally does not require such assistance, or because he or she will not need the assistance on this trip, for example, due to the trip's short length), Amtrak may not refuse to provide service to the passenger based solely on its belief that the passenger is likely to need such assistance.
- If it becomes apparent that an unaccompanied passenger does require personal care assistance (for example, if the passenger cannot take care of his or her



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elimination needs in a hygienic or discreet manner), the passenger must be advised that he/she will need to travel with a companion/attendant to provide personal care during the trip.

## **Examples of disability situations with suggested actions**

### ***Situation 1 - Passenger is traveling without an attendant.***

A relative who is assisting the passenger to the train but is not traveling with that passenger asks that an employee makes sure that his or her mother is given her medication at the appropriate times and notifies his or her mother of her stop.

#### **Service requirements**

- Amtrak is not responsible for ensuring that medications are taken at the appropriate time.
- The train crew member is responsible for making certain that the passenger is notified of his or her station stop.

#### **Suggested actions**

- Advise the passenger that an employee will not be able to ensure that medications are taken at the appropriate time.
- Document that the passenger was advised of the service requirement in his/her PNR.

### ***Situation 2 - Passenger needs assistance from a wheelchair to a toilet.***

It becomes apparent that a passenger who is at the station is not able to transfer from their wheelchair to the toilet without assistance.

#### **Service requirements**

- Employees are to assist the passenger to and from the restroom.
- Employees are not required to assist the passenger once he or she is inside the restroom.

#### **Suggested action**

In this situation, the passenger must be advised that he or she will need to travel with a companion/ attendant to provide personal care during the trip.

- Notify CNO Customer Service, and
- Document that the passenger was advised of the service requirement in his/her PNR.

### ***Situation 3 - Feeding a passenger***

A passenger requests that the food be cut into bite-sized pieces and fed to him or her.



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**Service requirements**

- If the passenger is blind, read the food options to him or her.
- If the passenger is both deaf and blind, print on his or her palm.
- If the passenger is blind, orient him or her to the location of the food when delivered, using references to a clock.
- You are not required to physically feed the passenger.

**Suggested action**

- Offer to assist the passenger to and from a food vendor located at the station.
- If the passenger has limited use or difficulty using his or her arms and hands, recommend items from vendors at the station that are easier to handle and eat.
- If the passenger is blind, provide vendor information.

***Situation 4 - Service (seizure alert) animal occupying adjacent seat***

When onboard, if no seats are available and a passenger without a seat wants to know why he or she cannot sit in the seat where a service animal is currently sitting.

**Service requirements**

In some cases, a seizure alert animal may need to ride in the adjacent seat in order to specifically accommodate the rider's disability while on-board the train.

**Suggested actions**

- When onboard, the Conductor should advise the passenger as follows: "I can't go into specific details, but that passenger has a special need that we have to accommodate. Usually we are able to plan ahead so that everyone has a seat, and I am sorry that we have not done that here. Let me see what I can do to get you the next available seat".
- The Conductor should follow up – for example, finding a seat that will be vacated at the next stop.

**Transporting passengers with mobility aids**

A passenger who uses a wheelchair, including battery-powered wheelchairs and scooters, may choose to travel in the chair, or transfer to a fixed seat and stow the wheelchair. A passenger with a disability who uses a Segway as a mobility device must transfer to a fixed seat and stow the Segway in the wheelchair space. Battery powered wheelchairs, scooters and Segways cannot be accepted in checked baggage due to excess weight. They can be shipped free by passengers with a valid mobility impaired space travel ticket via Package Express to Heavy Express stations only. Other passengers can also ship them via Package Express to Heavy Express stations, but regular shipping rates apply.



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## **Scooters**

Scooters meeting the common wheelchair standards of length, width and weight are welcome on-board the train.

## **Segway Personal Transporters**

Segway Personal Transporters are self-propelled, self-balancing electrically powered mobility devices that allow the user to stand on the device and hold handlebars to control forward/backward motion, braking, and turns. Various state laws refer to this device as an "electric personal assistive mobility device" or "EPAMD" but currently Segway is the only company manufacturing these devices. In this chapter, these devices will be referred to as "Segway" as that is the term most often used by passengers. Segway policies will apply to the Segway Personal Transporter and to any similar Electric Personal Assistive Mobility Device that may exist in the future.

- Segway Personal Transporters may be brought onto trains by passengers with a disability who are using them as their personal mobility device.
- The passenger should walk onto the train pushing the Segway rather than riding the Segway to ensure sufficient headroom.
- Segway users should be reminded about limited headroom.
- Passengers should exercise caution when boarding or detraining with a Segway.
- Segways must not block aisles, doorways, storage areas or other areas requiring access by passengers or employees.
- Where available, the restraint system in the accessible seating area should be used.
- If the restraint system is not available, Segway should be laid down and wheels secured to prevent rolling.
- When equipped, kickstands should also be used to help stabilize the Segway.
- Only ramps, bridge plates or wheel chair lifts are to be utilized to assist with boarding and detraining.
- Segways should be stored in the accessible seating area of the car or in an accessible bedroom.
- Segway Personal Transporters can be transported as Package Express to Heavy Express stations only. It is recommended that the Segway be boxed for the unit's protection (passenger to supply box). for passengers with a valid mobility impaired space ticket, there is no charge.

## **Canes, walkers, and other small mobility aids**

There are a variety of mobility aids used by passengers. Without exception, these types of small mobility aids are to be permitted on-board the train and stored carefully.

## **Hoyer lifts**

Hoyer lifts are used to lift an individual from one area to another. An example would be to lift someone from a motorized chair to a non- motorized chair.





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- Hoyer lifts cannot be used to board or detrain a passenger from the train.
- Hoyer lifts cannot be brought inside the passenger space of the train.
- Hoyer lifts can only be transported as checked baggage and must be boxed for the unit's protection (customer to supply box).

### ***Transfer to seat***

Whenever passengers chooses to transfer to fixed seat on-board, their wheelchairs or mobility aids (wheelchair, walker, cane, etc.) should travel in the same car as the passengers and be stored as close to their seats as possible.

### ***Boarding, seating and detraining***

When a railcar cannot be accessed directly from the platform, bridge plates, lifts or ramps are used to board and detrain passengers with reduced mobility, such as passengers using wheelchairs or Segways.

#### **Service requirements**

- On-Train and Station employees must work together to ensure they have sufficient time when boarding or detraining the passenger.
- Pre-Board the passenger (with the passenger's approval and concurrence) whenever possible.
- Assist with bridge plates, ramps and lifts, as necessary.
- Never tilt wheelchairs at any time.
- On single level equipment at locations with low platforms use the wheelchair lift.
- On single level equipment at locations with high platforms use the bridge plate as necessary.
- Back wheelchairs into vestibule area when entering or exiting.
- Assist with baggage as needed.
- When a station stop will require the use of a wheelchair lift, the Conductor must notify the station in advance of arrival to advise station personnel the car location within the consist, so the wheelchair lift can be positioned correctly.
- Coordinate the detraining process to provide sufficient time for the passenger to prepare and organize their personal possessions, etc.

#### **Boarding and detraining with wheelchair lifts**

Many Amtrak stations (both staffed and unstaffed) have wheelchair lifts.

- Wheelchair lifts are regularly maintained by a vendor; however, if an employee determines the lift is not operating correctly, the lift must be reported to a Station Manager.
- Wheelchair lifts must be used to board passengers with reduced mobility, such as passengers using wheelchairs, passengers using walkers who are unable to climb stairs easily, passengers in a leg cast (or passengers who are in similar situations) or passengers using Segways.



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- In each case, the passenger must be instructed to hold on to the guardrails while the lift unit is in operation.
- Passengers using Segways must stand next to the unit and ensure that the Segway is steady and will not roll or fall off the lift while in operation.
- Except in emergencies, employees should never carry individuals with disabilities as a means of assisting an individual to board and detrain.

### **Boarding and detraining with Superliner ramps**

- All Superliner passenger cars have ramps, which are to be used when boarding or detraining passengers in wheelchairs and Segway users.
- Whenever the ramp is used for wheelchairs, the employees must offer to assist moving the passenger up or down the ramp.
- Segway users should walk, not ride, their device up/down the ramp when boarding or detraining.
- Segway users should be reminded about limited headroom.

### **Seating**

- The accessible seats in Coaches are reserved for passengers with disabilities.
- Passengers with disabilities, who do not utilize a wheel chair can be seated in either an accessible seat or the lower level of Superliner equipment (providing reservations have been made to be seated in the lower level) as necessary
- If a passenger boards the train en-route and another passenger, who does not have a disability, is occupying the only available accessible seat, the seated passenger must be asked to move and be re-accommodated.
- Superliner 34000-Series Coaches have lower level seats, which can be reserved on a first come first serve basis by any passenger.
  - The train manifest lists those passengers by name that have made reservations for the lower level seating; including passengers who have reserved the accessible seat.
  - Passengers who have reserved the accessible seat and wheelchair area will have one ticket for transportation and another for the wheelchair or Segway.
- Employees must ask passengers in wheelchairs if they would like arm assistance to transfer from their wheelchair to a seat.
- Determine from the passenger if he or she can reasonably participate in this transfer.
- Passengers who choose to remain, or need to remain in the wheelchair must use the designated area on-board with the wheelchair brake applied to securely hold the wheelchair from moving.
- Designated wheelchair and Segway areas must be kept clear of overflow luggage to ensure sufficient room for passenger comfort and safety. This area may be used for overflow luggage ONLY when not in use.



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## ***Wheelchair lift operating instructions***

### **General instructions**

- Station employees, Conductors, Assistant Conductors and OBS personnel are required to operate or assist in operating wheelchair lifts at both staffed and un-staffed stations.
- Always park the wheelchair lift on its frame with the wheels in the "wheels fold" position. This will prevent the lift from moving when not in use.
- Do not drag the wheelchair lift - the lift has wheels under the deck.
- Fold the crank handle to the "in" position when the lift is not in use.
- The crank handle is spring loaded to allow it to return to the "in" position easily. Apply slight outward pressure when turning the crank handle.
- Never move the lift forward, backwards or side-to-side with a passenger on it.
- The lift has a maximum total load capacity of 600lbs which must include everything that is being lifted (e.g. wheelchair, Segway, passenger, passenger assist, and personal items).
- If the lift is damaged, malfunctioning or inaccessible, immediately report to CNOC Operations Customer Service Desk at (302) 683-2299

### **Preparing the lift for movement**

- Fold the crank handle to the right ("out" position) and turn handle clockwise approximately 4 full turns, raising the lift approximately 6 inches off the ground. (Refer to Figure 1)
- Fold the crank handle to the left ("in" position). (Refer to Figure 1)
- Move the wheel fold handle left to the "wheels travel" position. (Refer to Figure 1)
- If the wheels do not lower properly, do not force the wheels fold handle, the lift will need to be raised higher.
- Make sure the wheel fold handle is to the right ("wheels fold").
- Fold the crank handle to the right ("out" position) and turn the handle clockwise raising the lift higher.
- Fold the crank handle to the left ("in" position).
- Move the wheel fold handle to the left Fold the crank handle to the right ("out" position) and turn the handle counter clockwise until the wheels touch the ground and the lift frame is raised sufficiently off the ground.
- Fold the crank handle to the right ("out" position) and turn it counter clockwise until the wheels touch the ground and the lift frame is raised off the ground.

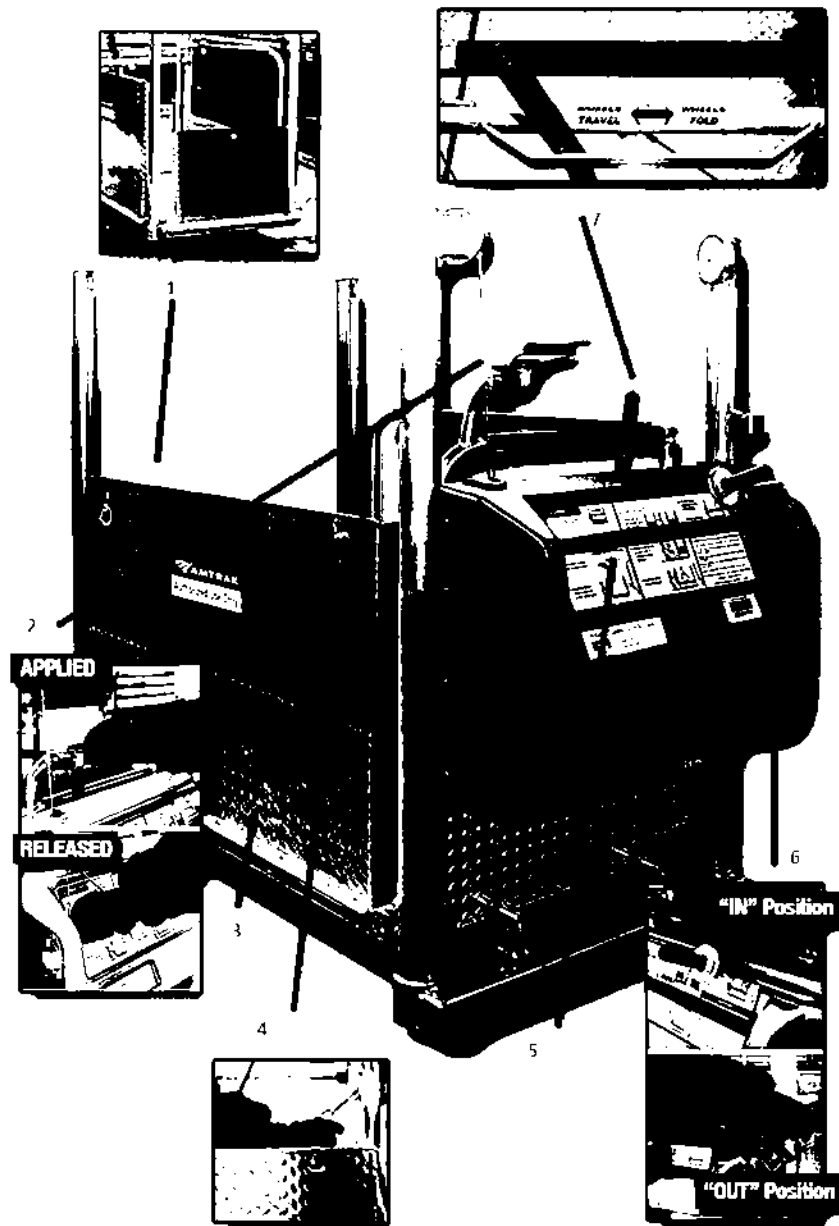


Figure 1: Wheelchair Lift Components

- |                               |                                   |
|-------------------------------|-----------------------------------|
| 1. Bride Ramp                 | 5. Push Handle                    |
| 2. Brake Release Handle       | 6. Crank Handle (In/Out Position) |
| 3. Ground Ramp                | 7. Wheel Fold Handle –            |
| 4. Ground Ramp Release Handle | Raises/Lowers Wheels              |

### Moving the lift into position

- Pull the blue brake release handle down to the push handle with your left hand. This will release the automatic brake allowing the lift to be moved into position on the platform. (Refer to Figure 1)
- The brake release handle must be held against the push handle while the lift is being moved. (Refer to Figure 1)
- Move the lift train side aligning it with the door opening, keeping approximately a 12 inch gap between the end of the lift and edge of the door opening. (Refer to Figure 2)



Figure 2: Positioning Lift Next to Train

- Release hand brake, turn the crank handle clockwise, and raise the lift so the wheels are clear of the ground.
- Fold the crank handle to the left ("in" position).
- Move the wheel fold handle to the "wheels fold" position.
- Lower the lift to the ground by turning the crank handle counter clockwise, until the lift rests on the ground. The lift has automatic load levelers. This will prevent the lift from moving while loading/unloading passengers.
- Fold the crank handle to the left ("in" position).

### Moving a passenger from the platform to the train

- Once the lift is positioned train side, unlatch ground ramp release handle. Position yourself on the side of the ground ramp (not the end) when lowering to keep fingers and toes clear of pinch points.

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- As the ground ramp is lowered the side extension ramp, located on the opposite side of the lift, will also lower to allow more foot turning room for the passenger and wheelchair. (Refer to Figure 3)



Figure 3: Lowering Ground Ramp

- Allow passenger to move onto the lift, assisting passenger if necessary.
- Passengers, who are not in wheelchairs, but need boarding assistance, can use the lift by standing to the rear of the lift while holding onto the handrails.
- Wheelchair brakes must be applied and passengers with Segways must ensure that the Segway is steady and will not roll or fall off the lift while in operation.
- Passengers using wheelchairs or Segways and people assisting (if needed) can ride on lifts as long as the total loads capacity does not exceed 600 lbs (e.g. wheelchair, Segway, passenger, passenger assist, and personal items).
- Close the ground ramp and re-latch ground ramp release handle.  
(Refer to Figure 4)
- Raise the lift until it is even with the door sill.

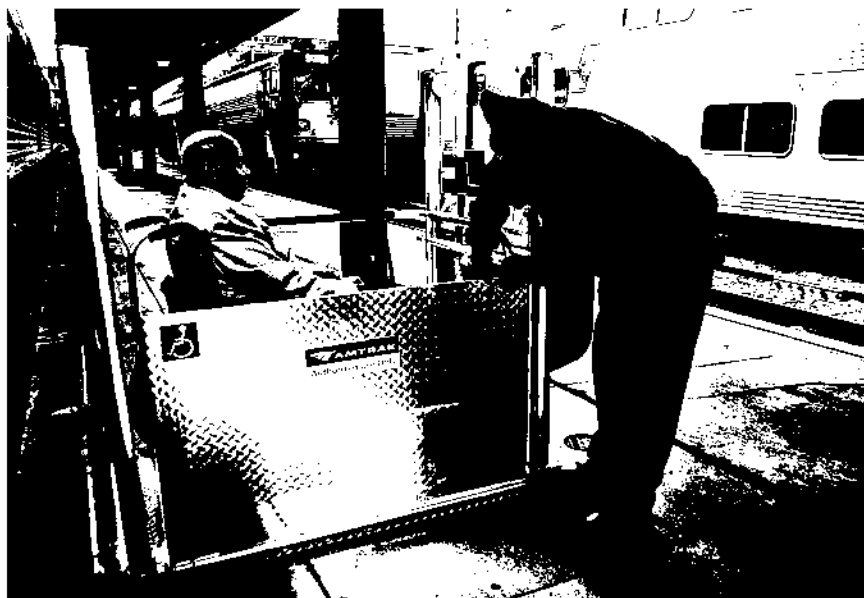


Figure 4: Closing Ground Ramp

- Walk to the right side of the lift and unlatch the bridge ramp release handle. (Refer to Figure 5)
- Lower the bridge ramp. (Refer to Figure 6)
- The bridge ramp must overlap the vestibule floor by at least 3 inches. (Refer to Figure 7)
- The bridge ramp can be adjusted side-to-side, if needed, to align with the vestibule.
- The passenger can then move, or be moved, into the vestibule.
- Once the passenger is safely on the train, raise the bridge ramp, re-latch bridge ramp handle and lower the lift.
- Return the lift to its storage location using proper movement procedures.



Figure 5: Bridge Ramp Release Handle

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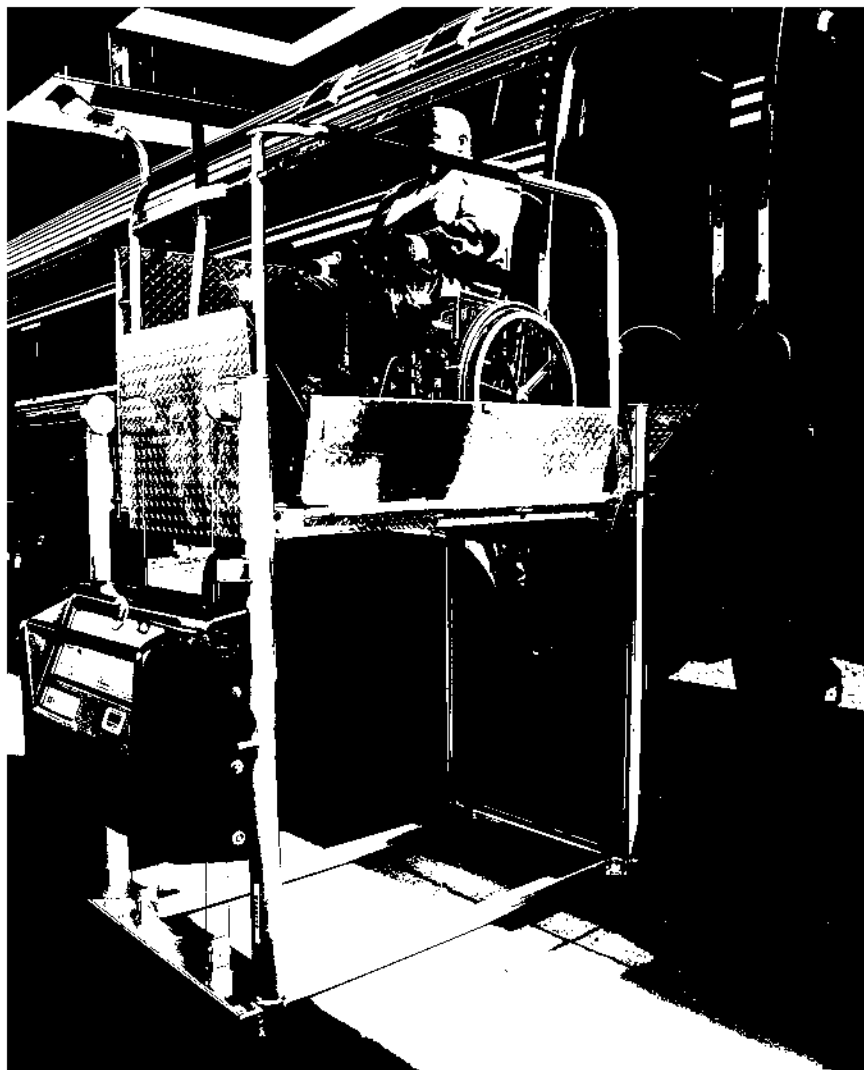


Figure 6: Lowering Bridge Ramp

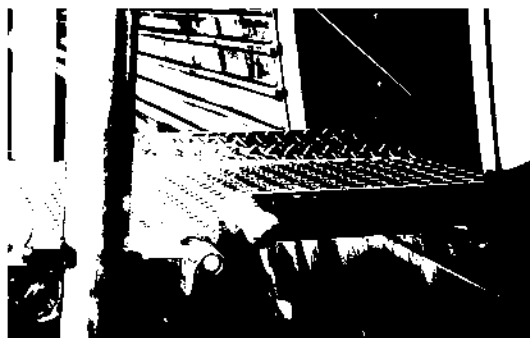


Figure 7: Bridge Ramp Overlapping Vestibule Floor





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**Moving a passenger from the train to the platform**

- Once the lift is positioned train side; raise the lift to the appropriate level; lower the bridge ramp; allow the passenger to enter the lift and apply the wheelchair brake; raise the bridge ramp; and lower the lift to ground level.
- When the lift has reached ground level, lower the ground ramp and allow the passenger to exit the lift.
- Raise the ground ramp, locking it in place and return the lift to its storage location using proper movement procedures.

**Storing the lift**

- Move the lift to the storage location (e.g. shed, baggage/storage area or designated platform location) using the procedures outlined in these instructions.
- Lower the lift so that the wheels are in the "wheels fold" position and the frame is resting on the ground.
- Non-shed storage.
  - Position security cable to prevent unauthorized movement of the lift.
  - The security cable must have an Amtrak number 102 switch lock attached to one cable loop while the other cable loop must have a lock from the lift maintenance company.
  - Both the Amtrak and maintenance company locks must be locked to each other.
- Shed storage.
  - After lift has been placed inside the shed, close shed door and insert metal bar into door locking device.
  - An Amtrak number 102 switch lock must be attached to one side of the metal bar while a lock from the lift maintenance company is attached to the other side. (Refer to Figure 8 and 9)

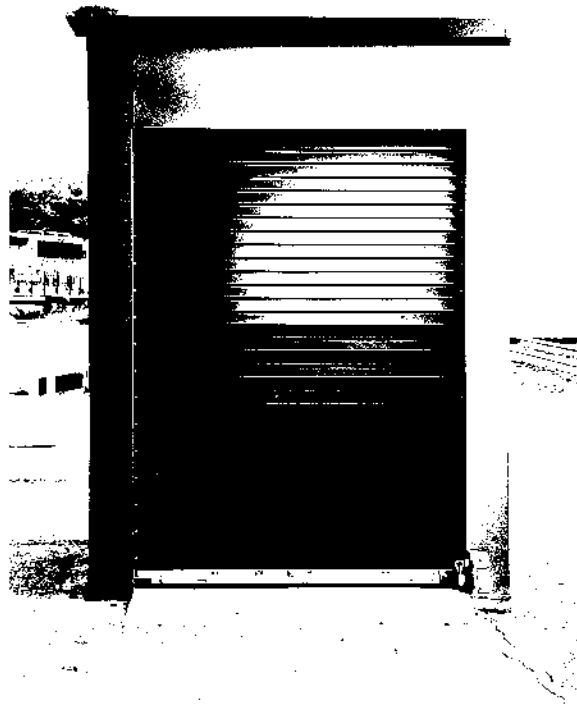


Figure 8: Example of Shed with Locks in the Correct Position

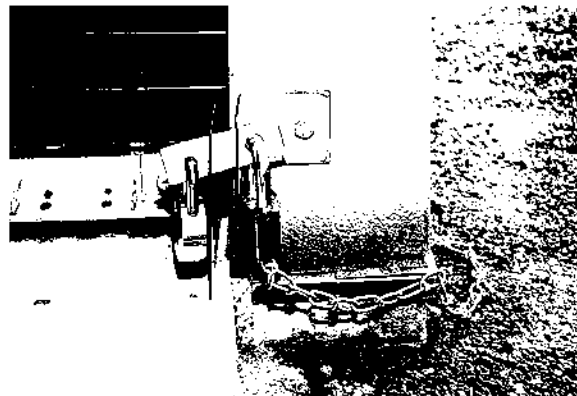


Figure 9: Locks in the Correct Position

## Enroute passenger assistance

If a question exists as to the special needs requirements of an individual passenger, as indicated on the train manifest or on a reservation, employees may call the CNOC 24-Hour Operations Customer Service Desk at (302) 683-2299 for review and resolution.

### ***General assistance instructions***

All Employees will:



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- Assist in a passenger's transfer between a wheelchair and seat (e.g., including but not limited to, lifting a removable armrest; folding and stowing the person's wheelchair (and retrieving it when at destination); providing arm support; and sliding a person's legs into the leg space of the seat).
- Assist passengers (for example, by providing arm assistance) in moving to and from the entrance of the restroom.
- Explain available services and restroom location.
- Frequently check on the passenger to ensure they are comfortable.
- Ensure that any information communicated to passengers reaches those with disabilities. This includes any passenger who is deaf, hard of hearing, or who has cognitive disabilities.

Employees are not expected to:

- Help passengers use the restroom.
- Physically lift a passenger from their wheelchair to transfer them to a seat or bed on-board. Physically carry a passenger on or off the train (except in an emergency situation).

## **Meals**

[Click here](#) for details on available special meals, and the conditions for ordering them. On the Amtrak Intranet you can also go to Library > Train Services > Food Services on Trains > Service and Special Meal Information > Special Meal Requests.

## **Ice**

Ice for passengers' insulated medicine containers will be provided without advance notice. Passenger medications may never be stored in any Amtrak refrigerators or freezers.

## **Oxygen**

Only passengers who require oxygen for medical reasons may bring pressurized oxygen onboard the train as carry-on baggage.

### **Oxygen tanks**

- Pressurized oxygen tanks and dispensing equipment must be UL (Underwriter's Laboratory), FM (Factory Mutual) or DOT (US Department of Transportation) listed.
- Pressurized oxygen may be either compressed gas or liquid.
- The total weight of all pressurized oxygen tanks may not exceed 120 lb.
- The following quantities of pressurized oxygen tanks are permitted on-board the train as carry-on baggage.
  - No more than two 50 lb tanks, or
  - No more than six 20 lb tanks; or



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- No limit on the number of tanks that weigh less than 20 lb each.
- All pressurized tanks must be secured from movement while on the train. If the tanks are mounted on wheels, they must be removed from their wheels while on the train.
- Pressurized oxygen is prohibited in checked baggage.
- Amtrak is not responsible for replenishing the passenger's supply of oxygen and will not return empty oxygen tanks to the supplier.
- Oxygen supplies may not be sent to stations in advance of the passenger's travel.
- If there is an emergency – such as a train running very late and a passenger's supply is running out – then arrangements may be made for a supply to be sent to a down line station for the passenger to pick up when the train gets there.
  - In emergency situations (unexpected delays, derailments, etc.) contact the CNOC 24- Hour Operations Customer Service Desk for assistance at ATS 734-2299 or (302) 683-2299.
  - The passenger must pay for this delivery, because he or she would have required the oxygen anyway, whether or not he or she was on the train.
  - The oxygen should be delivered during the time that the passenger is at the transfer point so that he or she may claim it directly.

### **Oxygen concentrators**

- An oxygen concentrator does not contain oxygen itself, but concentrates it from the atmosphere and can weigh as little as 5 lb/2.8 kg.
- Oxygen concentrators are approved for use on Amtrak trains and require electrical power to operate.
- Oxygen concentrators cannot rely solely on train generated power and must have a battery back-up system that will allow the device to operate for a minimum of four hours.

### **Nebulizers**

A nebulizer is a medication delivery device and has nothing to do with oxygen. Nebulizers require electrical power to operate, and are permitted on board trains.

### **Passengers with medical conditions**

An individual with a medical condition who is medically stable and whose condition does not pose a threat to the health and safety of the crew and other passengers shall be permitted to travel on Amtrak trains.

- An attendant provided by the passenger may be required for the journey if the passenger requires assistance with medical treatments or personal services.
- Amtrak has the authority to prohibit a passenger from boarding under certain circumstances. (Refer to the "Carriage of Passengers")



## ***Medical certification***

If the medical stability of a passenger appears questionable to an employee, a medical certificate may be required for travel and/or another individual who is responsible for the passenger's medical stability must accompany the passenger. Amtrak has the authority to prohibit a passenger from boarding under certain circumstances. (Refer to the "Carriage of Passengers")

If a question exists as to whether or not a passenger is medically capable of traveling (or travelling alone), employees may call the Consolidated National Operations Center (CNOC), who may consult with Amtrak's Corporate Medical Director for review and resolution. The CNOC phone number is 1-800-424-0217. When prompted, select the appropriate extension to speak with a representative covering the territory of the system where the passenger's trip originated.

## ***Medication***

- Medication cannot be stored in Food Service Cars.
- Ice can be provided to passengers to keep items cool.
- Employees cannot administer medication or perform other medical assistance for passengers except when giving first aid treatment or administering the Automated External Defibrillator (AED) to an individual in a manner that is reasonably consistent with Amtrak's policies, procedures, training courses, other instructions or the "Good Samaritan Act".

## **Service Animals**

### ***Types of service animals***

The Americans with Disabilities Act recognizes only the following as service animals:

- Dogs.
- Miniature horses.

In some cases other animals such as monkeys can be trained to perform the functions of a service animal.

### ***Service animal vs. emotional support animal***

#### **Service animal**

An animal that is individually **trained** to assist an individual with a disability by performing a task or service for the benefit of the individual with a disability is not a pet, but is a working animal (and therefore, should never be touched unless the owner gives permission). Although there is no definitive list of types of service animals, some examples of tasks that animals can be trained to perform include:

- navigation (for people who are blind or have low vision),



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- alerting to the presence of people or sounds (for people who are deaf or have hearing loss),
- pulling a wheelchair,
- alerting to an impending seizure or assisting during a seizure,
- retrieving items,
- providing physical support,
- alerting to the presence of allergens or alerting to low blood sugar.

Individuals with psychiatric or psychological disabilities may also use service animals (for example, an animal can be trained to prevent or interrupt impulsive or destructive behavior like self-mutilation, summon help in a medical crisis, provide tactile stimulation (licking or nudging) to disrupt emotional overload, remind the individual to take medicine, provide safety checks or room searches for individuals with PTSD, and remove disoriented individuals from dangerous situations). The key is that the animal was individually trained to perform a specific task.

### **Emotional support/comfort animals**

If an animal is accompanying a disabled person to provide emotional support, security or comfort, it is likely not a service animal, but rather a “comfort animal” or “emotional support animal,” which are not permitted on-board the train. These animals can travel if they fall within the guidelines of the carry-on pet policy. The key is whether the animal’s mere presence provides comfort, such that any untrained pet could produce the same benefit, or whether the animal has been individually trained to perform a specific task that relieves or mitigates the owner’s disability.

### **Certification or documentation**

Service animals may or may not have certification or documentation.

- Passengers traveling with service animals are not required to have special ID cards or certification showing that the animal is a service animal unless the service animal is a seizure alert animal that needs to occupy the adjacent seat.
  - If the passenger says the animal needs to ride in the adjacent seat, then Amtrak can ask for specific documentation as to why the animal has to ride in the seat in order to specifically accommodate the rider’s disability while on-board the train.
  - After the passenger provides specific documentation (like a doctor’s note) establishing that the animal needs to be in the adjacent seat in order to effectively do its work, the passenger will then be permitted to have the animal on the adjacent seat. (Refer to Seizure Alert Animals in this chapter)
- There is no standardized certification or registration indicating that an animal is a service animal and no such documentation is required.
- Some passengers with disabilities traveling with service animals may have documentation showing that an animal is a service animal. Such documentation



is not necessarily sufficient. If the circumstances seem unusual or the documentation is vague, you can still ask what service the animal provides. (Refer to “Is This Your Pet” in this chapter)

## ***Determining if an animal is a service animal – “Is this your pet”***

### **Physical indicators**

Look for physical indicators on the animal. Some service animals wear harnesses, vests, capes or backpacks. Markings on these items or on the animal’s tags may identify it as a service animal. The fact that an animal has such identification is not necessarily sufficient (as anyone can purchase these items without proof of the animal’s status as a service animal), nor does the absence of such identification necessarily mean that the animal is not a service animal. However, physical indicators are useful to the extent they provide guidance on whether or not it might be appropriate to follow up with the passenger.

### **Observation**

Observe the animal’s behavior. Service animals are **trained** to behave properly in public settings. For example, a properly **trained** guide dog will not run around the station, bark or growl at other passengers, or bite or jump on people. If an animal does not seem well-trained, it is appropriate to follow up with the passenger. See “Is this your pet?”, below.

### **Is this your pet?**

If there are indicators that an animal may not be a service animal, the only way to make the determination is to seek a credible verbal assurance from the passenger that the animal is a service animal. The way to do this:

- Ask the passenger, “Is this your pet?” If the passenger responds that the animal is a service animal and not a pet, but uncertainty remains about the animal, you may ask appropriate follow up questions, as outlined below.
- Ask the passenger, “What task or function has your animal been **trained** to perform for you?” The passenger must respond by identifying at least one specific task that the animal has been **trained** to perform for his or her benefit. Some passengers may respond to this question by identifying his or her disability (even though it was not asked) or by identifying the symptom that the animal helps alleviate. However, the answer must focus on the specific task that the animal has been **trained** to perform in order to provide the needed assistance. Therefore, if a passenger responds by providing an answer that focuses on the nature of his/her disability or symptom, employees should clarify that they are asking what the animal has been specifically **trained** to do for the passenger. Employees may not ask the passenger what his or her disability is or the cause of the disability.



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- Although there may be a few people who try to “beat the system” by bringing pets on-board the train, most passengers with disabilities claiming to have service animals really do have service animals.
- Since access for persons with disabilities traveling with service animals is a civil right covered under the ADA, employees should err on the side of caution by permitting access to passenger areas. If the animal looks like a service animal and the customer says it is a service animal welcome the animal aboard.

**Not a service animal**

- If an animal is determined not to be a service animal, the animal can be denied access to Amtrak premises.
- On the rare occasion that an animal has to be excluded from Amtrak premises, you should handle the situation in a polite and professional manner.
- When an animal is excluded from Amtrak premises while enroute, the employee making this decision must document the passenger's reservation and notify CNOC 24- Hour Operations Customer Service Desk at ATS 734-2299 or (302) 683-2299.

**Service animal in training**

- Service animals that are in training are allowed on-board Amtrak trains on a case-by-case basis.
- The animal must actually be in training with a recognized organization.
- The animal must be kept under control at all times.

***Access for service animals*****Access to equipment, stations and other public areas**

- People with disabilities must be permitted to bring their service animals onto Amtrak premises in whatever areas customers and passengers are generally allowed.
- Passengers traveling with service animals may not be isolated from other passengers.
- Trained service animals are allowed in all passenger areas in our stations, trains and Amtrak Thruway service coaches.

**Dining and café/lounge car access**

- Service animals are allowed in all passenger areas of our stations and trains (including Dining and Café/Lounge Cars).
- FDA and Public Health rules are not a valid justification for excluding service animals in passenger areas of Food Service Cars.
- Passengers accompanied by service animals who desire to eat in the Dining Car must not be treated less favorably than other passengers who desire to eat in the Dining Car. (For example, passengers accompanied by service animals may





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not be required to wait an inordinate amount of time for a table if other non-disabled passengers are not required to wait an inordinate amount of time for a table.)

### **Denying access**

- Allergies, inconvenience and fear of animals by other passengers are not valid reasons for denying access to passenger areas or refusing service to people with service animals.
- If a passenger states that he/she has allergies or an aversion to animals, that person should be shown to a location as far away from the service animal as practical.
- If the animal is violent or poses a direct threat to employees or other passengers, it may be denied from boarding.
- If the reason for the problem with the animal was created by another passenger (i.e., teasing the animal, etc.) the animal would not be denied access.
- If at any time the passenger loses control of the animal, the animal is not housebroken, or the animal causes a significant disturbance (for example, by barking repeatedly and uncontrollably), station employees, at their discretion, require the passenger to remove the animal from the station.
- If the station employee determines that an animal should not be permitted to board the train, the passenger may choose to continue travel, in which case, the passenger must make arrangements for another person or local animal control to accept custody of the animal. The train will not be delayed while such arrangements are made.
- When an animal is removed from Amtrak premises, the employee making this decision must document the passenger's reservation and notify CNOC 24- Hour Operations Customer Service Desk at ATS 734-2299 or (302) 683-2299.

### ***Passenger responsibility for service animal***

- Service animals must be under the supervision and care of their owner.
- Service animals should always be on a leash, harness or other tether, unless either the handler is unable because of a disability to use a harness, leash or other tether, or the use of a harness, leash or other tether would interfere with the service animal's safe, effective performance of work or tasks, in which case the service animal must be otherwise under the handler's control.
- The care and supervision of the service animal is solely the responsibility of the owner.

### **Service animal relief**

- The passenger traveling with a service animal must be kept informed of station stops that provide sufficient time to walk the animal (applicable primarily to dogs and small horses). The passenger must be given assistance in detraining, and guidance as to the general area (i.e., grass, gravel, etc.).



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- If the train is operating late, provisions must be made for the service animals to walk and relieve themselves. Conductors have the discretion to delay a train under these circumstances
- Employees are not required or encouraged to provide care (including walking the animal) or food for service animals.

### ***Accommodating service animals***

- Service animals are generally trained to sit under the owner's seat or at his or her feet.
- Service animals are not allowed to sit in the aisle or on seats.
  - The only exception to this rule is if the passenger states that the service animal is trained to detect seizures and that it must be in the adjacent seat in order for it to be close enough to the passenger to detect when a seizure is about to occur.
  - In this case, the passenger must provide documentation to show that this accommodation is necessary, and must provide a cloth or blanket to protect the seat. See "Seizure alert animals," below.
- Amtrak is not required nor do we want to deny transportation to another passenger in order to provide an accommodation to a passenger with a service animal.
- Each passenger requiring a service animal may normally bring one service animal, unless different animals each provide a unique service, such as one service animal acting as a guide animal and another animal notifying the passenger of impending seizures. All requirements and rules (for example, regarding appropriate animal behavior and space limitations) still apply.
- If the service animal is too large to fit in the floor area that is part of the passenger's own seat, the passenger can be seated in the accessible transfer seat (which has more floor space) or an adjacent seat can be used, for no charge, to provide the needed floor space.
- Every effort should be made to assist a passenger with a service animal in finding a seat that allows sufficient space for the animal. This may include asking a person (who is not elderly and does not have a disability or mobility impairment) to move from the accessible transfer seat to another seat, to allow the passenger with a service animal to have the accessible seat, or it may include asking a person sitting next to a vacant seat to move to another seat to allow the passenger with the service animal to have additional floor space.

### ***Seizure alert animals***

- If the passenger says the animal needs to be on his/her lap, this will be allowed (assuming all other requirements are met; for example, the passenger provides credible verbal assurances regarding the fact that the animal is a service animal, the animal is small enough to do so, the animal remains under control, etc.).



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- If the passenger says the animal needs to ride in the adjacent seat, you can ask for specific documentation as to why the animal has to ride in the seat in order to specifically accommodate the rider's disability while on-board the train.
- If the passenger provides specific documentation (like a doctor's note) showing that the animal needs to be on the adjacent seat in order to assist the passenger, the passenger will then be permitted to have the animal on the adjacent seat.
- The passenger must provide a cloth or blanket to protect the seat.
- If the seizure alert animal needs to occupy the adjacent seat, no fee will be charge for the use of the seat.

## **Assisting passengers with disabilities – specific guidance**

### ***Offering the most appropriate assistance***

Simply being able to identify a person's disability does not tell you anything about that individual's abilities. For instance, some deaf people are verbal, many people who are "legally blind" have some degree of vision and some quadriplegics can walk! So never, make assumptions. Remember to ask how you can assist the passenger and offer that requested assistance. Communicate clearly through each step of the assistance process.

#### **Ask first**

The first step in assisting anyone with a disability is to ask and listen to the response before proceeding.

Asking first shows respect and consideration for the passenger's needs and abilities. In addition, if the passenger is not prepared for the assistance "you think" they need, the employee could injure himself or herself or the passenger. Follow the directions of the passenger, and assist him or her to the degree and in the method the passenger indicates will be most helpful.

#### **Avoid embarrassing situations**

It is very important that consideration be given to the passenger with a disability.

- Passenger's disability
  - Do ask the passenger "How may I assist you?" while maintaining direct eye contact.
  - Do not ask for details about a passenger's disability.
- Deaf or hard of hearing
  - Do keep your voice at a regular conversation level when conversing with a passenger who is deaf or hard of hearing. If necessary, write out your communications so that they can read them.
  - Do not shout to a passenger who is deaf or hard of hearing.
- Assistance
  - Do ask the passenger "Will you need any assistance during the trip?" if unsure or unclear about assistance the passenger may need.



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- Do not assume about the type of assistance a passenger will need.
- Attendants
  - Do speak to the passenger with the disability.
  - Do not speak only to the attendant and ignore the passenger with the disability.
- Wheelchair
  - Do crouch down so that you have direct eye contact with a passenger in a wheelchair.
  - Do not stand over the person in the wheelchair, so that the person has to look up at you as you speak.
  - Do not push a wheelchair, unless requested by the passenger.
- Communication
  - Do keep all conversations private when conversing with a passenger with a disability, as with any other passenger.
  - Do ask a more specific question to avoid embarrassing references (for example, ask a person with a vision disability, "Would you like me to describe our menu selections?" instead of asking, "Can you read the menu?").

## ***Assisting passengers with vision disabilities***

### **Approaching and greeting**

Signal your approach verbally and identify yourself.

### **Leading**

- Ask the passenger if he or she wants arm assistance. If so, determine which side (right or left) the passenger wants you to be positioned. If the passenger has a guide animal, go to the side opposite the animal.
  - Offer your arm.
  - Do not take the passenger's arm and push him or her along, and never grab the arm with which the person is holding a cane or guide animal's harness.
  - Never grab a guide animal's harness or in any way interact with the guide animal.
- Inform the person about obstacles such as stairs or revolving doors.
- To help the person sit down, place the person's hand on the back of the seat/chair and state which direction it is facing.

### **Attending and assisting**

- Do not move luggage without asking first. If permission is granted to move luggage, then tell the passenger where that luggage will be.
- To hand something to a passenger who has a vision disability, place the item (e.g., ticket, bag, etc.) directly in the person's hand, or touch it to the hand.
- Do not touch the person's cane or guide animal.



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**Meal service**

- Assist the passenger in offering to read the menu to the passenger.
- Tell the passenger the prices on the menu or the amount of sale verbally.
- When the passenger makes a purchase, say aloud the amount of money the passenger gave before putting the money away.
- Count the change out loud, as you would for any other passenger. Identify the denomination of the bills when you give the passenger the change, and allow the passenger time to fold each bill.

**Parting**

- Offer to acquaint the person about the trip, equipment or the station.
- Ask if further assistance is needed.
- Signal that you are leaving so the person does not continue talking, thinking you are still there.
- If assisting the passenger to the train, ensure they are in their seat or accommodation and that the employee who is working that car knows the passenger is on-board. If assisting the passenger to outside transportation, ensure the passenger is fully aware of their location, and if possible remain with the passenger until they are safely on their way.

**Boarding and detraining**

- Always offer assistance and advise the person to "watch your step."
- When a passenger declines assistance, tell them where the railings (grab irons) are. Also, tell them that there is a gap between the platform and train, and give the approximate size of the gap.
- When a passenger requests assistance, ask how best to assist.
- Offer to assist with luggage, inform the person early of the stop, and put the person in touch with the surroundings.

***Assisting passengers who are deaf or hard of hearing***

Chances are you will not notice a person who is deaf or hard of hearing unless the person has been witnessed using sign language or wearing a hearing aid. Remember, not all people who are deaf can read lips, and those who do generally understand only about 25% of a conversation.

**Communicating verbally**

- Get the person's attention before starting a conversation.
- Follow the passenger's cues to find out if he or she prefers sign language, gesturing, writing or speaking.
- Eliminate noisy distractions.
- Move to a quiet place if possible.



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- Position yourself to be seen, face the person, and do not let any object obstruct the person's view of you.
- Do not eat, chew gum or hold your hands in front of your mouth.
- Position yourself facing the light source to avoid shadows on your face.
- Use gestures and facial expressions to help get the message across.
- Use a clear and normal tone.
- Be prepared to write it down.
- Check for understanding.
- Be patient!

Be sure that on-board and station announcements are communicated to passengers who are deaf or hard of hearing. If needed, write the messages down.

### ***Assisting passengers who are deaf and blind***

#### **Approaching**

Touch him or her gently on the shoulder. The person will then take your hand and begin signing to ask if you are deaf. If you don't respond, the person will assume you do not know sign language. The person will then offer you a pad and pen or magic marker and indicate you should write, or the person will demonstrate how you can print on the palm of the hand.

#### **Printing on palm**

Printing on palm is a method of "writing" with the fingertips on the palm of a person's hand. Use the fleshy part of the fingertip, not the fingernail, and follow these guidelines:

- Always use upper-case letters (block capitals).
- Use the same reference point for each letter, holding the person's hand the same way each time.
- Write as large as possible.
- Use the entire palm area for each letter.
- When finished with a word, wipe it off.

#### **Other assistance**

- Help the deaf and blind person negotiate the station and train.
- Touch the person gently and offer your arm.
- If the person has a guide animal, go to the side opposite the animal and offer your arm.
- Remember that the customer cannot hear you and information regarding obstacles, stairs, etc., must be given through tactile ("touch") messages, such as a slight lifting of your arm when nearing stairs.
- Never leave a deaf-and blind person standing in an open space. Place his or her hand on a wall, post, railing or whatever is available.
- Do not leave the person alone too long unless he or she refuses assistance.



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## ***Assisting passengers with mobility impairments***

Mobility limitations are probably the most frequent types of disabilities you will encounter. These kinds of disabilities affect a person's ability to move, walk, stand, or use his or her hands for activities such as eating or drinking. Remember that people with limited mobility have a wide range of abilities, even among those with the same type of disability.

If assistance is requested, keep the following in mind.

- Accessible spaces must be kept free of luggage, trash cans and food service containers.
- On the train, provide at-seat meal and snack service to the passenger. The passenger must be provided a tray or other hard surface for at-seat meals and snacks.
- When on-board, if a passenger requests to be transferred to the Lounge Car en route, the Conductor will make the transfer at an appropriate station stop. If single level equipment, the station must have level boarding or a lift. If Superliner equipment, the ramp must be used.

## ***Assisting with transferring to/from a wheelchair***

Some passengers may request assistance in transferring to or from their seats in the car. Amtrak employees are not required to physically transfer passengers; however, employees should "assist" in a passenger's transfer (e.g., including but not limited to, lifting a removable armrest; folding and stowing the person's wheelchair (and retrieving it when at destination); providing minimal assist, such as assisting with sliding a person's legs into the leg space of the seat).

### **Plan the move**

- Ask the passenger how you can assist and decide together the most comfortable and safest way to make the move.
- Always assist the way the passenger requests; they know what works best.
- Find out how much assistance the passenger needs, and decide if you can do it by yourself or if you need to get help.

### **When making the move**

Employees are not to physically lift a passenger. However, when offering arm assistance, a passenger may put unexpected weight on the employee. Employees offering arm assistance should be prepared and maintain balance.

- Keep your feet apart and your back straight.
- Bend your knees and use your legs.
- To support your back, stay close to the passenger or chair, and tighten your stomach and buttock muscles before and during the move.
- Start slowly and stay smooth.

**Mobility pointers**

- Do not touch the wheelchair without permission.
- Do not tower over or approach unannounced from behind.
- Never grab a person using a cane or crutches.
- Always ask before helping.
- Be sure to watch for the passenger's fingers, elbows, knees and feet while moving the wheelchair.

***Boarding and detrainning*****Single level equipment**

- Passengers who use wheelchairs or Segways should board and detrain from high-level equipment to low-level platforms using the mobile wheelchair lift.
- People with other mobility impairments may also use the lift; this includes passengers using a walker, crutches, etc.

**Superliner equipment**

- Passengers traveling in Superliner equipment will board using the ramp, which is located in each car.
- The employee will position the ramp and ask if the passenger requests assistance. If assistance is given, push the wheelchair up the ramp or help control the wheelchair as it goes down the ramp (backwards).

**Emergency en route**

- When there is an emergency en route, it may be necessary to transfer passengers to another train or bus without the use of a wheelchair lift.
- If rescue teams are not present, Amtrak employees may use the "Two-Handed Seat Carry" or the "Fore-and-Aft Carry" to transfer passengers. (Refer to "Emergency Evacuation of a Passenger using Two-Handed Seat Carry" or "Emergency Evacuation of a Passenger using Fore-and-Aft Carry" in this chapter)
- Remember to get the passenger's input before attempting the move and use the principles of safe lifting.

***Emergency evacuation of a passenger using two-handed seat carry***

The two-handed seat carry is a two-person rescue technique. If the passenger has no serious injuries and is able to cooperate with the rescuers, they may be placed on a two-handed seat, as shown, with the passenger's arms about the necks of the rescuers and the passenger's back supported by the employees' free hands. (Refer to Figure 11)





Figure 10: Example of Two-Handed Seat Carry

### ***Emergency evacuation of a passenger using fore-and-aft carry***

The fore-and-aft carry is another two-person rescue technique. It may be used in moving an unconscious person, but it is not applicable when there are serious torso injuries or other fractures. (Refer to Figure 12)



Figure 11: Example of Fore-and-Aft Carry



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## **Assisting passengers with speech disabilities**

A speech disability is when a person has any difficulty communicating verbally. This difficulty does not signify low intelligence. A person with a severe speech disability may travel with an interpreter, use written notes to communicate, speak with an artificial "voice box," or use a "sound board," which is controlled by a keypad to emit a computerized voice.

When communicating with a person who has speech disabilities:

- Give the person your full attention and do not interrupt or finish the passenger's sentences.
- If you do not understand what the passenger is saying, ask them to repeat or to write it down.
- Do not say you understand if you do not understand.
- Be patient!

## **Assisting passengers who are HIV positive or who have AIDS**

Generally, you will not know that a passenger has HIV/AIDS and no particular assistance is needed. However, in the advanced stages of AIDS, other debilitating conditions may exist, such as limited mobility, respiratory problems and general weakness. Casual contact (e.g., shaking hands; hugging; sharing restrooms, equipment, food utensils, etc.) will not transmit HIV/AIDS.

The guidelines for other passengers apply to this passenger.

- Keep conversations private.
- Ask only general questions such as "Will you need any assistance during the trip?"
- Offer to provide at-seat or in-accommodation meal service.
- Provide services the passenger requests within the guidelines set forth in the chapter.

## **Assisting passengers of short stature**

People of short stature (dwarfism) are usually no taller than 4' 10" (1.47 m) in height. Be aware of reach limitations, and help these passengers with activities such as placing suitcases in luggage racks, boarding and detraining, and serving the passenger at the ticket window and Lounge Car counter.

Remember that the adult passenger of short stature is an adult and should be treated as such, with respect and dignity.

## **Assisting passengers with hidden disabilities**

Many types of disabilities are not immediately obvious, such as psychiatric disabilities, mental retardation, brain injury, Alzheimer's or epilepsy. A passenger with a hidden



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disability may travel with a service animal (not necessarily a dog). Honor requests for pre-boarding.

### **Psychiatric disabilities**

Like any other group of people, people with psychiatric disabilities may at times have difficulty coping with the stresses of travel (delays, crowds and unfamiliar locations).

- Treat the person as an individual, with respect and dignity.
- Do not assume the person is in danger or is dangerous to others.
- Reasonable requests may include written or repeated instructions, detailed directions, priority boarding, priority detrainment and seating preferences.
- Respond to requests in a calm, professional manner. (This will help the passenger cope with further difficulties.)

### **Tourette syndrome**

People with Tourette Syndrome may make sounds or gestures, such as tics, they cannot control. Very few involuntarily say ethnic slurs or obscene words.

- If a passenger with Tourette Syndrome makes sounds during a conversation, wait for them to finish, then calmly continue.
- The more the person tries to contain these urges, the more the urges build up.
- Allow the person to release the buildup in a private place, if possible.

### **Epilepsy**

Epilepsy is a disorder of the central nervous system that involves seizures, which are normally controlled by medication. If a person has a convulsive seizure, try the following:

- Remain calm. Most seizures are brief, stop spontaneously and require no specific employee action.
- Call for help if available.
- Prevent injury. Check that there is nothing within reach of the individual that could harm the individual. If possible, move or pad objects.
- Allow the seizure to take its course, and do not attempt to restrain the person's movements.
- Do not insert anything into the person's mouth.
- Do not expect the person to be able to communicate during or immediately after the seizure.
- After the seizure, help ease the person onto the floor, and place soft material under the head if practical. Loosen clothing around the neck and gently turn the person onto the left side. There is a small risk of post-seizure vomiting and having the person on the left side helps prevent the vomit from entering the lungs.
- Stay with the person until they are fully alert.



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- Call for medical assistance if the seizure lasts more than five minutes, if multiple seizures occur, if the person remains confused for more than 15-20 minutes after the seizure, or if other injuries have occurred.
- Do not give the person water or anything by mouth until fully alert.

### **Cognitive disabilities**

Some people have cognitive disabilities, affecting their ability to know, think, remember and learn. Some of these are developmental disabilities, mental retardation, learning disabilities or brain injuries. Like other disabilities, the degree of cognitive disability differs from person to person.

- Be alert to the way the passenger communicates and responds.
- Use simpler words, add gestures, write something down, draw a picture or repeat yourself.
- Make sure the passenger understands. (Do not ask, "Do you understand?") Instead, ask the passenger what they are going to do, using "who," "what," and "where" questions.
- Again, be patient!

### **Assisting passengers of large size**

Although most passengers of large size are not disabled within the meaning of the ADA, unless their size is due to an underlying disability, treat large size passengers just like any other passengers and make reasonable efforts to provide assistance with boarding, detrain and seating, if requested.

### **Assistance/wheelchair lift**

A passenger of large stature may not be able to walk long distances and may require the use of a wheelchair. Amtrak has wheelchairs available for passengers' use at many stations. The passenger may be immobile and request assistance getting on or off the train.

- In some cases, a common wheelchair is not sufficient for a large size or obese person. Many stations have oversized wheelchairs with some locations having "people movers" which can accommodate the larger person.
- The weight limit for wheelchair lifts is 600lbs, which is for both the wheelchair and passenger.
- Motorized wheelchairs generally weigh about 250lbs. Therefore, the passenger can weigh no more than 350lbs to safely use the wheelchair lift.
- If the employee has some concern that the combined weight may exceed the 600lbs limit, the following can be said to the passenger. "The wheelchair lift can only accommodate a combined weight of 600lbs for the wheelchair and passenger. Any weight greater than 600lbs is unsafe for both the passenger and employees."
- Then ask the passenger if their combined weight with the wheelchair is greater than 600lbs.



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- This conversation must be kept private.
- If the passenger indicates that the combined weight exceeds 600lbs, and the only way to board the passenger is with the lift, the passenger can be denied boarding.
- If the passenger indicates that, the combined weight is less than 600lbs and there is significant doubt on the part of the employee, contact a Supervisor or the Conductor.
- If there is good reason to believe that the passenger and wheelchair together exceeds 600lbs and the lift is the only way to board the passenger, then boarding may be denied.
- If the passenger is able to do so, one option may be to board the passenger and wheelchair separately, using the lift for each one.

### **Seating**

A large size passenger may require more than one seat. If a passenger requires more than one seat, they will need to purchase an additional seat (or seats) at the applicable fare.

### **Complaint procedures**

Employees should make every attempt to resolve passenger problems on-board. If the passenger wishes to report a complaint or concern elsewhere, the following resources are available:

Call toll-free (800) 872-7245 (USA RAIL) and ask to speak to a Customer Relations Representative or log onto [www.amtrak.com](http://www.amtrak.com) and click 'Contact Us'.

Complaints can also be submitted to the Amtrak ADA Coordinator via the Amtrak Helpline (by phone or internet, see the Non-Discrimination policy on [Amtrak.com](http://Amtrak.com) for details) or by mail at the following address:

Amtrak  
Law Department – ADA Coordinator  
1 Massachusetts Ave. NW  
Washington, DC 20001-1401



## Appendix

### *Carriage of passengers*

A ticket shall be valid for carriage or refund one year after date of purchase, unless otherwise provided. Reservations must be made when required, and tickets are not transferable. If you do not board your train as booked, your entire reservation is subject to cancellation. In order to ensure the quality of travel and safety and security of its passengers, Amtrak may refuse to carry passengers:

- Who have not paid the applicable fare;
- Who present an Amtrak ticket purchased from an unauthorized third party. Amtrak tickets may only be sold or issued by Amtrak or an authorized travel agent/tour operator. Any ticket purchased from an unauthorized third party will be voided. The ticket holder will not be eligible for travel or for a refund.
- Whose conduct is objectionable (such as, but not limited to, being under the influence of alcohol or narcotics);
- Whose personal hygiene makes them offensive;
- Who pose a health, safety or security hazard to other passengers or employees;
- Who refuse to comply with safety or security rules or with instructions of Amtrak personnel;
- Who would require Amtrak personnel to provide personal care services or otherwise do not meet the essential requirements for the receipt of Amtrak services; or
- Who refuse to consent to Amtrak security inspections of persons and/or baggage onboard Amtrak trains and/or at designated areas, such as train platforms and passenger boarding or waiting areas.

Amtrak employees or other authorized carrier representatives may remove such a passenger from the train at any inhabited place, as necessary under the circumstances, for any of the above reasons.



2018-06-18

***Updates***

- 2019-02-25 Added no age restriction for companions, only requirement is that the companion can provide the assistance needed.
- 2018-06-18 Added section on reasonable modification during a service disruption.
- 2017-12-27 Disability and mobility impaired discount changed from 15% to 10%, reflecting January 7, 2018 fare changes.
- 2017-12-18: Material formerly in G/POL/DIS, regarding booking and pricing passengers with disabilities, incorporated into this chapter; Arrow chapter deleted.
- 2016-08-04 *Likely reasonable modification requests* section updated with an example of a passenger occupying a wheelchair exceeding the 600 pound weight limit of the wheelchair lift.
- 2015-07-07 New. Supersedes previous procedures on assisting passengers with disabilities.

***About this chapter***

<b>Contact(s):</b> Phil Bouchard/Ann Adams	<b>Subject:</b> Assisting Passengers with Disabilities
<b>Owner Department:</b> Product Development and Customer Experience	<b>Group:</b> Customer Service



## Arrow Outage Procedures at Stations

**Chapter Summary:** This chapter contains instructions for issuing tickets when the Arrow ticketing system is not available.

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## Arrow outages – planned and unplanned

In many cases the outage is known in advance.

- Every other Sunday the system normally goes down for maintenance; the outage lasts about 30 minutes (0330-0400 ET).
- Every three months the outage can be 90 minutes (0330-0500 ET).
- The schedule can be found at Library > Policies > Reservation and Ticketing Policies > Station Operations and Procedures > Arrow Outage Schedule.
- Every now and then a longer outage is announced when more significant system upgrades or enhancements are required. These longer outages will be announced in advance through Library > Daily Advisories.

Sometimes, however, this situation is unplanned, and usually is local. Something has happened to the station's Arrow equipment, or there is a problem with the data circuit.

The following instructions cover the various situations that will be encountered.

### Policy

If it can be determined that the passenger has already paid for his or her reservation, the passenger must not be asked to pay again. It is not his or her fault that our system has failed.

If it cannot be determined that the passenger has already paid for his or her reservation, the fare must be collected.

### Already paid – all trains are eTicket eligible

This will usually be the situation, as every train is an eTicket train, as are a number of Thruway services.

#### ***Passenger has an eTicket travel document for the train being ridden***

Situation: The passenger obtained an eTicket travel document at a station, printed one at home, or can display it on a smartphone or tablet, and the document shows the train for which the passenger has a reservation.

- Just tell the passenger to board the train with it. No other action is required.

#### ***Passenger has an eTicket travel document but has changed the reservation that is printed on it***

Situation: The passenger obtained an eTicket travel document, changed the reservation, but has not yet reprinted the document to show the new train.

- Tell the passenger to board the train with it.
- Ushers at gate-control stations: Allow the passenger to board if he or she states that the reservation was changed to the train now being boarded.



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- The conductor can still scan the barcode and lift the eTicket it now represents as the bar code contains only the PNR number and the date it was first created, not specific reservation details.
- If the conductor's eTicket Mobile Device cannot find the passenger's eTicket the conductor will handle the situation the same way as is done for any passenger boarding a train for which he or she does not have a ticket or reservation.

### ***Passenger has paid but has no eTicket travel document***

Situation: The passenger has made a reservation and paid for it, but has not yet obtained any eTicket travel document, and is unable to display it on a smartphone or tablet.

- Tell the passenger to board the train.
- The conductor will look up the passenger on the eTicketing Mobile Device and lift the eTicket.
- If the conductor's eTicket Mobile Device cannot find the passenger's eTicket the conductor will handle the situation the same way as is done for any passenger boarding a train for which he or she does not have a ticket or reservation.

### **Already paid – paper value tickets required**

If one or more segments in the reservation are not eTicket eligible (normally when certain Thruway services are in the PNR), the passenger needs paper value tickets for the entire trip.

### ***Passenger has an email confirmation showing payment***

- Email confirmations contain the phrase "THIS IS NOT A TICKET" and usually have a bar code and an image of a Quik-Trak kiosk (to encourage the passenger to use Quik-Trak to print the paper value tickets).
- The email confirmation may be a printed page, or it may be a display on a smartphone or tablet computer. [Click here](#) for an example.
- **The confirmation must indicate that the passenger has paid for the reservation.** If not, follow the procedures below for passengers who have not yet paid.

### **Boarding station**

The passenger may board the train with this printed copy.

- The train the passenger is boarding must be the train indicated on the confirmation.
- If your station has gate control, allow the passenger to pass to the train with this confirmation. Inspect the train information on the printed copy or the smartphone/tablet display to make sure the passenger is boarding the right train.
- You do not need to issue tickets.



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- If the passenger has onward or return travel, tell him or her to pick up the additional tickets at the destination of the first train.

**On the train**

The conductor will –

1. Collect the printed confirmation page, if the only train on it is the train being ridden by the passenger.
2. Punch the bar code on the confirmation page, if there is additional travel, write the PNR number on NRPC 157, Tickets Honored but Not Lifted, and return the printed confirmation page to the passenger.
3. Write the PNR number on NRPC 157, if the confirmation is a smartphone or tablet display.

**Destination station (if there is onward or return travel)**

Note: It is assumed that Arrow has been restored by the time the passenger arrives there.

1. Print all the tickets.
2. Separate the lift portion of the ticket for the train upon which the passenger just traveled from the ticket receipt (stub).
3. Give the passenger the ticket receipt from the first train and all the tickets for the other trains.
4. Assemble all the lifted tickets from all the passengers for whom you did this.
5. Write the ticket numbers on NRPC 3190, Uncollected Ticket Summary.
6. Put the tickets and NRPC 3190 into an envelope. On the envelope, write "Lifted Tickets", the train number, and its origin date.
7. Send the tickets to Revenue Accounting in El Paso. Ignore the instructions at the bottom of NRPC 3190, and instead:
  - If your station collects and sends lifted ticket pouches, include the envelope in your next shipment.
  - If your station does not collect and send lifted ticket pouches, put this envelope inside your next Station Sales Report envelope that you send to El Paso.

***Passenger has no e-mail confirmation – local Arrow outage*****Ticket printer failure only**

1. Ticket the PNR as if your ticket printer was working. eTicket segments will be created (if the passenger hadn't paid already through a call center or Amtrak.com) and will show as printed.
2. Take a book ticket and complete it using the name, itinerary and fare information in the PNR.
3. In STARS, select alt-P/Protect, B/Register PNR Book Ticket.



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4. Enter the book ticket number where indicated.
5. For FOP (Form of Payment), select E-Exchange.
6. Enter the eTicket numbers from the PNR (the eTickets that did not print).
7. Hit "enter" to complete the transaction.
8. Enter ticket remarks that the Arrow tickets did not print.
9. The book ticket is reported on ASAP line 005/Book Ticket Sales.
10. The exchange is reported on ASAP line 580/Exchange Tickets. Print a copy of the PNR and use it to support line 580 since you don't have the physical tickets.

This will show the PNR as having had the tickets printed, and will show the book ticket number that was used.

Alternatively, you can follow the procedures immediately below.

#### **Entire Arrow system at your station has failed**

1. Call an agent at the next staffed downline station.
2. Ask the agent to display the PNR to determine that previous payment has been made. If so:
3. Ask the agent to issue the tickets and hand them up to the conductor.
4. Write a Conductor Carry Authorization for the passenger. Indicate on it that the Arrow system has failed at your station, that the passenger has already paid, and that another station (indicate which) will issue the tickets and give them to the conductor.
5. In some cases it may be feasible to have a previous station (one before you on the train) do this – in this case the conductor will have the tickets and will give them to the passenger upon boarding.

#### ***Passenger has no e-mail confirmation – systemwide unscheduled Arrow outage***

If the passenger shows proof of having already made payment, write a book ticket for the first segment only, showing the total amount paid. If unknown, show the appropriate fare as determined below.

When Arrow is again available:

*If there is only one segment in the PNR:*

Follow the procedure above for ticket printer outage at your station.

- Do that BEFORE you OS the train or the space will cancel!
- Put appropriate remarks in the PNR so people know what you did.

*If there is more than one segment in the PNR:*



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Originating station:

Follow the procedure above for ticket printer outage at your station.

- Do that BEFORE you OS the train or the space will cancel!
- Put appropriate remarks in the PNR so people know what you did.

Subsequent stations:

1. Issue duplicate tickets for all but the first segment. Use form of payment "Exchange", using the eTicket numbers for those segments.
2. Give those tickets to the passenger.
3. Make a printout of the PNR.
4. On that printout, write the value of the tickets you issued.
5. Use that printout to account for the tickets you issued (ASAP line 580/Exchange Tickets).

***Scheduled Arrow outage***

Do the following as closely as possible to the beginning time of the outage. Passengers who leave their PNRs intact close to departure time are more likely to travel.

For PNRs that have not been previously paid, click [here](#).

1. Display and print the Advance Payment list for trains scheduled to depart during the outage (STARS: alt-Station Operations-Name List-AP).
  - a. Display each PNR in the list.
  - b. Issue all the tickets from each PNR and put them into a ticket envelope with the passenger's last name and the phrase "**PREVIOUSLY PAID**" (in large letters) written on the outside.
  - c. On the list, make a mark next to each PNR when this has been done. In case you are interrupted in this process you will know which ones have been done and which not.
  - d. Put the ticket envelopes in a safe place.
2. As each passenger comes to the window for tickets –
  - a. Ask for identification
  - b. Give him or her the ticket envelope with his or her name on it
  - c. Have the passenger sign the tickets to acknowledge the credit card charge.
3. When Arrow is restored, if you have any unclaimed tickets –
  - a. Put a ticketing remark in the reservation indicating that tickets were issued in advance due to a scheduled Arrow outage, but were not claimed.
  - b. Cancel the entire reservation.



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- c. Reverse the tickets. Do not collect refund fees (since the passenger didn't ask to be ticketed). If any non-cancellation penalties apply, do not reverse the tickets but instead send them to the Refund Office using NRPC 3156, with a note to that effect. (Indicate in PNR ticketing remarks that you have done this.)
- d. Report them as refunds on your sales report.

## **Passengers who have not paid**

If it cannot be determined that the passenger has already paid for his or her reservation, the appropriate fare must be collected.

### ***Local Arrow outage***

1. Ask the passenger if a reservation has been made.
  - If so, phone the contact center support desk for reservation details (itinerary, fare, etc.).
  - If not, phone the contact center support desk and have a PNR made.
2. Ask the call center agent to protect the PNR.
3. Write a book ticket.
  - Charge the appropriate fare if a PNR has not been made and you were not able to make one through the contact center.
  - Ticket only the first train. (The passenger can obtain subsequent tickets at the next staffed station.)
4. Collect payment.
5. When Arrow comes back up, display the PNR.
  - Do this before you OS the train.
  - If there isn't a PNR, make one.
6. Protect the book ticket in STARS (alt/protect/register PNR book ticket/form of payment whatever it is).
7. This will issue the ticket against the PNR and your cash drawer will balance.

### ***Systemwide unscheduled Arrow outage***

1. Sell a book ticket at the appropriate fare. Use conductor cash fare books to determine the fare.
  - If the passenger says he or she made a booking and was quoted a fare, sell the ticket at that fare.
  - Ticket only the first train.
2. Collect payment.
3. When Arrow comes back up, display PNR.
  - Do this before you OS the train.
  - If there isn't a PNR, make one.
4. Protect the book ticket in STARS (alt/protect/register PNR book ticket/form of payment whatever it is).



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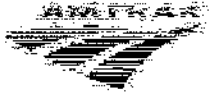
5. This will issue the ticket against the PNR and your cash drawer will balance.

### ***Scheduled Arrow outage***

Do the following as closely as possible to the beginning time of the outage. Passengers who leave their PNRs intact close to departure time are more likely to travel.

Do this **after** you have processed the Advance Paid list so that those AP PNRs will not appear on the Unticketed Passenger list.

1. Display and print the Unticketed Passenger list for trains scheduled to depart during the outage (STARS: alt-Format-Arrow Action Code, then: SOL\*Unn/datecty, where nn = train number, date = departure date from your station, cty = your station. Example: SOL\*U67/22OCTNYP).
  - a. Check that there are no PNRs with an "A" or an "E" in the "IND" column. Those are previously paid PNRs. If there are any, process them in accordance with the "Previously Paid PNRs – Scheduled Arrow Outage" section above.
  - b. Display each PNR in the list.
  - c. Issue all the tickets from each PNR with the "Other" form of payment. In remarks, note that they were issued due to a scheduled Arrow outage.
  - d. Put the tickets into a ticket envelope with the passenger's last name **and the word "UNPAID" (in large letters) written on the outside.**
  - e. On the list, make a mark next to each PNR when this has been done. In case you are interrupted in this process you will know which ones have been done and which not.
  - f. Put the ticket envelopes in a safe place, **separated from the previously paid tickets** (*so you know which tickets have been paid for and which have not*).
2. As each passenger comes to the window for tickets –
  - a. Ask for identification.
  - b. **Collect payment for the tickets. *Don't forget to do this!*** (Use NRPC 621 for any credit card charges, following the procedures for manual credit card sales in the Forms of Payment Accepted by Amtrak chapter.)
  - c. Give him or her the ticket envelope with his or her name on it.
  - d. When Arrow is restored, put a ticketing remark in each PNR indicating how the tickets were paid for.
3. When Arrow is restored, if you have any unclaimed tickets –
  - a. Put a ticketing remark in the reservation indicating that tickets were issued in advance due to a scheduled Arrow outage, but were not claimed.
  - b. Cancel the entire reservation.



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- c. Reverse the tickets. No refund fee; payment was not made.
- d. Report them as spoils on your sales report, if in your same cash drawer; otherwise as refunds.

## Multiride tickets – any type of outage

If the passenger wants to buy a multiride ticket, sell a manual multiride ticket, NRPT 13.

If you can't:

- Sell a one way ticket.
- Subsequent station, apply the value of that one way ticket toward the multiride ticket, if the passenger desires.
  - The validity period of the multiride ticket must include the date of the one way ticket.
  - If it does not, do not give credit for the one way ticket purchased.
- If you are selling a ticket good for a fixed number of rides (10-ride, etc.), and you have applied the value of the one way ticket toward the multiride ticket, punch out the first ride.

## Appropriate fare to charge

If the passenger has no reservation, or claims to have a reservation but presents no written indication of the fare booked, charge the fares below (plus any applicable accommodation charge):

- *Where fares are peak/offpeak* (with time of day or day of week conditions) – The fare appropriate to the time and day of travel.
- *Where fares are revenue managed* (bucket fares) – The fare that applies in the "B" bucket (BOF1, BOAE, or the equivalent).

To obtain fares when Arrow is unavailable:

- Preprint a list of fares from your station (this may be difficult as you'll need to do that for each destination), or
- Use a "Regional Fare Ladder", if one has been provided to you by the Station Standards department.
- You cannot use a conductor fare book because it only has the YOFC fares in it.





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## Reservation cancellation protection

Unticketed reservations at a station cancel when the train is reported as having departed that station through the OS entry or through other automated means.

If your Arrow system goes out of service:

1. Call the Help Desk at 800-772-4357 to report the outage and obtain a trouble ticket number. Doing so will not stop reservation cancellation, so you must also —
2. Immediately contact the CNOC Support Desk (302-683-2299 or ATS 734-2299) to have your station put on what is called the “time limit exception table”. This prevents reservations from cancelling once trains are reported as having departed your station.

If the outage is widespread, CNOC will activate the table over a region or system wide. This is normally done automatically. If you are not sure if the outage is widespread (normally a Help Desk recording will indicate this), call CNOC to be safe.

Once Arrow has been restored, CNOC will wait several hours (or more based on the situation) after the incident to turn the exception table back on and make sure that no reservations are lost.



2013-06-04

## Appendix

### *E-mail confirmation example*

The e-mail confirmation must show that the passenger has paid for the reservation.

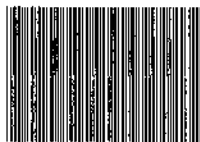
On this particular example, the passenger has **not** paid. How to determine that:

- Document has a warning, "Subject to cancellation unless **purchased** by June 4, 2013."
- Although the fare is shown at the bottom for the passenger's information, there is no indication that payment has been made – it is not a receipt.

#### MacDonald, Carleton

---

**From:** DoNotReply@amtrak.com  
**Sent:** Tuesday, June 04, 2013 11:56  
**To:** MacDonald, Carleton  
**Subject:** Amtrak Reservation Summary



1. Print this confirmation page.
2. Scan the barcode under the scanner below the keypad.
3. Touch the "Print Tickets" button.



#### THIS IS NOT A TICKET

Reservation Number Is 4575E5  
Subject To Cancellation Unless Purchased By June 4, 2013

James, King

Train: 3 Southwest Chief  
Departure: Albuquerque, New Mexico  
Tuesday June 4, 2013 4:45PM

Arrival: Kingman, Arizona  
Tuesday June 4, 2013 11:39PM

Accommodation: 1 Lower Level Coach Seat

Bus: 8003 Thruway Bus  
Departure: Kingman, Arizona  
Tuesday June 4, 2013 11:50PM

Arrival: Las Vegas International Airport, Nevada  
Wednesday June 5, 2013 3:10AM

Accommodation: 1 Reserved Thruway Seat

Total Reservation Charges: \$ 186.00

Ticket Delivery Charge: \$ 0.00

Total Charges: \$ 186.00



2013-06-04

### ***Update History***

- 2013-06-04: Rewritten in new template; eTicket instructions enhanced.
- 2012-01-30: Procedures added when the passenger has an e-mail confirmation showing payment.
- 2011-01-24: "Advance payment" changed to "previously paid" (reflecting eTicketing); procedures enhanced regarding what to do when there is a ticket printer failure and a book ticket has to be written.
- 2007-10-19: Added procedures for scheduled Arrow outages; multiride tickets put in separate section; information on obtaining fares when Arrow is unavailable added.

### ***About this Chapter***

<b>Contact:</b> Carleton MacDonald	<b>Subject:</b> Arrow Outage Procedures at Stations
<b>Owner Department:</b> Marketing	<b>Group:</b> Station Sales Support

# Handling Amtrak Vacations PNRs

# Vacations

Quick Reference

Updated December 3, 2019

## Overview

Reservations booked through Amtrak Vacations contain the following header:

**\*\*\* AMTRAK VACATIONS \*\*\*DO NOT ALTER\*\*\* DO NOT DISCLOSE PRICE INFORMATION**

If a customer calls about an Amtrak Vacations reservation, *do not* reveal the price shown in the PNR, and *do not* alter the reservation *unless* travel has already begun, or there is an emergency such as a service disruption outside of Amtrak Vacations office hours. Instead, transfer the customer to Amtrak Vacations, using the Avaya Contact List. *If an Amtrak Vacations agent requests assistance with a reservation, help him or her as you would any travel agent.*

## Guidelines for Handling Amtrak Vacations Reservations

### Customer asks about the price of the reservation:

Refer the customer to Amtrak Vacations. *Do not discuss or reveal the price shown in the PNR.* The price of Amtrak rail travel, part of the total package price, will be different than what is shown in the PNR. The amount in the PNR is a negotiated, discounted rate Amtrak gives to Yankee Leisure, which is the contract operator for the Amtrak Vacations brand. Yankee Leisure in turn collects the standard rail fare from the passenger. Also, *do not give out the Amtrak Vacations discount code*, and do not make any reference to the discount percentage shown in the PNR. This discount code is on every Amtrak Vacations booking, unless Amtrak Vacations asks for it to be removed.

### Customer wants to change the reservation:

Do not alter Amtrak Vacations bookings *unless* travel has already begun, or there is an emergency such as a service disruption outside of Amtrak Vacation office hours. Amtrak Vacations office hours are currently 9 a.m. - 10 p.m. ET Monday - Friday and 9 a.m. - 5:30 p.m. ET on Saturday.

- If travel has begun and the customer is changing their reservation, any associated fees are to be collected with the exception of service disruptions. Remember to document the record and contact ESD for additional assistance if required.

### The reservation has not been purchased:

Amtrak Vacations can hold bookings up until 30 days prior to travel without Amtrak Vacations paying Amtrak, but the customer has already paid Amtrak Vacations for the entire package, including the Amtrak portion. When Amtrak Vacations makes payment, it is with their own credit card. *If you do not see payment in the PNR, do not confuse the customer by telling him or her that the train travel hasn't been paid for, and do not request payment.*

### Customer wants to cancel the reservation:

Cancel the reservation, chagrining associated fees. Amtrak Vacation reservations will receive credit back to the credit card used for purchase, Amtrak will no longer issue eVouchers to Amtrak Vacations for travel. Remember to document the record and contact ESD for additional assistance if required.

## Recognizing Amtrak Vacations PNRs

Amtrak Vacations reservations contain the following header:

```

***  AMTRAK VACATIONS ***DO NOT ALTER*** DO NOT DISCLOSE PRICE INFORMATION
***  ELECTRONIC TICKET  ***          *** EMAIL TD SENT 26JAN ***
811B45      AV HL 01FEB      CTC-T 22859454      81.90/
01@ SMITH/LAURA
1          66 C WAS-BOS 1010P SU 01FEB 758A 02FEB YD      *E HK1
301@ T SEG # 1 BASIS 1F /P1
* DOF1 RAIL FARE      81.90      RAIL DISC-V949
101@ AX*****1618 12/17
* JOHN J. JONES
5002@ EMAIL -
      TICKETS@AMTRAKVACATIONS.COM
5001@ REMARK ORDERID/AVAC102412
5003@CREATED BY YANKEE
5005@ ZIPCODE- 01915
7002@ EKT 0260190068111 SEG #1 AX      $81.90      /P1
901@ 847 864 2379 H /P1
902@ 111-999-9999-7 /P1
* 1800268725X CTC AV FOR CHANGES
  
```

Amtrak  
Vacations  
PNR header

Do not  
disclose fare  
or discount  
code

Transfer to  
Amtrak  
Vacations to  
modify PNR

## About Amtrak Vacations

Amtrak Vacations reservations are booked by Yankee Leisure, which is the contract operator for the Amtrak Vacations brand. They represent Amtrak and act as our national tour operator, offering package trips to various destinations. Amtrak Vacations trips may include rail transportation; hotels and ground transportation, and other custom arrangements such as tours, meals, etc.



## Thruway Services

**Chapter Summary:** This chapter provides the definition of Amtrak's Thruway Services

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## Definition

### ***General Definition***

- Thruway service extends the reach of Amtrak services to many locations in addition to those served by Amtrak trains.
- Thruway services are most often operated by intercity motor coaches but may also be provided by shuttle-type buses, transit buses, vans, taxis, commuter trains, tourist trains or ferries.

### ***Dedicated (Charter) Thruway Services***

- Amtrak contracts for (charters) vehicles providing the service.
- Dedicated Thruway vehicles will normally display Amtrak Thruway signage, and on California services the vehicle itself will usually be painted with an "Amtrak California" design.
- These services typically carry only passengers connecting to or from Amtrak train services.
- Connections to and from trains are usually made at Amtrak stations.
- Train and Dedicated Thruway schedules are coordinated.

### ***Non-Dedicated (Interline) Thruway Services***

- Amtrak enters into a booking and ticketing agreement with various carriers, in order to permit passengers to arrange travel in association with train travel on the carriers.
- Non-Dedicated Thruway vehicles will normally appear in the paint scheme of the interline carrier itself and may or may not feature Amtrak-related signage.
- These services typically transport the carriers' own passengers, as well as Amtrak-ticketed riders connecting to/from Amtrak trains.
- Connections are often made at Amtrak stations, but in some cases may also involve an additional transfer, arranged by the passengers at their own expense, between Amtrak stations and the interline carrier's station.
- Train and Non-Dedicated Thruway schedules may or may not be coordinated.

### ***Trackwork Thruway Services***

- Thruway buses offer continuous service during a trackwork project. All Thruway buses will be listed in availability and on our distribution services as "Bus"
- Thruway buses that are a substitute for train service are non-restricted. This means a customer can purchase tickets solely on the bus service. Agent will not see the asterisk (\*) and Amtrak.com customers will not see the "must book with a train" indicator.



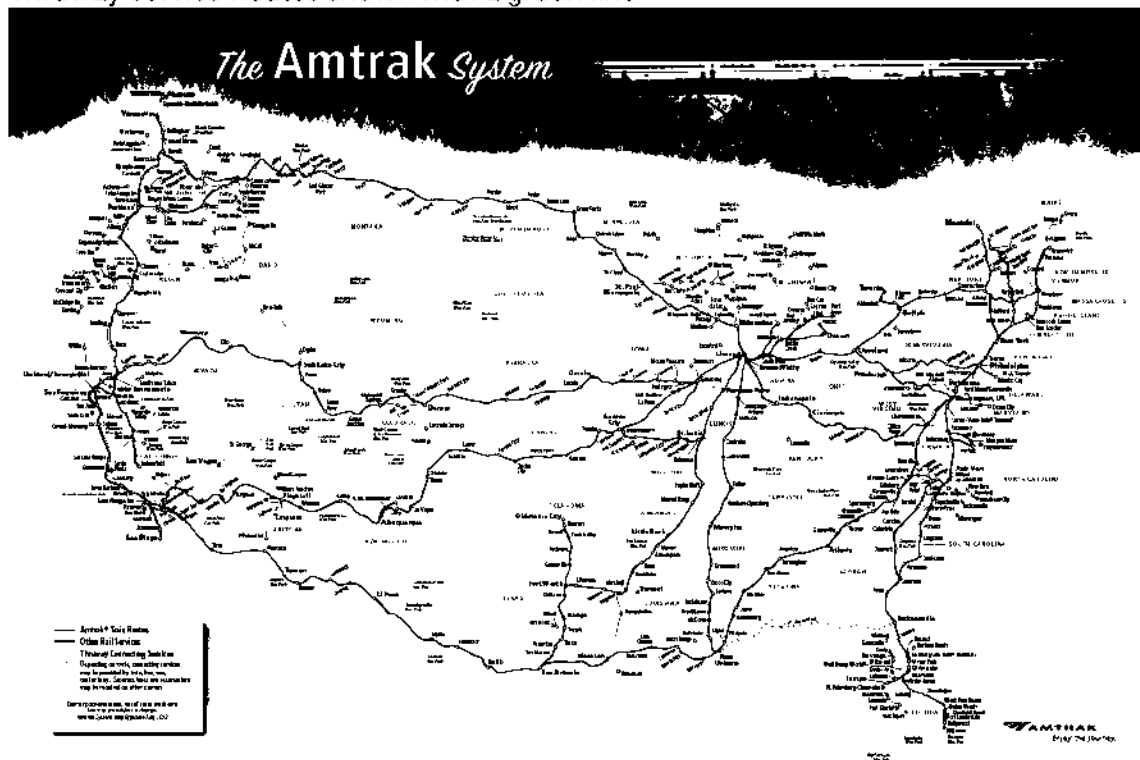


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## Maps

### National Map

Thruway Service Routes shown with a green line

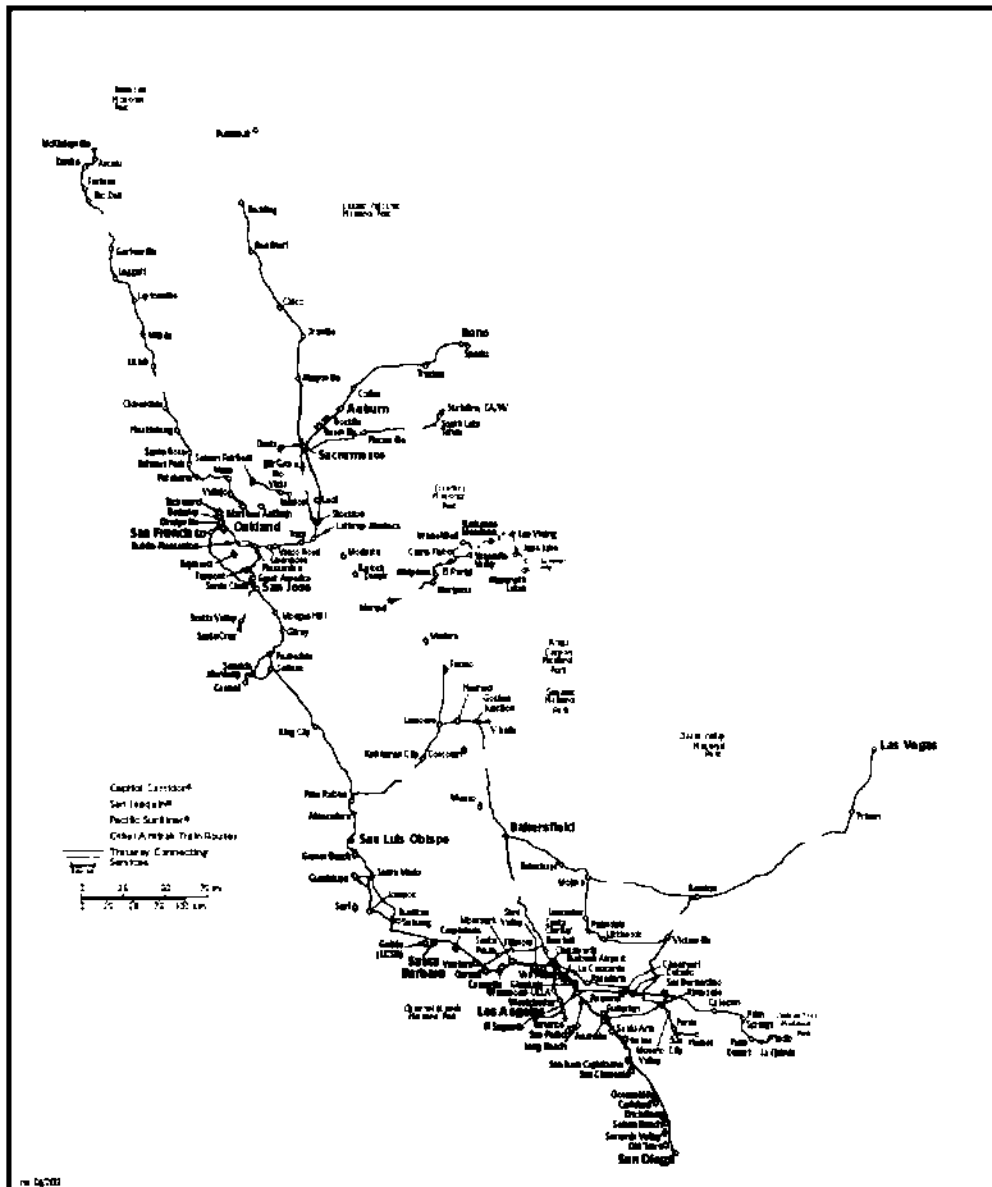




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## California Map

Thruway Service Routes shown with a thin, dark green line






## Reservations and Ticketing

### *Availability*

#### **Thruway Service Availability Display**

Automated systems will display a prompt before the service number in availability.

- RailRes/STARS : BUS or BUS\* (\*indicates you must have a train segment to complete reservation)
- Amtrak.com: BUS and 
- WorldSpan: BAM
- Sabre: BAM
- Amadeus / Rail Agent: BUS

Victoria Clipper Ferry Service:

- RailRes/STARS : LCH (Launch)
- Amtrak.com: Availability will indicate Ferry.
- Worldspan: no indicator, but states Seattle-Victoria Ferry at the top part of the page.
- Sabre: LCH
- Amadeus / Rail Agent: Ferry

Three booking codes types of coach seating will display for Thruway services:

- 'G' indicates unreserved seating, first come and first served.
- 'T' indicates reserved seating
- 'TW' indicates reserved mobility device space including the use of the ADA wheelchair lift on and off the vehicle.

#### **If it doesn't say "Bus" it is not a Bus!**

Thruway services are indicated by 4-digit schedule numbers, and most Thruway vehicles are buses. However, some are operated by other vehicle types.

For instance, most San Jose-Stockton services are operated by buses, but the 3200-series are Altamont Corridor Express (ACE) trains. Bus schedules all have the word "bus" to the left of the schedule number. Other similar Thruway train services include Williams-Grand Canyon, operated by Grand Canyon Railway and the Philadelphia-Atlantic City service operated by New Jersey Transit.

Please be sure to tell the passenger that these trains are trains!



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**Restricted/Non-Restricted Sales of Thruway Services only Tickets**

Each Arrow Thruway schedule is coded as a restricted or non-restricted segment. Inclusion of an Asterisk (\*) after the word BUS indicates that the Thruway is restricted and must be sold with a qualifying rail segment, or the PNR will not compete. Unrestricted Thruway service has no Asterisk and may be sold alone.

Amtrak restricts sales on routes for several reasons:

- Some routes are restricted from Thruway only sales by law.
  - o When the passenger asks about travel between a city pair that is served only by bus, tell the passenger we cannot sell a ticket. Please do not suggest a workaround.
- Some routes are restricted from Thruway only sales by Amtrak policy.
- Some routes are restricted by agreement with the Thruway operator so as not to take sales from local franchise station agents on their route.

In some instances, Amtrak encourages local Thruway only sales and displays unrestricted segments for several reasons:

- State restrictions are specifically waived from a route.
- Our state DOT partner and Amtrak have agreed on a Thruway only open sales policy to promote system accessibility and increase ridership.
- Amtrak acts as a ticket agent for the operator by agreement.
- Amtrak earns a net commission on most Thruway ticket sales.

**Perata Law – Bill number SB 804 (California State Law)**

SB 804, Perata. Transportation: rail feeder bus service.

The California law that governs state-supported Thruway bus sales for that state is often referred to as the Perata Law (SB804). It is quite simple. It prohibits sales of bus-only tickets on certain state-supported bus routes. It requires that the restricted bus segment be sold in conjunction with a rail ticket. The following examples are valid sales: A roundtrip PNR with a Bus FNO-BFD and Rail BFD-FNO or a contiguous trip PNR with Rail SKN-MTZ and a Bus MTZ-ARC.

## Perata Law Decal (California stations only)



### Guaranteed Connections to and from Thruway Services

- Connections to/from Dedicated Thruway services are guaranteed:
  - Dedicated Thruway vehicles will typically wait for a delayed train.
  - In the event an Amtrak train is significantly delayed, causing passengers to miss a dedicated Thruway service connection, at Amtrak's option they may be...
    - Re-accommodated to another schedule, or...
    - Provided with alternate transportation, or...
    - Provided with hotel accommodation at Amtrak's expense.
- Alternate transportation or an overnight accommodation.
- Connections to/from Non-Dedicated Thruway services may or may not be guaranteed:
  - Non-Dedicated Thruway vehicles may not be able to wait for a delayed train, since these services usually also transport their own passengers.
    - For this reason, most connections to/from Non-Dedicated Thruway services include a substantial amount of layover time between the Amtrak train and Thruway service.
  - In the event an Amtrak train, or a Non-Dedicated Thruway Service vehicle, is significantly delayed, causing passengers to miss a connection, at Amtrak's option they may be...
    - Re-accommodated to another scheduled, or...
    - Provided with alternate transportation, or...
    - Provided with hotel accommodation at Amtrak's expense.



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**Station reminder - please "OS" Thruway buses**

All stations are reminded how important it is to "OS" (operating status) Thruway bus arrivals and departures at your station. The operating status information is important to all of us – customers, operations, contact center and station agents.

Bus times should be OS'ed within 20 minutes of arrival or departure. When it is possible initial terminal departures should include remarks that state the number of the service, driver name, driver phone number and the number of passengers on the vehicle. This is done so the next station knows how many passengers are coming their way, and so that train connection decisions can be made for late running Thruway services.

Please note: Entering information into the remark section of the operating status is not the same as entering the times into the operating status. The information entered is not transmitted to our automated system; therefore, customers are not receiving the correct information.

**Good:**

TS 4785 17JAN16

```

P      SBA      0955P      (4424/4424) AR 0940P DP 0955P ON TIME
      RMK:..      (4424 17JAN16) 362AX/5631/SAM
P      :SLV      1040P      *NO REPORT*
P      :BUL      1045P      *NO REPORT*
P      :SAT      1125P      *NO REPORT*
P      :GVB      1150P      *NO REPORT*
P      :SLO 1215A 1220A      *NO REPORT*
P      :SLP      1230A      *NO REPORT*
P      :PRB      1255A      *NO REPORT*
P      :KGC      0205A      (5624/5624) AR 0220A DP 0220A 15 ML LATE

```

**Fares****Valid fares - 3000-6999 series buses**

- Regular fares (full, half, senior, disabled, military, etc.)
- USA and California Rail Pass fares
- Employee passes (Non-Amtrak: depends on home road)
- Amtrak Guest Rewards Redemption tickets
- Contest winner vouchers

**Valid fares - 8000-8999 series buses**

- Regular fares (full, half, senior, disabled, military, etc.)
- USA Rail Passes and California Rail Passes (California Rail Pass are not valid on the LAX-LVS buses)
- Amtrak Guest Rewards Redemption tickets
- Employee pass holders must pay appropriate local fares on the Thruway service.

**Valid fares - 7000-7999 series buses**

- All passengers must pay an appropriate local fare as shown in Arrow

**Amtrak/Railroad Employee Pass Discounts:**

- **Passes valid on 3000-6999 series buses**

All dedicated Thruway services are home road for Amtrak employees. See the map in the Amtrak tariff (under "employee reduced rate travel") to determine the home road for non-Amtrak pass holders. Use "NFLT" fares to calculate reduced rates for non-Amtrak pass holders. Personal, business, special passes and vouchers are valid for obtaining tickets.

- **Passes not good on 7000-8999-series buses or trains**

Employee passes are not valid on any 7000-8999 series Thruways. All pass holders must pay the -NFLT- local fare for such travel if RailRes/STARS tickets are issued, or pay the carrier company/driver or transit authority directly.

***Ticketing requirements for Thruway service***

Passengers are encouraged to purchase tickets in advance, but that is not always possible if the schedule is a value ticket route or it is a cash sale. If the customer does not have a valid ticket to board the Thruway service, the following applies.

**Dedicated Thruway 3000-6999 Services:**

- Amtrak's Photo ID policy applies to purchase of rail or bus tickets. Unticketed passengers must show a valid ID to driver to ride the bus.
- Passengers without a valid ticket will be carried to the first open station for ticketing. In California, the TOL-ARB, Florida and Texas services as well as some other locations, the driver will hold a valid passenger ID for transportation to the first staffed station and remit it to the agent who will ticket the customer and return the ID. Check the Thruway page in the city profile of the departing Thruway city for more information.

**Interline Thruway 7000-8999 Services:**

Passengers boarding without valid tickets are considered to be the Carrier's own customer regardless of the payment status of the Amtrak reservation. The customer will be responsible for paying either the driver or into the fare box at the Carrier's own fare to the rail junction. The Carrier's fare may be more or less than the fare charged when ticketed through Amtrak. At the rail junction the passenger may secure the balance of their tickets from Amtrak. In this case any prepaid Amtrak segments can be refunded without penalty by the agent or through a call to 800-USA-RAIL.



- Exception: Thruway Service between Santa Cruz, Scotts Valley and San Jose is by intercity transit buses. So is the Monterey–San Jose service. Unticketed riders are required to pay into the fare box.

### ***Unaccompanied Minors***

All travel must be on an Amtrak train and can be in any accommodation. Travel is not permitted on Thruway Services. Railres/STARS enforces this restriction. The error message will read "Not Valid for Train Selected".

### ***Advice Coupon Segments***

Advice coupons have been created at several locations where services operate from two different stations in one city. They make it possible to show connections between the two services that would otherwise not show because the connection points are different.

- The segment does not represent a train, a bus, or anything else. It only serves to indicate a transfer that is on your own, between the two locations.
- The segment is priced at zero fare
- The ticket that is produced contains instructions to the passenger about how to go between the two stations on his or her own, at his or her expense. This could be a taxi, subway, local transit, etc.
- USA Rail Pass Note: The advice segment counts as one of the segments on the USA Rail Pass. In this case, it will be necessary to make an exception and add segments to the maximum allowed for the pass. Refer to the USA Rail Pass Policy / Segments Left to Travel section ([add Link](#))

These segments currently exist between:

- Boston Back Bay (BBY) and Boston North Station (BON) to connect the Downeaster trains to the Northeast Corridor. Connection is by the MBTA Orange Line Subway or Taxi, to be paid by the passenger. Services numbers: Various 2600 series.
- Flagstaff Amtrak (FLG) and Flagstaff Greyhound (FGG) to connect the Southwest Chief to the Greyhound buses to Phoenix. This connection is by taxi and paid by the passenger. Service numbers: 8723 / 8724
- Denver Amtrak (DEN) and Denver Greyhound (DEB), to connect the California Zephyr to the buses to Aspen and Vail. This connection is by taxi and paid by the passenger. Service number: 8815 (not needed in the other direction for train 6 where the Thruway connection is made at the station)
- Seattle Amtrak (SEA) and the Victoria Clipper Ferry Terminal (SVF) to connection the Cascades, Coast Starlight and Empire Builder to the ferry service to Victoria,





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BC. Same-day connections are not available during the winter months. This connection is by taxi and paid by the passenger.

- Portland, OR (PDX) and Portland Greyhound (PDG) to connect the Cascades and Coast Starlight to buses traveling to Boise, ID and Spokane, WA. The bus station is one block away from the train station, within walking distance.
- Salt Lake City (SLC) and Salt Lake City Greyhound (SLB) to connect the California Zephyr to Las Vegas and Boise Greyhound bus services. The bus station is one block away from the train station, within walking distance.
- El Paso (ELP) to El Paso Greyhound (ELB) to connect with the Sunset Limited / Texas Eagle. Passengers can walk, take a taxi, or ride the Sun Metro 4 Free Shuttle (one direction only) from the Union Depot stop one block east of ELP to the Santa Fe/Overland stop located at the Greyhound terminal (ELB).

## **Traveling on Thruway Services**

### ***Advising Passengers of Thruway Services***

When quoting schedules or creating reservations, always advise passengers when travel will involve a Thruway service. Describe the type of service. Thruway services could be provided by a bus, van, taxi, ferry or commuter railroad depending on the route.

## **Ticket Collection**

### ***Legacy value tickets on Thruway services***

As of April 2016, most Amtrak Thruway services, with the exception of New Jersey Transit, have been converted to allow Print Anywhere travel documents. There are still a few instances that will result in a legacy (paper value) ticket. If a thruway segment is added to a reservation that includes one of the items mentioned below, the entire reservation will be converted to a paper value ticket. These items are:

- A VIA Rail segment (CBN-TWO-CBN)
- Open Ticket
- Comfort Kit Coupon
- Group Ticket
- USA or California Rail Pass
- New Jersey Transit

### ***Pouching and forwarding legacy value tickets***

- Dedicated Thruway services drivers are to be provided a supply of envelopes for their use on inbound trips toward junction points.
- A separate envelope for each date and trip segment number, as shown in Arrow Availability is to be used for each trip.



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- The origin date, the Arrow trip segment number, and the origin and destination of the trip are to be entered where indicated on the AC2901 or NRPC 2901 ticket envelope.
- Cancel all collected value tickets by drawing a line across the face of the ticket with a red or black marking pen. Do not obscure the barcode or ticket number when doing this.
- Place value tickets in the envelope as they are collected.
- Completed envelopes containing lifted value tickets are to be turned into the Amtrak station agent as described above.
- Forward Thruway ticket envelopes to Amtrak Revenue Accounting in Philadelphia.
  - Stations which handle many Thruway services (primarily in California, such as Martinez, Stockton, Bakersfield) may send all ticket envelopes for a calendar day in one FedEx envelope or box.
  - Smaller stations may have different remitting instructions.
- In either case a ticket envelope (AC2901 or NRPC 2901) is to be submitted to Philadelphia whenever one or more value tickets are collected for any Thruway schedule.
- Do not sort or mix the contents of the envelopes. Philadelphia enters Thruway tickets into the system in batches, by schedule number and date. The tickets themselves do not contain this information. Therefore, if tickets for a number of services and dates are mixed up in a transmittal envelope with no further information, it will be impossible to obtain meaningful ridership data.

These ticket collection procedures may be modified by local management in coordination with bus operators and Amtrak staff, depending on specific local circumstances.

### ***Checked Baggage on Thruway Service:***

- Buses with checked baggage show a code "B:" in availability.
- No pets are carried. Service animals are permitted on board.
- Check station profiles to determine local checked baggage policy – can it be checked inbound or outbound
  - The Florida ORL/TPA to STP, BDT, SRA, PCH and FTM buses: Baggage can be checked going to Fort Myers, but not on the return. The Martz First Class bus drivers do not have baggage tags to check bags through to their destination. Baggage can be checked in Orlando or Tampa.
- Oversize items are subject to delay.
- Bicycles can be checked in bike boxes between stations offering checked baggage service.



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- Bicycles without boxes may be carried on Thruway service when "BV" inventory is available and is booked and ticketed by the passenger.
- Transportation of tandem bicycles is not available on Thruway services.
- Firearms are not carried on any Thruway service.

### ***Express Service on Thruway buses***

- Express is generally not handled on Thruway buses.

### ***Mobility Devices on Thruway Services***

#### **Dedicated Thruway Service**

- These services are wheelchair accessible, with a motorized lift and a wheelchair tie-down area in the body of the bus.
- Accessible buses have "TW" (Thruway wheelchair space) inventory in -MI availability.
- No advance notice to Amtrak is required, but we encourage passengers with special needs to advise us in advance so we can be better prepared to accommodate them without delay.
  - When a customer calls 800-USA-RAIL, or makes a reservation with a station, it is the responsibility of the agent to document the customers' needs.
  - The contact center or station agent will enter appropriate SSRs and the PNR will queue to the Special Handling agents in the Philadelphia Contact Center. The Special Handling or station agent will verify the information is complete and will call the Thruway carrier. This advice gives the bus carrier time to rotate equipment, if required, to ensure that a working lift is available.

#### **Non-dedicated Thruway Service**

- Many non-dedicated Thruway services are wheelchair accessible, with a motorized lift and a wheelchair tie-down area in the body of the vehicle.
- Accessible buses have "TW" (Thruway wheelchair space) inventory in -MI availability
- Some carriers prefer that passengers with mobility devices accessibility needs contact them directly to ensure that a lift and space are available. Most companies allow Amtrak to book the space and then Amtrak notifies the carrier dispatcher.
  - If we CAN book ADA Lift space, "TW" seats show in -MI availability.
  - If we CANNOT book ADA Lift space, only "T" seats show in -MI availability and instruct: BOOK T- PAX MUST CONTACT CARRIER
  - Please check the departure Thruway city profile page for details.



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- Greyhound currently operates with ADA wheelchair lift equipment. Amtrak can book the mobility impaired space. A message will be sent to the Special Handling Desk. The desk representative will e-mail Greyhound with the request for conformation. Once received from the carrier, the customer will be notified. No advance notice is required, it is encouraged in order to guarantee an accessible seat.
- All other Thruway services have ADA-accessible equipment available in some form. However, depending on the size of the company and the rules they operate under, some companies can require 48 hours' notice. Some carriers can accommodate rider's needs with lesser notice. See the city profile Thruway page. This procedure is done for smaller companies to arrange coverage on the passenger's schedule. This also means that a last-minute guest, who just shows up with no notice, may not be able to be accommodated.

As insurance for every \*TW\* seat booked, add SSR instructions and call the bus company to confirm that a lift equipped vehicle will be available. Ticket agents and special handling agents must call the carrier company to confirm and document the call on the reservation. See the Thruway origin city profile for info.

## Print-Anywhere eTickets

As of April 2016 - all services, except for NJ Transit will be converted to Print-Anywhere eTicketing.

- In these cases, Electronic Mobile Devices (eMDs) have been supplied to partner Thruway operators for their drivers to utilize in eLifting Amtrak eTickets, in a manner like how Amtrak conductors lift such tickets on Amtrak trains.
- Standby eMDs have also been issued to Amtrak ticket offices at junction stations where passengers transfer between Amtrak trains and Thruway services, for use when for whatever reason a Thruway driver does not have a functioning eMD.
- At certain high-volume junction stations (currently Sacramento, Bakersfield and Los Angeles) eMDs have also been provided to Thruway Bus Coordinators (Amtrak employees).

Thruway drivers and junction station Amtrak staff on Thruway routes which have been converted to Print-Anywhere eTicketing have been trained in the use of the eMDs and related eTicketing procedures. Each impacted Thruway company and Amtrak junction station have been supplied with eTicketing User Guides, optimized for Thruway services, which provide complete details on eMD use and eTicketing procedures.



### ***Ticket lift***

The driver on most of the bus routes will not have an eTicket Mobile Device so the eTicket Travel Document cannot be scanned. Ticket lift will work this way:

#### ***Thruway segment followed by train segment, both in the same logical trip***

When the passenger boards the train segment, and the eTicket is lifted, Arrow will assume the passenger got to the train by using the non-dedicated Thruway service.

- The train segment will show the usual scan (SCN) or lookup (LKU) lift status.
- The bus segment, upon the lift of the train service, will show a Logical Trip Lift (LTL) lift status.

#### ***Train segment followed by Thruway segment, both in the same logical trip, or Thruway segment is not in the same logical trip***

- The train segment will be lifted in the usual manner, either scan (SCN) or lookup (LKU).
- The Thruway segment will be lifted early the next morning as part of nightly file maintenance. The PNR will show a NFL (Nightly File Lift) status.

The lift process will trigger the transfer of revenue from Amtrak to the carrier.

### **Galesburg Service Recovery Buses**

When train 6 or train 4 is running late and the connection to the Cardinal or the City of New Orleans in Chicago is jeopardized, passengers can be asked to transfer in Galesburg to make their connection. Passengers are bused to either Champaign (train 59) or Indianapolis (train 50) to make their connection downline from Chicago.

Thruway bus 8892, operated by Burlington Trailways, is sometimes used to transfer passengers to Champaign or Indianapolis. If this occurs, the new segments on bus 8892 should be priced at the full price of the bus service to either city reflected on the travel document with the remainder of the money applied to the train ticket.

If there is not enough money to cover the total cost of the bus ticket, the full amount should be applied to the bus segment and the train segment will have a zero-fare applied.

If a private charter is used to bus passengers from Galesburg to Champaign or Indianapolis, no change of ticketing is required.

### **Dispatcher and Emergency Numbers**

The dispatcher and emergency numbers are listed. These phone numbers are internal use only. Do not provide these phone numbers to the general public.



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Name	Hub/Route	Phone
Amtrak California Operated by All West Coachlines	Sacramento-South Lake Tahoe- Stateline Sacramento-Reno-Sparks	916-423-4000 - ADA / Dispatch 800-843-2121 Alternate
Amtrak California Operated by American Star Trailways	San Jose-Santa Barbara (6000-series trips)	805-543-9999 - ADA / Dispatch 805-431-4574 Emergency after 5pm
Amtrak California Operated by Certified Transportation Services	Fullerton-Palm Springs-Indio	714-835-8676 ADA / Dispatch
Amtrak California Operated by Compass Transportation (SFO Airporter)	San Francisco-Emeryville San Francisco-Oakland San Jose-Stockton Stockton (SKN)-Stockton (SKT) (3800- & 3900-series trips)	650-246-2768 ADA / Dispatch
Amtrak California Operated by El Camino Charters	San Francisco-Stockton Stockton (SKN)-Stockton (SKT) (3400-series trips)	650-989-2603 ADA / Dispatch 650-333-4741 Emergency / After Hours
Amtrak California Operated by Coach USA	Fresno-Bakersfield-Los Angeles-San Diego Bakersfield-Los Angeles-Long Beach Bakersfield-Torrance Bakersfield-Hemet Bakersfield-Indio Bakersfield-Victorville Bakersfield-Las Vegas Los Angeles-Santa Barbara	714-507-1180 Dispatch
Amtrak California Operated by MV Transportation	Salinas-Carmel	831-754-2804 ADA / Dispatch
Amtrak California Operated by Orange Belt Stages	Hanford-Santa Maria Hanford-Visalia	800-266-7433 ADA 559-733-4408 x203 Dispatch 559-804-5702 Dispatch Cell (Between 5p-8a)
Amtrak California Operated by Preferred Charters	Stockton-Sacramento-Davis Stockton-Sacramento-Redding Martinez-McKinleyville	800-367-7141 ADA / Dispatch 707-585-9110 ADA / Dispatch
Amtrak California Operated by Silverado Stages	San Luis Obispo-San Francisco- Oakland (4000-series trips) Santa Barbara-San Francisco-Oakland (4000-series trips) Bakersfield-Santa Barbara	805-545-8400 x230 ADA / Dispatch 805-431-4615 Dispatch Cell



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Name	Hub/Route	Phone
ACE (Altamont Commuter Express)	San Jose - Stockton (Cabral Station)	209-944-6255
Arizona Shuttle (Open Road Tours)	Flagstaff-Sedona Flagstaff-Phoenix Flagstaff-Grand Canyon	928-950-8466
Arrow Trailways	Temple-Fort Hood	254-290-2452 Dispatch
Badger Bus Lines	Milwaukee – Madison, WI	414-276-7490
Barron Bus Lines	Morgantown, WV-Charlestown, WV	888-378-3823
BayRunner Shuttle	BWI Airport-Kent Island-Ocean City BWI Airport-Frederick-Grantsville	410-912-6000 Dispatch 443-523-2602 Dispatch Cell
Pacific Coach	Vancouver-Victoria	604-662-7575 ADA / Dispatch
Big Trees Transit	Fresno-Kings Canyon National Park	1-800-325-7433
Black Hill Stage Lines	Denver-Gunnison, CO	402-371-3850 or 877-779-2999
Boston Express	Boston-Manchester	800-639-8080 Dispatch
Burlington Trailways	Indianapolis-Bloomington/Normal-Davenport	800-992-4618 x2 ADA 800-992-4618 x6 Dispatch
C & J	Boston-Portsmouth	800-258-7111 Dispatch
Cantrail Bus Lines	Seattle-Vancouver	604-294-5541 x3 ADA / Dispatch 778-222-0420 After Hours Dispatch
Coach USA (Erie)	Buffalo-Jamestown	800-352-0979 Dispatch
Commuter Services	Kingman-Las Vegas	928-680-7433 Main 928-486-9213 Emergency
Concord Coach Lines	Boston-Littleton Boston-Berlin Boston-Portland Portland-Bangor	800-639-3317 Dispatch
Crater Lake Trolley Operated by The Shuttle	Klamath Falls-Crater Lake	541-882-1896 ADA / Dispatch
CWA Gold Line	Spokane-Kettle Falls	509-953-0802 ADA 360-543-9380 Dispatch
CWA Grape Line	Pasco-Walla Walla	866-235-5247 ADA 360-543-9380 Dispatch
Eastern POINT Operated by TAC Transportation	Bend-Burns-Ontario	541-382-4193 ADA / Dispatch
Executive Transportation	Galesburg-Springfield	217-245-5466 x2 ADA / Dispatch
Express Arrow	Denver-Buffalo, WY (BFW)	877-779-2999 toll free 402-371-3850 local
Go Carefree Shuttle	LaCrosse, WI- St. Paul/Minneapolis	312-882-4155



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Name	Hub/Route	Phone
Grand Canyon Railway	Williams Jct.-Williams Williams-Grand Canyon	928-773-1976 x7 ADA / Dispatch
Gramps Shuttle	Rutland-Killington	802-558-1543
Greyhound	Wilmington-Salisbury Washington-Charlottesville Chicago-Louisville Milwaukee-Green Bay Indianapolis-Louisville New Orleans-Baton Rouge Flagstaff-Phoenix Denver-Raton Denver-Pueblo Denver-Vail Glenwood Springs-Frisco Salt Lake City-Boise Salt Lake City-Las Vegas Los Angeles-Las Vegas Portland-Boise Portland-Spokane Milwaukee-Wausau-St. Paul/Minneapolis St. Paul/Minneapolis-Duluth Pittsburgh – Columbus Pittsburgh - Harrisburg Jackson –Mobile Albuquerque-El Paso New Orleans – Montgomery Jackson-Mobile Chicago-Detroit Chicago-Indianapolis – Louisville Fort Worth-Houston St. Louis-Kansas City Chicago-Toledo	800-752-4841 ADA  214-720-3739 Dispatch 214-720-3727 Dispatch
Greyhound Canada	Vancouver-Pemberton Vancouver-Kamloops	800-752-4841 ADA 214-720-3739 Dispatch 214-720-3727 Dispatch
Ground Force 1	Westport-Lake Placid	518-563-4444 Dispatch 518-523-0294 Alt. Dispatch
High Desert POINT Operated by TAC Transportation	Chemult-Bend-Redmond	541-382-4193 ADA / Dispatch
Indian Trails	Battle Creek-Bay City Kalamazoo-Sault St. Marie	989-723-9623 Dispatch
James River Bus Lines	Newport News-Virginia Beach Charlottesville-Richmond	804-342-7300 Dispatch
Jefferson Lines	St. Paul/Minneapolis-Sheboygan St. Paul/Minneapolis-Duluth	800-451-5333 – ADA 866-659-4030 – Dispatch / Emergency Services
Lamers Connect	Milwaukee-Wausau Portage-Wausau Columbus-Green Bay Columbus-Madison	800-261-6600 x9 Dispatch





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Name	Hub/Route	Phone
Lone Star Coaches	Longview-Houston-Galveston Longview-Shreveport	800-933-1132 x2 Dispatch
Martz First Class Coach	Jacksonville-Lakeland Orlando-Fort Myers Tampa-Fort Myers	800-282-8020 Dispatch 727-526-9086 Alternate Dispatch
MTR Western	Seattle-Bellingham Portland-Eugene Portland-Astoria	800-975-0464 x8124 ADA 800-975-0464 x2 Dispatch 541-484-4100 ADA / Dispatch
Monterey - Salinas Transit	San Jose-Monterey	831-899-5299 Dispatch
NC Amtrak Connector Operated by Piedmont Authority for Regional Transportation	High Point-Winston/Salem	336-883-7278 Dispatch 336-813-2283 After Hours Dispatch
Northwest POINT Operated by MTR Western	Portland-Astoria	800-975-0464 x8124 ADA 800-975-0464 x2 Dispatch
Northwestern Trailways	Tacoma-Seattle-Spokane Spokane-Boise Wenatchee-Omak	800-366-6975 ADA / Dispatch
Pacific Coach	Vancouver-Victoria	604-662-7575 ADA / Dispatch
Peoria Charter Coach	Peoria-Bloomington	800-448-0572
Pacific Crest/TAC Transportation	Bend-Salem-Albany-Corvallis	541-382-4193 ADA / Dispatch
RoadRunner Shuttle	Los Alamos / Santa Fe – Lamy	505-424-3367
Santa Cruz Metro	San Jose-Santa Cruz	831-425-5284 Dispatch
SEAT (Southeast Area Transit)	New London-Foxwoods	860-886-2631 Dispatch
Smart Way Connector Operated by Valley Metro	Lynchburg-Roanoke-Blacksburg	540-982-0305 x130 Dispatch
Sunway Charters	Wilson-Morehead City Wilson-Wilmington	336-7671511 Dispatch
TriStar Taxi	Deland-Daytona Beach	386-252-2222 Dispatch
SouthWest POINT Operated by The Shuttle	Klamath Falls-Medford-Brookings	541-882-1896 ADA / Dispatch
TAC Transportation	Eugene-Bend	541-382-4193 ADA / Dispatch
Trinity Transportation	Toledo-Detroit-East Lansing	734-231-2253 Dispatch
Valley Retriever	Albany-Newport Albany-Bend	541-265-2253 ADA / Dispatch
Van Galder Bus	Chicago-Madison	800-747-0994 x6 Dispatch 800-747-0994 x128 for group notice
Vandalia Bus Lines	St. Louis-Carbondale	618-343-1752 Dispatch
Village Tours	Oklahoma City - Newton	405-740-7116
YARTS Operated by VIA Trailways	Merced-Yosemite Yosemite-Mammoth Lakes	800-842-5463 x2 ADA / Dispatch



## Wi-Fi on Buses

The availability of Wi-Fi on a bus is indicated by the letter "N" (for Network) in the service sections of the availability display. Please note that this does not necessarily mean the entire bus route will offer the service depending on the terrain.

## Special Situations

### ***Paroled Prisoners boarding San Joaquin's Thruway***

Prison guards often bring parolees: on the day they are paroled from prison, to board a Thruway bus. Unless the parolees have booked and ticketed, the following procedure applies:

- Prison guards bring paroled prisoners to the Thruway bus stop.
- The parolee will give a deposit to the driver, who will give a receipt.
- Once in Bakersfield the driver will give the money to the Amtrak agent, who in turn issues bus and train tickets to the parolee, collecting additional funds or returning change, as needed.
- The amounts collected depend on the boarding point:

TEH - \$20.00

ONA, RIV or SNB - \$25.00

HMT - \$40.00

After this first trip, normal Amtrak procedures apply for unticketed travel:

The parolee makes a reservation, then boards the bus with ID or (within 30 days of release) original parole papers. The driver collects the ID and gives it to the Bakersfield agent, who returns it to the passenger at the time the bus and train are ticketed.

## Thruway Group Bookings:

### ***Special stop for \*\*groups\*\* only San Francisco, CA***

All group and non-group customers must be booked to a regular bus stop. SFG\* is a city code used to designate and price a special stop in the city for groups of 20 or more people.

- SFF - Financial District
- SFC - Ferry Building – Full service stop
- SFW - Pier 39/Fisherman's Wharf
- SFS – Powell and Market Streets

For San Francisco city information, check city profiles for regular bus stop listed above.



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## Instructions to group desk agents for special bus stops

Amtrak and the bus operator can arrange a special pickup or drop off anywhere in downtown San Francisco and as far south as the SF International Airport. Stops may include:

- Hotels
- Museums
- Attractions

Special stop arrangements apply to groups of 20 or more, or for preferred tour operators by special arrangement. Each bus accommodates 47 passengers

School children policy: Due to state law regarding carriage of school children, groups organized by schools (pre-school through high) are subject to the following restrictions:

- School children can be carried between any two posted Amtrak stations or bus stops without restriction. This means that school groups can travel to/from any scheduled bus stop in San Francisco.
- Transport of school children to any non-posted site requires a "school pupil approved bus." This "SPAB" bus will require an additional charge beyond the special stop charge. Contact Amtrak bus operations for a quote for "SPAB" service. (Not the Group Desk)

## Booking and confirmation procedure for special stops

1. Prices are in Railres/STARS under the city pairs are: SFC-SFG, SFW-SFG, SFF-SFG and SFS-SFG

The TGR1 price is for \*non-exclusive occupancy\*. This means the bus will carry the group and other people from the station in Emeryville or Oakland, make one or more scheduled stops, then drop the group at their stop or vice versa.

The TRG2 price is for \*exclusive occupancy transfer\*. This means that the bus will run direct from station in Oakland or Emeryville to the destination (vice-versa). No non-group passengers will be on board and they bus will not make stops other than the final destination.

Amtrak group desk agents are responsible for initiation and ticketing of the special bus order as follows:

- There is no \*SFG\* inventory. This is a ticketing shell.
- Book group with inventory to nearest San Francisco bus stop to pickup/destination: SFC, SFF, SFW or SFS.



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- Book and price an open segment with date between the regular bus stop and special bus stop code \*SFG\*. This will generate a flat cost group transfer ticket.
3. Amtrak group desk agents are responsible for adding the request matrix shown below to the group reservation.
- RailRes: F8, option 10 – special stop
  - Fill in blanks on each line starting with 5smr below.
  - Enter and end transact (make any changes/corrections with 5smr)
  - The matrix will be a permanent part of the group reservation
  - Approvals and denials are handled by e-mail. Send a copy of the reservation to “Group Desk Bus Notification”
  - The hotel information and address, phone, drop off and pick-up date and exclusive occupancy information should be added to the reservation. An example is shown below:
    - 5043@ SPC SVC- SPECIAL STOP: HARBOUR COURT HOTEL
    - 5044@ ADDRESS: 165 STEUART STREET
    - 5045@ PHONE: 415-882-1300
    - 5046@ DROP OFF DATE: 10OCT PICK UP DATE: 12OCT
    - 5047@ EXCLUSIVE OCCUPANCY: N 20SEP/3118 RCR
4. Procedure for last-minute SFG group transfer ticket if a group arrives at OKJ /EMYS to board the San Francisco bus without a pre-arranged hotel-drop and then asks for that service, Agents are authorized to:
- Call the bus company to arrange the drop.
  - Collect fare per bus for the drop -- see FQ\*SFGSFG. Drivers are not to collect cash; only eTicket travel documents.
  - Issue the travel document from SFC-SFG for each bus. Quick-ticketing is permitted (see FQ\*SFGSFG).
  - If group desk is open after group departs, notify them of the transaction information should be sent to the e-mail address “Group Desk Bus Notification”
  - Return pickups may be ticketed provided the agent follows through with notification of group desk and bus company, including reservation documentation

### ***Las Vegas, NV hotel stops - Groups Procedure***

-----

This procedure applies to:

- 3600 series buses to and from Bakersfield, CA (Amtrak California)
- 8500 series buses to and from Los Angeles (Greyhound Thruway)
- 8400 series buses to/from SLC (Greyhound Thruway)



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This procedure does \*not\* apply to buses 8003/8004 van/buses between Kingman, AZ and Las Vegas Airport. Area hotel stops are free on a request basis. For pickup/drop off arrangements please e-mail Adam Krom with the request.

### **Special Las Vegas, NV hotel stops - Group Procedures**

Amtrak can arrange special bus pickup and drops at hotel in downtown or on the Las Vegas strip. There is a small per person charge for the service in both directions. Book a segment between LVS-LVH, or LVH-LVS, and price it on a per person basis in each direction. Times shown for buses 3100/3101 are place holders. Actual pickup time is 45 minutes prior to the regular bus depart time from LVS. Complete a special stop matrix and e-mail the reservation number to:

Rick Peterson  
Andrew Felden  
Heide Montoya  
Duy Uong

3600 series buses are dedicated to Amtrak passengers. The bus will run through from Bakersfield to Las Vegas. The bus will stop first at the Las Vegas Bus Station unless the group is large enough for its own bus. Leaving Las Vegas, the bus will depart the hotel first. The hotel pickup time, about 45 minutes before the station time, will be given by bus operations to groups. Be sure to add the escort's cell phone in the reservation. Advise the group leader that the buses may be a Coach America, Coach USA or an Amtrak California painted bus. Provide the group escort the Coach America dispatcher number for coordination: 1-800-642-3287 extension 2. The bus offers a wheelchair lift and 2 mobility-impaired (TW) seats. When needed, book the TW seats and add the SSR information. A confirmation of the special stop will be prompt.

8200-8500 series buses are operated by Greyhound. Group buses may offer a through ride to the hotel or require a change of bus. Transfers, if any, are made at the bus station. Hotel pickups are made earlier than the departure time from the bus depot. Bus operations will advise the pickup time. The group agent will notify the escort of the time and the local Greyhound number for bus coordination the morning of departure: 702-384-8775

Greyhound offers ADA wheelchair lift buses by request only, directly to greyhound. Amtrak bus operations will request the special stop with Greyhound corporate management. A reply will normally take several days.

The group desk agent is responsible for initiation and ticketing of the special bus stop as follows:



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A group hotel transfer charge per person will apply.

Prices are in Arrow availability: LVS-LVH or LVH-LAS

The TGR3 price is a per person transfer cost one way.

Example: a transfer for 30 people costs \$90 each way.

Book the \*LVH\* inventory per person. This is a ticket shell - the departure and arrival times for buses 3100 and 3101 are place-holders and not actual schedules.

Amtrak Group Desk Agents are responsible for requesting a special bus stop in Las Vegas by adding the hotel information and address, phone, drop off and pick-up date and exclusive occupancy information. An example is shown below:

5043@ SPC SVC- SPECIAL STOP: Harrah's Hotel and Casino  
5044@ ADDRESS: Las Vegas Strip  
5045@ PHONE:702-882-1000  
5046@ DROP OFF DATE:10OCT PICK UP DATE:12OCT  
5047@ EXCLUSIVE OCCUPANCY: Y 20SEP/3118 RCR

### **Group procedures - accessibility on buses and hotels**

Check the LVS city profile for access at the bus station. Most hotel facilities have accessible features. The group organizer is responsible for confirming hotel features.

3600 series buses are operated by Coach USA or Coach America. Regular buses are normally ADA-lift equipped. Extra sections are not. Amtrak confirms ADA access on the buses.

8500/8200/8400 series buses are operated by Greyhound. It is Greyhound policy that all ADA requests be made thru their ADA office (800-752-4841). Agents will notify the group leader that they are responsible to call Greyhound and set up their ADA requirements directly. Greyhound will arrange for the lift bus and Amtrak will handle the rest of the booking. The group leader must tell Greyhound that they are part of an Amtrak group reservation, booked through Amtrak.

### **Notes on hotel drops in Las Vegas**

For groups, having a hotel transfer for drops & pickups is a smart arrangement at modest cost. The bus station is located at 200 S. Main Street, one block south of the Fremont Street experience and the Fremont pedestrian mall connecting the smaller



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downtown casinos. All 4200 and 8200-8500 series buses stop at the bus station. Many people like these hotels for the cost, convenience and smaller scale.

The following hotels are adjacent the bus station:

Plaza Hotel and Casino is next door to Greyhound. No transfer.

Las Vegas Club - 1 block      Golden Gate - 1 block

Golden Nugget - 3 blocks      D Las Vegas (formerly Fitzgerald's) - 4 blocks)

Fremont - 2 blocks      Main Street Station Casino / Hotel - 3 blocks

Most big resort hotels are several miles down the strip, making the transfer costs very reasonable, considering the logistics of moving a group in Las Vegas traffic.

### ***Special hotel pickups/drops procedure in the Medford-Klamath Falls area***

This procedure applies to:

\* 8700 series buses to/from KFS-MFS (AHL) - the shuttle

These bus companies will arrange - on a request and confirm basis - hotel pickups and drops for groups in their service areas. Generally, there is no charge unless the facility requires a significant detour. The shuttle is not operating to Ashland right now but will make a special trip for a reasonable charge. Book the 8700 to Medford and request.

### ***Special group hotel pickups and drops off procedures for Vancouver and Richmond, BC***

The procedure applies to 8900 series buses to/from the SEA-RBC/VAC area. The cost for a custom pickup or drops off within downtown Vancouver or Richmond is approximately \$100.00. The bus company will make the stop on a request and confirm basis for group hotel pickups and drops in its general service area.

Contact Rick Peterson or Andrew Felden for confirmation.



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## Vehicle Examples:

These are examples of the various types of carrier services.

### *Amtrak California Bus*

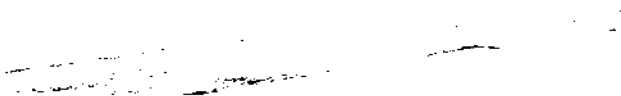
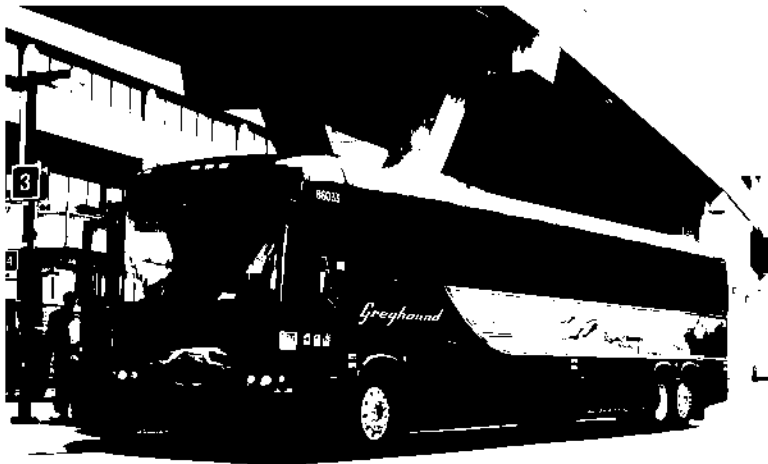




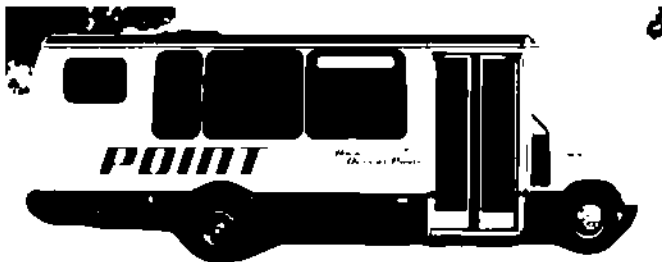


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## *Intercity Bus*



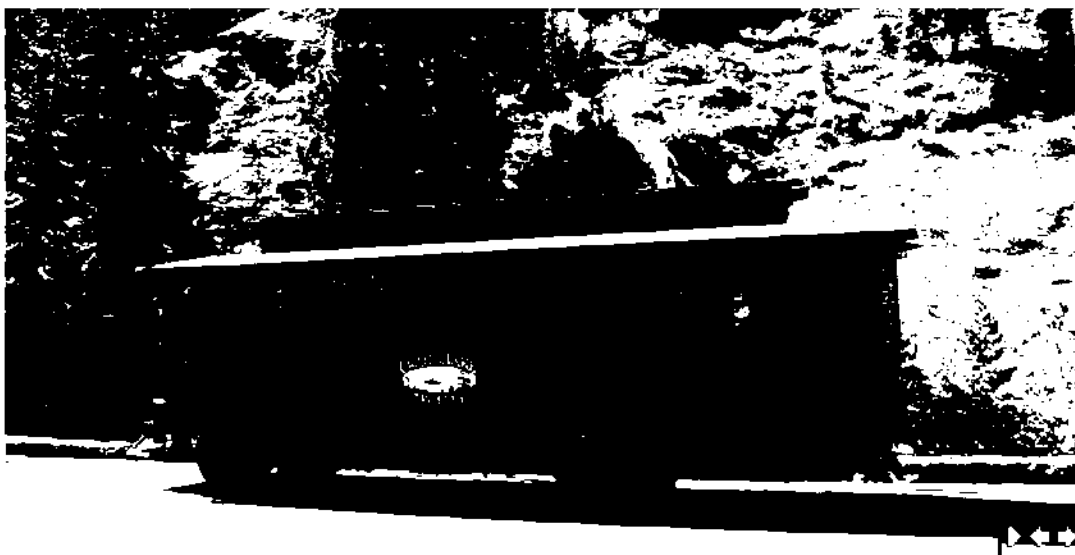
## *Mini-Bus*



## *Transit Bus*



## Tourist Bus



## Van





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### *Taxicab*



### *Commuter Train*



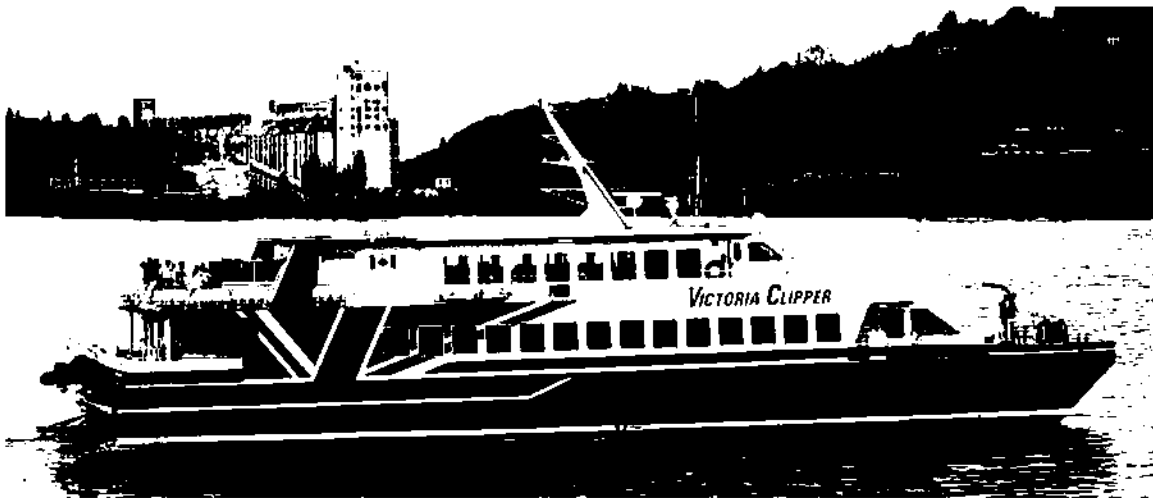


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## *Tourist Train*



## *Ferry*



## **Appendix**

### ***Update History***

2020-01-06: Added STP to the Martz checked baggage exception from TPA/ORL

2017-02-13: Added Jack Rich as Supervisor, BFD.

2017-12-28: New Arizona Shuttle number and remove reference to El Paso Revenue Operations and replace with Philadelphia.

2017-11-21: New Go Carefree Shuttle dispatch phone number

2017-07-19: added Barron bus line dispatchers information



2018-02-13

2017-06-27: Added Heidi Montoya as new Supervisor in BFD  
2016-10-24: Checked bicycle service information added.  
2016-04-20: Added dispatcher number for the new thruway services.  
2016-03-11: Updated information to include Wi-Fi, eTicketing conversion for the remainder of the Thruway route, Noah Bradshaw as Business Services Specialist.  
2014-12-15: Add new bus routes and dispatcher information to the grids.  
2014-11-10: Added Main Street to the James River Transportation and eTicketing note to DLD-DYA  
2014-09-09: Added information on the ELP self-transfer to ELB (Greyhound Station)  
2014-08-12: Added new bus route information.  
2014-05-07: Added Teresa Rodriguez as the new Manager-Bus Operations in Bakersfield starting May 25, 2014  
2014-03-06: Change Southeastern Tours to Horizon Coach Lines for the buses out of Wilson.  
2013-11-05: Adam Krom, new Director of Connectivity, added a new list of dispatcher and emergency contacts.  
2013-10-08: Update information and ported to a new template. Replaces G/THR

***Contacts:***

Adam Krom - Director Transportation Connectivity  
2955 Market Street 3S-148  
Philadelphia, PA 19104  
215-349-4612, ATS 728-4612  
[Adam.Krom@amtrak.com](mailto:Adam.Krom@amtrak.com)

R. Noah Bradshaw – Business Services Specialist  
2955 Market Street 3S-161  
Philadelphia, PA 19104  
215-349-3662, ATS 728-3662  
[BradshR@amtrak.com](mailto:BradshR@amtrak.com)

Responsibility: Thruway services for the country with the exception of the states of California, Oregon and Washington.

**California**

**Rick Peterson** – Director, Operation Support  
810 North Alameda Street – Third Floor  
Los Angeles, CA 90012  
213-683-6792, ATS 761-6792  
[petersrich@amtrak.com](mailto:petersrich@amtrak.com)

**Andrew Felden** – Supervisor, Bus Operations – Northern California



2018-02-13

401 I Street  
Sacramento, CA 95814  
916-444-2330  
feldena@amtrak.com

**Jack Rich** - Supervisor, Bus Operations – Southern California  
601 Truxtun Ave.  
Bakersfield, CA 93301

**Oakland Operation Center**

Current issues with California bus operations (same day) 800-683-4114

***About this Chapter***

<b>Contact(s):</b> Rick Peterson / Adam Krom / Phil Bouchard	<b>Subject:</b> Thruway Services
<b>Owner Department:</b> Operations	<b>Group:</b> Station Service Delivery



2017-03-07

## Amtrak Selling Tickets for Other Carriers

**Chapter Summary:** This chapter contains policy and guidelines for Customer Service Representatives (CSRs) that sell tickets for other carriers at agency locations.

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## Introduction

At certain Amtrak stations, Amtrak agrees to sell tickets for other carriers as a ticket agency for that carrier. In return for payments from the carrier, Amtrak agrees to provide the best possible customer service using the Amtrak labor force.

This document provides guidelines for Amtrak Customer Service Representatives (CSRs) to follow when selling tickets for other carriers.

## Policy

Amtrak employees shall not speak negatively about any carrier (air, rail, bus, transit, etc.) Amtrak employees that sell tickets for other carriers:

- Will perform their duties properly and professionally. The customer is the key to Amtrak's prosperity and survival.
- Will provide tickets or information only about the carrier specifically requested by the customer.
- Will provide schedules and fares for Amtrak Trains and Thruway services, if a customer asks for Amtrak service.
- Will provide schedules and fares for Greyhound bus service, if a customer asks for Greyhound bus service.
- Will not try to persuade customers to switch carriers or provide alternative fares or schedules for a different carrier unless specifically requested by the customer.

## *Schedule and fare inquiries*

- When a customer approaches the ticket office for tickets, ask the customer if he or she would like Greyhound or Amtrak tickets (or any other carrier being sold at that office), then proceed to sell tickets for the carrier requested.
- When a customer states that he or she has no carrier preference, proceed with the transaction based on the destination and preferred arrival or departure time. Provide tickets for the schedule that best matches the customer's preferred departure or arrival time.
- When a customer specifically asks to compare fares or schedules between Amtrak and other carriers then quote all applicable services provided by the carriers available for sale.
- Customer will make the final decision on which carrier to purchase. Amtrak CSRs should never select the carrier on behalf of the customer.

## *Service Disruptions*

When passengers experience delays or cancellations, the service disruption procedures for the affected carrier shall be followed.





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## **Service Disruption Examples**

### **Bus Delays**

A major accident has caused severe delays on US-101 heading into San Francisco. A Greyhound passenger does not want to take the chance of getting stuck in the delay. The passenger asks the Amtrak CSR what alternate Amtrak services are available. The CSR can provide an Amtrak Train and Thruway schedule to San Francisco which the customer may purchase separately from their original bus ticket. The CSR should advise the customer of the refund policy of the original carrier, (in this case, Greyhound), which does not provide refunds in advance of traffic delays. Any Greyhound refund would need to be authorized by Greyhound management.

### **Train Disruption**

An Amtrak customer receives notification before traveling to Salt Lake City, Utah, that the tracks have been flooded and rail service has been suspended until further notice. The customer decides to make a trip to the San Jose station to speak with a CSR. If the customer asks what Greyhound services are available then the CSR should provide the schedule available for Greyhound service. The passenger may choose to receive a refund from Amtrak under Amtrak refund policies for service disruptions and to purchase new Greyhound tickets to Salt Lake City, Utah, as a separate transaction.

### **Refunds**

Amtrak refunds should be governed by Amtrak's refund policy, including refunds available for service disruptions.

- Do not refund tickets of other carriers unless authorized by that carrier's supervisor or refund policy.
- Do not suggest to the customer that they should switch to another carrier.
- If a passenger requests to switch carriers, the transaction is governed by the refund and cancellation policies of the original carrier and the issuance policies of the new carrier.



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## Appendix

### **Acknowledgement of Receipt of Amtrak Selling Tickets for other Carriers**

I have received a copy of the policy entitled "Amtrak Selling Tickets for other Carriers". I understand that I should read the policy carefully and that I will be expected to follow the policy outlined in it. I understand that failure to follow these standards will result in appropriate corrective or disciplinary action.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature of Manager: \_\_\_\_\_

Print Name: \_\_\_\_\_

Date: \_\_\_\_\_

*Please detach this form and submit to the local District Manager.*



2017-03-07

## Update History

2017-03-07 New.

### *About this Chapter*

<b>Contact(s):</b> Ann Adams/ Phil Bouchard	<b>Subject:</b> Selling Tickets for other Carriers
<b>Owner Department:</b> Operations	<b>Group:</b> Customer Service, Station Standards



## Refund and Cancellation Policy

**Policy Summary:** This chapter contains policies and procedures for refunds and cancellations of fares paid and tickets purchased.

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## Basic Policy

Under certain conditions Amtrak will apply a fee if the customer modifies their reservation. The fee will be a percentage and will be applied per modification, per PNR based on logical trip (identified as Trip 1, Trip 2, etc. in the PNR) or a segment (depending on what is being modified). Depending on the modification, there will either be a change fee or a cancellation fee charged per transaction and will follow a fare type hierarchy for determining the applicable change policy to each logical trip. This policy defines the fees applied for refunds or cancellations without rebooking in the same reservation.

If a ticket is returned for a refund, the remaining value is calculated by subtracting the fare for any travel already taken from the total amount paid. The fare for travel already taken is the fare the passenger would have paid for that logical trip of travel if they had originally only purchased tickets for that travel. The word "ticket" is understood to mean both an eTicket (electronic ticket) and a paper value ticket.

## Tickets

Tickets may be refunded within one year of the date of payment, or at any time on or prior to the "not valid after" date printed on the ticket, whichever is later.

Note: If the ticket was paid by credit card and is more than nine months old, refund it manually using NRPC 3155. The ticket reversal entry may appear to accept in Arrow but will fail offline.

Some forms of payment are not refundable; please refer to the Forms of Payment Policy for details.

A 25% cancellation fee of the actual amount being returned to the passenger (net of any exchange) applies to most refunds when specified in the "Fare Type Refund Hierarchy" section; Saver fares are non-refundable and non-exchangeable 24 hours or more after purchase (no value). The cancellation fee is subject to a minimum amount of \$5.00 and maximum amount of \$250.00 in any one refund transaction (there is no maximum cancellation fee for multi-ride tickets).

The refundability of a fare and implementation of a cancellation fee will be determined by the **Fare Type Policy Hierarchy** and rules 73 (assigned **Fare Family**), 8 and 72 in the fare plan. The Fare Type Policy Hierarchy of the logical trip will always be applied first.



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The refund value (before the fee) of any ticket is determined as follows:

- If no travel has been taken - The amount paid for the ticket.
- If partial travel has been taken - The amount paid for that ticket less the price that would have applied to any travel already taken had the passenger only purchased a ticket for that actual travel.  
Note: This does not apply to voluntarily boarding a train past the ticketed departure city, leaving a train prior to the ticketed destination city for the logical trip or downgrading accommodations once en route. No refund is given in this case.  
See the En route Downgrades Voluntary section.
- If the ticket is used entirely - No value.
- The time limit for the refund is one year from the date the payment was made.

### ***Logical Trips***

A logical trip is a grouping of continuous travel. [Click here](#) for a complete definition.

## **Basic Refund and Cancellation Policies**

Refunds will be applied to a logical trip (identified as Trip 1, Trip 2, etc. in the PNR) and will follow a fare type hierarchy for determining the applicable cancellation policy to each logical trip. A single fare type policy will be applied to all elements of the logical trip – both rail and accommodation charge. Fares may be eligible for full or partial refund up to one year from date of payment and cancellation fees may apply.

***Fare Type Policy Hierarchy:*** When multiple fare elements exist within a single logical trip, the following fare type hierarchy will apply in determining the appropriate cancellation policy to be applied. The dominant policy will then be applied to all fare elements of the logical trip. The fare type hierarchy is applied from top down.

- Sleeper
- Acela First class/non-Acela Business class
- FLX, Flexible
- VAL, Value
- Reserved rail fare (non-fare family)
- SVR, Saver
- Advance Purchase
- Unreserved rail fare



***Quick Overview of Cancellation Process - in hierarchy order (for details see the full policy)***

**Forfeits** -As a courtesy to cover unexpected emergencies or delays a one (1) hour grace period from scheduled departure is automatically applied in the system to all fare types. This is a courtesy and should not be quoted as part of the policy.

**Sleeper**

- Cancel at least 121 days before scheduled departure - full refund to original form of payment
- Purchase within 120 days of scheduled departure and cancel within 24 hours of purchase - full refund to original form of payment
- Cancel 120 to 15 days prior to scheduled departure, 75% refund to original form of payment
- 14 days or less than scheduled departure & prior to scheduled departure - 75% non-refundable eVoucher.
- Cancel after scheduled departure or not cancel at all - forfeit full amount

**First Class/non-Acela Business Class**

- Cancel prior to scheduled departure - full refund to original form of payment
- Cancel after scheduled departure or not cancel at all – forfeit full amount.

**FLX, Flexible Coach or Acela Business**

- Cancel prior to scheduled departure - full refund to original form of payment
- Cancel after scheduled departure or not cancel at all – forfeit full amount.

**VAL, Value Coach or Acela Business and non-Fare Family Reserved Coach or Acela Business Class**

- Cancel at least 15 days before scheduled departure - full refund to original form of payment
- Purchase within 14 days of scheduled departure and cancel within 24 hours of purchase - full refund to original form of payment
- Purchase within 14 days of scheduled departure, cancel more than 24 hours after purchase, but prior to departure - 75% refund to original form of payment \*
- Cancel after scheduled departure or not cancel at all – forfeit full amount

\* Exception to this bullet - if a FLX and VAL fare plan are in the same logical trip (both would have to be combinable for this to happen), and the logical trip does not





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contain sleeper or Acela First class/non-Acela Business class travel, the FLX refund rules would apply and there would **not** be a cancellation fee applied.

### **SVR, Saver Coach or Acela Business and non-Fare Family, non-Refundable Advance Purchase**

- Cancel within 24 hours of purchase - full refund to original form of payment
  - Cancel after 24 hours of purchase- 75% non-refundable eVoucher
  - Cancel after scheduled departure or not cancel at all – forfeit full amount
- \* Exception to this bullet - if a FLX , VAL, reserved coach or Acela Business class or SVR fare plan are in the same logical trip (all would have to be combinable for this to happen), and the logical trip does not contain sleeper or Acela First class/non-Acela Business class travel, the FLX , VAL or reserved coach/Acela Business class refund rules would apply.

### **Unreserved**

- Cancel within 1 hour of purchase - full refund to original form of payment
  - Cancel more than an hour after purchase - 75% refund to original form of payment
- \* Exception to this bullet - if a FLX , VAL, reserved coach or Acela Business class, SVR or Advance Purchase fare plans are in the same logical trip (all would have to be combinable for this to happen), and the logical trip does not contain sleeper or Acela First class/non-Acela Business class travel, the FLX , VAL, reserved coach/Acela Business class, SVR or Advance Purchase refund rules would apply.

### **Tour Pass**

#### **New Tour Pass policy (tour pass issued on or after June 6, 2021)**

- Cancel unused tour pass within validity period (120 days) and no travel segments booked - full refund
- Cancel 48 hours or more of scheduled departure of first travel segment – full refund
- Cancel within 48 hours of scheduled departure of first travel segment and within an hour of purchase - full refund
- Cancel within 48 hours of scheduled departure of first travel segment and an hour or more after purchase- 75% refund
- Do not cancel prior to first scheduled departure or not cancel at all - forfeit full amount. The segment should be deemed as used and will count as a segment traveled and any value is forfeited.



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\*Pass is non-refundable after departure of the first booked travel segment.

### **Legacy Tour Pass Policy (pass purchased prior to June 6, 2021)**

- Cancel Tour Pass prior to issuing travel tickets and an hour or more after purchase – 75% refund
- Cancel at least 2 (two) days prior to scheduled departure, the pass is refundable less a 25% cancellation fee.
- Cancel less than 2 (two) days prior to scheduled departure or not cancel at all – forfeit full amount.
- Accommodations, segment fares or YA to Y differentials paid are subject to the prevailing refund policy.

### **No Show**

Once a PNR goes into no-show status, the PNR will be cancelled. The eTickets will still remain in the PNR, but will have a no-show indication. The system will automatically enforce the refund and cancellation rules and the amount paid for the Trip with the no-show segment cannot be refunded or exchanged without intentionally overriding the system. Overriding the system should only be done under extenuating circumstances (explained below).

**Exceptions:** The amount paid for the Trip that includes the no-show segment may be refunded or exchanged only for the following reasons:

- Passenger actually traveled, but the conductor failed to lift the ticket before the PNR went into no-show status.
- The train is one or more hour's late (corridor) or two or more hour's late (long distance) and the passenger is exercising the option to cancel because of the lateness. (Use the "Service Disruption" reason for this as there is no late train override option.)
- There is an actual service disruption to the train (note – if CNOC puts the train onto the internal service disruption table, the no-show processing will not occur and you can refund and exchange the PNR normally; this process is to be used in the event the train is not put on that table).
- The accommodation paid for by the passenger is not available.
- A passenger hardship exists, as defined in the Passenger Hardship Exceptions policy.
- Any other situation where the passenger did not travel due to a service failure on the part of Amtrak, as opposed to the passenger just deciding not to travel and not cancelling before departure.

### ***The cancellation policy for each fare type***

**Forfeits** -As a courtesy to cover unexpected emergencies or delays a one (1) hour grace period from scheduled departure is automatically applied in the system to all fare types. This is a courtesy and should not be quoted as part of the policy.



## Sleeper

This refund policy applies to sleeper accommodation charges **and** associated rail fare(s) (associated rail fare(s) include **all** in the logical trip) in their entirety and will be treated as a single component. Sleeper accommodation charges and associated rail fares are refundable subject to the following conditions.

- If cancelled 121 or more days prior to scheduled departure of origin of the logical trip the tickets are fully refundable to original form of payment.
- If cancelled 120 to 15 days prior to scheduled departure of origin of the logical trip and within 24 hours of purchase - full refund to original form of payment.
- If cancelled 120 to 15 days prior to scheduled departure of origin of the logical trip and more than 24 hours after purchase the sleeper accommodation charge and associated rail fare(s) are refundable less a 25% cancellation fee.
- If cancelled 14 days or fewer prior to the scheduled departure of the first segment in the logical trip, but before the scheduled departure of that first segment, the sleeper accommodation charge and associated rail fares are non-refundable but may be applied to future travel within one year. A 25% cancellation fee will apply and an eVoucher will be issued, the amount of which will be marked as not refundable.
- If not cancelled prior to scheduled departure of origin of logical trip (no show), whether or not that first segment is a sleeper segment, the entire amount paid for that logical trip is forfeited – it is neither refundable nor may it be applied toward future travel.
- Non-refundable and/ or non-exchangeable restrictions will not be imposed if the customer chooses to cancel because the train is two or more hours late at their boarding station.

## Acela First class/non-Acela Business class Policy

This refund policy applies to Acela First class/non-Acela Business class accommodation charges and associated rail fares(s) (associated rail fare(s) include all in the logical trip) in their entirety and will be treated as a single component.

- If cancelled prior to scheduled departure of the origin of the logical trip, the Acela First class/non-Acela Business class accommodation charge and associated rail fare(s) are fully refundable to original form of payment.
- If not cancelled prior to scheduled departure of the origin of the logical trip (no show), the Acela First class/non-Acela Business class accommodation charge and associated rail fare(s) for the entire logical trip is forfeited – it is neither refundable nor may it be applied toward future travel.
- If the logical trip also contains sleeper travel, the sleeper refund/cancellation policy applies as it is ranked higher.
-

**FLX, Flexible Coach or Acela Business**

This policy applies to FLX, Flexible (fare family) reserved coach and Acela Business class (which is the equivalent of reserved coach) rail fare plans for all segments in the logical trip. It also includes mobility impaired coach-type space (XY/ WY) and lower level seating (LY).

- If cancelled prior to scheduled departure of the origin of the logical trip, the FLX, Flexible reserved coach and Acela Business class rail fare(s) are fully refundable to original form of payment.
- If not cancelled prior to scheduled departure of the origin of the logical trip (no show), for tickets sold as a FLX, Flexible fare(s), the entire amount paid for that logical trip is forfeited – it is neither refundable nor may it be applied toward future travel.

If the logical trip also contains sleeper or Acela First Class/non-Acela Business class travel, the higher ranked refund/cancellation policy applies.

**VAL, Value Coach or Acela Business and Non- Fare family reserved rail fare (Coach and Acela Business Class)**

This policy applies to VAL, Value (fare family) reserved coach and Acela Express Business class (which is the equivalent of reserved coach) and non-fare family reserved rail fares for all segments in the logical trip. It also includes mobility impaired coach-type space (XY/WY) and lower level seating (LY).

- If cancelled 15 days or more prior to the scheduled departure of the origin of the logical trip tickets are fully refundable to original form of payment.
- If cancelled less than 15 days prior to the scheduled departure of the origin of the logical trip, but before scheduled departure, tickets sold as VAL, VALUE fare and non-fare family reserved coach and Acela Business class are refundable to original form of payment less a 25% cancellation fee.
- If not cancelled prior to scheduled departure of origin of logical trip (no show), for tickets sold as a VAL, VALUE fare and non-fare family reserved coach and Acela Business class, the entire amount paid for that logical trip is forfeited – it is neither refundable nor may it be applied toward future travel.
- If the logical trip also contains sleeper travel, Acela First class/non-Acela Business class travel or FLX reserved rail fares than the higher ranked refund/cancellation policy applies.

**SVR, Saver rail fare (Coach and Acela Business Class) and non-Fare Family, non-Refundable Advance Purchase**

This policy applies to SVR, Saver (fare family) and non-fare family, non-refundable advance purchase reserved coach and Acela Business class (which is the equivalent of reserved coach) rail fares for all segments in the logical trip. It also includes mobility impaired coach-type space (XY/WY) and lower level seating (LY).



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- Once purchased the tickets are non-refundable but may be applied to future travel within one year. A 25% cancellation fee will apply and an eVoucher will be issued, the amount of which will be marked as not refundable.
- If not cancelled prior to scheduled departure of origin of logical trip (no show) the entire amount paid for that logical trip is forfeited – it is neither refundable nor may it be applied toward future travel.
- If the logical trip also contains sleeper travel, Acela First class/non-Acela Business class travel, FLX, VAL or non-fare family reserved rail fares than the higher ranked refund/cancellation policy applies.

### **Fare Family**

A grouping of Coach Fare Plans with the same refund/cancellation characteristics. See page 23 for a complete definition.

### **Unreserved rail fare Policy**

This policy applies to unreserved coach travel. It does not apply to reserved accommodations on unreserved trains (Business class or mobility impaired space). For Business class, see the non-Acela Business class policy; for mobility impaired space, see the reserved coach policy.

- These fares are refundable to original form of payment less a 25% cancellation fee.
- If the logical trip also contains sleeper travel, Acela First class/non-Acela Business class travel, FLX, VAL, non-fare family reserved rail fares or SVR fares than the higher ranked refund/cancellation policy applies.

### **Tour Pass Policy (includes USA Rail Pass and California Rail Pass)**

This policy applies to USA Rail Pass and California Rail Pass. Complete details can be found in the USA Rail Pass Policy or the California Rail Pass Policy.

### **New Tour Pass Policy (issued on or after June 6, 2021)**

- Cancel unused tour pass within validity period (120 days) and no travel segments booked - full refund
- Cancel 48 hours or more of scheduled departure of first travel segment – full refund
- Cancel within 48 hours of scheduled departure of first travel segment and within an hour of purchase - full refund
- Cancel within 48 hours of scheduled departure of first travel segment and an hour or more after purchase- 75% refund
- Do not cancel prior to first scheduled departure or not cancel at all - forfeit full amount. The segment should be deemed as used and will count as a segment traveled and any value is forfeited.



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**Legacy Tour Pass Policy (pass issued prior to June 6, 2021)**

A refund of the pass is only allowed if only the pass has been purchased and no tickets issued or, if tickets have been issued but none have been used. The pass and all tickets issued must be returned for a refund. Complete details can be found in the USA Rail Pass Policy or the California Rail Pass Policy.

- Cancel Tour Pass prior to issuing travel tickets and an hour or more after purchase – 75% refund
- Cancel at least 2 (two) days prior to scheduled departure, the pass is refundable less a 25% cancellation fee.
- Cancel less than 2 (two) days prior to scheduled departure or not cancel at all – forfeit full amount.
- Accommodations, segment fares or YA to Y differentials paid are subject to the prevailing refund policy.

**Travel tickets issued against a Tour Pass**

- Cancel travel segment at least 2 (two) days prior to scheduled departure – Collect all tickets (rail pass and travel segments) and send to Amtrak Refunds for processing (25% cancellation fee applies) or may rebook and reissue travel segment (based on current availability) without penalty.
- Cancel travel segment less than 2 (two) days prior to scheduled departure or not cancel at all-forfeit full amount. The segment should be deemed as used and will count as a segment traveled and any value is forfeited.

**Multiride Ticket Policy**

Multiride ticket good for a fixed number of rides (10-ride, 6-ride, 2-ride, etc.)

- Within 1 hour of purchase and no use- full refund to original form of payment
- No minimum or maximum refund fee

Number of rides taken	Amount of refund
None	Full refund, less 25% cancellation fee
One or more	No refund or exchange

Monthly Tickets good for unlimited rides within a calendar month.

- Within 1 hour of purchase and no use- full refund to original form of payment
- No minimum or maximum refund fee



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Date ticket presented or postmarked for refund	Amount of refund
If unused before the first of the valid month printed on the paper value ticket or eTicket travel document	Full refund, less 25% cancellation fee
Days 1-10 of valid month or if used prior to the beginning of the valid month printed on the paper value ticket or eTicket travel document	50% refund, less 25% cancellation fee
Days 11+ of valid month	Non-refundable

## ***Processing the refund***

### **Multiride**

To refund a multiride ticket in RailRes or STARS, follow the same process used to refund a non-multiride ticket. Contact center agents can only refund eTicket travel documents purchased with a credit card or an eVoucher; they are unable to process multiride eTickets paid with any other form of payment, or any paper value multiride ticket.

- For monthly tickets, refund the ticket only if the month has not yet begun.\*
- For refund of multiride tickets good for a fixed number of rides, refund the ticket only if no rides have been taken.\* If even one ride has been taken the ticket is not refundable.
- If a paper value multiride ticket was issued, the actual ticket must be returned in order to obtain a refund.
- The refund policy for multiride tickets sold by Amtrak for other carriers such as MARC and Shore Line East are determined by the carriers. See the Commuter Train Services chapter (Library/Train Services).

\* If the month has begun (monthly tickets), lifts may have been made against the ticket; you have no way of knowing that. If a ticket good for a fixed number of rides is returned unused after its expiration date, Arrow has internally lifted the ticket. In either case the refund entry may appear to accept in STARS or RailRes but it will fail internally and the passenger will not receive a refund. **Do not refund manually.** Send the ticket to Amtrak Refunds in Philadelphia using NRPC 3155, mail-in refund form, inside NRPC 3156, mail-in refund envelope. If it is an eTicket multiride, have the passenger contact the Refund Desk through 800-USA-RAIL.

### **Vehicles, Pets and Bicycles**

The refund policy for vehicles (Auto Train), pets, bicycle space, and for carry-on items such as golf bags for which a charge is made, is governed by the refund and cancellation policy for the passenger fare with which it is associated.



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**Examples:**

Auto Train, sleeper and automobile. The refund and cancellation policy for sleeper travel also applies to the automobile charge.

Reserved coach, pets and golf bags: The refund and cancellation policy for reserved coach also applies to the pets and golf bag charge.

**Touring Passes (USA Rail Pass and California Rail Pass)****New Tour Pass (issued on or after June 6, 2021)**

The tour pass may be refunded back to the original form of payment following the tour pass refund rules. No special instructions apply.

**Legacy Tour Pass (issued before June 6, 2021)**

- If no tickets have been issued against the pass, the pass may be refunded at an Amtrak ticket office (if the form of payment permits) or sent to Amtrak Refunds.
- If tickets have been issued against the pass, the pass and all issued tickets must be sent to Amtrak Refunds, which will determine if any travel has been taken (in which case there is no refund). A 25% cancellation fee applies.
- Any refund of additional amounts paid for Y-bucket coach fares or extra-fare accommodations are subject to the refund and cancellation rules applying to the type of accommodation paid for.

<b>Date pass presented or postmarked for refund</b>	<b>Amount for Refund</b>
Once issued (without travel segments)	Full refund, less 25% cancellation fee
Through 2 (two) days prior to travel	Full refund, less 25% cancellation fee
The day prior to travel or the day of travel	No refund or exchange, except for additional amounts paid for Y-bucket coach fares or extra-fare accommodations.

**Passenger hardship:**

Refunds when a passenger hardship exists, as defined in the Amtrak Passenger Hardship Exceptions policy, may only be processed by Amtrak Refunds. The passenger must include a full explanation of the situation, including documentation, which proves the hardship.





## En-Route Modifications or Cancellations

Refunds or credits for boarding at a subsequent stop will not be honored once the train has left the boarding station indicated on the passenger's ticket. Under normal circumstances, neither a refund nor exchange voucher will not be issued for detraining at an earlier stop on given logical trip; exceptions may apply under the Hardship Exception Policy.

Refunds when a passenger hardship exists, as defined in the Amtrak Passenger Hardship Exceptions policy, may only be processed by Amtrak Refunds. The passenger must include a full explanation of the situation, including documentation that proves the hardship.

### ***Passenger Removed From Train Due To Misbehavior***

The remaining value - rail fare and accommodation charge - is forfeited. No refund or exchange.

- Returned or other unused tickets are subject to the normal refund and cancellation rules applying to them.
- To continue travel (if allowed), a new ticket needs to be purchased at whatever fare is then available.

## En-Route Downgrade

The following policy applies when a passenger does not complete travel between the origin and destination and service class originally reserved.

### ***Voluntary***

A change in a logical trip initiated by the passenger after train departure (downgrade of accommodations, detraining short of destination, etc.) is not refundable nor may exchange credit be given. In order to receive a refund or exchange credit (depending on the cancellation rules applying to the accommodation), the change must be made and the passenger re-ticketed before the train departs the passenger's ticketed origin city of the logical trip.

### ***Involuntary***

A change from a higher-priced accommodation to a lower-priced accommodation (or to coach) initiated by Amtrak due to an en-route termination, a bus substitution, the removal of a sleeping car or business class car from a train, etc.

**In almost every case the refund cannot be processed at through RailRes or STARS and therefore will need to be sent to Amtrak Refunds. Therefore, unless the refund can be processed through RailRes or STARS, the procedures that follow are for information only.**



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***Acela Involuntary En route Downgrade***

Original service paid for	Service to which downgraded	Refund
Acela Express First Class	Acela Express Business Class	Accommodation charge
Acela Express First Class	Regional Business Class	Fare difference in same or like coach bucket between Acela and Regional (see chart) + difference between Acela and Regional accommodation charge.
Acela Express First Class	Regional	Fare difference in same or like coach bucket between Acela and Regional (see chart) + accommodation charge.
Acela Express Business Class	Regional Business Class	Fare difference in same or like coach bucket between Acela and Regional (see chart)
Acela Express Business Class	Regional	Fare difference in same or like coach bucket between Acela and Regional (see chart)

## Same or Like Coach Buckets

Acela	Regional
KOAE =	YOFC
AOAE =	AOF1
BOAE =	BOF1
COAE =	DOF1
DOAE =	DOF1

***Non Acela Involuntary En route Downgrade***

Original service paid for	Service to which downgraded	Refund
Sleeper	Coach	Accommodation charge. Passenger is still entitled to complimentary meals (for segments that sleeper was booked and paid for) as a service recovery measure.



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Sleeper	Alternate service that does not have extra-fare accommodation	If passenger is provided alternate service that does not include the extra fare accommodation (such as bus or coach in a different train) the refund is for the accommodation charge only using the proportional method below (Method of Calculating Involuntary Downgrade Refund).
Sleeper	Lower Class Sleeper	The difference between the charge paid for the higher-priced accommodation and the charge for the <b>same inventory class</b> of the lower-priced accommodation. Example: Paid for 'DD' space, room was bad ordered and passenger was placed in an 'ES'. Passenger is due refund for difference between DD and ED charge.
Business Class	Coach	Business Class accommodation charge.

If a passenger involuntarily (due to failure of Amtrak to provide the accommodation because of any cause not the fault of the passenger)

- leaves an accommodation short of destination,
- boards the accommodation after intended origin,
- or both

The refund will be calculated as follows:

- Amount paid for rail fare and accommodation, less
- Value of service actually received, as a proportion of the service paid for, calculated on distance.
- The remainder will be refunded to the passenger without fee or other condition.



## Termination of Service En-Route

### Rail Fare

The following policy applies when a passenger does not complete coach travel between the origin and destination due to an en route termination initiated by Amtrak with no alternate transportation provided.

#### The refund will be calculated as follows:

- Amount paid for rail fare between origin and destination, less
- Value of service not received (fare difference in same or like bucket)
- The remainder will be refunded to the passenger without fee or other condition.

#### Example:

Passenger purchased a ticket from Washington-Boston for \$99 (DOF1), the train was terminated in Providence and no alternate accommodation was provided. The passenger is given a refund of \$15, the DOF1 fare Providence to Boston.

#### Conjunctive Tickets:

- Determine the value given each segment of the conjunctive ticket by selecting **Display PNR, Fare breakdown**.
- Manually price the segments already completed (lifted) with the value given.
- Refund or modify the segment that is disrupted.
- Enter (Y) for amount OK.
- To override the forfeit or fees, **Select 3. Service Disruption**.

#### Accommodations:

See En-Route Downgrade

## Method of Calculating the Involuntary Downgrade Refund

### Explanation

Calculate the proportion to use in determining the refund in this manner:

1. Using the charts below, the timetable, or an Arrow TS display, determine the distance between the points the passenger originally paid for.
2. Using the charts below, the timetable, or an Arrow TS display, determine the distance between the points where the passenger was involuntarily downgraded.



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3. Divide the amount in (2) by the amount in (1). Carry the calculation to at least three decimal places and round\* to two. This gives the proportion of distance traveled where service was denied.

- Standard rounding technique: third number ending 0-4 = round down, ending 5-9 = round up.

4. Multiply the amount paid by the passenger\*\* by the amount from step 3. This is the amount to refund.

\*\* If the passenger had a ticket issued by a tour operator as part of a tour package, that ticket – or the PNR – may not show the fare paid by the passenger, or may show a lower amount, if the tour operator had been given a bulk fare by Amtrak. Since the passenger probably paid the tour operator more than that, use the amount that a regular passenger would have paid for the accommodation to calculate the refund.

Example: Passenger has a roomette in the “EA” bucket between Seattle and Whitefish. It was issued by a tour operator as part of an all-inclusive ski package. The train is annulled between Seattle and Spokane and the passenger is bused. Use the “EA” accommodation charge SEA-WFH to calculate the refund, which in this case is the result of dividing the distance between SEA-SPK by the distance between SEA-WFH.

If a passenger had an extra-fare accommodation that included meals, and misses a meal period due to the downgrade, the cost of that meal is automatically refunded because its value is part of the accommodation charge that is refunded. This does not preclude complimentary service recovery measures as part of the disruption, such as sandwiches and beverages being placed on the bus, or an allowance given for meals at bus rest stops. The value of such service recovery measures is *not* deducted from the refund.

### **Example using a chart:**

Passenger has purchased a bedroom from South Bend to Harpers Ferry. The train terminates at Pittsburgh due to a freight derailment ahead and the passengers are bused to destination.

1. Select the Capitol Limited chart (Washington-Pittsburgh-Cleveland-Chicago).
2. Distance between South Bend and Harpers Ferry:



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- Read down the column labeled South Bend until it intersects the row labeled Harpers Ferry.
- Distance paid for is 625 miles

3. Distance between Pittsburgh and Harpers Ferry:

- Read down the column labeled Pittsburgh until it intersects the row labeled Harpers Ferry.
- Distance where downgraded is 228 miles

4. Proportion of travel where downgraded:  $228 / 625 = 0.364$  – round this to 0.36

5. Passenger had deluxe bedroom (DS) South Bend – Harpers Ferry.

- Refund is  $\$389.00 \times 0.36 = \$140.04$
- Rail fare is not refunded since a bus was provided.

**Example using the timetable:** Passenger has purchased a bedroom from South Bend to Harpers Ferry. The train terminates at Pittsburgh due to a freight derailment ahead and the passengers are bused to destination.

Note: The calculation method using TS displays is the same. The numbers may vary slightly from those in the timetable.

1. Distance between South Bend and Harpers Ferry:

- Harpers Ferry is mile 55 in the timetable
- South Bend is mile 680
- Distance paid for is 625 miles

2. Distance between Pittsburgh and Harpers Ferry:

- Harpers Ferry is mile 55 in the timetable
- Pittsburgh is mile 283
- Distance where downgraded is 228 miles

3. Proportion of travel where downgraded:  $228 / 625 = 0.364$  – round this to 0.36

4. Passenger had deluxe bedroom (DS) South Bend – Harpers Ferry.

- Refund is  $\$389.00 \times 0.36 = \$140.04$
- Rail fare is not refunded since a bus was provided.



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If no alternate transportation had been provided, both rail fare and accommodation charge would be refunded, using the above calculation method.

The calculation of the refund will have to be a totally manual process (determine distance paid for, distance where accommodation was denied, the proportion, and the amount of the refund) until such time as the process can be automated in Arrow, RailRes and STARS. Distance charts for most train routes are shown below; these will eliminate the need to refer to the timetable for distances, although the proportion and the amount of the refund will still need to be calculated manually for now.

### Distance Charts

The following charts show the distance between any two cities on a route. Click on the link to display the chart.

All train routes are listed below, including those with only coach service, as it is still possible that a train could be terminated en route without alternate transportation provided.

In some cases the chart is larger than the screen and you will have to scroll using either the scroll bars, the Adobe Reader page-up and page-down arrows, or the scroll knob on your mouse, depending on the display and equipment configuration of your particular computer.

[Bakersfield – Fresno – Stockton – Martinez – Oakland](#)

[Bakersfield – Fresno – Stockton – Sacramento](#)

[Boston – New York – Philadelphia – Washington – Richmond – Newport News](#)

[Boston – Springfield – Albany](#)

[Chicago – Carbondale – Memphis – New Orleans](#)

[Chicago – Denver – Salt Lake City – Emeryville](#)

[Chicago – Galesburg – Quincy](#)

[Chicago – Kansas City – Albuquerque – Los Angeles](#)

[Chicago – Kalamazoo – Ann Arbor – Detroit – Pontiac](#)

[Chicago – Kalamazoo – East Lansing – Port Huron](#)

[Chicago – Milwaukee](#)

[Chicago – Minneapolis/St. Paul – Havre – Spokane – Portland](#)

[Chicago – Minneapolis/St. Paul – Havre – Spokane – Seattle](#)

[Chicago – St. Joseph – Holland – Grand Rapids](#)

[Chicago – St. Louis – Dallas – San Antonio](#)

[Chicago – St. Louis – Dallas – San Antonio – El Paso – Los Angeles](#)

[Chicago – Springfield – St. Louis – Jefferson City – Kansas City](#)

[New York – Albany – Montreal](#)

[New York – Albany – Rutland](#)

[New York – Albany – Syracuse – Buffalo – Niagara Falls – Toronto](#)

[New York – Buffalo – Cleveland – Chicago](#)

[New York – Charlottesville – Cincinnati – Indianapolis – Chicago](#)



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New York – Charlottesville – Greensboro – Charlotte – Atlanta – New Orleans

New York – Philadelphia – Lancaster – Harrisburg – Pittsburgh

New York – Richmond – Raleigh – Columbia – Jacksonville – Tampa – Miami

New York – Richmond – Rocky Mount – Florence – Jacksonville – Miami

New York – Richmond – Rocky Mount – Raleigh – Greensboro – Charlotte

Oklahoma City – Fort Worth

Orlando – Jacksonville – New Orleans – Houston – San Antonio – El Paso – Los Angeles

Portland, Maine – Boston North Station

St. Albans – White River Junction – Springfield – New Haven – New York – Washington

San Diego – Los Angeles – Santa Barbara – San Luis Obispo

San Jose – Emeryville – Sacramento – Auburn

Vancouver – Seattle – Portland – Eugene

Seattle – Portland – Sacramento – Oakland – San Luis Obispo – Los Angeles

Springfield – Hartford – New Haven

Washington – Pittsburgh – Cleveland – Chicago

## Frequently Asked Questions

### *How do I handle cash refunds?*

#### **If the passenger has an eTicket:**

The best way to get a cash refund is to cancel through 800-USA-RAIL. The agent who answers the call will transfer the customer to the Refund Research Desk at the contact center which can start the refund process immediately. If an expedited refund is required Amtrak Refunds in Philadelphia can often mail a refund check within days.

If the station has the cash, let the station agent cancel the space - an eVoucher will be created as part of the cancellation process carried out by the station agent which that agent can then immediately refund. If the contact center already processed the cancellation and an eVoucher was created, the station agent CANNOT refund that eVoucher - if that voucher has been created, DO NOT send the passenger to the station for a refund.





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**If the passenger has a paper value ticket:**

Have the passenger mail it to:

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

***How do I refund Conjunctive Tickets?*****If travel has not yet begun:**

If this is a refundable fare and cancellation rules are met, refund the amount of the ticket, less the cancellation fee (if applicable), or issue an exchange voucher for future use.

**If travel has begun and this is a voluntary change:**

A change initiated by the passenger after train departure (downgrade of accommodations, detraining short of destination, etc.) is not refundable nor may exchange credit be given.

**If travel has begun and this is an involuntary change:**

- Determine the value given each segment of the conjunctive ticket by selecting **Display PNR, Fare breakdown**.
- Manually price the segments already completed (lifted) with the value given.
- Refund or modify the segment that is disrupted.
- Enter (Y) for amount OK.
- To override the forfeit or fees, **Select 3. Service Disruption**.

***How do I process tickets priced with Corporate Account fare plans?***

- Corporate Account fares (the fare plans specifically assigned to Corporate Accounts for Acela Express) are refundable without a fee if cancelled prior to scheduled departure. If not cancelled prior to scheduled departure of origin of logical trip (no show) the entire amount paid for that logical trip is forfeited – it is neither refundable nor may it be applied toward future travel. Non Corporate fares (such as YOFC, AOF1, BOF1, DOF1; etc) follow the regular refund policy and all fees and cancellation rules apply.



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### ***Are Amtrak Vacations tickets processed differently?***

- Amtrak Vacation reservations are subject to the Amtrak Refund and Cancellation policy, including the all rules and fees. There are times, however, we will make exceptions, just as we do with other types of reservations. Normally these are hardships or one-time courtesies given the situations.

### ***Can I process a refund for a Travel Agency ticket?***

No, if the ticket is completely unused:

- 1) Cancel the space in the PNR if not done already.
- 2) Advise the passenger to take or send the ticket back to the travel agency for a refund or adjustment.  
Exception: If there is passenger inconvenience involved (service disruption, etc.) use NRPC 3155 to send the ticket to:  
Amtrak Customer Refunds  
30<sup>th</sup> St. Station  
Philadelphia, PA.

### ***Can I refund Group tickets?***

- All requests for ticket refunds covering group travel must be handled by the group department only. Ticket agents are not permitted to refund group tickets.
- Unused tickets and/or ticket receipts with conductor's refund claim (NRPT form 27) must be forwarded to the group department:

Amtrak Group Sales  
2198 Hornig Road  
Philadelphia, PA 19116

Therefore, even if a conductor gives the group leader a NRPT 27 or NRPT 74, authorizing a refund because one or more passengers didn't show, it still has to be mailed in for processing.

### ***Can I refund children's tickets paid by parents?***

You may refund such tickets if the parent has something with him or her that shows that the passengers named on the tickets are his or her children.



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- This can be a copy of an unaccompanied minor form, documents from school (such as report cards), birth certificates, etc.
- Of course, if the ticket was paid by credit card, just reverse the ticket - you don't need any of the above.

***How do I handle a ticket presented for refund by someone other than the passenger whose name appears on the ticket?***

Credit card form of payment, refunding through the Arrow/Stars terminal: just reverse the ticket normally. The money will go back to the credit card that paid for it, so it doesn't matter who presents it for refund.

Any other form of payment (cash, TC, gift certificate, exchange that the automated refund system can't trace back to a credit card as the only form of payment has to be refunded manually. The ticket must be mailed in for refund using NRPC 3155, mail-in refund form, inside NRPC 3156, mail-in refund envelope.

Obtain proper identification from the person bringing in the tickets, and the name and address of the person to receive the refund.

**Exception** - tickets may be refunded at the station in these situations, provided the forms of payment on the tickets allow a station refund:

- Tickets in several names, obviously all sold at one time in one transaction (such as a family), and presented by one of those passengers.
- Tickets for an unaccompanied minor, brought back by one of the adults listed on the unaccompanied minor notification and release form.

## **Definitions**

**Refund** – The return of spendable money to the customer in the form of cash, a check sent from the Refund Department or a credit to a credit card.

**Logical Trip** - The journey's origin and destination from the customer's perspective. For example, a passenger who requests a reservation from Los Angeles to Washington thinks of it as a single trip. We provide the service on two trains, sold in our system as two segments.

The segments that are displayed, sold and priced (may be more than one 3-field) together in Arrow will now be and labeled as "Trip 1", "Trip 2," etc, to indicate one or more logical trips (the agent will see "Trip 1", "Trip 2" in the face of the PNR). Cancellation rules will apply uniformly to the entire fare for a complete logical trip, not just to one part of the fare, such as the accommodation charge, or to any one segment within that logical trip.



**Fare Family** - A grouping of Coach Fare Plans with the same cancellation characteristics. Coach Fare Plans assigned to a Fare Family (rule 73) will be assigned one of the following families and have the accompanying cancellation rules:

Fare Type	Refunds Allowed	Refund Fee
SVR-Saver	No	No
VAL-Value	Yes	Yes
FLX-Flexible	Yes	No

**No Show** – A passenger who does not travel, as evidenced by the eTicket not being lifted on the train, and who does not cancel the trip prior to the scheduled departure time.

**Exchange voucher** – An Arrow ticket with a dollar value showing “Exchange Voucher” rather than a city pair, date, and train. Issued when the original ticket was not refundable but exchangeable, when the passenger chose to accept an exchange voucher and in other situations. Exchange vouchers are not refundable.

**Non-refundable** – Money may not be returned to the passenger, but the value of the ticket may be used to pay for part or all of another ticket. (Non-refundable does not also mean non-exchangeable unless the rules specifically say that.) Non-refundability may be established by one or more of the following:

- Form of payment (example – Transportation Certificate)
- Passenger type
- Fare plan
- Promotion (discount) code
- Failure to cancel extra-fare accommodation before the deadline established for refundability

Non-refundable restrictions may be waived in the event of a defined hardship, a service disruption, or the failure of Amtrak to provide the service paid for.

**Exception – a non-refundable form of payment such as a Transportation Certificate** remains non-refundable; we will not give back cash for it (but an exchange voucher may be issued).

**Non-exchangeable** – The value of the ticket may not be used to pay for part or all of another ticket. Non-exchangeability may be established by:



2021-06-06

- Form of payment
- Passenger type
- Fare plan
- Promotion (discount) code
- Failure to cancel sleeper before train has departed

Non-exchangeable restrictions may be waived in the event of a defined hardship, a service disruption, a late train, or the failure of Amtrak to provide the service paid for.

***Conjunctive ticket*** – A set of two or more ticket coupons for connecting service, of a logical trip upon which a through fare was applied; or for round-trip tickets priced with a round-trip fare.

The tickets will be numbered, for example, “1/3, 2/3, 3/3

***En route downgrade*** - A change from a higher-priced accommodation to a lower-priced accommodation (or to coach) within one segment, or within two or more segments priced at one through fare. *Examples:*

- Bedroom to Roomette
- Bedroom to Coach
- Roomette to Coach
- Business Class to Coach
- Any of the above to nothing at all (cancellation or no alternate transportation provided)
- Bedroom to a coach seat on an alternate transportation bus
- Roomette to a coach seat on an alternate transportation flight
- Coach to nothing at all (cancellation or no alternate transportation provided).

**Voluntary** - Initiated by the passenger.

**Involuntary** - Initiated by Amtrak due to an en route termination, a bus substitution, the removal of a sleeping car or business class car from a train, etc.

***Accommodation -***

- An *extra-fare accommodation* such as a sleeping car room, a First Class seat, or a Business class seat, or
- An accommodation with *no extra charge*, such as a coach seat.

***eVoucher***

An electronic voucher stored in the Arrow reservation system containing value that may be used by the person named on it. All, some or none of the value within the eVoucher may be refundable.



## Related Policies

For additional information refer to the following related policies

- Change Fee Policy
- Service Disruption – Fare Protection Policy
- Evoucher (part of E-ticketing)
- Passenger Hardship Exception Policy
- Reservation Policy

## Amtrak Refunds Address

When sending refund requests to Amtrak Refunds for processing, include:

- The passenger's name, address, phone number, and e-mail address, so that he or she can be contacted if Amtrak Refunds needs additional information in order to minimize delay to the refund, and
- All necessary material to process the refund (paper value tickets are required; for eTickets, information such as PNR printouts, eTicket documents, and anything else that will enable Amtrak Refunds to research and process the refund)

Use NRPC 3155, mail-in refund form. Fill it out completely, and give the passenger his or her copy of that form. Send the refund request using NRPC 3156, pre-addressed envelope, which has the address below. If you do not have or cannot use this envelope, send the refund (by U.S. Mail or commercial express carrier only) to the address below. Do not use railroad mail and DO NOT include this refund request in a station sales accounting pouch – the refund will be seriously delayed and may never get there.

Amtrak Refunds  
Box 70, 30th St. Station  
2955 Market St.  
Philadelphia PA 19104-2898  
Phone for this office (**Amtrak internal use ONLY**, do not give this to the public)  
ATS 728-1610 / 215-349-1610

## Refund Inquiries

Customers may call Amtrak at 800-USA-RAIL and ask to be transferred to the Refund Desk (contact center agents: transfer to Out 240). Hours: 0900-2030 Eastern time Monday through Friday except holidays.

## Appendix

## Update History



2021-06-06

**2021-06-06: Rules for new Tour Pass added**

2020-03-01: Change Fee implemented, distinguish that this policy applies to refund/cancellation policy. Value fare fee changed from fee applied 7 days or less prior to travel to fee applied 14 days or less prior to travel. Saver fare cannot be changed or cancelled 24 hours or more after purchase; forfeits full amount. Removed Smart fares from policy since they were discontinued, last travel date 29Feb20.

2019-02-04: Changed grace period from 1 hour to 24 hours after purchase for both Value tickets purchased within 7 days of departure and Multi-rides.

2019-06-07: Added question for Amtrak Vacations tickets.

2019-01-23: Changed Group Refund address from Riverside, CA (closed) to Philadelphia

2018-08-21: FLX, FLEXIBLE fares follow same forfeit rule as all other type tickets; full value will forfeit if not cancelled prior to scheduled departure. Also added FLX, VAL & SVR specifics to the refund table.

2018-03-20: Refund fee changes to Cancellation Fee & is applied to both refunds & eVouchers.

2018-01-07: Refund fee changed from 20% to 25%, Value ticket refund fee charged within 7 days of scheduled departure and First Class will forfeit if not cancelled prior to departure.

2016-08-15: Refund fee changed from 10% to 20% & cancellation period from 1 day to 2 days prior to scheduled departure and changed Corporate Account fare plans to refundable without a fee if cancelled prior to scheduled departure.

2015-12-10: Added "\*" to state 1 hour grace period as a courtesy- not part of policy.

2015-06-19: Added line referring to Forms of Payment policy.

2015-04-08: Indicated when multiride tickets cannot be refunded at stations or contact centers, but rather have to be sent to Amtrak Refunds for refund processing.

2014-12-17: Clarified SmartFares are non-refundable (no grace period)

2014-12-12: Clarify refund procedure for conjunctive tickets.

2014-11-04: Clarify that refunds are based on logical trips, not segments and add Pets to the policy.

2014-08-26: Addressed coach fare plans not assigned to a fare family.

2014-07-15: Update Tour Pass policy when travel tickets were issued

2014-05-14: How to process tickets with Corporate Account Fare Plans

2014-03-01: No show added for Reserved & Advance Purchase Rail Fare

2013-10-18: Update Multiride policy for Multiride eTicket and add Removal of Passenger from Train.

2013-09-15: Fare Families addressed (Flexible fares - no refund fee applied).

2013-07-10: Added Termination of Service En-Route

2013-04-22: Added an overview of the refund process in hierarchy order.

2012-08-08: New chapter replacing the former Basic Refund Policy and Involuntary Downgrade Policy Intranet chapters and incorporating the new refund policies effective August 12, 2012.

About this Chapter



2021-06-06

<b>Contact(s):</b> Donna Dicks	<b>Subject:</b> Refunds-Basic Policy
<b>Owner Department:</b> Marketing	<b>Group:</b> Pricing (Tariff)



## Amtrak Pre-Trip Emails

**Chapter Summary:** This chapter contains information about the Amtrak pre-trip email program.

To help customers prepare for their upcoming trips, Amtrak Guest Rewards sends pre-trip emails on certain routes that include information about the trip and what to expect at the train station.

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California Zephyr .....	5
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## Introduction

Amtrak Guest Rewards sends pre-trip emails five days prior to departure to passengers on certain routes. The emails contain information about the trip, the departure and arrival stations, as well as general information about traveling with Amtrak. These emails are sent to both Amtrak Guest Rewards members and to nonmembers, as long as an email address is in the PNR.

## Trains for which pre-trip emails are sent

Pre-trip emails are sent to passengers (both Amtrak Guest Rewards members, and nonmembers) on the following trains, provided there is an email address in the PNR, the other conditions listed are met, the entire trip is on the one train, and the trip is no more than two segments. Additionally, only passengers who tickets are eligible for online cancellation and modification are sent pre-trip email messages.

Train no.	Train or route name	Conditions
1, 2, 421, 422	Sunset Limited	Trip length at least eight hours
3, 4	Southwest Chief	All qualifying passengers
5, 6	California Zephyr	Trip length at least eight hours
7, 8, 27, 28	Empire Builder	Trip length at least eight hours
11, 14	Coast Starlight	All qualifying passengers
19, 20	Crescent	Trip length at least eight hours
21, 22, 421, 422	Texas Eagle	Trip length at least eight hours
29, 30	Capitol Limited	Trip length at least eight hours
48, 49, 448, 449	Lake Shore Limited	Trip length at least eight hours
50, 51	Cardinal	Trip length at least eight hours
52, 53	Auto Train	All qualifying passengers
58, 59	City of New Orleans	Trip length at least eight hours
89, 90	Palmetto	Trip length at least eight hours
91, 92	Silver Star	Trip length at least eight hours
97, 98	Silver Meteor	Trip length at least eight hours

## Sample pre-trip email examples

### Auto Train

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[View Amtrak Rewards](#)



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member yet? [Join now](#)

## HELLO SUE, YOUR TRIP IS 5 DAYS AWAY

Here are some quick reminders to help you prepare for your upcoming trip.  
We look forward to seeing you on board.

RESERVATION # **E3907C**

**TRAIN:** 53 Auto Train

**CHECK-IN:** Starts at 11:30; check-in times vary by vehicle types, and end as early as 2pm.  
[Learn more](#)

**DEPARTURE:** Lorton, VA 4:00 PM  
Wednesday, November 09, 2018

**ARRIVAL:** Sanford, FL 8:58 AM  
Thursday, November 10, 2018

**SEAT/ROOMS:** 1 Reserved [Roomette]

Visit [online](#) to view complete trip details, modify, or upgrade your reservation or [call 1-800-AMTRAK](#).



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## California Zephyr

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### HELLO KEN, YOUR TRIP IS 5 DAYS AWAY

Here are some quick reminders to help you prepare for your upcoming trip. We look forward to seeing you on board.

RESERVATION # **347125**

TRAIN: **5 California Zephyr**

DEPARTURE: **Chicago, IL 2:00 PM**  
Wednesday, November 09, 2016

ARRIVAL: **Winter Park/Fraser, CO 10:07 AM**  
Thursday, November 10, 2016

SEAT/ROOMS: **1 Reserved [Roomette]**

Visit us online to view complete trip details, modify or upgrade your reservation, or [contact us](#).



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Amtrak, DC Station, Ticket Office  
Washington, DC 20004  
Phone: 800.438.3635

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## AGR Access communication history

Record of email being sent.

### Member COMMUNICATIONS

**Donald L Olson** - AGR Member

Member ID: 7014015197 | Status: Member | Age: 61 | Points: 2,803 | Status: Active | Account since: 01/16/2003 | Email: [\[REDACTED\]](#)

From: 12/02/2016 To: 02/16/2016 Search Records found: 1

Description	All Types	Sent To	Date	All Statuses
► Amtrak Guest Rewards Intro	System Email	agr@agm-7014015197@gmail.com	02/16/2016 10:30:11 AM CST	Sent

**Amtrak Pre-trip Emails**

*Ctrl-Home to return to table of contents*

## Questions from e-mail recipients

Here is how to handle various questions you may receive from passengers who have received these letters.

**Question:** I received an email regarding my trip on the Southwest Chief (or any of the other routes listed in this document on pages 2-3), but not for any of my other Amtrak trips. Can you tell me why?

**Agent Response:** *The Amtrak Trip Reminder emails are being tested in limited number of markets, with the plan of rolling out to other routes in the future, so some parts of your trip may not have been part of the test. Did you find having this information useful in preparing for your trip?*

**Question:** I received an email regarding my upcoming trip on the Auto Train and realize I need to reschedule my trip. Can you help?

**Agent Response:** *I'd be happy to help you. Please provide me with your reservation number and we'll get started.*

**Question:** I received an email regarding my upcoming trip to Chicago, but not my return trip. Can you verify my reservation, please?

**Agent Response:** *If your return trip is on a different day than your outbound trip, you will receive a reminder email five days before its departure. I can verify your upcoming travel; please provide me with your reservation number and we'll get started.*

**Question:** I received an email regarding my upcoming trip to Chicago and realized I have not added my Amtrak Guest Rewards number. Can you help by adding it?

**Agent Response:** *I'd be happy to help you now, but please know you can also update your reservation online as well. Please provide me with your reservation number and we'll get started.*

## Appendix

### Update history

2016-12-02      Remaining long distance trains added.  
2016-04-04      Add passengers traveling eight hours or more, originating or terminating Chicago.  
2016-03-14      Add Southwest Chief.  
2016-02-22      New. Emails sent to Auto Train passengers; new program.

### *About this chapter*

<b>Contact:</b> Nick Genevish	<b>Subject:</b> Amtrak Pre-trip Emails
<b>Owner Department:</b> Marketing	<b>Group:</b> Amtrak Guest Rewards



## Amtrak Pre-Trip Emails

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50, 51	Cardinal	Trip length at least eight hours
52, 53	Auto Train	All qualifying passengers
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89, 90	Palmetto	Trip length at least eight hours
91, 92	Silver Star	Trip length at least eight hours
97, 98	Silver Meteor	Trip length at least eight hours

## Sample pre-trip email examples

### Auto Train

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[View Amtrak Rewards](#)



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## California Zephyr

[View or modify your Amtrak travel details](#)

[View your travel history](#)



Not an Amtrak Guest Rewards<sup>®</sup> member yet? [Join now.](#)

## HELLO KEN, YOUR TRIP IS 5 DAYS AWAY

Here are some quick reminders to help you prepare for your upcoming trip. We look forward to seeing you on board.

RESERVATION # **347125**

TRAIN: **5 California Zephyr**

DEPARTURE: **Chicago, IL 2:00 PM**  
Wednesday, November 09, 2016

ARRIVAL: **Winter Park/Fraser, CO 10:07 AM**  
Thursday, November 10, 2016

SEAT/ROOMS: **1 Reserved [Roomette]**

Visit us online to view complete trip details, modify or upgrade your reservation, or [contact us](#).



### PLANNING FOR YOUR JOURNEY

Explore additional Amtrak services and travel details to complete your trip.



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The Amtrak Traveler

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1000 17th St, NW  
Amtrak, DC Station, Ticket Office  
Washington, DC 20004  
Phone: 800.438.3635

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## AGR Access communication history

Record of email being sent.

### Member COMMUNICATIONS

**Donald L Olson** - AGR Member

Member ID: 7014015197 | Status: Member | Age: 61 | Points: 2,803 | Status: Active | Account since: 01/16/2003 | Email: [\[REDACTED\]](#)

From: 12/2/2016 To: 12/2/2016 Search | Refresh

Description	All Types	Sent To	Date	All Statuses
▶ <a href="#">Amtrak Guest Rewards Intro</a>	System Email	agrdlgrm7014015197@gmail.com	02/16/2016 10:30:11 AM CST	Sent   <a href="#">[REDACTED]</a>

**Amtrak Pre-trip Emails**

*Ctrl-Home to return to table of contents*

## Questions from e-mail recipients

Here is how to handle various questions you may receive from passengers who have received these letters.

**Question:** I received an email regarding my trip on the Southwest Chief (or any of the other routes listed in this document on pages 2-3), but not for any of my other Amtrak trips. Can you tell me why?

**Agent Response:** *The Amtrak Trip Reminder emails are being tested in limited number of markets, with the plan of rolling out to other routes in the future, so some parts of your trip may not have been part of the test. Did you find having this information useful in preparing for your trip?*

**Question:** I received an email regarding my upcoming trip on the Auto Train and realize I need to reschedule my trip. Can you help?

**Agent Response:** *I'd be happy to help you. Please provide me with your reservation number and we'll get started.*

**Question:** I received an email regarding my upcoming trip to Chicago, but not my return trip. Can you verify my reservation, please?

**Agent Response:** *If your return trip is on a different day than your outbound trip, you will receive a reminder email five days before its departure. I can verify your upcoming travel; please provide me with your reservation number and we'll get started.*

**Question:** I received an email regarding my upcoming trip to Chicago and realized I have not added my Amtrak Guest Rewards number. Can you help by adding it?

**Agent Response:** *I'd be happy to help you now, but please know you can also update your reservation online as well. Please provide me with your reservation number and we'll get started.*

## Appendix

### Update history

2016-12-02      Remaining long distance trains added.  
2016-04-04      Add passengers traveling eight hours or more, originating or terminating Chicago.  
2016-03-14      Add Southwest Chief.  
2016-02-22      New. Emails sent to Auto Train passengers; new program.

### *About this chapter*

<b>Contact:</b> Nick Genevish	<b>Subject:</b> Amtrak Pre-trip Emails
<b>Owner Department:</b> Marketing	<b>Group:</b> Amtrak Guest Rewards





## Amtrak Guest Rewards

**Chapter Summary:** This chapter contains information about Amtrak Guest Rewards, Amtrak's loyalty program, in which passengers can earn points for paid travel and redeem them for reward travel.

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## Program overview

Amtrak Guest Rewards is the loyalty program for Amtrak. Members earn two points per dollar spent on Amtrak travel. Points are given for dollars spent and not for distance traveled; Amtrak Guest Rewards members earn points, not “miles”.



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## ***Eligibility***

Membership is open to all residents of the United States and Canada, including Amtrak and freight railroad pass riders.

## ***Enrollment***

- Membership in Amtrak Guest Rewards is free.
- Passengers can enroll online from the Amtrak.com home page by clicking "Join" at the top of the page, via the Amtrak mobile app, or by calling Amtrak Guest Rewards Service Center at 800-307-5000.
- Contact center and station agents may also enroll customers through the RailRes and STARS applications.
- If the member travels on Amtrak using his or her Amtrak Guest Rewards number within 90 days following enrollment, the member will earn 500 bonus points.
- A permanent PNR shell will be created for the member shortly after he or she has completed the full enrollment, whether enrollment was done online or with an Amtrak Guest Rewards agent, as long as a physical address and phone number were provided in the member's profile.

## ***Point earning and redemption basics***

- Members must complete enrollment and obtain an Amtrak Guest Rewards membership number to participate in the program.
- The member number must be included in the reservation, and the member must complete travel.
- Each person traveling must have his or her own member number. Members cannot earn points for another person's travel, even if that member has paid for the other person's travel.
- The name in the reservation and the name in the member's Amtrak Guest Rewards profile must match.
- Members earn two points for each dollar spent on Amtrak travel. Points earned through partners (such as the Amtrak Guest Rewards MasterCard) vary.

## ***Program structure***

The Amtrak Guest Rewards program has three premium tiers: Select, Select Plus, and Select Executive. Upon enrollment, new members are "Base" or "Core" members of the program.

Upgraded status is earned as follows:

<b>Tier Qualifying Points earned in a calendar year</b>	<b>Member is upgraded to this tier for the following calendar year</b>
5,000	Select



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10,000	Select Plus
20,000	Select Executive

Tier Qualifying Points are the base points earned for traveling on Amtrak using an AGR member number, or earned through special Tier Qualifying Point bonuses. Tier Qualifying Points qualify the member for Status within the program. Bonus points and Partner points (such as points earned through Amtrak Guest Rewards MasterCard spending), unless otherwise stated, do not count towards Tier status.

The member's permanent PNR will show the current status.

### ***Select tier***

Amtrak Guest Rewards members who have earned 5,000 Amtrak Guest Rewards Tier Qualifying Points (excluding partner and bonus points, unless otherwise specified) within a calendar year are promoted to the Select level.

Select members receive the following benefits:

- A 25% point bonus on every Amtrak trip you take, excluding bonus points.
- Select member-only offers and exclusive deals from Amtrak Guest Rewards partners.
- Dedicated phone number and priority Amtrak Guest Rewards service.
- Exclusive redemption opportunities.

For more details on Select benefits, members can visit [www.amtrakquestrewards.com/info/select](http://www.amtrakquestrewards.com/info/select)

### ***Select Plus tier***

Amtrak Guest Rewards members who have earned 10,000 Amtrak Guest Rewards Tier Qualifying Points (excluding partner and bonus points, unless otherwise specified) within a calendar year are promoted to the Select Plus level.

Select Plus members receive the following benefits:

- A 50% point bonus on every Amtrak trip, excluding bonus points
- A Select Plus membership card
- Unlimited access to all ClubAcela®, Amtrak Metropolitan Lounge™, and First class lounge locations
- Access to United Clubs with valid Select Plus card.
- Preferred redemption inventory and/or pricing during peak travel periods.
- Dedicated phone number for reservations and priority Amtrak Guest Rewards service.



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- Select Plus members-only offers and exclusive deals from Amtrak Guest Rewards partners
- Exclusive redemption opportunities

For more details on Select Plus benefits, members can visit [www.amtrakguestrewards.com/info/plus](http://www.amtrakguestrewards.com/info/plus)

### ***Select Executive tier***

Amtrak Guest Rewards members who have earned 20,000 Amtrak Guest Rewards Tier Qualifying Points (excluding partner and bonus points, unless otherwise specified) within a calendar year are promoted to the Select Executive level.

Select Executive members receive the following benefits:

- A 100% point bonus on every Amtrak trip, excluding bonus points
- A Select Executive membership card
- Unlimited access to all ClubAcela<sup>®</sup>, Amtrak Metropolitan Lounge<sup>™</sup>, and First class lounge locations
- Access to United Clubs with valid Select Executive card
- Select Executive Earned Upgrades (one earned for every 3,000 Tier Qualifying points)
- Preferred redemption inventory and/or pricing during peak travel periods.
- Dedicated phone numbers for reservations and priority Amtrak Guest Rewards service.
- Select Executive members-only offers and exclusive deals from Amtrak Guest Rewards partners

For more details on Select Executive benefits, members can visit [www.amtrakguestrewards.com/info/executive](http://www.amtrakguestrewards.com/info/executive)

### **Earning points**

Amtrak Guest Rewards members earn two points per dollar for Amtrak travel. Members can also earn points by making purchases with the Amtrak Guest Rewards MasterCard card, and by transacting with program partners.

### ***All trains and Thruway services***

Amtrak Guest Rewards members earn points for Amtrak travel. Points are earned based on money spent and not on distance traveled; therefore, Amtrak Guest Rewards members earn points, not “miles”. Points earned for travel may take up to three weeks to credit to the member’s account.

- Most trains and Thruway services: two points per dollar spent.



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- Non-Acela Express business class: 25% bonus (2.5 points per dollar spent).
- Acela Express: 50% bonus (three points per dollar spent).

Points are not earned on 7000-7999 series Thruway services, including the Canadian portion of the Maple Leaf, a New York-Toronto train operated jointly by Amtrak and VIA Rail Canada.

Points are not earned on commuter tickets for travel on carriers such as MARC and Shore Line East, even if the tickets are sold by Amtrak.

### ***Other earning situations***

- **Gift cards:** Points are not earned for the purchase of Amtrak gift cards; however, points are given for Amtrak travel paid with gift certificates.
- **Transportation certificates and service vouchers:** Points are not earned for the portion of a fare paid with one of these service recovery documents, only for the portion paid with actual money.
- **USA Rail Pass:** Points are awarded for USA Rail Pass travel (the actual USF-RLP pass PNR, not the USA-RPA payment PNR). Points are also given for any segment in a USA Rail Pass PNR for which a separate fare was charged. However, to earn points for USA Rail Passes, members must mail or fax their pass into the Amtrak Guest Rewards Service Center. Once the pass has expired, the member will be credited two points per dollar spent on the USA Rail Pass.
- **California Rail Pass:** Points are awarded for the use of a California Rail Pass. Once the pass has expired, the member will be credited two points per dollar spent on the Pass.
- **Multiride tickets:** Members will earn two points per dollar spent on Amtrak multiride tickets. Multiride tickets sold by Amtrak on behalf of other carriers such as MARC or Shore Line East will not earn points.

### ***Proof of travel***

Members should retain ticket receipts, eTicket documents, or other proof of travel, until the points earned appear in the member's account.

### ***Contacting Amtrak Guest Rewards for missing points***

The member may go to [www.amtrakguestrewards.com/missingpoints](http://www.amtrakguestrewards.com/missingpoints) and fill out the online Missing Points Request form, or contact Amtrak Guest Rewards; the AGR agent will tell the member what documents are required. For new members, missing points requests may be submitted for travel up to 21 days prior to enrollment. Otherwise, members have 120 days from the date of departure to request missing points.



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***Amtrak Guest Rewards MasterCard and program partners***

Members can also earn points by making purchases with the Amtrak Guest Rewards MasterCard credit card, and by transacting with program partners. For details, go to [www.amtrakquestrewards.com](http://www.amtrakquestrewards.com) or have the member contact the AGR Service Center. The AGR MasterCard credit card is currently issued by Bank of America.

Members may apply for the Amtrak Guest Rewards MasterCard card by going to [www.amtrak.com/apply](http://www.amtrak.com/apply) or by calling 800-307-5000.

***Point expiration***

If no point earning or redemption activity is recorded or reported within 24 months, member points will expire. However, points will not expire if the member is an Amtrak Guest Rewards® MasterCard® cardholder with an open account.

**Reservations – revenue travel earning AGR points*****AGR number must be in the PNR***

The Amtrak Guest Rewards member will earn points for Amtrak travel if the AGR member number is in the PNR, and if the member name in the PNR name field matches the member name in his or her Amtrak Guest Rewards profile.

To make sure the member number is in the PNR, and that the name in the name field matches the member name, always book from the member's PNR shell (permanent PNR). To display the shell, make this entry in RailRes or STARS:

F11/Retrieve PNR, option 5/Frequent Traveler #, or Option 3, Phone #.

Then book space and price it. A travel PNR will be created, which will use the name, AGR number, and phone number from the AGR member's permanent PNR. Or you may add the member number to the existing PNR.

For multiride tickets, the AGR number must be included in the ticketing entry, or in the PNR used to create the multiride ticket. Every ticketing interaction creates a PNR, so if this wasn't done at the time of ticketing, it may be possible to retrieve the PNR and add it.

If the member has already made a PNR and the AGR number is not in it, enter the number as follows:

- RailRes: F6/Remarks, Option 6/Frequent Traveler #
- STARS: F6/Remarks, Option 6/Frequent Traveler #



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- Command-line: 5FQTVnnnnnnnnnn/Px, where nnnnnnnnnn = AGR member number, and x is the passenger number in the PNR.  
Example: 5FQTV7012345678/P1 for passenger 1.

### ***Retroactive credit – credit for completed travel***

To obtain immediate credit for paid travel, the AGR number must be in the PNR before the ticket is lifted. If the AGR number was not in the PNR, and the passenger has already traveled, see below:

#### **If the member had an eTicket**

The eTicket will be scanned and lifted immediately on the train by the conductor. If the member number was not printed on the eTicket, the member will need to request retroactive credit online at [AmtrakGuestRewards.com](https://AmtrakGuestRewards.com) or by contacting the Amtrak Guest Rewards Service Center.

#### **If the member traveled on Auto Train**

The passenger will be checked in at the Auto Train station and the tickets lifted in Arrow immediately after train departure. To earn points for the trip, the Amtrak Guest Rewards number has to be in the PNR before the ticket is lifted. After the ticket has been lifted, the member must request retroactive credit online at [AmtrakGuestRewards.com](https://AmtrakGuestRewards.com) or by contacting the Amtrak Guest Rewards Service Center.

#### **If paper value tickets were issued**

Lifted tickets in conductor pouches are sent to a processing facility in El Paso, Texas where they are scanned; at that time, the actual lift is recorded in Arrow. This normally occurs two to four days after travel; however, points may take up to 3 weeks to post to the member's account. If the AGR number is entered into the PNR before that process occurs, the passenger will receive credit automatically, once the lift is recorded.

### ***Amtrak Guest Rewards coupon offers***

Amtrak Guest Rewards offers coupons to eligible members and makes them available as redemption items. The coupons are transferable and may be used by someone other than the member, and the member does not have to travel or be present for another person to use the coupon. Standard blackouts apply, as may additional booking limitations. Terms and conditions can be found by looking up the promotion code for the coupon.

Amtrak Guest Rewards coupons are electronic. Electronic coupons are valid for a single use and contain a unique coupon number for verification. Once an coupon is applied to a reservation, it is marked as used, and the system will not permit reuse. Coupons are fully transferable, but may not be sold by the member.





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Upgrade coupons may not be used to upgrade a redemption ticket. For example, if the member used points to pay for travel in Acela Express business class, a coupon may not be used to upgrade that PNR to Acela Express first class.

### **AGR electronic coupons**

These offers are applied using the “coupon” screen in RailRes or STARS. A valid coupon number is required in addition to pricing. No physical paper coupon is required.

### **Examples of AGR coupons**

- One-class upgrade on a single segment at no charge, from Business Class to First Class on Acela Express, or from coach to Business Class on non-Acela Express trains. May be applied within 12 or 48 hours of departure, depending on the coupon. May be combined with senior, corporate or disability discount but may not be combined with other discounts or points redemption reservations.
- One free companion rail fare with the purchase of one regular full adult rail fare (one-way or round trip).
- 10% off rail fare.
- Free one way trip on the Northeast Regional and/or Acela route, valid during specific dates as indicated in the promotion terms.

### **Coupon terms and conditions**

The terms and conditions for each offer can be found by searching by the promotion code in Super Julie after validating the coupon number.

### **Contact center and station agent booking – coupons**

1. Confirm that the customer will be eTicketing the reservation now. (If he/she plans to “hold” the reservation and pay later, advise that the coupon may **only** be applied at time of eTicketing.)
2. Reserve upgraded space as desired, within the booking limits of the coupon offer, and avoiding any blackout dates specified.
3. Using the Discounts screen in RailRes (~F4) or STARS (~F3), choose “coupon.”
4. Enter the 14-digit coupon number provided by the customer, then hit Enter. coupon numbers always contain both letters and numbers. (Station agents may scan the bar code on the coupon if the customer has a printed copy.)
5. If the coupon is valid, pricing information will be displayed. If the coupon is not valid, an error message will appear with the reason.
  - a. One or more passenger type codes may be shown. If more than one is shown, check the passenger type rules to determine the right one to use.
  - b. If no passenger type code is given, use “F” (full adult) or “WW” (mobility-impaired full adult) in conjunction with the coupon promotion code displayed on the screen.
6. Price the upgraded segment using the pricing code(s) shown on the screen.



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7. Upon successful pricing, a remark will automatically appear in the PNR with the coupon number. *This is the agent's indication that the coupon was priced correctly. If no remark appears, try again. Entering the remark yourself does not suffice – it must be automatically inserted by the system.*
8. Upon eTicketing the upgraded segment, the coupon will be finally marked as “used” in the coupon system. Ensure that the coupon number remark is still shown in the PNR after eTicketing, as this is the agent's audit trail. *Until the segment is eTicketed, the coupon has NOT been applied and can be reused elsewhere.*

### Protecting original rail fare

When booking the upgrade, the business class or first class seat may come from a higher inventory class (“bucket”) than the original seat in the PNR. The coupon would not impose an accommodation charge, but the rail fare would otherwise increase to an amount corresponding to the higher inventory class booked.

Members using free upgrade coupons are **not** subject to this higher rail fare as long as they are upgrading on the **same train, same date, and same city pair** as originally booked. RailRes and STARS have a “Coupon Upgrade” menu option which automatically protects the original rail fare in this scenario. If the segment to be upgraded was originally “through priced” together with other segments, you will need to manually price the upgraded segment at the original rail fare.

### Discounted passenger types

Passengers who booked with a discounted passenger type may also keep that discount when upgrading. Manual pricing may be needed to protect that fare. This includes:

Discount	Passenger type
Senior	E
Student	S
Military	M
Disabled, not mobility impaired	W, WN
Mobility impaired	WM
AAA	SA
RPA (Rail Passengers Association)	AR
Veterans Advantage	VA

### Discounted fare plans

Discounted fare plans (such as EO8N and ZOGE) are generally combinable with upgrade coupons – see the fare plan rules for the particular fare plan for details.



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### *Manual pricing to protect the original rail fare*

When manually pricing to protect original rail fare:

- Passenger type: Use the passenger type specified for the coupon (if applicable)
- Rail fare: Enter the original rail fare
- Accom charge: Price the accommodation at \$0.00
- Outbound fare plan: Enter the original fare plan booked
- Discount code: Enter the discount code specified on the coupon screen (only if no coupon passenger type needed)
- MP comment: 'AGR HXXX Upgrade', where HXXX is the coupon's promotion code.

### **ClubAcela/Metropolitan Lounge single-visit pass**

This coupon is good for access to ClubAcela or Metropolitan Lounge for member and one guest (or immediate family members, defined as spouse and/or children under 21). A same-day travel ticket is not required. Please see the ClubAcela and Metropolitan Lounge policies on the Amtrak Intranet for more details.

## **Redeeming points**

Amtrak Guest Rewards members may redeem their points for Amtrak travel, program partner awards, gift cards, and more.

### ***Booking Amtrak travel***

- Members may redeem for Amtrak travel online at Amtrak.com or by calling 800-USA-RAIL and speaking with a reservation sales agent.
- Certain itineraries may not be bookable on Amtrak.com, but are available via the contact center or the Amtrak Guest Rewards service desk.
- Multiride tickets may be obtained using points. This must be done through an agent; they cannot be booked online.

### **Points required for Amtrak travel**

Points required for Amtrak travel vary based on the prevailing ticket price (in dollars) at time of booking. When reserving redemption travel on Amtrak.com or through an Amtrak agent, the cost in points will be calculated and deducted from the member's AGR account. For detailed travel questions, have the member contact the Amtrak Guest Rewards Service Center.

Points may not be used for Thruway service in the 7000-7999 series, including the portion of the Maple Leaf train within Canada.



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For other Amtrak services:

Product	Conditions
Bicycle space (BV)	800 points per bicycle
Golf bags (GX)	400 points per golf bag
Pets (QX)	800 points per pet
Excess baggage charges	Must be paid separately with money
Auto Train priority vehicle offloading	Not available with points redemptions

### Blackouts

There are no blackouts for redemption travel. Redemption travel may not be available on all trains or at all times, and the points required will be higher if the underlying fare is higher. Select Plus and Select Executive tier members may be eligible for preferred inventory and pricing during peak travel periods.

However, during busy times, the fare may be higher, which means more points will be needed.

### ***Amtrak travel redemption guidelines***

The following guidelines apply to Amtrak travel reservations paid with Amtrak Guest Rewards points:

#### **Redemption eligibility**

- Redemption travel may not be reserved unless a sufficient point balance is available in the member's Amtrak Guest Rewards account at the time of booking.
- Points may be redeemed for travel in the name of passengers other than the member, but tickets and travel documents are non-transferable once issued.
- Up to two children (ages 2-12) may be redeemed for half the points required for each adult in the reservation. Infants (under age 2) may travel without a ticket, but if a separate seat is desired for an infant, points must be redeemed according to the child rate policy.
- Redemption travel may not be bartered, brokered, purchased, or sold, except under programs fully authorized and/or sponsored by Amtrak. A redemption ticket has no cash value.

#### **Redemption travel modifications and cancellations**

For modifications on one-way, round-trip or multi-segment reward travel, the following will apply:



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- Points difference (to new prevailing fare) will apply in all cases with a 10% points penalty withheld on any fare difference returned to member
- If modifying a non-sleeper ticket within 24 hours prior to departure, or a sleeper ticket within 14 days prior to departure, an additional "close-in" penalty of 10% of the points redeemed will be collected (waived for Select Executive).

For modifications to reward travel on a 6-ride or 10-ride multiride ticket, the following will apply:

- Before first ride, a full exchange in point value will be issued without penalty
- No exchange value in points after first ride or after expiry—whichever comes first

For modifications to reward travel on a monthly multiride ticket, the following will apply:

- Full exchange value in points prior to valid month
- No exchange value in points on or after first day of valid month

For cancellations on one-way, round-trip or multi-segment reward travel, the following will apply:

- A 10% points penalty is assessed for any refund (redeposit) back to the member account.
- If cancelling a non-sleeper ticket within 24 hours prior to departure, or a sleeper ticket within 14 days prior to departure, an additional "close-in" penalty of 10% of the points redeemed will be collected (waived for Select Executive)

For cancellations to reward travel on a 6-ride or 10-ride multiride ticket, the following will apply:

- Points are refunded minus 10% point penalty if unused and unexpired
- Redemption non-refundable if first trip used or if ticket expired

For cancellations to reward travel on a monthly multiride ticket, the following will apply:

- Points are refunded—minus 10% point penalty—prior to first day of valid month
- Redemption is non-refundable on or after first day of valid month

#### **Other redemption guidelines**

- A "no-show" for any segment will result in forfeiture of points and travel for that segment, as well as all subsequent segments in the itinerary. A "no-show" is defined as a passenger's failure to travel on a segment from its origin without first cancelling that portion of the itinerary.
- Points may be redeemed for travel in the name of passengers other than the member, but tickets and travel documents are non-transferable once issued.



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- Redemption travel may not be bartered, brokered, purchased, or sold, except under programs fully authorized and/or sponsored by Amtrak. A redemption ticket has no cash value.
- Amtrak's Duplicate and Impossible Bookings policy applies to all redemption travel.
- All Amtrak Guest Rewards redemption transactions are subject to review, adjustment, or cancellation by Amtrak, in accordance with our Program Terms and Conditions.
- All rules and regulations pertaining to Amtrak Guest Rewards redemption travel are subject to interpretation or change without notice by Amtrak. They are published for the convenience of members only, and do not constitute contractual obligations of Amtrak. Please refer to Amtrak's Terms of Transportation for additional information.

### ***Partner awards and gift cards***

Members may obtain additional information about and redeem points for non-Amtrak travel items online at [www.amtrakguestrewards.com](http://www.amtrakguestrewards.com) or by phone at 800-307-5000, using the automated system or speaking with an Amtrak Guest Rewards Service Center agent.



## Reservations – redemption travel using AGR points

### ***Member booking***

The member may book AGR redemption travel on Amtrak.com, or with an Amtrak reservation sales agent at 800-USA-RAIL, 24 hours a day.

### ***Station and contact center agents***

#### **New bookings**

Station agents may not currently book AGR redemption travel; only contact center agents may book redemption travel. Refer the member to [Amtrak.com](https://www.amtrak.com) or to the contact center at 800-USA-RAIL.

If the member's itinerary includes both redemption and non-redemption (paid) travel, the agent will be able to book the entire trip. However, redemption and non-redemption travel segments cannot be mixed in the same PNR, so two PNRs will be created by the agent and cross-referenced.

#### **Modifications to existing bookings**

Redemption travel modifications may currently only be performed by a contact center agent.

Note that the customer may not use money to upgrade a redemption PNR; additional points will be required to complete the upgrade.

A redemption PNR may not be changed to a non-redemption (PNR). The redemption PNR must be cancelled and a new PNR booked.

Name changes to AGR redemption PNRs may not be made after tickets (paper value tickets or eTickets) have been issued. The redemption will need to be cancelled by the member, and a new redemption created under the new passenger's name.

### ***Issuing redemption tickets***

For routes that are eTicket-eligible, an eTicket will be automatically generated after the Contact Center agent completes the reservation (or after the member books the reservation on Amtrak.com). The passenger may have additional copies of the travel document emailed or printed by any Amtrak agent or at a Quik-Trak kiosk anytime prior to departure.

The paying AGR member's number (5RWP field, or if not present, 5FQTV field) must be in the PNR in order to issue tickets from any redemption PNR (PNR paid with points). If it is missing:

- If the member is traveling, ask for the number and enter it.
- If someone else is traveling (the member arranged redemption travel for another person), see if the number is in PNR history.



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- Otherwise, call Amtrak Guest Rewards for assistance. You will need to know at least the member name (not the passenger name - the member name).

Issue the tickets with the Amtrak Guest Rewards form of payment (STARS: F12/Ticket PNR, Option 3/Frequent Traveler).

Note: A dollar value appears in the PNR so Amtrak can keep track of the value of redemption travel. However, the tickets print with zero value, and the ticket lines in your cash drawer likewise have zero value. There is no money to collect.

### ***Mobility impaired and unaccompanied minor travel***

A contact center agent may book mobility-impaired and unaccompanied minor redemption travel, and will add the appropriate special service request (SSR) fields. Mobility-impaired redemption travel may also be booked by the member online at Amtrak.com.

### ***Redemption ticket exchanges***

#### **Contact center agent procedures**

Refer the member to the AGR Service Center. If it is closed, refer the matter to your contact center's support desk, which will follow the same procedures as indicated below for stations (and tell the passenger to exchange the tickets prior to travel, if non-eTicket documents were issued).

#### **Station ticket agent procedures**

Passengers traveling on redemption tickets may on occasion request to change their itinerary at the last minute in the station. If the request is for immediate travel and the Amtrak Guest Rewards Service Center is closed, a station ticket agent may make the following even exchanges only. Blackout dates and time of booking restrictions (such as Acela Express during weekday rush hours) must be followed.

The restrictions below are intended to make sure the member does not obtain travel beyond that specified by the number of points initially redeemed.

#### **Even exchanges**

Corridor services – within the same corridor and class of service (or lower) only. No upgrades are allowed. Examples:

- Northeast Regional coach to another Northeast Regional coach
- San Joaquin coach to another San Joaquin coach
- Non-Acela business class to another non-Acela business class (may downgrade to coach)
- Acela Express business class to another Acela Express business class





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- Acela Express first class to another Acela Express first class (may downgrade to business class and forfeit the points)

Long distance services – within the same route and class of service (or lower) only. No upgrades are allowed. Examples:

- Coach to coach
- Roomette to roomette (may downgrade to coach)
- Bedroom to bedroom (may downgrade to roomette or coach)

Auto Train – for another Auto Train trip in the same or lower class of service only.

Note: Redemption travel is good in any inventory class (“bucket”) reserved, so if the new seat or room comes from a higher inventory class, no additional fare is collected.

If tickets were issued, exchange them, using the Exchange form of payment, and selecting “YES” in the Frequent Traveler Redemption box. Otherwise, just issue the tickets for the changed reservation.

#### **Voluntary downgrades**

A member who **voluntarily** downgrades a redemption PNR (bedroom to roomette, business class to coach, etc.) will not receive credit for the additional points that were required to pay for the higher class of service. The passenger has the option of paying for the new itinerary (in a separate PNR), cancelling the redemption PNR, and sending the tickets back to Amtrak Guest Rewards for points credit.

#### **Voluntary upgrades**

Members may not upgrade a redemption PNR at a ticket office; they must contact Amtrak Guest Rewards. If this is not possible, the member may make a new non-redemption PNR, pay for it, cancel the redemption PNR, and contact Amtrak Guest Rewards for point credit. Onboard upgrades of redemption PNRs are no longer permitted.

If the AGR Service Center is not open, the member wants to upgrade, and there are few accommodations left, you may not book that as revenue travel to hold it out, and then have the AGR Service Center change it to redemption travel when they open. The member must wait until the AGR Service Center opens.

#### **Involuntary changes (service disruptions)**

If a redemption PNR has to be **involuntarily** changed due to a service disruption, such as a missed connection, an equipment substitution, etc.:



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- and the new accommodation is a downgrade, tell the member to contact Amtrak Guest Rewards for a points credit. The AGR will tell the member what documentation is required. (The passenger should save all ticket receipts or other documentation.)

- and the new accommodation is an upgrade, no additional points will be charged.

In both cases, reprice the new segment with the same AGR redemption code as used in the original segment. The dollar amount shown in the segment will change, but the tickets will print at zero value and will show in your cash drawer at zero value. Reticket using the Exchange form of payment if a ticket is turned in, and selecting "YES" in the Frequent Traveler Redemption box.

### ***Cancellations and refund of points***

Members should cancel redemption reservations through the Amtrak Guest Rewards Service Center. If they cancel at a ticket office, and have paper value tickets, cancel the reservation for the member and tell him or her to return the paper value tickets to the AGR Service Center to request a refund of points. Station agents should not collect the ticket. Once the paper ticket is received by the AGR Service Center, the member's account will be credited.

No credit will be given for any redemption travel if the passenger "no-shows" – that is, does not cancel before train departure.

## **Lost redemption tickets**

### **eTickets**

If a redemption eTicket document is lost, just reprint it, the same as you would for any other eTicket document.

### **Paper value tickets**

No service eligible for redemption travel requires paper value tickets.

If paper value redemption tickets were issued (rare) and are then lost, they may be reissued by a station ticket office. This should only be done on the day of departure in case the passenger finds the original paper value tickets in the meantime.

- If the passenger contacted the AGR Service Center first, the agent will enter remarks into the PNR.
- If the AGR Service Center is not open, and the passenger is leaving immediately, you may still reissue the tickets.

You cannot use the duplicate ticket entry. Follow these steps:



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1. Make note of the AGR redemption discount code currently in the 3-fields; you need this to reprice the PNR.
2. Delete all the 3-fields.
3. Re-enter the 3-fields using the discount code you noted from step 1.
4. End transact the PNR.
5. Now reissue the tickets (STARS: F12/Ticket PNR, Option 2/Exchange, arrow right, select Frequent Traveler; use the lost ticket numbers in the exchange entry which will show them as exchanged and prevent further exchange or use).
6. AGR tickets are issued at zero value in the cash drawer so you will not be short.

## **Employee participation**

Amtrak and freight railroad pass riders may participate in the Amtrak Guest Rewards program, subject to the following restrictions.

### ***Employee point earning***

Amtrak and freight railroad pass riders who are AGR members are eligible to earn two points per dollar spent on Amtrak travel, as well as earning points for using the Amtrak Guest Rewards MasterCard and transacting with program partners.

- The pass rider must make certain his or her AGR number is in the PNR.
- No points are earned if the travel is free; no fare was paid.
- Points may not be redeemed for pass travel; the pass rider must book redemption travel the same as regular members. Or, the pass rider may use the points to obtain travel for someone who does not have pass privileges.
- Employee points will expire according to program rules.
- Any pass travel for which the pass rider receives a full or partial refund is not eligible to earn points, including refunds for travel under the "Red, White and Blue" policy.
- Other program terms and conditions that apply to regular members also apply to pass rider members.

### ***Promotion restrictions***

Employees may be excluded from participation in some AGR promotions.

## **Amtrak Guest Rewards Service Center contact information**

### ***Hours***

Daily, 5 am – 12 midnight (0500-2359) Eastern Time, except holidays

### ***Website – public***

[www.amtrakguestrewards.com](http://www.amtrakguestrewards.com)



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***Phone – public***

Amtrak Guest Rewards: 800-307-5000

***Mailing address***

Amtrak Guest Rewards Service Center  
P.O. Box 14368  
Philadelphia PA 19115-0368

***Phones – private (Supervisors)***

(not to be given to the public)

***Philadelphia RSCC***

Manager: Marian Whitaker  
Supervisors: Sheila Thomas, 723-7908;  
Leads: Lorna Oliver, 723-7705;  
Fax: 723-7708  
Commercial: 215-856-number



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## Appendix

### *Sample AGR membership cards*

Note: Cards are generally issued only to Select Plus and Select Executive members (for club access). Other members receive the membership number only.



### *Update history*

- 2019-05-22: Changed NARP to RPA (Rail Passengers Association)
- 2019-04-03: Point expiration change from 36 to 24 months. eCoupon references changed to 'coupons,' mobile app added as enrollment option, credit card landing page URL updated
- 2019-01-22: Riverside contact center mention removed
- 2017-11-07: Close-in additional points charge applied when cancelling non-sleeper travel corrected from 48 hours to 24 hours (page 13).
- 2017-09-29: When using a free upgrade coupon, bumping up the rail fare from a discounted passenger type to a regular adult passenger type is no longer required.
- 2017-08-08: Golf bags and pets may now be paid with points; all headings changed to sentence case; other minor editorial changes; Anthony Rizos removed from Contacts section below.
- 2016-01-29: Minor updates, including bonus for business class and Acela Express travel, and redeeming points for multiride tickets.
- 2016-01-24: Complete revision reflecting new AGR Program effective 2016-01-24.
- 2015-01-22: Sample AGR Membership Cards updated.
- 2014-01-01: 2014 AGR coupon offers added.
- 2013-07-31: Amtrak employee pass rider participation section updated.
- 2013-05-09: General revisions/updates for 2013; added redemption travel guidelines.
- 2013-02-22: Instructions corrected for Transfer/Stopover; added Select Executive tier.
- 2012-07-23: Instructions corrected for issuing replacement paper value tickets.
- 2012-06-18: New. Replaces G/POL/GRW and previous Intranet material.

### *About this chapter*

<b>Contact:</b> Vicky Radke	<b>Subject:</b> Amtrak Guest Rewards
<b>Owner Department:</b> Amtrak Guest Rewards	<b>Group:</b> Amtrak Guest Rewards



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## Amtrak Carry-on Pet Policy

**Chapter Summary:** This chapter contains policies and procedures for carrying small pets, including pets described by their owners as “comfort animals”, on Amtrak trains.

This policy does not apply to service animals accompanying a passenger with a disability.

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## Objective

The objective of Amtrak's pet program is to increase ridership on Amtrak trains by allowing passengers to bring pets with them. These are passengers who would otherwise not travel on Amtrak.

## Policy

Passengers may bring carry-on pets on trains in the table below, provided:

- The train has "QX" pet inventory between the desired city pair, and
- All conditions listed later in this document are followed.

Any train or Thruway service not listed in this table does not currently allow carry-on pets.

Train	Route	Restrictions	Remarks
Acela	Entire route.	All weekday, weekend, and holiday trains. Business class only, not First class or Café cars.	Pets may be carried in any business class car.
Adirondack, trains 68/69	Between New York and Rouses Point only.	Coach only, not business class.	Pets may be carried in any coach car.
Northeast Regional trains	Entire route.		
Empire Service	Entire route.		
Ethan Allen Express	Entire route.		
Maple Leaf, trains 63/64	Between New York and Niagara Falls, NY only.		
Vermont, trains 54-57	Entire route.	Coach only, not business class.	
Pacific Surfliner	Entire route	Coach only, not business class.	
Palmetto, trains 89/90	Entire route.	Coach only, not business class.	
Piedmont, trains 73/74/75/76	Entire route.	Coach only.	
Carolinian, trains 79/80	Entire route.	Coach only, not business class.	



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Train	Route	Restrictions	Remarks
New Haven-Springfield	Entire route.	Coach only (trains do not have business class).	Pets may be carried in any coach car.
Downeaster	Entire route.	Coach only, not business class.	Pets may be carried in any coach car.
Amtrak Cascades, trains 500 - 517	Between Eugene and Bellingham only.	Coach only, not business class.	Pets may only be carried in one car on the train, normally the fourth coach car, as indicated on the train manifest.
Illinois trains 380-383 (Chicago-Quincy) and 390-393 (Chicago-Carbondale)	Entire route.		
Lincoln Service, trains 300 – 307 (St. Louis – Chicago)	Entire route.		
Long distance trains <i>California Zephyr</i> <i>Capitol Ltd</i> <i>Cardinal</i> <i>City of New Orleans</i> <i>Coast Starlight</i> <i>Crescent</i> <i>Empire Builder</i> <i>Lake Shore Ltd</i> <i>Palmetto</i> <i>Silver Meteor</i> <i>Silver Star</i> <i>Southwest Chief</i> <i>Sunset Ltd</i> <i>Texas Eagle</i>	Entire route.	Coach only, not business class or sleeping cars.	Not allowed on Auto Train, trains 52/53.



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Train	Route	Restrictions	Remarks
Missouri River Runner 311/313/314/316	Entire route	Coach only, not business class.	Pets may only be carried in one car on the train, normally the coach car farthest from the café car, as indicated on the train manifest.
Hiawatha 329 - 344	Entire route	Coach only.	
Heartland Flyer 821/822	Entire route	Coach only.	
Wolverine 350 – 355/358/359	Entire route	Coach only, not business class.	
Blue Water 364/365	Entire route	Coach only, not business class.	
Pere Marquette 370/371	Entire route	Coach only, business class.	

### ***Service animals***

Service animals, as defined in the Americans with Disabilities Act do not require pet space reservations nor is a fare charged.

### **Conditions**

The following conditions apply to pets brought onto trains. Amtrak reserves the right to deny travel, or to remove the pet from the train, if these conditions are not met.

#### ***General conditions***

Condition	Description
Reservations	Required. See “Reserving and Ticketing Pets”, below.
Fare	\$26.00 per pet regardless of distance traveled.
Maximum length of logical trip	Seven hours, beginning at the departure time of the first train in the logical trip and ending at the arrival time of the last train in the logical trip, including any time between trains at transfer stops. Enforced by STARS.
Where passenger and pet may board	Staffed and unstaffed stations.



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Condition	Description
Certification	Passenger must accept liability for the pet and certify the animal is up to date on all vaccinations by completing and signing Amtrak form NRPC 4020, Pet Release Indemnification Agreement. <ul style="list-style-type: none"><li>• If departing from a staffed station, the ticket office will have the form.</li><li>• If departing from an unstaffed station, the conductor will have the form.</li></ul>
Liability	Amtrak accepts no liability for the health and well-being of pets.
Carry-on baggage	The pet carrier counts as one of the allowed pieces of carry-on baggage.
Unaccompanied minors	May not bring pets.
Multiride ticket holders, Amtrak employees and freight railroad pass riders	May not bring pets due to reservation and ticketing issues.
Lounges	Pets may <u>not</u> be brought into Amtrak's Metropolitan Lounge, nor in first class waiting areas at other stations.
Food service cars	Pets may not be carried into any food service car on any train – café, bistro, lounge, or dining car.

***Conditions applying to the pet***

Condition	Description
Type of pet	Small dogs and cats only.
Maximum weight of pet and carrier	20 lb/9 kg.
Age of pet	Pet must be at least eight weeks old.
Number of pets per carrier	One only.
Number of pets per passenger	One only.
Health and grooming	The pet must be healthy enough for travel, not have an offensive odor. The pet must be up to date on all vaccinations.
Behavior of pet	The pet must be harmless, not be disruptive, require no attention, and may not be removed from the carrier during travel.



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Condition	Description
Where pet is allowed on the train	Coach class only, Acela business class. The pet may not be in sleepers, and not in any food service car.
May pet be left unattended	No. Passenger must remain with the pet at all times. If more than one person is traveling one person may use the restroom or go to the café car for food while the other passenger watches the pet.

***Conditions applying to the pet carrier***

Condition	Description
Passenger must bring own pet carrier	Amtrak does not have pet carriers available.
Maximum size of carrier	19 in x 14 in x 10.5 in high 480 mm x 355 mm x 265 mm high
Maximum weight of carrier with pet inside	20 lb/9 kg.
Type of carrier	Hard or soft sided.
Construction of carrier	Must be leak-proof and well ventilated.
Pet inside carrier	Pet must be able to sit and rest comfortably without touching the sides of the carrier.
Where the carrier may be stowed on the train	Under the passenger's own seat, not on the floor in front of the seat, not in the passenger's lap, not under the seat in front of the passenger, and not an overhead rack or in a storage area elsewhere in the car. See Appendix for an example of a carrier properly stowed.
Examples of acceptable pet carriers	See Appendix.

**Reserving and ticketing pets*****Where reservations may be made and fares paid*****Booking channels**

Passengers may reserve and pay for pet travel according to the table below.



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Booking and ticketing channel	Can pets be booked and ticketed?	Pay with money	Pay with Amtrak Guest Rewards points
Station ticket office	Yes	Yes	No
Quik-Trak kiosks	Previously booked reservations only – no walk-up sales	Yes	No
Contact center	Yes	Yes	Yes – 800 points
Amtrak.com	Yes – and form can be printed	Yes	Yes – 800 points
Mobile app	No	No	No
Travel agency systems	No	No	No

**Other conditions**

- More than one logical trip (such as a round trip) may be in the reservation.
- The passenger and the pet must be in the same reservation (PNR).
- A pet may not be booked if pet inventory is sold out (inventory type QX is zero) or if there is no QX inventory on the train between the passenger's desired city pair.

***How to reserve and ticket pet space***

Click the appropriate link for instructions.

[Station job aid](#)

[Contact center job aid](#)

***Restrictions on ticketing due to system limitations***

The following reservation and ticket types cannot have pet space added:

- Multiride tickets
- Touring passes – USA Rail Pass and California Rail Pass
- Amtrak and freight railroad employee pass reservations

This is due to the requirement that pet space must be in the same PNR as the passenger.

- eTicketing allows only one ticketing transaction for the entire PNR, and when a change is made, exchanges all the tickets in the PNR. Touring pass travel and employee pass travel are separate ticketing transactions with forms of payment incompatible with revenue pet travel.
- The pet cannot be added after ticketing as eTicketing does not allow names to be added after the PNR is ticketed.



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- A separate PNR cannot be created only for the pet (this applies to all three of the above reservation and ticketing types, including multiride tickets).

In order to travel with a pet, passengers with one of the above three ticket types must book and pay for a separate revenue reservation.

### ***Reserving carry-on pets on connecting trains***

The maximum length of a trip with a carry-on pet is seven hours. Passengers making connections must complete travel within seven hours, beginning at the departure time of the first train in a logical trip and ending at the arrival time of the last train in the logical trip, including any time between trains at transfer stops.

As long as such connections are shown in Availability, the \$26.00 carry-on pet charge applies to the entire trip.

When auto-priced, some connecting carry-on pet segments price incorrectly doubling the \$26.00 fare to \$52.00 for two segments. Use manual pricing to correctly charge the \$26.00 fare as follows:

- Segment price the first carry-on pet segment.
- Manually price any connecting segments at zero, entering the fare plan PETC and the Manual Price Comment, "Pet Guaranteed Connection."

### ***Modifying revenue reservations to add pet space***

Pet space is reserved as an accommodation and an additional name (the pet) is not required.

If the passenger is modifying an existing PNR to add a pet, and it is not a multiride, AGR redemption, touring pass or pass rider reservation:

- Rebook passenger if needed.
- Add or rebook pet.
- Reprice the PNR.
- If the PNR had a separate name for the pet, delete it – it is no longer needed or allowed.
- Collect the additional amount. STARS will exchange the tickets in the PNR for new ticket numbers.

### ***Passengers with upgrade coupons***

Passengers with upgrade coupons normally cannot use them with a pet because the upgrades are to accommodations that do not allow pets (business class on non-Acela trains, or Acela first class).



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## Checking in before boarding

The passenger must check in and complete NRPC 4020 at the beginning of each logical trip.

### ***Staffed stations***

#### **Check-in time**

Passengers with pets must check in at the ticket counter 45 minutes before train departure time to allow sufficient time for the Customer Service Representative (CSR) to confirm pet eligibility.

Note to CSRs: Make every effort to accommodate passengers with pets who arrive within 30 minutes before departure.

#### **Check-in procedure**

- The CSR will complete the checklist below with the passenger.
- After successfully completing the checklist, the CSR will provide the passenger a Pet Release and Indemnification Agreement, NRPC 4020 to sign and take onto the train. This is a one-part form; the station does not keep a copy.
- The passenger will give the Conductor NRPC 4020 along with his or her travel documents.
- The conductor will submit NRPC 4020 in the Train Earnings Envelope.

### ***Unstaffed stations***

- If the passenger does not have a pet reservation but is boarding the train with a pet, the passenger must be instructed to immediately phone Amtrak at 800-USA-RAIL to make a reservation and pay for the pet.
- The pet and carrier inspection will be carried out by the conductor on the train.
- The conductor will provide the passenger with the Pet Release and Indemnification Agreement, NRPC 4020 to complete and sign.
- The conductor will submit NRPC 4020 in the Train Earnings Envelope.

## Customer Service Representative checklist

### ***Carrying out the inspection***

#### **Advise passengers of the following:**

- Pets must remain inside their approved carriers at all times.
- Pets may not be removed from their carriers while at stations or onboard trains.
- Pet carrier must remain closed while on Amtrak property, including trains.
- Pet carrier must be able to fit securely under the passenger's own seat.
- Pet carrier is not permitted under the seat in front of pet owner.
- Passengers must remain with pets at all times.





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- Pets are not permitted in Sleeping cars, food service cars and Business class **except** for Acela Business class.

**Inspect carriers and pets to confirm:**

- Carrier is proper type, size and weight (see conditions above).
- Pet fits comfortably within carrier.
- Pet is a small dog or cat.
- Only one pet is in carrier.
- Pet is harmless, odorless and not disruptive.
- Pet does not require attention during travel.

***After completing the inspection*****Conditions have been met**

- After inspecting the pet carrier and confirming all requirements have been met have the passenger sign a Pet Release and Indemnification Agreement, NRPC 4020 and advise the passenger to give the form to the Conductor along with his/her travel documents.

**Conditions have not been met**

- After inspecting the pet carrier and it appears that the carrier does not meet Amtrak's guidelines, Amtrak personnel may deny transportation of the pet and carrier.

***Employee safety***

- For safety reasons, do not handle pets or carry pet carriers. Passengers are solely responsible for carrying pets on and off trains. Employees may provide assistance with additional baggage.

**Passengers with allergies to pets**

Other passengers booked or traveling on the train may indicate they have allergies to pet dander or fur.

***What to tell passengers***

In case a passenger comments on pets being allowed on the train:

- The passenger may be exposed to allergens even if there is no pet in the car or on the train. People who own pets often have pet allergens on their clothing and these are carried into the car when they board.
- The passenger can ask the conductor to be reseated elsewhere, if space is available.
- If the passenger wants to upgrade to a higher level of service to avoid a pet in a coach car, the upgrade charge must be paid.



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***If a passenger is allergic to pet dander but needs to travel***

- Advise the passenger to check with his or her allergist or doctor before the trip to discuss travel related risks and the need to carry medication.
- If a reaction should occur while enroute, passengers should follow their doctor's treatment instructions and ask a crew member for assistance in finding suitable seating in another coach car, if needed.

**Thruway service and other bus operations*****Amtrak Thruway bus service***

Pets will not be permitted on any Amtrak Thruway bus.

***Scheduled alternate bus operations (trackwork, etc.)***

- If train service is temporarily altered due to a planned situation such as trackwork, and alternate bus transportation is scheduled, pet reservations will not be accepted. Pet train inventory will be removed.
- Passengers with pet reservations must be notified that pets will not be permitted to travel.

***Unscheduled alternate bus operations (service disruptions)***

- If a train service is interrupted enroute due to an unplanned situation such as a washout or a freight train derailment, and alternate bus transportation is operated, pets already traveling enroute will be permitted to board buses.
- If bus companies refuse to carry a passenger traveling with a pet, other travel arrangements will be provided.

**Train crew responsibilities**

Train crews on all trains eligible to carry pets are responsible to lift travel documents, to collect (or have the passenger complete) Pet Release and Indemnification Agreement, NRPC 4020, and to place them into the Train Earnings Reports Envelope, NRPC 158 for further handling.

Train crews must enforce all on-train conditions, including:

- Pets must remain in the carrier at all times and the carrier remains under the passenger's seat (not the seat in front of the passenger) during the trip. See Figure 1 in the appendix.
- During extreme train delays where a pet is on the train longer than seven hours from the start of the trip, train crews will allow pet owners to give the pet a break at the next station stop if requested by the pet owner.
- Passengers are required to clean up after an animal that soils the train carpet or seats through the pet carrier. Train crews will block off the soiled areas for the duration of the trip, then will report car numbers and incidents to the CNOC 24



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Hour Operations Customer Service Desk at 800-424-0217, (302)-683-2299, ATS 734-2299, extension 6 for follow-up cleaning at the train's end point.

- Train crews will require disruptive pets and pet owners to leave the train at the next staffed station stop if pets are harmful and disruptive or have an odor.
- In the event of an incident to the train, Amtrak will make reasonable efforts to assist passengers with evacuation of their pets and will seek (but cannot guarantee) pet friendly accommodations, if alternate transportation or sheltering is necessary.

## **Reporting complaints and incidents**

- Passengers who would like to provide positive or negative feedback about pets on trains may contact Amtrak Customer Relations at 800-USA-RAIL and ask to be transferred to a Customer Relations representative.
- On-train and station employees must report pet related incidents to the CNOC 24 Hour Operations Customer Service Desk at 800-424-0217, (302)-683-2999, ATS 734-2299, extension 6.

## Appendix

### *Example of pet carrier properly stowed*



**Figure 1: Amfleet Equipment - Pet Carrier located under passenger's seat**



**Figure 2: Superliner Equipment - Pet Carrier located under passenger's seat**



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### ***Examples of pet carriers***



**Figure 3: Standard pet carrier**



**Figure 4: Petmate Portable Kennel wire Top – Small**



**Figure 5: Duffle Pet Carrier**



**Figure 6: On wheels pet travel bag**



**Figure 7: Sherpa VIP Series Amelia pet carrier**



**Figure 8: Sherpa Original Deluxe Pet Carrier - Small**



2022-05-17

## Pet Release and Indemnification Agreement, NRPC 4020

## PET RELEASE AND INDEMNIFICATION AGREEMENT



I acknowledge that I am solely responsible for managing my pet during carriage and that I am solely responsible for any damage, harm or loss to Amtrak or any other person caused by my pet or in any way arising out of my pet's travel. Therefore, I agree to fully reimburse Amtrak for the cost of any repair, cleaning, decontamination and/or other maintenance related in any way to the carriage of my pet.

I certify that my pet has not harmed or shown aggression or threatening behavior toward any person or other animal. I acknowledge that I am solely responsible for my pet's health, well-being, and veterinary care (including emergency care) if required, during carriage.

I hereby certify that my pet is up-to-date on all vaccinations, healthy, free of illness, and has not been in the presence of any contagious disease/illness/condition, or ill with any communicable disease/illness/condition, within the past six months. I agree that if my pet is transported and I later become aware that my pet is ill, infected, or exposed to a disease/illness/condition that is contagious to animals or humans, I will immediately contact Amtrak and will provide all available information concerning the disease/illness/condition, including veterinary records and contact information for my pet's veterinarian.

I hereby expressly agree that I have reviewed and fully accept the terms of Amtrak's Pet Policy and will obey all rules, policies, and instructions set forth by Amtrak and its employees concerning the carriage of my pet. I understand that Amtrak may, at any time, and for any reason, and in its sole discretion, refuse carriage of my pet and/or revoke my permission to carry my pet. I also assume all risk of loss and harm to me, my pet, and my property, from whatever source or sources, which may in any way relate to the carriage of my pet, regardless of any fault, whether it be on the part of Amtrak, its employees, agents, servants, contractors, subcontractors and/or representatives, myself or any other person or entity.

By executing this Agreement, I knowingly and fully release, indemnify, defend, and save harmless Amtrak, any state or state agency that contracts with Amtrak to provide passenger rail services, its or their officers, directors, employees, agents, contractors, subcontractors, insurers, indemnitors, indemnitees, and representatives of and from any and all claims, damages, and losses, including, but not limited to, any and all claims for injury and/or death, loss of or damage to property, and all other losses suffered by Amtrak, myself, and/or any third party which may in any way relate directly or indirectly to my pet, irrespective of any negligence or other fault of Amtrak, its employees, agents, contractors or any party whatsoever.

I FURTHER ACKNOWLEDGE THAT THIS IS A FULL AND COMPLETE RELEASE WITH RESPECT TO ANY CLAIM ARISING OUT OF THE CARRIAGE OF MY PET.

This Agreement shall be construed according to the laws of the District of Columbia.

I have carefully read and fully understand and accept the provisions of this Agreement and have signed it as my own free act, of my own will and accord.

*(This form must be signed and returned to an Amtrak Train Crew Member to permit pet on-board.)*

Name of Passenger/Pet Owner (Please print.)	Signature of Passenger/Pet Owner	Date	PNR (Completed By Amtrak)
NRPC 4020 (4-2016)			

Amtrak is a registered service mark of the National Railroad Passenger Corporation.

Figure 9: Pet Release and Indemnification Agreement, NRPC 4020

### Obtaining NRPC 4020 Forms

NRPC 4020 is an electronic form available on the Intranet under Library -> Forms.



2022-05-17

## Update history

2022-05-17	Added Pacific Surfliner, replaced Arrow with STARS, changed 30-45 min
2021-11-09	Updated contact information
2020-10-08	Updated Pets to all weekday, weekend, and holiday Acela trains.
2020-08-05	Pet reservations expanded to Acela weekdays.
2019-10-10	Updated Conditions. Amtrak Rewards Redemption passengers may redeem points for pet reservations.
2018-09-30	Effective October 16 <sup>th</sup> , the pet fare was increased to \$26.
2018-07-13	Lincoln Service added.
2017-08-08	Pets can now be booked on Amtrak.com. Links to station and contact center job aids added.
2016-11-29	Effective December 12, 2016 the entire Vermonter route will handle pets. Sale begins on December 5, 2016.
2016-11-14	Modifying revenue reservations, updated. Effective November 15, 2016, pet tickets do not require pet names.
2016-09-29	Hoosier State and Heartland Flyer added to eligible list of trains.
2016-08-31	Reserving and ticketing pets updated. Pet space is reserved as an accommodation and an additional name (the pet) is no longer required.
2016-08-15	Updated to include Adirondack, Empire Service, Ethan Allen Express, Maple Leaf and The Vermonter to St. Albans.
2016-05-25	Effective June 2 <sup>nd</sup> , the pet program was permanently extended to Acela Express on weekend and holiday business class, only.
2016-04-18	Missouri River Runner, Hiawatha, Wolverine, Blue Water and Pere Marquette added to list of eligible trains. New graphic for revised NRPC 4020 added.
2016-03-24	Coast Starlight added to list of Long-Distance trains.
2016-03-07	Amtrak Cascades added.
2016-02-12	Revised to add Reserving Carry-on Pets on Connecting Trains
2016-02-02	Figure 2 added.
2016-02-01	Revised to add additional trains, allow pets from both staffed and unstaffed stations, make the Northeast Regional and Downeaster pilot permanent, and clarify instructions.
2015-10-07	Added, pets are not allowed in Club Acela lounges.
2015-10-01	Northeast Corridor and Downeaster Pilot added.
2015-04-02	Reference to the Illinois Carry-on Pet Pilot Program removed.



2022-05-17

**Update history (cont'd)**

- 2014-08-04 Round trip travel updated.
- 2014-07-29: Chicago-Quincy Pet pilot extended to April 26, 2015 and Chicago-Carbondale trains added effective August 11, 2014.
- 2014-05-09: Update with information on train evacuations, multiride tickets and train 383 at Naperville.
- 2014-04-25: New.

***About this chapter***

<b>Contact(s):</b> Ann Adams/Elizabeth Bailey	<b>Subject:</b> Carry-on Pets
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards





2021-09-20

## Alcohol Policy

**Chapter Summary:** This chapter contains information about Amtrak's policies for consuming alcohol on trains. "Alcohol" means beer, wine, or liquor.

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2021-09-20

## Policy

### ***Trains***

Passengers may only consume personal alcohol within their sleeping car rooms for which they hold valid tickets. "Personal alcohol" is defined as any alcohol not purchased from Amtrak.

In all other areas of the train, passengers may only consume alcohol that has been purchased from Amtrak.

Amtrak reserves the right to limit or discontinue sales of alcohol to any passenger and will not sell alcohol to any passenger under 21 years of age. Proof of age may be required.

Passengers who become intoxicated may be removed from the train.

### ***Thruway Buses and other Thruway Services***

- *Dedicated Thruway services (3000-6999 series):* The consumption of alcohol is prohibited.
- *Non-dedicated Thruway services (7000-8999 series):* The consumption of alcohol is determined by the operating carrier. Most bus operators, including Greyhound, prohibit the consumption of alcohol. The policies on other Thruway services such as ferries and trains may vary.

### ***Sale Restrictions of Alcohol on Trains by State***

The sale of alcohol on a train is governed by the laws of the state through which the train is passing. Below is a table of the various state laws indicating when alcohol may not be sold.

Example: Train 22 is passing through Arkansas on Sunday. Alcohol cannot be sold while the train is passing through the state.

State	Weekday	Saturday	Sunday	Holidays	Election Day
Alabama	No restrictions	No restrictions	Not between 2am-midnight**	No Restrictions	No Restrictions
Arizona	Not between 2am-6am	Not between 2am-6am	Not between 2am-10am	No Restrictions	No Restrictions



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State	Weekday	Saturday	Sunday	Holidays	Election Day
Arkansas	Not between midnight-7am (Mon); not between 1am-7am (Tue-Fri)	Not between 1am-7am	No sales	No sales on Christmas Day	No Restrictions
California	Not between 2am-6am	Not between 2am-6am	Not between 2am-6am	No Restrictions	No Restrictions
Colorado	Not between 2am-7am	Not between 2am-7am	Not between 2am-7am	No Restrictions	No Restrictions
Connecticut	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
Delaware	Not between 1am-9am	Not between 1am-9am	Not between 1am-9am	No Restrictions	No Restrictions
District of Columbia	Not between 2am-8am	Not between 2am-8am	Not between 2am-10am	Okay until 4am on all District and Federal Holidays; okay until 4am on Jan. 1	No Restrictions
Florida	No restrictions	No restrictions	No restrictions	No restrictions	No Restrictions
Georgia	No restrictions	No restrictions	No sales	Localities may restrict Xmas Day sales	No Restrictions
Idaho	Not between midnight-10am (Mon); Not between 1am-10am (Tue-Fri)	Not between 1am-10am	Not between 1am-midnight	On Memorial Day, Thanksgiving and Christmas, not between 1am-10am the following day	No Restrictions
Illinois*	Depends on local ordinance	Depends on local ordinance	Depends on local ordinance	Depends on local ordinance	Depends on local ordinance



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State	Weekday	Saturday	Sunday	Holidays	Election Day
Indiana	Not between 12:00am-7am (Mon); Not between 3am-7am (Tue-Fri)	Not between 3am-7am	No sales after 3 am	No Restrictions	No Restrictions
Iowa	Not between 2am-6am	Not between 2am-6am	With a Sun. permit, okay to sell between 2am-8am (Mon)	Always okay from 8am-2am (Mon) when Dec. 31 is on Sun.	No Restrictions
Kansas	Not between 2am-9am	Not between 2am-9am	Not between 2am-9am	No Restrictions	No Restrictions
Kentucky	Not between 2am-6am	Not between 2am-6am	No sales	No Restrictions	No sales until polls close
Louisiana	Depends on county ordinance	Depends on county ordinance	Depends on county ordinance**	Depends on county ordinance	No Restrictions
Maine	Not between 1am-6am	Not between 1am-6am	Not between 1am-9am	Always okay between midnight-2am on Jan. 1	No Restrictions
Maryland	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
Massachusetts	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
Michigan	Not between 2am-7am	Not between 2am-7am	without a Sun. permit: not between 2am-midnight; With a Sun. permit: sales are okay between noon-2am (Mon)	Not between 11:59pm, Dec. 24 – 12pm, Dec. 25; Okay between 7am-4am on Jan. 1	No Restrictions
Minnesota	Not between 12am-7am	Not between 2am-8am	With a Sun. permit: okay to sell between 2am-10am (Mon)	No Restrictions	No Restrictions



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State	Weekday	Saturday	Sunday	Holidays	Election Day
Mississippi	No alcohol sales between midnight-10am; No beer and light wine sales between midnight-7am	No alcohol sales between midnight-10am; No beer and light wine sales between midnight-7am	No alcohol sales on Sun.; Beer and light wine sales are okay between 7am-midnight	On Jan. 1, sales are always okay until 1am; If Dec. 31 is on Sun., alcohol, beer and light wine sales are okay between 1pm-1am (Mon)	No Restrictions
Missouri	No liquor sales between midnight-6am (Mon); No sales of other alcoholic beverages until 6am (Mon); Not between 1:30am-6am (Tue-Fri)	Not between 1:30am-6am	Not between 1:30am-9am	Always allowed to sell between 1:30am-6:00am on Jan. 1, March 17, July 4, Dec. 31, the Sundays before Memorial Day and Labor Day, and on Super Bowl Sunday	No Restrictions
Montana	Not between 2am-8am	Not between 2am-8am	Not between 2am-8am	No Restrictions	No Restrictions
Nebraska	Not between midnight-6am (Mon); Not between 1am-6am (Tue-Fri)	Not between 1am-6am	Not between 6am-1am (Mon), but localities can permit Sun. sales after noon	No Restrictions	No Restrictions
Nevada	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
New Hampshire	Not between 1am-6am	Not between 1am-6am	Not between 1am-6am	No Restrictions	No Restrictions
New Jersey	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
New Mexico	Not between 2am-7am	Not between 2am-7am	With a Sun license: okay to sell between noon-2am	If Dec. 31 is on Sun., always okay to sell from noon-2am; On Christmas, sales are okay from noon-10pm as long as Amtrak has a food service permit	No Restrictions



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State	Weekday	Saturday	Sunday	Holidays	Election Day
New York	Not between 4am-8am. Sales allowed only when in transit	Not between 4am-8am. Sales allowed only when in transit	Not between 4am-noon. Sales allowed only when in transit	No Restrictions	No Restrictions
North Carolina	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
North Dakota	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
Ohio	Not between 1:00am-5:30am	Not between 1:00am-5:30am	Not between 1:00am-1pm	No Restrictions	No Restrictions
Oklahoma	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
Oregon	Not between 2:30am-7am	Not between 2:30am-7am	Not between 2:30am-7am	No Restrictions	No Restrictions
Pennsylvania	Not between 2am-7am	Not between 2am-7am	Not between 2am-7am	No Restrictions	No Restrictions
Rhode Island	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
South Carolina	No restrictions	No restrictions	No sales	No Restrictions	No sales on days of statewide election
Tennessee	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions



2021-09-20

State	Weekday	Saturday	Sunday	Holidays	Election Day
Texas	No sales of beer, wine, and mixed beverages between midnight-7am; no sales of liquor between 9pm-10am	No sales of beer, wine, and mixed beverages between midnight-7am; no sales of liquor between 9pm-10am	No sales of beer, wine, and mixed beverages between 1am-10:00 am; no sales of just liquor	No sales of just liquor on New Year's Day, Thanksgiving Day, or Christmas Day	No Restrictions
Utah	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
Vermont	Not b/w 2am-8am	Not b/w 2am-8am	Not b/w 2am-8am	On New Year's Day, not b/w 3am-8am.	No Restrictions
Virginia	Not b/w 2am-6am	Not b/w 2am-6am	Not b/w 2am-6am	No Restrictions	No Restrictions
Washington	Not b/w 2am-6am (w/o board approval)	Not b/w 2am-6am (w/o board approval)	Not b/w 2am-6am (w/o board approval)	No Restrictions	No Restrictions
West Virginia	No liquor between 12am-8am	No liquor between 12am-8am	No Liquor sales No wine sales**	No liquor sales on Christmas Day	No Restrictions
Wisconsin	No restrictions	No restrictions	No restrictions	No Restrictions	No Restrictions
Wyoming	Not b/w 2am-6am	Not b/w 2am-6am	Not b/w 2am-6am	No Restrictions	No Restrictions

States in which Amtrak does not operate (Alaska, Hawaii, and South Dakota) are not included in this table.

\*Alcohol (beer, wine and mixed beverages) served to a customer between 10:00 am and Noon on Sunday must be provided during the service of food to the customer.



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**\*\*Flexible Dining Trains 19/20, 50/51 and 58/59-The first complimentary bar selection (beer, wine or spirits) can be provided to the customer on Sundays in West Virginia, Louisiana, Mississippi and Alabama only. All other state laws apply after the first complimentary bar selection.**





2021-09-20

## Appendix

### *Update History*

2021-09-20: Updated state table

2013-04-11: Illinois regulations change to read no sales on Sunday between 1am-noon on Sundays.

2011-12-19: Ported to new template.

2010-05-12: Indiana regulations updated.

2010-05-05: New. Replaces G/POL/ALC in Arrow.

### *About this Chapter*

<b>Contact(s):</b> Ann Adams, Elizabeth Bailey	<b>Subject:</b> Alcohol Policy
<b>Owner Department:</b> Transportation	<b>Group:</b> Station Service Delivery



## Adjustment to Fares

**Chapter Summary:** This policy addresses the adjustment to fares.

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2018-03-20

## Policy

This chapter regards the adjustments to fares.

### Fare Change Policy

This policy shall apply to travel which takes place after the effective date of a change in fares when reservations were confirmed and/or tickets purchased prior to the change.

#### Unreserved

Tickets for travel where no reservation is required shall be sold at fare in effect at time of ticket purchase.

Unreserved tickets will be valid through their validity date without additional collection.

Exception: If unreserved travel is included as a portion of a mixed reserved/unreserved itinerary, the policy effective for reserved travel shall apply.

#### Reserved

Tickets will be sold at fares in effect on the date reservations were confirmed. If reservations are not changed, the original fare is protected against any additional collection should the published fare subsequently increase.

Unchanged reservations will also be protected against any tariff rule change which would result in a higher fare for new reservations for the same travel.

New passengers added to an existing PNR would be regarded as a new reservation and would be subject to the new higher fare.

If lower rail passage fare is available after the reservation is made but prior to start of travel, reservation may be repriced at lower fare.

#### ***Fare Change Policy: Changing from Unreserved to Reserved***

If tickets have already been purchased for unreserved travel and the passenger now wants to travel between the same points on a train which requires a reservation, a reservation must be made and the tickets exchanged.

The reservation shall be priced at the fare in effect for such reserved travel at the time the reservation is made.

If the new fare is higher, collect the difference in fares. If the new fare is less, refund (fee may apply), or grant credit for the difference (unless nonrefundable).



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***Fare Change Policy: Accommodation Charges***

If accommodations had been reserved in conjunction with a fare component which is repriced at new lower rail passage fares, accommodations must also be repriced at the current accommodation charges even if they are higher.

If lower accommodation charges become available after reservations are confirmed the reservation may be repriced at new accommodation charges. The rail passage fare must also be repriced at the current charges.

Appropriate cancellation fee will be collected if applicable.

**Review Fare When Travel Plans Change**

Review the fare and make the necessary adjustments when:

- A passenger is changing an existing PNR and/or
- A passenger is requesting that tickets be reissued due to a change in travel plans.

**Determine Affected Fare Component**

When a passenger's travel arrangements change, it is necessary to review the fare applying to the fare component(s) which include(s) the segment(s) being changed, added or deleted.

***Travel Has Not Begun***

If a passenger makes changes to an existing reservation (whether or not tickets have been issued or advance payment made), re-price any fare component(s) (as defined above) that applied to the segment(s) affected by the change.

The fare for the revised travel will be:

- Unreserved travel: the fare in effect at the time the tickets are reissued.
- Reserved travel: the fare in effect at the time the reservation is changed.
- Accommodations: on a segment not yet traveled, accommodations must be repriced at rates currently in effect for travel on the dates desired.

When travel has not begun and the new travel arrangements require that the passenger pay a different fare, all components of the affected fare component should be changed To achieve:

- The most advantageous price for the passenger -and-
- System-pricing of the new fare.

Other fare components in the same PNR which contain only segments not being changed should not be reviewed or adjusted, unless the change is such that combining separate components results in lower total fare for the passenger.



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Example:

- A passenger holds reservations for travel Glacier Park-Chicago-Indianapolis, priced as two separate one-way fare components. The passenger now wants to extend travel to Washington. The revised itinerary now qualifies for one fare component (transcontinental inter-route), consequently the agent should review the itinerary
- And change all applicable segments of the reservation to secure the best available through fare for the customer. The two separate fare components will be replaced by a single fare component.

Note: a fare component cannot be reviewed, adjusted or combined with other components, after travel on all segments of that fare component has been completed.

### **Involuntary Changes**

If Amtrak changes the segment, rather than the passenger (schedule change, annulment, reaccommodation due to misconnection, late train, etc.) Or if the hardship exception applies, then the fare originally paid is protected. When the reservation is adjusted for such a reason, the original fare shall be re-priced manually if the system automatically applies a higher fare.

### **Discontinuance of Service**

Passengers with -existing reservations- for service which will no longer operate will be reaccommodated in alternate service wherever possible. In any such case, the fare originally confirmed shall be retained (whether or not tickets have been purchased) for travel over the alternate service offered.

Other changes made at the passenger's request shall be subject to the rules governing the fare at which the reservation had been priced.

Once a particular service is no longer offered for sale, any fare that would have applied only to that service is cancelled for new sales, even if such fare is still displayed in Arrow.

Accommodations Charges: if a passenger reaccommodated via alternate service had held accommodations, and alternate accommodations are offered for which the published fare is higher, no additional collection will be required.

### ***Change of Accommodations Only***

A passenger may request a change in type of accommodation to be used over all or part of a segment.



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Example:

- A passenger booked in coach now wants to travel in sleeping car space, or in business class.

If such travel has not yet begun, the changed segment must be repriced at the current fare (rail and accommodation) in effect at the time the change is made.

If the change is made after the passenger has begun travel and is onboard the train, the On Board Fare Policy will apply.

The accommodation charge is protected if passenger is changing accommodations when all of the following conditions apply:

- The same type of accommodation (e.g., 'EA', 'DC', 'JB', etc.)
- Same train
- Same city-pair

More information: Accommodation Fare Policy

### ***Number in party change***

This policy only applies to a change in the number in party. All new passengers added to a PNR will be subject to the current fares.

Note: original passengers will be protected at old fare.

If size of the party decreases, the remaining passengers will be protected at the old fare.

### ***When Travel Has Begun***

If a change has been made after travel has already started, both traveled segments and new segments must qualify for the new fare:

Example:

- A passenger has completed the first half of a one-day round trip ticket. Her outbound was in business class. She now wants to change her return trip and finds a promotional fare that is only valid in coach. She would not qualify for the new fare because the already-traveled segment was in an accommodation that did not qualify for the new fare.

Exception: the return segment(s) of a **\*\*combinable\*\*** excursion fare does not have to qualify for the fare rules used on the outbound portion of the ticket, as long as the return half of the ticket is upgraded to a fare for which the new return travel qualifies.



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**Example:**

- A passenger has purchased a round trip on Auto Train at a combinable fare valid only in coach. He decides on his return that he wants to get a sleeper. The passenger may upgrade to a sleeping accommodation, provided that the fare for the return travel is upgraded to a combinable fare that is good in sleeping accommodations.

Procedure: calculate the difference in fares by subtracting one-half of the original combinable fare from one-half of the new combinable fare. Add the difference in rail fares together with the new accommodation charge to calculate the total additional collection.

**Adjusting Coach Inventory: Combinable Round Trip Fares**

As long as the original points of travel remain the same, completed travel does not affect any adjustment to the return half of the fare:

- Future travel should be booked in the lowest-priced inventory available.
- If different from the original inventory, the difference in the rail fare will be:
  - One-half of the round trip fare that the return itinerary is now eligible for -minus-
  - One-half of the round trip fare that is displayed second in the reservation (example: GRAT/BRAT on Auto Train).

If points of travel are different from the original ticket, (note- as of this writing, no examples exist of this situation) the fare must be recalculated from the beginning of the trip, using the fare plan(s) on the original tickets.

***Compare the new fare with the fare originally paid.***

1. If the same inventory class is available for the new travel as originally ticketed, the additional collection is the difference between the old and the new round trip fares.
2. If the original inventory class is not available for the new date, the additional collection is:
  - The difference between the old and new fares -plus-
  - The difference between the old and new return portions of the fare.

Example: if a passenger traveled from Burlington, IA to Denver on a combinable round trip fare\* and decided to return from Grand Junction, he would have to upgrade the whole ticket to a round trip fare published between Burlington and Grand Junction. (assuming such a fare is available)



2018-03-20

## **Adjusting Coach Inventory: One-Way Fares and \*Non-Combinable\* Round Trip Fares**

Completed travel in various reserved coach inventory classes shall be valid in conjunction with future coach travel as follows:

- Completed travel in YD coach will be valid for fares requiring YD, YB, YA coach.
- Completed travel in YB coach will be valid for fares requiring YB, YA coach.
- Completed travel in YA coach will be valid for fares requiring YA coach.

## **Adjusting Coach Inventory: Single Fare Component no Longer Applicable**

En route changes to a passenger's itinerary may be such that it is no longer possible to include the new travel segment(s) in the same fare component as the completed travel.

In such cases:

- The future travel must be priced as one or more separate fare components.
- The unused portion of the original ticket may be used for exchange value only.

## **Fares with Advance Purchase Requirements**

From time to time, Amtrak may establish promotional or regular fares with the condition that the actual payment must be made no later than a specific number of days prior to travel.

- If not purchased prior to the date by which payment is due, the reservation must be re-priced at time of ticketing, at fares valid for sale and purchase on that date.
- A change to a ticketed reservation must be made sufficiently in advance to exchange the ticket prior to the limit on advance purchase.

## **Destination Changes**

The following applies only if travel has begun on round trip fares

- Point Beyond: If the new return travel is to a point beyond the originally ticketed point and the new fare is lower, no refund is due.
- Intermediate Point: if the new return travel is to a point preceding the originally ticketed point and the new fare is higher, no additional collection is required.

Note: This policy does not override the above policy regarding inventory requirements.

## **Advance Payment**

Advance payment constitutes payment of a reservation.





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The fare will be protected as long as the passenger doesn't change anything.

If anything is changed in the PNR, the PNR will be repriced as if a new PNR had been booked on that date. That fare will now apply and if it is higher the passenger needs to pay the difference.

## Appendix

### ***Definitions***

To understand adjustments to fares the following terms are defined:

#### **Passenger Name Record (PNR)**

A specific file created in Amtrak's automated reservation system containing reservations for travel for one or more passengers.

#### **Segment**

A portion of passenger's itinerary involving continuous travel on the same train from point of boarding to point of detraining, regardless of "segment numbers" in the PNR, or the number of ticket coupons required to include such travel.

Note: two or more PNR segments or ticket coupons may constitute one segment for fare purposes, if passenger changes accommodations enroute or train number changes enroute while passenger is physically on the same train.

#### **Fare Component**

Any portion of a PNR, or a set of tickets, to which a specific published rail passage fare applies:

- One-way
- Round trip excursion
- Regional
- 

Example:

- If a total fare for a trip between Detroit and Memphis was obtained by adding together the published one-way DET-CHI fare and the published one-way CHI-MEM fare, each of these one-way fares would be treated as separate fare components.

### ***Update History***

2018-03-20: Updated wording from "refund fee" to "cancellation fee".



2018-03-20

2016-02-22: Updated Change of Accommodation

### ***About this Chapter***

<b>Contact(s):</b> Donna Dicks	<b>Subject:</b> Adjustments To Fares
<b>Owner Department:</b> Tariff Department	<b>Group:</b> Pricing



## Accommodation Charges

**Chapter Summary:** This policy addresses accommodation charges.

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## Policy

### Definition

An accommodation charge is the charge applied, in addition to rail passage fare, for occupancy of a type of space (accommodation) other than a coach seat, including:

- First Class Seat
- Business Class Seat (except on Acela Express service, on which rail fare only applies for Business Class)
- Sleeping Car Rooms

### Application

The accommodation charge(s) is/are applied separately for each unit of space occupied:

- Regardless of the number of persons occupying the space.
- Without discount for children under 13.
- Without discount even though passenger qualifies for discounted rail passage fare.

Exception: Employees rates and travel agents familiarization fares generally include accommodation discounts. Occasionally, sleeping car discounts are part of a promotion or fares order and will be specifically indicated in the rules of the promotion.

Each passenger occupying an accommodation must have his/her own passage ticket for transportation, but only a single accommodation charge applies for an accommodation occupied by several passengers.

Accommodation charges are published for city-pairs where these services are provided.

For any given type of accommodation, there may be up to five price levels published.

- Accommodation prices will be displayed as two-letter codes:
  - The first letter will designate the type of accommodation,
  - And the second letter will designate the price level.
- The price to be charged the customer for a particular reservation shall be determined by the availability of the various levels at the time the reservation is made, as determined by Revenue Management staff.
- Automated systems will charge the correct price depending on the specific accommodation and price level reserved from available inventory.



Accommodation Type	Standard Code	Discount-Level Codes
Roomette (Viewliner)	VS	VA VB VC VD VE VF VG VH
Accessible Bedroom (Viewliner)	MS	MA MB MC MD ME MF MG MH
Family Bedroom	FS	FA FB FC FD
Accessible Bedroom (Superliner)	HS	HA HB HC HD
Bedroom	DS	DA DB DC DD DE DF DG DH
Roomette (Superliner)	ES	EA EB EC ED
Business Class Seat (Non-Acela Express)	JY*	JA JB JC JD JE JF
First Class Seat (Acela Express)	PK	PA PB PC PD PF

\*For business class, code 'JU' is used for availability of this space when it is operated on trains where coach seating is unreserved.

If an accommodation is occupied for only a portion of the travel for which the rail passage fare has been paid:

- The accommodation charge applies only over the segment(s) where the accommodation is actually used.

If accommodation is used for two or more separate segments of travel on the same train, apply separate accommodation charges for each such segment - but not to exceed the through charge between the furthest points.

## Reservations and Ticketing

### **Advance Sale**

Accommodation tickets for a specific train and date require that the desired accommodation(s) be reserved in advance from availability.

"Open" tickets may be sold, but do not guarantee passenger will be able to travel in the given type of accommodation on any date. Reservations for specific space, train and date must be made before travel, and the open ticket exchanged for a reserved space ticket.

Reserved accommodation tickets are valid only for the specific train and date shown. For room accommodations, tickets are also valid only for the room(s) shown on ticket.



## ***On Board Sales***

Reserved tickets entitle the passenger to occupy the space indicated on the specified train and date shown on the ticket.

After passengers with reservations have been accommodated, any accommodations still available on board may be sold to passengers at the current selling bucket level fare. The conductor on the train will process the sell through the Contact Center Customer Support Desk at the number provided on his consist and Service Standards Manual. For details on various on board accommodation changes en route see On Board Sales-change of class en route.

## **Special Accommodations Policy for Disabled Passengers**

Sleeping car accommodations for passengers with mobility impairments:

- **Viewliner - Accessible bedroom**
  - Designed for one or two passengers
  - Wheelchair accessible toilet facility including shower
  - Basically the same as the Viewliner bedroom
  - Accommodation codes: MS (full price); MA, MB, MC, MD, ME, MF, MG, MH (discount)
- **Superliner - Accessible bedroom**
  - Designed for one or two passengers
  - Accessible sink and toilet in room
  - Size and features are in between roomettes and bedrooms
  - Accommodation codes: HS (full price); HA, HB, HC, HD (discount)

Passengers with mobility impairments who need the accessible features of these rooms have priority in reserving them. This can include any mobility impairment or the need to use assistive devices, either of which results in the inability to use other rooms.

Examples of such assistive devices are: wheelchairs, large service animals, large oxygen tanks, etc. Passengers with disabilities who do not have a mobility impairment or the need to use an assistive device should be booked in some other kind of room.

### ***Advance Reservations Policy:***

*Booking date 15 or more days prior to departure:*

- Only a passenger with a mobility impairment may book an 'H' or 'M' type room.

*Booking date 14 or fewer days prior to departure, bedrooms ('D' type) and/or family rooms ('F' type) are available:*

- Only a passenger with a mobility impairment may book an 'H' or 'M' type room.



*Booking date 14 or fewer days prior to departure, all bedrooms ('D' type) and all family rooms ('F' type) are sold out:*

- Anyone may book an 'H' or 'M' type room.

### ***Coach accommodations for passengers with mobility disabilities:***

*For passengers who use a wheelchair all the time:*

- Accommodation code W

Note: there is no seat here -- only a space for parking an occupied wheelchair. There is no wheelchair lockdown device in this area.

- A passenger who uses a wheelchair but traveling without it, who checked it as baggage, or who is traveling with a collapsible wheelchair that he or she will transfer out of during the trip, needs to book an 'X' seat instead.

*For passengers who can transfer from wheelchair to a seat:*

- Accommodation code X

There is storage space for a folded wheelchair near it.

## **Change of Accommodation**

This section describes the procedure for these situations:

- Passenger with accommodation reservation changes the reservation to occupy a different accommodation of same or different type
- Passenger reserves different accommodations of the same or different type while en route on one train

Passengers may want to do this because the space originally desired was not available when the reservation was made, the size of the party is changed (and rail fares adjusted accordingly) or other reasons.

This section describes the procedure for accommodation changes that are made prior to boarding the affected segment of travel. Refer to "On Board Sales" for upgrade after boarding the train.

If passenger *\*requests\** to change to a different accommodation than that which was originally confirmed, the accommodation segment(s) shall be repriced using charges in effect on the date the change is made. This applies regardless of whether the new accommodation is the same, or a different, type.





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**Example 1:** Passenger had reserved a roomette Chicago to Albuquerque for two adults and a small child, but is requesting a family bedroom.

Original reservation for 'EA' accommodation ....\$326  
Space now available is 'FC' accommodation .....\$360

If tickets have not been issued, reprice the reservation; current prices will be applied. If tickets have been issued, exchange the tickets; in this example there will be an additional collection (upgrade charge) of \$34.

**Example 2:** Same situation as above, but the available price levels are different:

Original reservation for 'ES' accommodation ....\$406  
Space now available is 'FC' accommodation .....\$360

In this case the new accommodation charge is lower. If tickets have been issued this is a "downgrade exchange", refund or grant credit for the difference of \$46. This transaction is subject to the refund fee, or the passenger may be given an exchange voucher for the full amount (this is only true if handled prior to boarding, a \$50 minimum fee applies to all onboard sleeper upgrades).

**Example 3:** Passenger had reserved a roomette from Washington to Orlando, but understands the room is at the end of the car, and tries to locate a room nearer the center. Shortly before departure such a room becomes available:

Original reservation for room 12 at 'VD' level... \$146  
Space now available is room 2 at 'VB' level.....\$225

This is an upgrade situation even though the new room is the same type.

### ***Accommodation Change En Route on Same Train***

Passengers may make reservations which involve occupancy of different accommodations while en route on the same train (see On Board Sales). Such requests may also be made, reservations adjusted and tickets (if already issued) exchanged, after original reservation was confirmed, if space desired becomes available.

### **Change to Different Accommodation of Same Type and Price Level**

Total price for this combination shall be the through price for that accommodation type, unless sum of the individual prices is lower. For example, a passenger had reserved bedroom 'A' from Jacksonville to Savannah, and then bedroom 'E' from Savannah to



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Washington, DC, at 'DB' level for both segments. Charge the through 'DB' price Jacksonville-Washington, DC. Note that this arrangement must be manually priced.

### **Accommodation of Different Type and/or Price Level**

Total price for this combination shall be the sum of:

- The through accommodation charge for the lower priced accommodation, plus
- The difference in the two charges between the points where the higher priced accommodation is used, but not to exceed the through charge for the higher priced accommodation.

**Example:** Passenger with reservation for a roomette (VC) from Chicago to Charlottesville, VA is now able to reserve a bedroom (DS) from Cincinnati to Charlottesville.

Additional collection:

'DS' charge Cincinnati-Charlottesville \$260.00

'VC' charge Cincinnati-Charlottesville \$95.00

Additional collection \$165.00

Passenger must pay \$165 additional accommodation charge. Passengers may also make advance reservations involving a move from one accommodation to another on the same train. The total accommodation charge for travel on that train will be the sum of:

- The through accommodation charge for the lower priced accommodation, plus
- The difference in the two charges between the points where the higher priced accommodation is used, but not to exceed the through charge for the higher priced accommodation.
- Differences will be calculated from charges in effect on the date the change in reservations is made.
- Differences will be calculated on a one-for-one basis.

**Example:** Passengers occupy two roomettes part way and one family bedroom part way on the same train. Collect through charge for one of the roomettes plus difference between roomette and family room charge where the latter is used. Also collect full charge for the second roomette between points where it is used.

## **Capacity of Accommodations**

### ***Two-bed accommodations:***

- Bedroom
- Viewliner accessible bedroom



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- Superliner accessible bedroom
- Viewliner roomette
- Superliner roomette
- Business travel bedroom

***Four-bed accommodation:***

- Family bedroom (2 adult, 2 child-sized beds)
- Weight capacity of upper berth in accommodation: 600 lb/272 kg (upper child's berth in family bedroom not included)

Note: Ladder to upper berth will not sustain this weight.

***Allowable Number of Passengers in Sleeping Accommodations***

The policy is now enforced by Arrow, and may be found on –

**INTRANET:** LIBRARY / POLICIES / RESERVATION AND TICKETING POLICIES / RESERVING / SLEEPING CAR MAXIMUM OCCUPANCY

**STARS:** HELP / POLICIES / RESERVING / SLEEPING CAR MAXIMUM OCCUPANCY

**RAILRES:** RSA DIRECT / POLICIES / RESERVING / SLEEPING CAR MAXIMUM OCCUPANCY

All passengers successfully booked into a sleeping car room under this policy will be given complimentary meals.

Job aids are on the station training site: JOB AIDS / RESERVING AND TICKETING.

**Extension of Destination or Origin**

A passenger may extend his/her trip to a further destination:

- On the same train or
- In through cars on the same or connecting trains

Provided accommodations are available and a rail passage ticket is bought or held for travel to the new destination. The additional collection will be the difference between:

- The accommodation charge originally paid and the accommodation charge between the new city pair.

Note: this rule also applies when a passenger boards at a point before the one from which the accommodation has been paid.



**Example:** Passengers are traveling from Chicago to Salt Lake City, taking a bedroom from Chicago to Denver. They decide in the morning to see if they can take the sleeper all the way through to Salt Lake City. The space is available since they are holding through rail tickets.

Their additional collection is calculated as follows:

- Charge for bedroom Chicago-Salt Lake City - \$513.00
- Charge for bedroom Chicago-Denver - \$426.00
- Additional collection - \$87.00

## Protection of Passengers

Passengers are occasionally displaced from the accommodations which they have bought or reserved as a result of changes in car styles, equipment problems, duplicate sales or other selling errors.

Displaced passengers are to be protected in equal or superior accommodations without additional collection of accommodation charges.

A passenger who misses a guaranteed connection at a point of transfer from one train to another due to a late Amtrak train arrival will, without additional collection, be furnished with:

- Accommodations of the type called for on the ticket, if available, or
- Accommodations of the nearest type available for travel on the next train.

## Accommodation Charges for Pass Holders

### *When Pass is Good for Free Accommodations*

Passholders whose passes entitle them to free accommodations may choose to use an accommodation of higher cost than that provided for on their pass endorsement. The following sections address the methods of calculating the correct accommodation charges.

Holders of company business travel authorizations containing "positive space" and "roomette or higher" travel endorsements may occupy Business class at no cost.



### ***When Using a Higher-Cost Accommodation***

When a passholder's pass entitles him to a certain level of accommodation at no cost and he chooses to occupy a higher-cost accommodation, the charge to the passholder is calculated as follows:

- The charge is one-half the difference between:
  - The rate for the accommodation provided free and
  - The rate for the accommodation actually used.

Use the 50 scale in the tariff to calculate the correct amount. This charge is calculated in the same way if the passholder is using a higher-cost accommodation than that provided free, whether the passholder is:

- Traveling alone
- Sharing the accommodation with another passholder whose pass is not good for free accommodations or
- Sharing the accommodation with a revenue passenger.

Note: a revenue passenger is defined as anyone 2 years of age or older not traveling on a pass or at employees reduced rates. No extra accommodation charges will be collected from passengers under 2 years of age sharing accommodations with passholders.

Where applicable, minimum ticket requirements will be added at the regular one-way fare or any published one-way "special" fare in the tariff.

### ***When Pass is Good for Reduced-Rate Accommodations***

When a pass is good for reduced-rate accommodations, the passholder is required to pay 50 of the published sleeping accommodation charge for all types of sleeping accommodations. Use the 50 scale in the tariff to calculate the correct amount.

### ***Sharing an Accommodation with a Revenue Passenger***

No additional collection of accommodation charge is made for revenue passengers sharing sleeping accommodations with a passholder whose pass is good for reduced-rate sleeping accommodations.

Note: rules pertaining to the specific pass privileges must be observed (such as 24-hour advance reservation restriction).



## Minimum Ticket Requirements for Accommodations

### ***Definition***

Minimum number of rail passage tickets required to occupy a specific accommodation.

### ***Policy***

One rail ticket is sufficient for any room type, including the family bedroom. Any paid ticket meets this requirement, whether adult or child. However, there must be at least one rail ticket per room.

## Sharing Accommodations

This section refers to a situation where more than one person is sharing one accommodation but they want to pay separately. It does not refer to situations where one person is paying for everyone. The examples below show two passengers but there could be three or more; the principle is the same.

**Basic Rule:** Do not book coach, reserved or open! Book sleeper or open sleeper only, or passenger won't get meals!

Book separately but in the same PNR

This is used when the two passengers cannot be booked in the same pricing field (3-field), but can be booked in the same PNR.

**Examples:** Passrider and revenue passenger. First passenger is already ticketed.

- First passenger is booked and priced in the room.
- Second passenger is booked open in the same room type (\*not\* in coach, open or otherwise!), and manually priced with the lowest rail fare that is valid in sleepers (Usually BOF1 or similar; DOAT on Auto Train) and no accommodation charge.
- First passenger is ticketed with the room ticket.
- Second passenger is ticketed with the open ticket.
- Passengers settle dividing up the accommodation charge between themselves, outside of ticketing.

**Least Desirable Way:** Separate PNR's

This is used when the first passenger's PNR won't allow a mixture of confirmed and open space.

**Examples:**

- First passenger already did advance payment, and now a second passenger is being added.
- First passenger is redeeming guest rewards points, and now a second passenger wants to come along.

The process is the same as before, except the second passenger is in a different PNR.

1. Book open sleeper space
2. Manually price rail fare only
3. Cross reference the two PNR numbers

## **Upgrading From Coach to a Higher Fare Accommodation**

Different accommodation types - coach seats, business class, first class, sleeper - each have their own inventory and fare levels, and availability of a given inventory/fare level is based on demand within the specific accommodation type requested. The availability of a lower priced rail fare in one accommodation type does not mean that this same rail fare will be available in other accommodation types.

When a passenger is changing from one accommodation type to another, the rail fare component from the original booking is not protected. The passenger pays whatever rail fare and accommodation charge applies to the new booking, as if it had been booked new. It does not matter if the change is made on the same day of travel, or if it is made earlier.

When a passenger asks the cost to upgrade, do not simply quote the accommodation charge. The cost to upgrade is the accommodation charge plus the difference in rail fare.

Obtain this by tentatively booking the new desired accommodation, pricing it, then quoting the total difference.

**Examples of the application of this policy:**

- A passenger has a YB seat and fare and wants business class. Business class is selling out of the JA bucket. The new fare for the passenger is the A-bucket rail fare plus the business class accommodation charge; since the new rail fare is higher, the cost to upgrade will be the accommodation charge for business class plus the difference in rail fare.
- A passenger has a YA seat and fare and wants business Class. Business class is selling out of the JB bucket. The new fare for the passenger is the B-bucket rail fare plus the business class accommodation charge; since the new rail fare is



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lower, the cost to upgrade will be the accommodation charge for business class minus the difference in rail fare.

- A passenger has a KB seat and fare and wants first class. First class is selling out of the PA bucket. The new fare for the passenger is the A-bucket rail fare for the type of train used plus the first class accommodation charge; since the new rail fare is higher, the cost to upgrade will be the accommodation charge for first class plus the difference in rail fare.
- A passenger has a YA seat and fare, and wants sleeper (roomette on a superliner, ES). Sleeper is selling out of the EA bucket. However, the B-bucket rail fare applies to sleeper. This is lower than the passenger's existing rail fare (unless the passenger had a YD or YB seat to begin with); the cost to upgrade will be the EA accommodation charge minus the difference in rail fare.

**In these and other cases, simply:**

- Book the new space
- Autoprice the new space
- Take in the old ticket at whatever it is worth
- And collect the difference.

**There are a few exceptions to this rule:**

1. This does not apply if the passenger or conductor is phoning from the train and booking an upgrade to an eticket. See On Board Fare Policy.
1. Guest Rewards free upgrade coupons: we never charge a higher rail fare. It's a free upgrade, after all. Note that the upgrade may require booking in only certain buckets.

***Membership Discounts***

Railroad Passenger Association have a three (3) day advance booking requirement. If a passenger upgrades on the same day/same city pair/same train, he or she can keep the membership discount, but it will be calculated against the new rail fare bucket that may apply. This requires manual pricing.

Otherwise, the discount is lost, if the change is made within three days of the new departure.





## Children in Accommodations

Children in sleepers must be under the watch of an adult passenger (18 or older) accompanying them, in order not to fall under the unaccompanied minor requirements that apply to children under age 16.

This does not require that the passenger 18 or over has to be in the same room as the children. Small children will not normally be put into a room alone, but older children under 16 could be by themselves. For example, mom is traveling with three kids, 14, 13 and 10. She may have the 10 year old with her and the 14 and the 13 year old are in the other room.

Book the two rooms as close together as possible, preferably next to or across from each other, but at least in the same car. If you can't put them in the same car, make every effort to put them in adjacent cars, not sleepers widely separated. They must be on the same train, of course. Do not, however, put all the kids in sleeper, and all the adults in coach, or vice versa.

## One Person, Two Bedrooms

Sometimes one person wants to book two ensuite bedrooms.

**Revenue passengers:** This is allowed. The passenger has to pay two rail fares and two accommodation charges, priced at whatever buckets come up at the time of booking. Use extra/room as the second name, and price both with the adult passenger type used for the human passenger. (Note - free companion offers may not be used. We want money from both.)

**Passriders:** Not allowed. Space must be saved for revenue passengers.

This does not apply to coach.

## On Board Sale Accommodation

## On Board Fares – change of class en route

### *Coach upgrade to Business class*

- Passengers will be charged the full Business class accommodation charge.



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***Acela Business class upgrade to Acela First class***

- Passengers will be charged the full First class accommodation charge.

***Sleeping Car***

- Conductors will sell any vacant room to passengers on the train by phoning the Contact Center Customer Support Desk at 800-205-0711 to have the room added to the passenger's PNR.
- There is a \$50.00 minimum applicable fare for all sleeping car upgrades.
- This policy does not apply to Auto Train; see Upgrade to Sleeping Car Accommodations on Auto Train.

***Coach upgrade to Sleeping Car***

- Passengers will be charged the current selling bucket level fare for the accommodation between the points where the upgrade is desired (\$50 minimum applies). No adjustment will be made to the rail fare - the full accommodation charge will apply and no credit will be given for the higher rail fare initially paid.

***Sleeping Car upgrade of room type***

- Passengers with a sleeping car accommodation who want to purchase a higher type of accommodation on board will be charged the difference between the bucket level paid and the current selling bucket level of the requested accommodation between the points where the upgrade is desired (\$50 minimum applies).

***Advance Sleeping car reservations (unpaid)***

If a passenger boards with unpaid advance sleeping car reservations, in order to issue tickets the conductors will need to call the Contact Center Customer Support Desk to verify the fare reserved

***Upgrade to Sleeping Car Accommodations on Auto Train***

- All passengers check-in at the ticket counter, at which time they are offered the opportunity to upgrade to Sleeping Car accommodations, paying whatever fare applies at that time to the inventory class (S, A, B, C or D) of the accommodation that is available.
- Tickets are also lifted at that time – they are not lifted on the train.
- Before the train departs, the Operations Supervisor is given the inventory class of the accommodations that remain unsold.



- If a passenger changes his or her mind en route and wants to upgrade, he or she pays whatever the inventory class calls for.
  - Therefore, the price to upgrade at the ticket counter and the price to upgrade on the train is the same.
  - Waiting to upgrade on-board may actually cause the price to increase, since another passenger may have purchased the last room that was selling from a lower inventory class.

### ***Amtrak employee pass riders***

Pass Riders upgrading from coach on board will be processed through the Contact Center Customer Support Desk at the current selling bucket level fare (A 20% discount will be applied through the Contact Center Customer Support Desk, \$50 minimum applies). There is no refund, even if unsold rooms remain on the train after it operates.

### ***Selling Accessible Sleepers to Passengers with Mobility Impairments***

All sleeper sales conducted onboard (including advanced reservations boarding at unstaffed stations) will be processed through the Contact Center Customer Support Desk. All applicable discounts will be applied through them at that time.

## **Contact Center Customer Support Desk procedures for on-board sales**

### ***When the conductor calls to sell a room to a passenger:***

1. Display the passenger's PNR.
2. If possible, in the same PNR, book the specific car and room the conductor gives you (if available), between the city pair where that room will be occupied.
  - If unable to use same PNR, book a separate accommodation only PNR, use passenger name and cross reference to original PNR.
3. Manually price that room at the accommodation only fare . Use fare plan "CNDR" and "Conductor Sale" as the reason.
4. Repeat back to the conductor the fare, the room type, the car number, and the room number, that you have booked (the \$50.00 minimum upgrade fare applies).
5. If using same PNR, modify the coach segment to end at the point where the passenger is moving to sleeper. (do not cancel that segment entirely!)



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## Appendix

### *Update History*

- 2019-11-04: Changed Acela Express to Acela and changed rail portion of a sleeper from DOF1 to BOF1 and GOAT to DOAT on Auto train.
- 2016-06-23: Referenced On Board Fare Policy for Conductor upgrading from train
- 2014-10-07: Age of children in the "Children in Accommodations" section changed to reflect current unaccompanied minor policies.
- 2014-08-26: Added JE to discount level codes.

### *About this Chapter*

<b>Contact(s):</b> Donna Dicks	<b>Subject:</b> Accommodation Charges
<b>Owner Department:</b> Tariff Department	<b>Group:</b> Pricing



## Carry-On Baggage

### Chapter Summary:

This chapter contains policies and handling procedures for carry-on baggage.

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## Carry-On Baggage

### ***Carry-On Baggage Requirements***

Applies to all ticketed passenger types (first class, business, coach), two (2) and older.

- **2** personal items not to exceed 25 lbs. (12 kg) or 14 x 11 x 7 in (355 x 280 x 177 mm)
- **2** carry-on bags not exceed 50 lbs. (23 kg) or 28 x 22 x 14 in (635 x 558 x 355 mm); 28 x 22 x 11 (635 x 558 x 280 mm) for *Pacific Surfliner Trains*.

#### **Exceptions**

- Coats, pillows, and blankets for the passenger's trip do not count.
- Passengers traveling with infants under the age of two (2) will be allowed one (1) additional infant item (stroller, diaper bag, etc.) that will not count against the two (2) carry-on baggage limit.
- ADA items (wheelchairs, walkers, oxygen tanks) are exempt from the carry-on weight, size and quantity; weight and size must meet specific restrictions (Reference Section C. "*Special Items*").
- Special items that are longer, like a hockey stick, may be accepted without a fee (Reference Section C. "*Special Items*").
- Military personnel are allowed baggage over 50 lbs.
- *Regional Exceptions:* Groups who have reserved an entire car may be exempt from carry-on restrictions per the Group Desk. United Airlines involuntary rerouted passengers on the NEC will be exempt from carry-on restrictions.

#### **Prohibited Items**

A list of prohibited items can be found in the "*Allowable Items in Baggage Service*" section.

#### **Baggage Identification**

Carry-on baggage should be visibly tagged with the name, address, phone number, and email of the person traveling with the item. Employees can provide a "*Baggage Identification Tag*" (NRPC 4007) to passengers needing identification tags. (Refer to Figure A-1).



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**Employees suspicious of baggage containing dangerous or harmful item(s) must immediately notify Amtrak Police at (800) 331-0008.**

**Figure A-1****Example of "Amtrak Identification Tag" (NRPC 4007)**

NAME
ADDRESS
CITY
STATE
ZIP
PHONE
EMAIL

**Instructions for Completing "Baggage Identification Tag" (NRPC 4007)**

<b>Name:</b>	Passenger's name.
<b>Address:</b>	Passenger's home address.
<b>City/ State:</b>	Passenger's home city and state.
<b>Zip/ Country/ Phone:</b>	Passenger's home zip and country and their best contact for phone.
<b>Email:</b>	Passenger's email address.

**Station Handling Procedures – Excess Baggage**

**Employees noticing passengers with an abundance of carry-on baggage, or baggage that appears oversize/overweight:**

- Employees should inspect the passengers travel ticket to determine the best option prior to boarding.
- Baggage that appears overweight or oversize but is within the policy should receive a Baggage Screening Sticker (See Figure A-2) so Train Crew can verify it has been screened.

**Baggage that is over the restrictions:****1) Excess Bags (Exceeds 2 personal items and 2 carry-on bags)**

- Condense / Repack – Items must not exceed the 2 personal items / 2 carry-on item limit.
- Check Baggage – If the train has checked baggage, they can check two bags for free.
- Excess Charge – For bags over the allowance, even if it is a personal item, they will be charged \$20 per bag. **No more than two excess bags per passenger.**

**Exceptions:**

- *Passengers with an infant are allowed 1 additional item.*
- *ADA items (wheelchairs, oxygen) don't count towards the limit.*
- *Coats, pillow, and blankets for the passenger's trip do not count.*



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**2) Oversize Bags (Does not fit in the luggage sizer)**

- Condense / Repack – All items must be able to fit in to a luggage sizer comfortably. Personal items that are larger will count as a carry-on bag. *Personal items are half the size of carry-on bags.*
- Check Baggage – If the train has checked baggage, they can check baggage up to 75 linear inches for free.
- Excess Charge – For bags that are oversize, not overweight, they will be charged \$20 per bag over the size allowance.

**Exceptions:** *Special items that are longer, like a hockey stick, may be accepted without a fee (Reference Section C. "Special Items").*

**3) Overweight Bags (Exceeds 50 lbs.)**

- Condense / Repack – All carry-on items must be 50 lbs or less. Personal items are limited to 25 lbs.
- Buy a Box – Have the passenger buy a box and repack. If the box is the passenger's third carry-on bag, they must be charged. Have them use the new Amtrak shipping boxes.
- Denied Transport – Baggage over 50 lbs. is not accepted onboard. It must be repacked to under 50 lbs.

**Exceptions:** *Military personnel are allowed baggage over 50 lbs.*

**Assessing an Excess Carry-On Charge (Ticket Counter)**

- An "Excess Carry-On Tag" (NRPC 4018) will be used to charge for excess baggage. These are accountable documents and must be logged in on a Ticket Sequence Control Log (NRPC 277).
- **Cash/Credit:**
  - (1) Create a new reservation (see below).
  - (2) Collect payment and issue ticket keeping the large portion of the ticket for your work.
  - (3) Tag the excess baggage with "Excess Carry-On Tag" (NRPC 4018), writing your station, the date, and the total charge for each bag. ONLY ONE CHARGE PER BAG.
  - (4) Staple the small portion of the ticket to the "Excess Carry-On Tag" (NRPC 4018).





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1	Reserve travel PNR in STARS or display the PNR if one is reserved.
2	<p>With the travel PNR displayed, <b><u>select Availability, Excess Carry-On...</u></b> (F1, Option 11).</p> <div><div>Option: 11</div><div><div>1. Standard...</div><div>2. Return...</div><div>3. Simple LFF...</div><div>4. Complex LFF...</div><div>5. Mobility Impaired...</div><div>6. Amtrak Pass Rider...</div><div>7. Mobility Impaired Pass Rider...</div><div>8. With Pricing...</div><div>9. Schedule...</div><div>10. Firearms...</div><div>11. Excess Carry On...</div></div></div> <p>System Response: The excess carry-on input screen will display...</p>
3	<p><u>Complete the input screen indicating Origin; Destination; Date/Day; Time or Train number</u> information for the trip. Press <b>Enter</b>.</p> <div><div><p><b>Note: Only enter the Time or Train not both.</b></p><div><div>Origin: WAS</div><div>Destination: CHI</div><div>Date/Day: 8SEP</div><div>Time:</div><div>Train #: 29</div></div></div><div>number,</div></div> <p>System Response: <b>Name #</b> screen will display.</p>
4	<p><b><u>Enter the Name #</u></b> of each passenger that has excess carry-on baggage.</p> <p>System Response: Excess Carry-On Availability screen will display in the response window...</p> <div><div><div>AX*8SEPWASCHI-29 WASHINGTON DC - CHICAGO-UNION IL TU 08SEP 405P AMTRAK BSNS PASS TR 29 MUST BOOK BT SPACE FIRST IF AVAILABLE 1 29C WASCHI 405P 08SEP 845A +1 --TWTF5 RDLB BX8 17:40</div><div><div>Name #</div><div>1</div><div></div><div></div><div></div></div></div></div>
5	<p>Book “BX” space for excess carry-on. (F2,Option 1, Availability)</p> <div><div><div><div>Line #</div><div>#Accom / Type</div><div>Cer #</div><div>Room #</div></div><div><div>1</div><div>1 BX</div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div><div><div></div><div></div><div></div><div></div></div></div><div><div>Redisplay Availability [Y/N]: N</div><div>Accom Description [Y/N]: N</div></div><p>System Response: System will reserve excess carry-on space.</p></div>
6	<p>Price the excess carry-on space with “FF”. <b>Note: Each segment must have a name associated, to complete the PNR.</b></p>



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7	Press <b>Control + E</b> to complete the excess carry-on PNR. System Response: <ul style="list-style-type: none"><li>• Excess carry-on PNR number assigned</li><li>• The header is displayed, <b>*** ON BOARD EXCESS CARRY-ON ***</b></li><li>• Travel PNR number is cross referenced in the excess carry-on PNR 5 Baggage field</li></ul>
8	A separate excess carry-on PNR is required for the return leg of a round trip or continuation after a stopover of 23 ½ hours or more.

### Assessing an Excess Carry-On Charge (Platform)

- If the passenger is paying with cash, send them to the ticket counter.
- If the passenger is paying with credit, use the Credit Card Handheld machine to collect the charge. Ensure to record the last four digits of the serial number of the *Excess Carry-On Tag* (NRPC 4018). Reference your job aid for complete Credit Card Handheld machine instructions.
- Tag the excess baggage with "*Excess Carry-On Tag*" (NRPC 4018), writing your station, the date, and the total charge. **ONLY ONE CHARGE PER BAG.**
- Staple the Credit Card Handheld machine receipt to the "*Excess Carry-On Tag*" (NRPC 4018).

### Conductor will have the passenger call the Contact Center or will issue a COTS (Onboard)

- If the passenger is transferring, the passengers will have to present the COTS receipt or look up their reservation if they paid with credit card. Conductors will inform passengers of this when paying.
- If they paid with Credit Card, print a copy of the Excess Baggage ticket for verification at the gate.

### Passenger did not originate from the station assessing charges

- Mark down on a Carry-On Connection Report (Figure A-5) where they are coming from to follow-up with train crews/station employees; reports will be faxed the first of each month to **302-683-2096**.
- Passengers will be charged at any point in their trip, even if the origin station or Train Crew allowed them to travel.
- **If the passenger wishes to check luggage to a transfer station and then carry-on their excess bags, they must be charged at the origin.**
  - The total baggage limit must not exceed four bags per passenger.
  - *Ex. Checking two bags from LAX-DET. They would be charged \$40 and issued carry-on tags for the transfer in CHI. Refer to Section B. Checked Baggage.*

### Not adequate time to process the charge at the station

- inform the passenger they will need to pay onboard and notify the train crew.



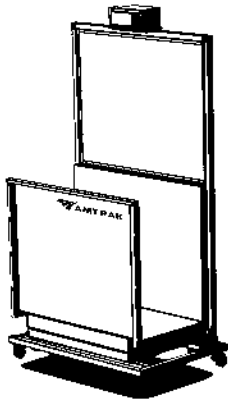

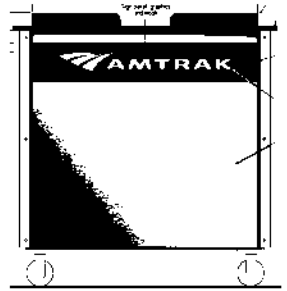

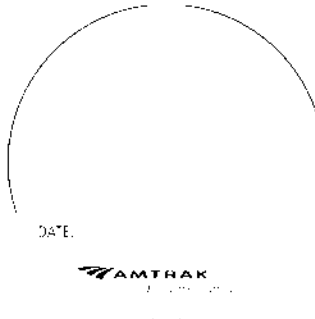
2020-12-21

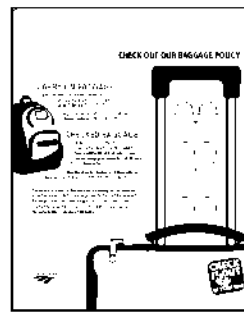
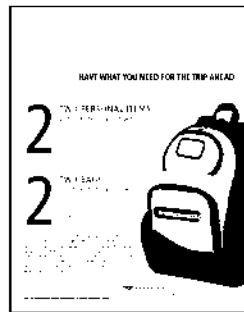
## Denying transport

*The passenger is not being denied travel, just their baggage.* When a passenger is denied baggage transport, the station employee should write a note in the PNR for future reference to the effect of "Passenger advised baggage over the restrictions, and bags could not travel. Passenger opted not to travel." Situations this may occur:

- The inability to pay for the fee
- Passengers largely in excess of the quantity; 3+ excess pieces.
- Large baggage items that will not fit onboard (foot lockers, steamer trunks, large packing boxes).
- Items exceeding 50 lbs (23 kg)

Figure A-2 – Carry-On Enforcement Items

Luggage Sizer	Hand Scales	Portable Kiosk
	 (eTrax: 02-4444)	
Carry-On Excess Form	Screening Sticker	Posters / Handouts
 <i>See R. Forms for Details</i>	 (eTrax: 02-9010)	<i>Large Carry-On Poster: 02-9132R</i> <i>Small Carry-On Poster: 02-9134R</i> <i>Rack Card - 02-0914R</i> <i>Checked Baggage Poster: 02-9130R</i> <i>Decal: 02-253R</i>



## Personal Items vs Carry-On Bags

Amtrak will accept for transportation as carry-on baggage, such personal property necessary for wear, use, comfort or convenience of the passenger for the purpose of their trip or within reason of transportation.

- Beach Equipment (beach chairs, boogie/skim boards) – allowed on *Pacific Surfliner* trains only and may exceed Carry-On dimensions within reason of transportation.

A personal item should be half the size of a carry-on item and half the weight. *If it's noticeably bigger, than it's a carry-on item*

Figure A-3 Personal vs Carry-On Items	
Personal Item	Carry-On Bag
	

Figure A-3 – Example of "Personal vs Carry-On Items"



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## Disclaimer of Liability

Amtrak disclaims all liability for items brought on-board Amtrak trains/thruway services or within an Amtrak station, even if assistance was given by an Amtrak employee, unless being handled in Amtrak Checked Baggage, Parcel Check, or Red Cap service.

## Sleeping Car Accommodations

Due to the limited amount of storage space, passengers should be informed of the recommended baggage types and quantities based on Section A.5 "*Permitted Carry-On Items*", depending on the passengers Sleeping Car accommodations.

- **Roomette**
  - Two (2) overnight bags
- **Family Bedroom**
  - Two or Three (2-3) suitcases
- **Bedroom**
  - Two (2) suitcases
- **Accessible Bedroom**
  - Two (2) suitcases and wheelchair

## Service to Canada

### Trains/thruway services that offer Carry-On Baggage service in to Canada

- Adirondack
- Cascades Service (normal carry-on procedures; below policies do not apply)
- Maple Leaf

**All carry-on baggage entering Canada on the Adirondack and Maple Leaf must be tagged with "*Canadian Customs Tag*" (NRPC 3088) (Refer to Figure A-4).**

**Stations and Conductors must make the Canadian Customs Tag Announcement to inform passengers** that all carry-on items crossing the US/Canadian border into Canada must be tagged with a completed "*Canadian Customs Tag*" (NRPC 3088) which includes the passenger's name, and citizenship

**The "*Canadian Customs Tag*" (NRPC 3088) may be affixed to carry-on items** using the attached elastic string or as a sticker by peeling off the entire top of the tag.

**The small tag number sticker in the lower right-hand corner of the tag must be removed and affixed to the back of the passenger's ticket receipt.**

**All on-train crewmembers must carry a sufficient supply of "*Canadian Customers Tag*" (NRPC 3088) to meet demand.**

**Conductors, Assistant Conductors and designated station employees** are the only employees allowed to affix tags to carry-on items.

**The "*Canadian Customs Tag*" (NRPC 3088) is not a substitute for baggage identification tags.**



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Figure A-4

## Example of "Canadian Customs Tag" (NRPC 3088)

The image shows a sample of a Canadian Customs Tag (NRPC 3088). It features the Amtrak logo at the top left, followed by the text "U.S. - CANADIAN SERVICE". Below this, there is a section for "CITIZENSHIP" with radio button options for "UNITED STATES", "CANADA", and "OTHER:". At the bottom, the "IDENTIFICATION NUMBER" is listed as "A760009" twice.

## Instructions for Completing "Canadian Customs Tag" (NRPC 3088)

<b>Name:</b>	Passenger's name.
<b>Citizenship:</b>	Passenger's citizenship – USA, Canada, or other (please specify).
<b>Peel off Number:</b>	Place on passenger's travel ticket receipt.

Figure A-5

## Example of "Carry-On Connection Report"



## Carry-On Connection Report

Fax completed forms first day of each month to 302-683-2096

Station \_\_\_\_\_

Train	PNR or Passenger Name	# of PSGRs	# of Bags	From	To



2020-12-21

## Appendix

### *Update history*

2020-12-21- Updated Canadian Customs Tag number to 3088

2019-06-20 – converted to new templated

### *About this chapter*

<b>Contact(s):</b> Ann Adams/Beth Bailey	<b>Subject:</b> Carry-on Baggage
<b>Owner Department:</b> Services and Standards	<b>Group:</b> Station Standards