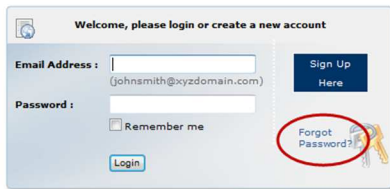


Amtrak® RailAgent Quick Reference Guide

ACCESSING RAILAGENT

You should access Amtrak® RailAgent via the URL you were provided by your consortium or sales agent. Contact your consortium or sales agent if you are unsure of the correct URL.

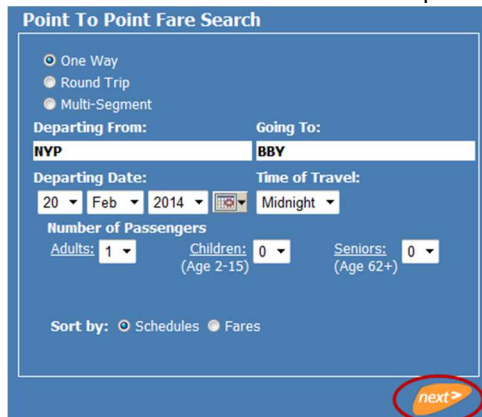
1. Using your web browser, navigate to your Amtrak RailAgent site (e.g. avcom.railagent.com).
2. Login using your email address and password. If you do not recall your password, enter your email address and click the **Forgot Password?** link and a reminder will be emailed to you.



Once you are logged into Amtrak RailAgent, you can perform the actions described herein.

ORDERING TICKETS

1. Click on **Train Tickets** under the *Purchase* section of the left side menu.
2. Select your type of journey: **One Way**, **Round Trip**, or **Multi-Segment**. Depending on your selection, you will have to enter travel details (stations, dates, times, etc) for each segment of your trip.
3. Enter your **Departing From** station and **Going To** station in the appropriate boxes. You'll notice these fields have auto-complete functionality. If you start typing a city an entry will appear or you can enter a station's three-letter code within the field.
4. Select a **Departure Date(s)** and **Time of Travel**.
5. Select the **Number of Passengers**. Be sure to select the desired number based on the appropriate passenger type, *Adult*, *Children*, or *Seniors*.
6. Select a desired **Sort By** option for your results. *Schedules* sorts purely by time whereas *Fares* sorts by fare price.
7. Click the **Next** button to continue the search process.



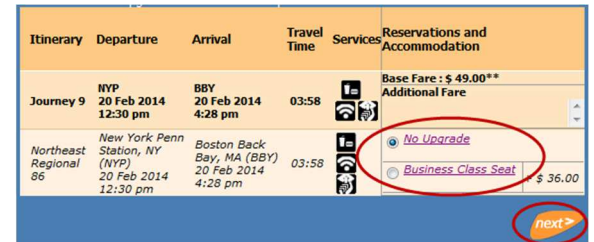
Results are now displayed for your inquiry. You can change your query (travel dates, stations, etc) using the search box on the left side of the page.

8. Select a travel option from the list of results by clicking the radio button to the left of the option you desire. This will expand additional details on the option selected.
9. Click the **Next** button to continue.



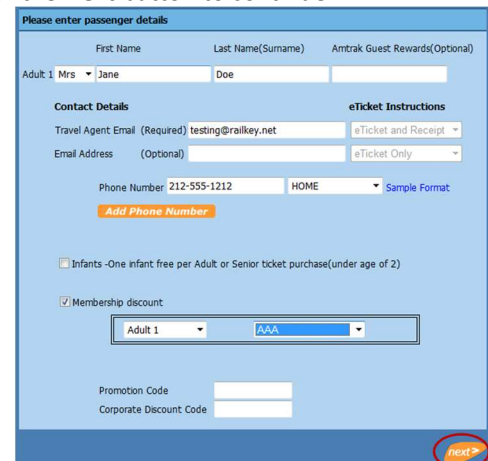
You can now review your choice and select any upgrade that may be available to you.

10. Select an upgrade by clicking the radio button to the left of the desired upgrade (if available). If none is desired, leave the default, *No Upgrade*.
11. Click the **Next** button to continue.



Now you must enter your ticket and passenger details.

12. Select a **Ticket Delivery Option** by clicking the radio button below your desired option. The options shown vary by train, stations and/or travel time, but could include *eTicket*, *Quik-Trak*, *Ticket Agent*, etc.
13. Enter your **Passenger Details** for each passenger. These details include, *First Name*, *Last Name*, and *Contact Details*, etc.
14. You can add a related traveller, such as an **Infant**.
15. You can add any appropriate **Membership Discount**, **Promotion Code**, or **Corporate Discount Code**.
16. Click the **Next** button to continue.



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You should now review all of the details on your booking. Confirm that stations, travel dates, etc are what you intend them to be.

17. Carefully read the **Terms and Conditions** and **Fare Rules** for your booking.
18. In order to continue you must agree to the terms and rules by checking the box next to **I have read and agree to the fare rules**.

13. If you choose to Hold Reservation, please note that payment is due prior to the Hold Limit Date. Please arrange payment prior to that date, or the order will automatically cancel.

☒ I have read and agree to the fare rules

Hold Reservation Pay Reservation

Now you have the option to either put your booking on hold or pay for it immediately. Remember that bookings cannot be travelled on until they are paid.

Hold Reservation

1. If you wish to *hold* your booking and pay later (prior to the hold limit date), click the **Hold Reservation** button. You will receive a confirmation message that includes provisional Amtrak® PNR, the hold limit date and price.
2. Click the **Home** button to go back to the main page of Amtrak RailAgent.

Confirmation Message

Your reservation is on Hold.

Amtrak PNR Reservation #: 7A4619

Hold Limit is Saturday, February 08, 2014

Total Amount Due: \$49.00

Home

Pay Reservation

1. If you wish to *pay* for the reservation now, click the **Pay Reservation** button.
2. You will be shown a screen where you will enter your *credit card details* and *billing information*. Take care to ensure this information is entered accurately.
3. Click the **Pay Reservation** button to pay and confirm your booking.

Pay For Reservation

Amtrak PNR #: 7A4B1B

Passenger Name: Jane Doe

Amount to be paid: \$ 73

Card Type *: VISA

Card Number *: 4 1

CVV Number *: 12

Expiration Date *: Month 2 Year 16

Card Holder Name *: First Name * Last Name *

Jane Doe

Billing Address

Street *: 1 Main St

City *: Somecity

Country Name *: United States

State or Province *: New York (US and Canada only)

Postal Code *: 10001

Pay Reservation

You will receive a confirmation message that includes your Amtrak PNR. You will also receive email(s) containing invoices and/or eTickets depending on the options you selected during the ordering process.

RETRIEVING HELD/PAID BOOKINGS

1. From the main page, click on the **Search Bookings** link in the *Agency Tools* box along the right side of the page.
2. Select the appropriate type of **Search Criteria** you wish to use. You can search by *Date*, *Amtrak PNR Confirmation*, *Order ID*, or *Passenger* information.

Additional search fields will be displayed based on your selection in step two. Enter or select the appropriate criteria based on your query. For example, to show all bookings made today, for **Select Date Range**, you would select *Today*.

3. Click the **Next** button to continue.

Search Reservations

*Please note that only tickets will be retrieved, rail passes will not be included in the search results.

Search Criteria: Display All By Date

Select Date Range: Today

Next

You will now be shown the results of your search.

4. Click the **Details** button next to the record you wish to work on.

Passenger Name	Departs / Arrives	Departure Date	Order Id#	Amtrak Reservation#	Reservation Status	Payment Status	Hold Limit	View Reservation
Mrs Doe	NYP - BBY	20-Feb-2014	140994	7A4619	Active	UNPAID	08-Feb-2014	Details

From this *Order Details* screen you can review all information about a booking including passenger information, travel details, ticket delivery options, current status, and more. You can also resend eTickets (if applicable) via the *eTicket by Email* section of the screen.

Pay Reservation

From this screen you may also pay for held reservations by clicking the **Pay Reservation** button at the bottom of the screen. The procedure is similar to that described in the previous Pay Reservation section in this guide.

Cancel Reservation

If you wish to cancel a reservation, you can also accomplish that from this screen.

1. Click the **Cancel Reservation** button at the bottom of the screen.

Depending on your booking, different cancel options could be displayed. You may have the option to get a *full refund*, *partial refund*, *eVoucher* towards a future purchase, or you may forfeit the entire price of your booking. Review the options displayed carefully.

2. Check the box next to **I have read and I agree to the cancellation rules** to acknowledge you have read the cancellation terms and the options you selected.
3. Click the **Confirm Cancel** button.

track of paper value exchange and refund vouchers that might be misplaced or lost.

eVoucher Terms and Conditions: Please Click through and review the terms and conditions associated eVouchers before advancing from this page: Amtrak eVoucher

☒ I have read and I agree to the cancellation rules

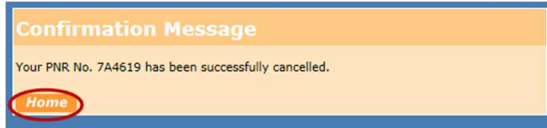
Confirm Cancel

(Continued on Page 3)

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You should now receive a confirmation message stating that your PNR was cancelled.

- Click the **Home** button to go back to the main page.



UPDATING LOGIN INFORMATION

Once you are logged into the site, you have the ability to update certain information about yourself.

- Click the **Edit Profile** link in the *Agency Tools* box along the right side of the main page.

On the *Profile* page you can change your password, update your name or contact information and change your communication preferences. NOTE: Do not enter anything in the password fields unless you wish to change your password.

- Make any desired changes following the fields and on-screen instructions.
- Click the **Submit** button when you are done.

A screenshot of the "Your Information" form. It has two columns of input fields. Left column: "Create Password:" with a masked field, "First Name:" with a text field, "Railkey:" with a text field, "Direct Phone:" with a text field containing "1112223333". Right column: "Repeat Password:" with a masked field, "Last Name:" with a text field, "Support:" with a text field, "Ext:" with a text field. Below the fields are three checkboxes: "Email me the RailAgent newsletter", "Keep me up to date with RailAgent periodical email", and "I am a homebased Agent". At the bottom is a red oval button labeled "Submit".

SALES & COMMISSION REPORTING

A sales report is available after you log into the site.

- Click the **Reports** link in the *Agency Tools* box along the right side of the main page.

This will open a pop-up window that will generate a report of the sales made within the timeframe selected. Please note that this report could take several minutes to complete.

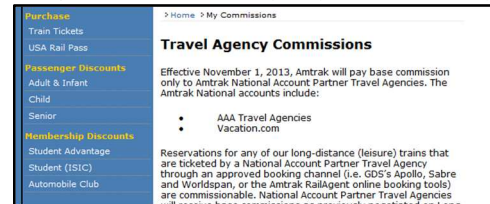
A screenshot of the "Commission Details" report. It shows a date range "From 1/1/14 12:00:00 AM To 1/31/14 11:59:59 PM" with a "GO!" button. Below is a table with columns: Order Created Date (MM/DD/YY), Order Number, Customer Name, Total Value of Products Sold, Total Product Price, Total Commission Earned, Total Refund Value, Total Refund Fee, Total eVoucher Value, Customer Number, and Total Commission Recall.

COMMISSIONS & PAYPAL

Commission structure varies depending on your sales channel or consortium. Details on what is commissionable, as well as details on how to ensure you are signed-up to receive commission via PayPal, is available once you log into the site.

- Click the **My Commissions** link in the *Agency Tools* box along the right side of the page.

This will navigate to the *Travel Agency Commissions* page.



Within this page you'll find information on commission policy, commissionable trains, and links to register your PayPal account to receive commissions.

Amtrak® RailAgent PayPal Registration

This sign-up should be completed by the agency owner/manager using their PayPal account information. This registration form should only be used after you have setup your PayPal account. To sign-up for your PayPal account, please visit <http://www.paypal.com>.

- Click the **PayPal Registration** link in the *Agency Tools* box along the right side of the main page.

A new window will open that contains the sign-up form.

- Follow the on-screen instructions to complete the form. Be sure to complete all required fields.
- Click the Submit Form button to send in your information.

Please note that the PayPal Registration link is only available for the owner/manager. If you are the owner/manager, contact support to have the link enabled.

ADDITIONAL ASSISTANCE

Additional assistance is available once you login to the site.

- Click the **RailAgent Support** link in the *Agency Tools* box on the right side of the main page.

Here you will find contact information to reach additional help if needed. You may also submit the form if desired.

- Complete all requested fields. Be as specific as possible as to the issue you are having in making your booking.
- Click the **Submit** button to send your inquiry.

Thank you for choosing Amtrak RailAgent!

