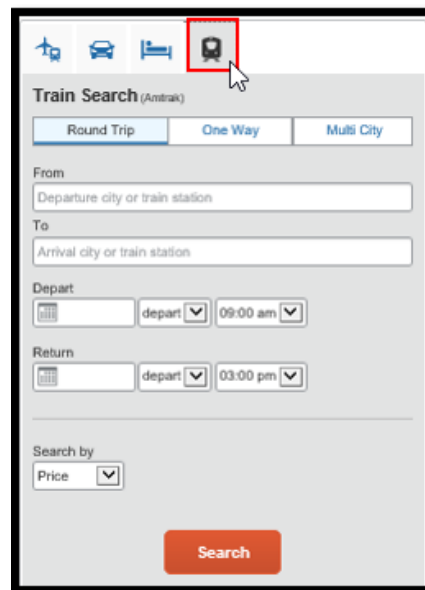


User Guide – Booking a Train (Amtrak)

This guide is intended to walk an employee through the basics of how to book Amtrak with SAP Concur. Amtrak will be available to reserve for the Northeastern United States regional routes. Please contact the Commonwealth Office of Travel Operations at ra-coto@pa.gov for assistance with any routes outside of this region.

Book a Train

1. Sign into SAP Concur to access your home page. [Reference: SAP Concur User Guide – Signing In]
2. In the Trip search section, select the Train tab.



The screenshot shows the 'Train Search (Amtrak)' interface. At the top, there are four icons: a plane, a car, a bed, and a train. The train icon is highlighted with a red box and a mouse cursor. Below the icons are three tabs: 'Round Trip', 'One Way', and 'Multi City'. The 'Round Trip' tab is selected. The form includes fields for 'From' (Departure city or train station) and 'To' (Arrival city or train station). There are also fields for 'Depart' and 'Return' dates and times, each with a calendar icon, a 'depart' dropdown, and a time dropdown. The 'Search by' dropdown is set to 'Price'. A red 'Search' button is located at the bottom of the form.

3. Select one of the following Train Search options:
 - a. Round Trip
 - b. One Way
 - c. Multi city



This is a close-up screenshot of the 'Train Search (Amtrak)' interface, focusing on the three tabs: 'Round Trip', 'One Way', and 'Multi City'. A red box highlights these three options.

4. In the From field, enter your Departure City. SAP Concur will automatically search for and display a match of train locations when you enter a city.
5. In the To field, enter our Arrival City.
6. Enter your Depart date and time and, if applicable, your Return date and time.
7. Select the Search button to continue.

The screenshot shows a web interface for a train search. At the top, there are four icons: an airplane, a car, a bed, and a train. Below these icons is the title "Train Search (Amtrak)". There are three tabs: "Round Trip" (selected), "One Way", and "Multi City". The "From" field contains "Harrisburg, PA" and the "To" field contains "Philadelphia - 30th Street Station, PA". The "Depart" section has a date field with "02/05/2020", a "depart" dropdown, and a time field with "09:00 am". The "Return" section has a date field with "02/05/2020", a "depart" dropdown, and a time field with "03:00 pm". Below these fields is a "Search by" dropdown menu with "Price" selected. At the bottom center is a red "Search" button.

8. On the train selection screen, available train route options be listed based on the date and time you entered in your search. You can select the **Show all details** dropdown arrow that corresponds with the route to view additional information.

The screenshot shows the Amtrak website's train selection interface. The main heading is "HARRISBURG TO PHILADELPHIA - 30TH STREET STATION WED, FEB 5 - WED, FEB 5". On the left, there is a "Trip Summary" section with "Train Reservation" and "Finalize Trip" buttons. Below this are filters for "Change Train Search", "Depart - Wed, Feb 5" (07:55 A - 10:05 A), "Return - Wed, Feb 5" (01:35 P - 04:45 P), "Price", and "Train Station Filters". The "Train Station Filters" section includes "Number of Stops: Select", "Depart" (Harrisburg \$63.00), and "Return" (Philadelphia \$63.00). The main content area shows a table of train options. The first option is highlighted with a red box around the "Show all details" button. The table columns are: Amtrak Regional logo, departure/arrival times, "Direct", duration, and price (\$63.00). Below the table, there is a "Please call an ADTRAV agent for assistance for availability and pricing for this itinerary at 866- 530-8899." and a "Train Number Search" field.

Amtrak Regional	07:55a → 09:30a	Direct	1h 35m	\$63.00
	02:45p → 04:40p	Direct	1h 55m	
	ROUND TRIP: HARRISBURG TO PHILADELPHIA - 30TH STREET STATION			
				Show all details
Amtrak Regional	07:55a → 09:30a	Direct	1h 35m	\$63.00
	01:35p → 03:25p	Direct	1h 50m	
	ROUND TRIP: HARRISBURG TO PHILADELPHIA - 30TH STREET STATION			
				Show all details
Amtrak Regional	07:55a → 09:30a	Direct	1h 35m	\$63.00
	03:45p → 05:30p	Direct	1h 45m	
	ROUND TRIP: HARRISBURG TO PHILADELPHIA - 30TH STREET STATION			
				Show all details

9. To select a train, click on the button with the ticket price.

This is a close-up of one of the train selection cards. It features the Amtrak Regional logo, departure/arrival times (07:55a → 09:30a and 01:35p → 03:25p), "Direct" service, duration (1h 35m and 1h 50m), and a price of \$63.00. Below the times, it says "ROUND TRIP: HARRISBURG TO PHILADELPHIA - 30TH STREET STATION". The price button is highlighted with a red box.

10. The **Review and Reserve Train** page will appear. On the review screen, you can:

- a. Review the train details
- b. Review the price summary
- c. Select a method of payment. If you have a corporate credit card in your profile, it will default here. If you do not have a corporate travel credit card, a personal card will need to be entered.

Review and Reserve Train

TRAINS

DEPART Wed, Feb 5 [Hide details](#)

Wed, Feb 5	07:55a 09:30a	HARRISBURG PHILADELPHIA - 30TH STREET STATION	1h 35m	Amtrak Regional Train 644
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RETURN Wed, Feb 5 [Hide details](#)

Wed, Feb 5	01:35p 03:25p	PHILADELPHIA - 30TH STREET STATION HARRISBURG	1h 50m	Amtrak Regional Train 645
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ENTER PASSENGER INFORMATION
Ensure passenger information below is correct.

Passenger [Edit](#) | [Review all](#)

Name: William Never Phone: 4045551212

Rewards Program
Amtrak Guest Rewards Number

PROVIDE TICKET DELIVERY PREFERENCE
You can now experience better comfort in customizing your Amtrak booking experience. With our train options, you can decide where to spend or save money to make your trip optimal.

Ticket Delivery Method

b) REVIEW PRICE SUMMARY

Description	Fare	Taxes and Fees	Charges
Train ticket	\$63.00	\$0.00	\$63.00
Total Estimated Cost: \$63.00			
Total Due Now: \$63.00			

c) SELECT A METHOD OF PAYMENT
How would you like to pay?
 [Edit](#) | [Add credit card](#)

* Indicates credit card is a company card

By completing this booking, you agree to the [fare rules and restrictions](#).

[Back](#) [Reserve Train and Continue](#)

11. To proceed with purchasing the ticket, click the **Reserve Train and Continue** button.

Review the Travel Details

1. Once the train ticket has been reserved, you can view the details on the **Travel Details** page. The Amtrak confirmation number will be displayed within the reservation section.
2. Select the **Next** button to continue to the Trip Booking Information page.

The screenshot displays the SAP Concur Travel App Center interface. The top navigation bar includes 'SAP Concur', 'Travel', and 'App Center'. Below the navigation, there are tabs for 'Travel', 'Trip Library', 'Templates', and 'Tools'. The main content area is titled 'Travel Details' and is divided into several sections:

- Trip Summary:** A sidebar on the left with a 'Finalize Trip' button and sub-options: 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'.
- TRIP OVERVIEW:** A section containing trip metadata:
 - I want to...:** [View Itinerary](#), [Email Itinerary](#)
 - Trip Name:** Trip from HAR to PHL ([Link](#))
 - Start Date:** February 05, 2020
 - End Date:** February 05, 2020
 - Created:** November 11, 2019, William Never (Updated: November 11, 2019)
 - Description:** (No Description Available) ([Link](#))
 - Agency Record Locator:** CQ-TCS-LSHQ-BRL
 - Passengers:** William Never
 - Total Estimated Cost:** \$61.00 USD ([Details](#))
- RESERVATIONS:** A section for 'Wednesday, February 05, 2020' showing two train reservations:
 - Train Harrisburg, PA to Philadelphia - 30th Street Station, PA:** Keystone 844, Departs: 07:55 AM, Arrives: 09:30 AM. Confirmation: 4AC1CA (Status: Booked in Amtrak directRAC1CA).
 - Train Philadelphia - 30th Street Station, PA to Harrisburg, PA:** Keystone 846, Departs: 01:35 PM, Arrives: 03:25 PM. Confirmation: 4AC1CA (Status: Booked in Amtrak directRAC1CA).
- TOTAL ESTIMATED COST:** A summary table showing:
 - Train: \$61.00 USD
 - Train Base Fare: \$61.00 USD
 - Total Estimated Cost: \$61.00 USD
- Disclaimer:** A note at the bottom stating: 'If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.'

Enter Additional Trip Booking Information

1. On the **Trip Booking Information** page, enter additional information about your trip.
 - a. **Trip Name** – the first segment searched will be pre-populated. The trip name can be changed and will appear on your itinerary that will be sent to you.
 - b. **Trip Description** – this is an optional field.
 - c. **Confirmation copy** – this is an optional field where you can enter additional email addresses to receive a copy of your trip confirmation. Multiple email addresses must be separated by commas.
2. Select the **Next** button when finished to continue to the **Trip Confirmation** page.

The screenshot shows the 'Trip Booking Information' page. On the left, a 'Trip Summary' sidebar has a 'Finalize Trip' section with a checkmark icon and three options: 'Review Travel Details', 'Enter Trip Information', and 'Submit Trip Confirmation'. The 'Enter Trip Information' option is highlighted with a large 'a)' annotation. The main content area is titled 'Trip Booking Information' and includes a note: 'The trip name and description are for your record keeping convenience.' Below this are two input fields: 'Trip Name' (pre-filled with 'Trip from HAR to PHL') and 'Trip Description (optional)'. A large 'b)' annotation is placed over the 'Trip Description' field. Below these fields is a section for 'Send a copy of the confirmation to:' with an email icon and an empty input field. A large 'c)' annotation is placed over this input field. Below that is a section for 'Send my email confirmation as' with radio buttons for 'HTML' (selected) and 'Plain-text'. A message states: 'You may HOLD this reservation until: 11/27/2019 12:55 am Eastern'. At the bottom, a text prompt says: 'Please enter information about this trip then press Next to finalize your reservation.' Below this prompt are four buttons: 'Start Over', 'Hold Trip', '<< Previous', and 'Next >>'. The 'Next >>' button is highlighted with a red border.

Review the Trip Confirmation and Purchase the Ticket

1. Review the **Trip Confirmation** page and finalize the purchase by clicking the **Confirm Booking** button.

Trip Summary

Finalize Trip

- ✓ Review Travel Details
- ✓ Enter Trip Information
- Submit Trip Confirmation**

Trip Confirmation

To **COMPLETE BOOKING**, please press the "Confirm Booking" Button after reviewing this page.
To **CANCEL**, press the Cancel button.

TRIP OVERVIEW

Trip Name: Trip from HAR to PHL
Start Date: February 04, 2020
End Date: February 04, 2020
Created: November 25, 2019, William Never (Modified: November 26, 2019)
Description: (No Description Available)
Agency Record Locator: CQ-BM7-IL2K-3YH
Passengers: William Never
Total Estimated Cost: \$83.00 USD
Agency Name: ADTRAV (COPIA)

RESERVATIONS

Tuesday, February 04, 2020

Train Harrisburg, PA to Philadelphia - 30th Street Station, PA

Keystone 644

Departs: 07:55 AM
Harrisburg, PA
Duration: 1 hour, 35 minutes

Confirmation: 67416C
Status: Booked in Amtrak direct/57416C

Arrival: 09:30 AM
Philadelphia - 30th Street Station, PA

Additional Details
Class: Coach Unreserved Seat (U)
For assistance with this booking, please contact Amtrak directly.
1-800-USA-RAIL (1-800-872-7245)

Train Philadelphia - 30th Street Station, PA to Harrisburg, PA

Keystone 608

Departs: 02:45 PM
Philadelphia - 30th Street Station, PA
Duration: 1 hour, 55 minutes

Confirmation: 67416C
Status: Booked in Amtrak direct/57416C

Arrival: 04:40 PM
Harrisburg, PA

Additional Details
Class: Coach Unreserved Seat (U)

TOTAL ESTIMATED COST

Train:		
Open Base Fare:		\$83.00 USD
Total Estimated Cost:		\$83.00 USD

Almost done... Please confirm this itinerary.

[Back Over](#) [← Previous](#) [Confirm Booking](#)