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.

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

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

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.
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.
Review the Trip Confirmation and Purchase the Ticket

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