



**Amadeus Rail Agent
Track**
User Guide

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Table of Contents

Before You Start.....	1
What's New in this Document.....	1
 Chapter 1	
Working with Rail Agent Track.....	3
What Is Rail Agent Track?.....	3
How to Access Rail Agent Track	4
 Chapter 2	
Searching for Availability and Fares.....	5
Understanding Profiles	5
What Is a Profile?	5
How to Transfer a Profile to Rail Agent Track	5
Understanding the Search Options.....	6
What Is a Corporate Programme?	6
What Are the Search Options?.....	6
How to Search for a Profile.....	7
How to Launch an Availability Search With a Profile	7
How to Launch an Availability Search Without a Profile	8
How to Add a Passenger With a Profile to a Search.....	9
How to Add a Passenger Without a Profile to a Search.....	9
How to Delete a Passenger From a Search.....	10
Understanding the Availability and Fares Results.....	10
What Is Single View?.....	10
Explanation: Shopping Basket Display.....	12
How to Filter the Availability and Fares Results	12
 Chapter 3	
Comparing Trips and Fares.....	15
What Is Trip Comparison?.....	15
What Actions Are Possible From the Trip Comparison Table?.....	15
How to Compare Multiple Trips	15
How to Modify the Layout of the Trip Comparison Table	16
 Chapter 4	
Making and Modifying a Booking.....	17
How to Make a Booking.....	17
How to Add a Rail Trip to an Existing PNR	18
How to Cancel a Rail Segment From an Existing PNR.....	18
How to Modify a Seat or Berth Selection.....	19

How to Cancel All Rail Segments Before Issuing Tickets	20
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Chapter 5

Ticketing	21
What Are the Ticketing Options?	21
How to Issue Train Tickets	21

Chapter 6

Refunding	23
Which Train Tickets Can Be Refunded?	23
How to Refund Train Tickets	23
How to Refund Train Tickets Due to a Strike - SNCF Only.....	24

Appendix A

Frequently Asked Questions.....	25
Profiles	25
Searching.....	25
Availability and Fares Results	26
Booking.....	26
Payment.....	27
Ticketing	27
Refunding	28
PNR	28
Pricing.....	29
Provider-specific Functionality Table.....	29

Index	31
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Before You Start

Purpose of this Document

This user guide is designed to familiarise you with Rail Agent Track.

Audience

This user guide is intended for travel agents who use Rail Agent Track.

Latest Version of this Document

For the latest version of this document, and other reference material, please contact your local Amadeus Commercial Organisation (ACO) or go to the Amadeus e-Support Centre:

<https://mye-supportcentre.amadeus.com/eTass/>

Feedback on this Document

Your feedback is very important, and will help us to improve this document.

Please email us with your comments and suggestions:

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What's New in this Document

This edition includes the following changes:

Type of Change	Area/Topic
New functionality	• Add a trip to an existing PNR You can now add a rail trip to an existing PNR. See <i>How to Add a Rail Trip to an Existing PNR</i> on page 18 • Cancel a segment from an existing PNR You can also cancel a segment from an existing PNR. <i>How to Cancel a Rail Segment From an Existing PNR</i> on page 18
Modified functionality	• Multi destination journeys You can manage multi destination journeys (open jaws) as a single booking. Refer to <i>How to Make a Booking</i> on page 17.

Chapter 1

Working with Rail Agent Track

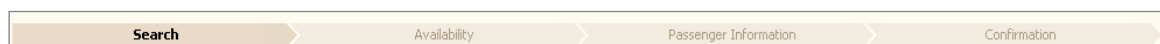
What Is Rail Agent Track?

Rail Agent Track is a web-based rail booking tool which is integrated in Selling Platform Classic. It is designed to guide you through the complete booking flow. The breadcrumbs show the rail booking sequence and indicate which step you are at during the booking process.

At each step of the workflow, a yellow field indicates that the information is mandatory and a white field indicates that the information is optional.

Rail Agent Track allows you to:

- Book one-way, round rail trips or multi-destination trips (open jaw) for corporate and leisure passengers using a real-time availability and fares merged display (known as Single View display).
- Share content with the Profiles Plus and PNR modules in Selling Platform Classic.
- Retrieve a traveller or company profile.
- View all available fares for a search in addition to those shown in the initial Single View display.
- Indicate a seat or berth preference.
- Select multiple proposals from a search and display a Trip Comparison table prior to booking.
- Cancel all train segments before ticket issuance.
- Issue tickets for all train segments in the PNR.
- Add or cancel a bound from an existing PNR.
- Refund all issued rail tickets from a retrieved PNR.
- Some other after-sales operations can be performed in Command



Your passengers

Number of passengers

Last Name	First Name	Date of birth	Rail card
Enter a last name	Enter a first name	Enter a date of birth	No rail card

[+ Add a passenger from profile](#) - [Add a passenger](#)

Corporate programme

[+ Add a Corporate programme](#)

Your trips

☒ No selection ☐ Trenitalia ☐ SNCF ☐ Deutsche Bahn ☐ Swedish Rail

Departure	Destination	Date	Time	
Departure station	Destination Station	16 September 2013	08:00	☐ Arrival Time
Departure station	Destination Station	16 September 2013	16:00	☐ Arrival Time

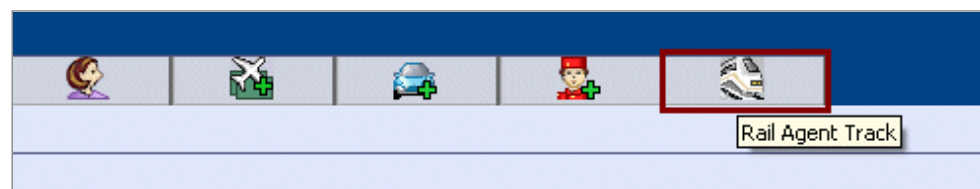
Class of service **Via Station**

Direct Train ☐ **Max number of changes** **Time Window** hour(s)

[Clear search](#) [Search](#)

Workflow: Booking a Rail Trip

Step 1: Access Rail Agent Track.



Step 2: Search for Availability and Fares.

See *Searching for Availability and Fares* on page 5.

Step 3: Compare Trips and Fares.

See *How to Compare Multiple Trips* on page 15.

Step 4: Make the Booking.

See *Making and Modifying a Booking* on page 17.

Step 5: Review the Booking Confirmation.

Step 6: Issue the Ticket.

See *How to Issue Train Tickets* on page 21.

Step 7: Refund the Ticket

How to Refund Train Tickets on page 23

How to Access Rail Agent Track

Click on the Rail Agent Track icon  in Selling Platform Classic.

Chapter 2

Searching for Availability and Fares

Understanding Profiles

What Is a Profile?

A profile is a record containing useful information about an individual traveller or a company, which can help you when you make a booking. Each time you make a booking, you can load information from a profile, eliminating the need to manually enter this information each time.

A **traveller profile** is created for an individual traveller. This type of profile includes the traveller's contact details plus discount and loyalty card information.

A **company profile** is used to store information about a company to which the agency provides travel services. Each company profile can have multiple traveller profiles associated to it.

You create and manage profiles in the Profiles Plus module and load them to Rail Agent Track when making a booking. For further details, see *How to Transfer a Profile to Rail Agent Track* below.

How to Transfer a Profile to Rail Agent Track

Note: You can transfer a profile from Profiles Plus or Command Page.

1. Retrieve the profile in either Profiles Plus or Command Page.

Note: If you retrieve the profile in the Command Page, you must transfer the Profile element using a PT entry so that Rail Agent Track can read the profile element.

2. Click on the Rail Agent Track icon .

The profile is automatically loaded to Rail Agent Track with the following data prefilled in the Profile panel:

- Last name
- First name
- Date of birth*
- Rail discount card*

- Corporate Programme* (For more information, see *What Is a Corporate Programme?* below)

*Data marked with an asterisk is prefilled only if it is stored in the profile under a specific format.

Understanding the Search Options

What Is a Corporate Programme?

A corporate programme represents an agreement or a contract between a company and the rail provider.

If a corporate programme code is entered for a multi-passenger booking, the code applies to all passengers. Ensure that you create two separate bookings for passengers who have the corporate code and for those passengers who do not have a code.

In Single view, results include both standard fares and corporate fares. The icon  indicates a corporate fare.

How to Add a Corporate Programme

Note: Use this option to add a corporate code manually.

1. Click on Add a Corporate Programme.

Note: You can only add one corporate programme for each rail company.

2. Enter the corporate programme and its associated corporate code.

3. Click on  to add the code.

Or:

Note: Use this option if you have loaded a profile.

1. Click on the Corporate Programme drop-down list.
2. Select a company from the drop-down list.

The company and the corporate code are displayed in the corporate code drop-down list.

Note: You can also select the code from the Corporate code drop-down list and the corresponding company is displayed. If the loaded profile contains no corporate codes, no codes are displayed in the drop-down list.

3. Click on  to add the code.

Note: To remove a code, click on .

What Are the Search Options?

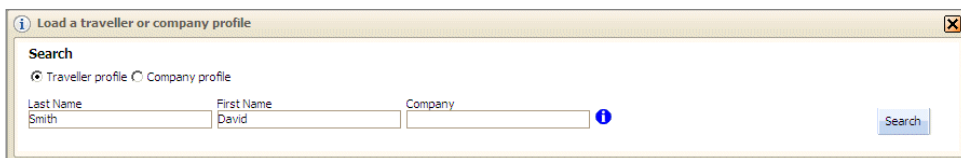
You can search for availability and fares for single and multi-passenger bookings using any of the following combinations:

- Passenger without a profile

- Passenger with a traveller profile loaded
- Passenger with a company profile loaded

How to Search for a Profile

1. On the Search page, click on the Search icon  in the Your Passengers section.
2. Select whether you want to search for a traveller profile or a company profile.
3. Enter the traveller or company name and click on Search.



Note: To broaden your profile search, you can enter part of the name followed by an asterisk before you click on Search.

4. To load the traveller profile to the Search page, double-click the profile. Alternatively, select the profile from the results list and click on Select.

How to Launch an Availability Search With a Profile

1. Retrieve the required profile. See *How to Search for a Profile* above.
2. On the Search page, enter the search criteria in the Your Trips section.
3. Choose between one way, round rail trips or multi-destination trips.

Note: Open jaw bookings can be made for two segments only.
4. Customise your search by using the following options:
 - **Departure and Destination:** The auto-completion displays location suggestions. For one-way trips, click on  beside the second row to delete the inbound option.
 - **Date and Time:** Specify the date and time of travel. By default, the search is done by departure time. To search by arrival time, select the Arrival Time check box.
 - **Class of Service:** Specify the preferred class of service.
 - **Via Station:** Specify a station through which you want to go.
 - **Direct Train:** Specify if you prefer a direct train.
 - **Time Window:** Target scheduled trains for a specified length of time after the indicated time.
 - **Railcards:** Select a railcard from the Railcard drop-down list.

Note: To retrieve discount card information in the passenger information section, you need to store it first in the profile.
5. Click on Search.

Your passengers

Number of passengers

Last Name	First Name	Date of birth	Rail card
Smith	David Mr	Enter a date of birth	Abonnement Forfait 1ère classe

[+ Add a passenger from profile](#) - [Add a passenger](#)

Corporate programme

[+ Add a Corporate programme](#)

Your trips

☐ No selection ☐ Trenitalia ☒ SNCF ☐ Deutsche Bahn ☐ Swedish Rail

Departure	Destination	Date	Time	
PARIS	LYON	22 September 2013	08:00	☐ Arrival Time
LYON	NICE	24 September 2013	16:00	☐ Arrival Time

Class of service **Via Station**

Direct Train ☐ **Max number of changes** **Time Window** hour(s)

[Clear search](#) [Search](#)

How to Launch an Availability Search Without a Profile

- On the Search page, enter the search criteria in the Your Trips section.
- Select one way, round rail trips or multi-destination trips.
An open jaw booking can be made for two segments only.
- Customise your search by using the following options:
 - Departure and Destination:** The auto-completion displays location suggestions. For one-way trips, click on beside the second row to delete the inbound option.
 - Date and Time:** Specify the date and time of travel. By default, the search is done by departure time. To search by arrival time, select the Arrival Time check box.
 - Class of Service:** Specify the preferred class of service.
 - Via Station:** Specify a station through which you want to go.
 - Direct Train:** Specify if you prefer a direct train.
 - Time Window:** Target scheduled trains for a specified length of time after the indicated time.
- Click on Search.

Railcards: Select a railcard from the Railcard drop-down list.

Note: Railcards that are retrieved from a profile are automatically selected.

You are prompted to enter the passenger information before you can confirm the booking. For more information, see *How to Make a Booking* on page 17.

Your passengers

Number of passengers: 2

Last Name	First Name	Date of birth	Rail card
Santaniemi	Sami	21 February 1980	No rail card
Enter a last name	Enter a first name	Enter a date of birth	No rail card

[Add a passenger from profile - Add a passenger](#)

Corporate programme

[Add a Corporate programme](#)

How to Add a Passenger With a Profile to a Search

Note: The number of passengers that you add to a search defines the number of seats that you are booking. Therefore, it is very important to add the correct number of passengers.

1. On the Search page, click on Add a Passenger From Profile.

2. Enter the traveller or company name and click on Search.

Note: To broaden your profile search, you can enter part of the name followed by an asterisk before you click on Search.

3. Select the passenger and click on Select.

How to Add a Passenger Without a Profile to a Search

Note: The number of passengers that you add to a search defines the number of seats that you are booking. Therefore, it is very important to add the correct number of passengers. You can add up to nine passengers for each search.

1. On the Search page, click on Add a Passenger.

A new passenger row is added without a passenger name.

Or:

Select the number of passengers from the Number of Passengers drop-down list.

Note: If you have loaded the passenger from a PNR, the drop-down list is disabled.

2. Enter the passenger last name and first name (optional).
3. Enter a date of birth if you want to ensure that the search returns the most accurate fares for the passenger's age group. If you leave the Date of Birth field blank, only adult fares are returned.

You can decrease the number of passengers that you have entered.

When you decrease the number of passengers, a popup warns that all passengers are going to be removed.

- Select No to close the popup window.
- Select Yes to reinitialise the number of passengers.

Note: This option removes all the passengers from the panel.

Your passengers

Number of passengers: 2

Last Name	First Name	Date of birth	Rail card
Santanen	Sami	21 February 1980	No rail card
Enter a last name	Enter a first name	Enter a date of birth	No rail card

Add a passenger from profile - Add a passenger

Corporate programme

Add a Corporate programme

How to Delete a Passenger From a Search

On the Search page, click on beside the passenger name that you want to delete in the Your Passengers section.

Your passengers

Number of passengers: 2

Last Name	First Name	Date of birth	Rail card
Santanen	Sami	21 February 1980	No rail card
Enter a last name	Enter a first name	Enter a date of birth	No rail card

Add a passenger from profile - Add a passenger

Corporate programme

Add a Corporate programme

Understanding the Availability and Fares Results

What Is Single View?

Single View is a mixed real-time availability and fares display that presents fares in fare groups based on class of service and flexibility. The lowest fare for each fare group is highlighted to help you to find the least expensive option for a trip.

With Single View, you can select and combine fares from different fare groups for the outbound and inbound portions of a trip. For example, more restricted fares on the outbound can be combined with fully flexible fares on the inbound trip.

Only available trip options are displayed in Single View. Therefore, if a train is full, you will not see any options for that service in Single View.

Explanation: Single View Display

PARIS To LYON - One way

Legend: E e-ticket candidate, D Rail discount card reduction, D/E e-ticket candidate / Online Ticket, Flexible, Semi-Flexible

Outbound PARIS To LYON - 10/11

Showing 4 of 9 results

Matrix guide: More info

Fare groups: Discount (EUR 0+), 1st Flexible (EUR 95+), 2nd Flexible (EUR 62+), 1st other (EUR 64+), 2nd other (EUR 46+)

Train	SNCF	SNCF	SNCF	SNCF	SNCF
PARIS GARE DE LYON	SN 6605	1.50	131.00	77.00	64.00
LYON PART DIEU	SN 6605	0	0	0	46.00
07:53 PARIS GARE DE LYON	SN 6605	0	1.50	131.00	77.00
09:57 LYON PART DIEU	SN 6605	0	0	0	46.00
08:58 PARIS GARE DE LYON	SN 6607	0	1.50	131.00	77.00
10:58 LYON PART DIEU	SN 6607	0	0	0	46.00
09:38 PARIS GARE DE LYON	SN 17739	0	0.00	93.40	62.30
14:44 LYON PART DIEU	SN 17739	0	0	0	0
09:58 PARIS GARE DE LYON	SN 6609	0	1.50	131.00	77.00
11:58 LYON PART DIEU	SN 6609	0	0	0	46.00
10:58 PARIS GARE DE LYON	SN 6611	0	1.50	131.00	77.00
12:58 LYON PART DIEU	SN 6611	0	0	0	46.00
11:53 PARIS GARE DE LYON	SN 6613	0	1.50	131.00	77.00
13:56 LYON PART DIEU	SN 6613	0	0	0	46.00

Summary Panel:

Compare selected fares

10/11/2013 Direct (Sho)

07:53 PARIS GARE DE LYON

09:57 LYON PART DIEU

TGV Duplex (Sh) 6605

Reservation Mandatory

Total class Flexible: € 0

1st seat

Fare Details: 131.00 EUR

Total price: 131.00 EUR

See other fares

Continue

- ① A range of icons and letters in Single View provide extra information about the fare and ticket.

⚠, ⚡, 🟢, Level of flexibility of a fare

🔵 Discount fare

D: SNCF e-billet is in PDF format and is emailed to the passenger. It is the passenger responsibility to print the e-billet.

E: SNCF e-ticket is collected at a vending machine on departure.

T: Trenitalia and Thalys have a ticketless method of delivery.

- ② The panel for the outbound portion of the trip. When you select a fare in the outbound panel, the inbound panel is automatically displayed. The fares displayed in Single View are only a price guide. The actual total price for a round trip is only calculated and displayed in the shopping basket after both the outbound and inbound fares are selected.
- ③ Up to five fare groups are displayed in Single View. Four fare groups are always displayed: 1st Flexible, 2nd Flexible, 1st Other (semi- or non-flexible) and 2nd Other. An extra group named Reduction is displayed if at least one passenger has a discount card and the Railcard option has been selected in the Search page.
- ④ Train number.
- ⑤ Trip duration and number of connections.
- ⑥ Trip itinerary details including services on board, rail provider name and train equipment.

Explanation: Shopping Basket Display

The screenshot shows a shopping basket interface with the following elements and callouts:

- 1** Multiple trip proposal tabs: Located at the top, showing tabs 1, 2, 3, and 4 with a close button (X).
- 2** Link to compare multiple proposals: A link labeled "Compare selected trips" below the tabs.
- 3** Real price outbound: The price "72.00 EUR" for the outbound trip.
- 4** Real price inbound: The price "73.30 EUR" for the inbound trip.
- 5** Real total price for the trip: The total price "145.30 EUR" at the bottom.
- 6** Access to all other available fares: A link labeled "See other fares" below the total price.
- 7** Access to the fare details: A link labeled "Fare Details" for the inbound trip.

The interface displays two trip proposals for 01/11/2012, each with 1 stop. The outbound trip (NICE VILLE to PARIS GARE DE LYON) is priced at 72.00 EUR. The inbound trip (PARIS GARE DE LYON to NICE VILLE) is priced at 73.30 EUR. The total price for both is 145.30 EUR. A "Continue" button is located at the bottom right.

How to Filter the Availability and Fares Results

1. On the Availability Results page, click on the Apply Filters link.
2. Select or deselect the filter check boxes as required to refine your results.

Note: Filters apply per bound.

Chapter 3

Comparing Trips and Fares

What Is Trip Comparison?

Trip comparison allows you to compare multiple trip options from the same search results. Each proposal is displayed in the Shopping Basket. See also *Explanation: Shopping Basket Display* on page 12.

You can launch the Trip comparison table from the Shopping Basket.

Note: Trip comparison is only possible for single-passenger bookings with a maximum of four proposals per comparison.

What Actions Are Possible From the Trip Comparison Table?

From the Trip comparison table you can:

- Hide or show sections within the table.
- Highlight a piece of information in one proposal only or highlight an entire line for all proposals.
- Add a comment to a proposal in the Comments section for that proposal.
- Save, print or email the comparison display using the action buttons at the bottom of the table.
- Continue the booking flow from one of the selected proposals.

How to Compare Multiple Trips

Note: If you compare trips that have more than one change, some elements may not be displayed in the table.

1. In the Single View display, select the chosen options for your trip.

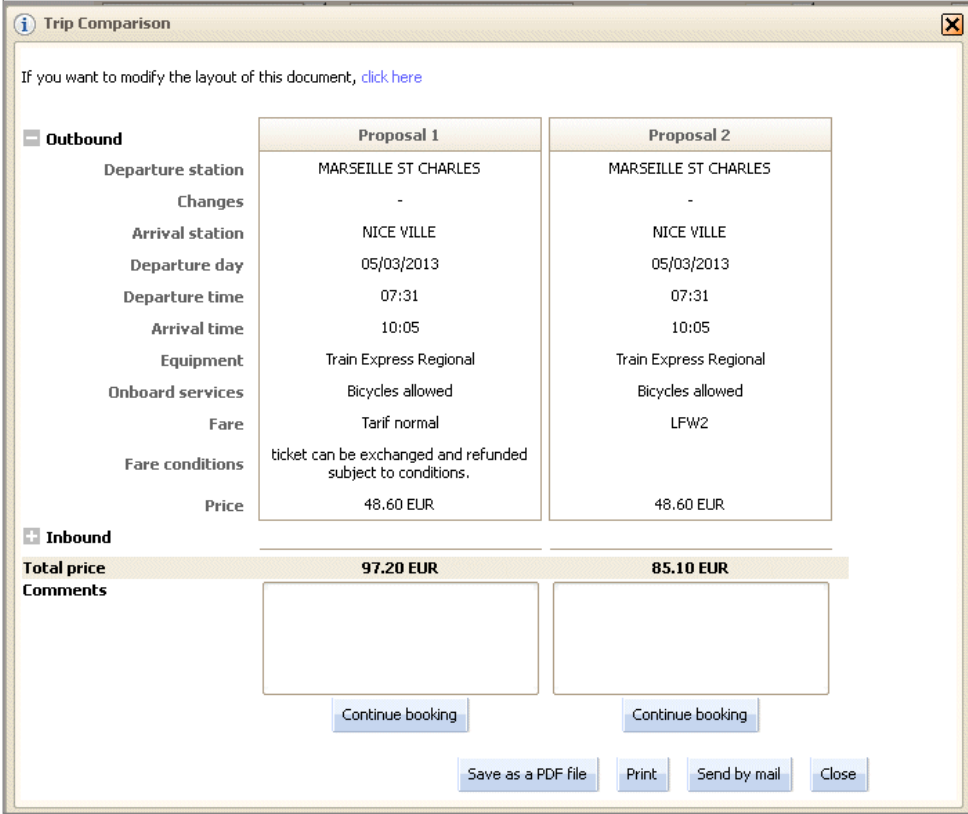
The selections are added to the Shopping Basket.

2. To add another trip proposal, click on the  icon at the top of the Shopping Basket and select the alternate options for the trip.

You can compare up to four trips.

- To remove a trip proposal, click on the  icon in the appropriate tab of the Shopping Basket.
- Click on Compare Selected Trips.

The details of all proposals are displayed in the Trip Comparison table.



Trip Comparison

If you want to modify the layout of this document, [click here](#)

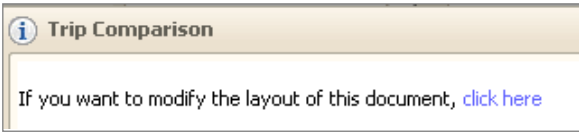
	Proposal 1	Proposal 2
Outbound		
Departure station	MARSEILLE ST CHARLES	MARSEILLE ST CHARLES
Changes	-	-
Arrival station	NICE VILLE	NICE VILLE
Departure day	05/03/2013	05/03/2013
Departure time	07:31	07:31
Arrival time	10:05	10:05
Equipment	Train Express Regional	Train Express Regional
Onboard services	Bicycles allowed	Bicycles allowed
Fare	Tarif normal	LFW2
Fare conditions	ticket can be exchanged and refunded subject to conditions.	
Price	48.60 EUR	48.60 EUR
Inbound		
Total price	97.20 EUR	85.10 EUR
Comments		

Continue booking

Save as a PDF file Print Send by mail Close

How to Modify the Layout of the Trip Comparison Table

- Click on the link at the top of the Trip Comparison table.



Trip Comparison

If you want to modify the layout of this document, [click here](#)

- Click on the Show or Hide links for the sections that you want to add or remove from the table.
- When finished, click on Preview Final Document to return to the updated Trip Comparison table.

Chapter 4

Making and Modifying a Booking

How to Make a Booking

Note: Group bookings are not supported.

1. In the Single View display, select the appropriate fare.

If you are booking a round trip, the inbound fares are only displayed after you select the outbound fare.

If you want to compare multiple trips for a single-passenger booking, refer to *How to Compare Multiple Trips* on page 15.

Note: For SNCF bookings only, an ancillary service called Espace Pro here is displayed. The icon  indicates that this service is available.

After you make a fare selection, the shopping basket displays the total trip price for all passengers.

2. Click on Continue.
3. Enter the passenger and purchase information. Purchase information may vary depending on the type of ticket selected.
4. To split a PNR for a multi-passenger booking, select the Activate Split PNR check box. See also *How Are PNRs Handled for Multi-Passenger Bookings?* on page 28.
5. When you issue an e-billet, an additional option is available for SNCF bookings: you can indicate one global email address for all the passengers of a given rail trip.
6. Deselect the Add TK OK Element check box if you do not want to automatically add a ticketing arrangement (TK) element to the PNR.
7. Select a form of payment.

You can confirm the booking without a form of payment if you select the No Payment option. When issuing the ticket, you can then add a form of payment using the Command Page.
8. If you want to change the automatic seat selection, click on Modify for each bound and update as required. See *How to Modify a Seat or Berth Selection* on page 19.
9. Click on Add a remark to add any additional information in the Remarks section.

10. Click on Book to confirm the booking.

Note: You can print or email the booking confirmation by using the Print  and Email  icons at the top of the Confirmation page.

11. Use either ER or ET to End Transact your booking in the Command Page or click on the Save icon in the graphical Mini-PNR of Selling Platform Classic.
12. Click on the Agent Track Reset link to update the system and obtain an Amadeus Record Locator.

How to Add a Rail Trip to an Existing PNR

1. Retrieve a PNR.
2. Click on the Add a Bound link.
The trip is added for each passenger in the PNR.
3. Search for a new rail trip.
4. Book the rail trip.
5. In the Passenger Information and Purchase page, click on Book to confirm the booking with the rail provider and add the booking to the PNR.

How to Cancel a Rail Segment From an Existing PNR

1. Retrieve a PNR.
2. Select the rail segment that you want to cancel.
You can select and cancel multiple rail segments at the time.
3. Click on Cancel.
You can only cancel rail segments that have not been issued.

What Is SNCF Espace Pro 1ere?

Espace Pro 1ere is an ancillary service that offers a seat in a dedicated area. This service is available to customers who book a first class, fully flexible ticket with SNCF at no extra cost.

When the Espace Pro 1ere service is available, the icon  is displayed in Amadeus Single View and in the Shopping basket.

For multi segments trips, the ancillary services icon is displayed, provided that at least one segment qualifies for this service.

Note: The icon only indicates that a route qualifies for this service with no reference to availability. You cannot request Espace Pro 1ere, this service is only available if there are still places and if the qualifying criteria are met.

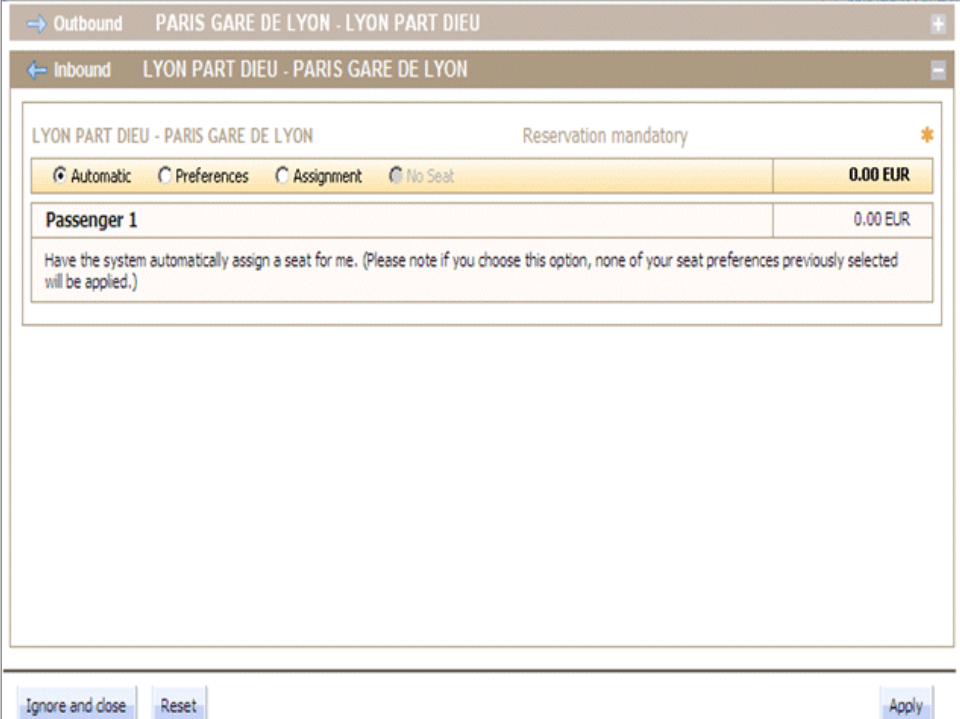
How to Modify a Seat or Berth Selection

Note: Seat or berth selection does not guarantee seat allocation. You can modify seat allocation.

1. In the Seat or Berth Preferences section of the Passenger Information page, click on Modify.

The Seat or Berth Preferences pop-up window is displayed.

2. For each segment per bound:
 - a) Select the appropriate seating option.
 - b) Enter the seat or berth preferences.
3. Click on Apply.



The screenshot shows a pop-up window titled "LYON PART DIEU - PARIS GARE DE LYON" with a "Reservation mandatory" note. It features four radio button options: "Automatic" (selected), "Preferences", "Assignment", and "No Seat". The "Automatic" option is highlighted in yellow, and the price "0.00 EUR" is displayed next to it. Below the options, there is a section for "Passenger 1" with the same "0.00 EUR" price. A text box contains the instruction: "Have the system automatically assign a seat for me. (Please note if you choose this option, none of your seat preferences previously selected will be applied.)". At the bottom of the window, there are three buttons: "Ignore and close", "Reset", and "Apply".

How to Cancel All Rail Segments Before Issuing Tickets

1. On the Confirmation page, click on Cancel Itinerary.

The Cancellation mode section is displayed.

The screenshot shows the Amadeus SELLING PLATFORM interface. The 'General information' section displays: Record locator **GOBYJE**, Responsible office **NCE1A0950**, Created by **0001AA**, Payment **Cash**, and Fare Details. The Provider record locator is **RRYIHA** with sub-locators **1** and **2**. Ticketing time limit is **09 Jun 13, 08:58**, Status is **Not ticketed**, and Issuing mode is **Ebillet (Print at home ticket)**.

The 'Passenger and contact details (1)' section shows a table with columns: Passenger, Loyalty cards, E-mail, Phone, and Price. The passenger is **Smith Paul** with email **PSMITH@EMAIL.COM** and a price of **256.00 EUR**. The total price is also **256.00 EUR**.

The 'Cancellation mode' section is active, showing a table of rail segments with checkboxes for cancellation. The segments are:

Check	SN	Class	Date	From	To	Time	Details
☒	1	SN 6607	First class	10 Jun 13, Mon	PARIS GARE DE LYON - LYON PART DIEU	08:58 - 10:56	Details
☒	2	SN 6664	First class	10 Jun 13, Mon	LYON PART DIEU - PARIS GARE DE LYON	16:34 - 18:32	Details

Buttons for 'Abort Cancellation' and 'Confirm Cancellation' are visible. Below the table, a section titled 'What do you want to do next?' offers options: 'Cancel itinerary' and 'Issue ticket(s)'.

2. Click on Confirm Cancellation.

You are prompted to end transact the PNR to confirm the cancellation.

3. End transact the PNR in Command Page to validate the cancellation.

Or:

Click on Abort Cancellation.

Chapter 5

Ticketing

This functionality is enabled on customer's request.

What Are the Ticketing Options?

Provider	Types of Ticket	Feature
SNCF	E-ticket	An e-ticket is collected at a vending machine on departure.
SNCF	E-billet	A PDF ticket is sent to the passenger to print at home. The ticket must be presented at departure.
SNCF	ATB - Agency Pickup	If you select the ATB ticketing option, it is not possible to process the ticketing in Rail Agent Track. Ticket issuance and any other actions must be performed on the Command Page.
SNCF	Paper Value Agency Pickup	Paper value is a PDF ticket printed on the provider's secured paper. The travel agency prints the ticket on the provider's secured paper and delivers it to the passenger.
SNCF	Thalys Ticketless	Thalys own loyalty card. You enter the loyalty card details in the reservation page before you select the issuing mode.
Trenitalia	Ticketless	The provider reservation record is displayed on the Rail Agent Track confirmation page. The Reservation record must be shown when boarding.

Note: Only the available ticket issuing modes for the selected trip are available in the Issuing Mode drop-down list box.

How to Issue Train Tickets

1. Retrieve a PNR using Command Page.
The PNR must be end transacted, contain a form of payment and have a rail segment.
2. On the Confirmation page of Rail Agent Track, click on Issue Ticket(s).
The Ticketing mode section is displayed.
3. In the Ticketing mode section, click on Confirm Ticketing.

The Ticket Details section is displayed showing the new tickets

The screenshot displays the 'SELLING PLATFORM' window with a menu bar (Window, Config, Help) and a toolbar. The main content area shows the following details:

- Record locator:** 60BYJE
- Responsible office:** NCE1A0950
- Created by:** 0001AA
- Payment:** Cash
- Provider record locator:** RRYIHA
- Ticketing time limit:** 09 Jun 13, 08:58
- Status:** Not ticketed
- Issuing mode:** Ebillet (Print at home ticket)

Passenger and contact details (1)

Passenger	Loyalty cards	E-mail	Phone	Price
1 Smith Paul		PSMITH@EMAIL.COM		256.00 EUR
Total Price				256.00 EUR

Ticketing mode

☒ Show more information (Expand the whole Itinerary)

	SN	Class	Date	From	To	Details
☒ 1	SN 6607	First class	10 Jun 13, Mon	PARIS GARE DE LYON - LYON PART DIEU	08:58 - 10:56	Details
☒ 2	SN 6664	First class	10 Jun 13, Mon	LYON PART DIEU - PARIS GARE DE LYON	16:34 - 18:32	Details

[Abort Ticketing](#) [Confirm Ticketing](#)

What do you want to do next?

- ☐ Cancel itinerary
- ☐ Issue ticket(s)

The Confirmation page and the PNR are updated with the ticket number, the date of issuance and the type of ticket issued.

Chapter 6

Refunding

This functionality is enabled only on customer's request.

Which Train Tickets Can Be Refunded?

Ticket refunds are limited to rail bookings for which tickets have already been issued.

The following rules apply:

- You must refund all bounds included in one ticket.
- If the booking is for multiple passengers, the ticket must be refunded for all passengers.
- If the booking contains rail segments from multiple providers, you must refund each provider separately.
- Exceptionally, SNCF allows you to refund a non-refundable ticket in case of a strike. See *How to Refund Train Tickets Due to a Strike - SNCF Only* on page 24.

How to Refund Train Tickets

1. Use Command Page to retrieve a PNR that has ticketed, refundable rail segments.
2. On the Confirmation page of Rail Agent Track, click on Refund.
3. In the Refund Tickets section, select the tickets for the journeys you wish to refund.

Note: If the ticket is for multiple passengers, all passengers are selected automatically.

4. Select a refund reason.

See *Refunding* on page 28

5. Click on Get Conditions.

The ticket details are displayed, including any associated penalties and fees.

6. Click on Refund.

The Confirmation page is updated to show that the tickets have been refunded. If you refunded only one of two tickets, the Status field of the Confirmation page changes to Mixed.

Record locator STEEIE Fare Details		Issuing mode Status Payment	Ebillet (Print at home ticket) Mixed Cash	Created by Responsible office	0001AA NCE1A0950
Passenger and contact details (1)					
Passenger	External Reference	Loyalty cards	E-Mail 1	Phone	Price
1 Hermann Lars	TOMVRJ		LHERMANN@EMAIL.COM		256.00 EUR
Total Price					256.00 EUR
Itinerary details (2)					
Show more information (Expand the whole itinerary)					
1 SN 6607	First class	9 October 2012 Tue	PARIS GARE DE LYON - LYON PART DIEU	08:57	10:56 Details
2 SN 6664	First class	11 October 2012 Thu	LYON PART DIEU - PARIS GARE DE LYON	16:36	18:33 Details
Ticket details (2)					
Passenger	Segments	Status	Ticket number	Ticket price (EUR)	Refunded amount (EUR) View all details
1 Hermann Lars	2	Ticketed	381572516	128.00	- Details
1 Hermann Lars	1	Refunded	381572505	128.00	128.00 Details
- Date : 03/10/2012 - Issuing mode : Ticketless email - Refund reason : Passenger request View ticket 					

In the PNR, the status of the TRN segments is updated from HK to HX. The status of the FA element changes from T to R.

How to Refund Train Tickets Due to a Strike - SNCF Only

1. Use Command Page to retrieve a PNR that has ticketed rail segments.
2. On the Confirmation page of Rail Agent Track, click on Refund.
3. Click on the Exceptional Refund link.
4. Select Strike as the reason for the refund.
5. Optionally enter a remark for the PNR.
6. In the Refund Tickets section, select the tickets for the journeys you wish to refund.

Note: If the ticket is for multiple passengers, all passengers are selected automatically.

7. Click on Get Conditions.

The ticket details are displayed, including any associated penalties and fees.

8. Click on Refund.

The Confirmation page is updated to show that the tickets have been refunded.

In the PNR, the status of the TRN segments is updated from HK to HX. The status of the FA element changes from T to R. If you entered a remark in the Exceptional Refund section, a remark element is added.

Appendix A

Frequently Asked Questions

Consult this section to find out the answers to your questions.

Profiles

What Is the Correct Format for Profile Information?

Formats differ between markets. To know the correct format for your specific market, contact your local representative.

How Can I Correct an Error in a Retrieved Profile?

The error must be corrected in the Profiles module. You cannot update profile information in Rail Agent Track.

Can I Make a Booking for a Passenger Without a Profile?

Yes, you need to enter the passenger details before confirming the booking.

Searching

How Do I Select a Railcard in the Search?

You can select a railcard manually from the Railcard drop-down list.

Or:

You can upload a passenger profile and select a railcard from the Railcard drop-down.

Railcards that are associated with a profile are selected by default.

Is it Possible to Have a Discount Card Per Passenger?

Yes, you can have a discount card per passenger.

Availability and Fares Results

When Is a Train Service Not Displayed in the Availability Page?

Rail Agent Track only displays available trains and fares. If a train is full, it is not displayed.

What Is the Difference Between SNCF and Trenitalia Single View?

The SNCF Single view differs from Trenitalia because Trenitalia does not currently offer full flexible fares.

How Can I Find the Desired Fare in Single View?

Select a rail fare and click on the See Other Fares link in the shopping basket to see all available fares. You can return to the Single View fares by clicking on Back to Best Fares.

Why Is the Inbound Section Inactive When Round-Trip Availability Is Displayed?

You must select an outbound fare before you can view the inbound fares for a round trip.

Where Do I Find the Fare Class Code?

Select a rail fare and click on the Fare Details link in the shopping basket.

Booking

Can I Make Group Bookings?

No, you can only make multi-passenger bookings limited to nine passengers.

How Are Seats Allocated During a Booking?

By default, seats are allocated when you make a booking. You can modify this selection. See *How to Modify a Seat or Berth Selection* on page 19.

Does a Seat Selection for a Passenger Guarantee that a Seat is Reserved?

No, selecting a seat preference for a passenger does not guarantee that the rail provider can respect this preference.

Can I Use a Loyalty Card for Bookings?

Yes, you can add loyalty card details on the Passenger Information page. If the loyalty card information is stored in the profile, the passenger information page displays it automatically.

Can I Print or Email a Booking Confirmation?

Yes, you can use the Print and Email icons on the Confirmation page to print or email the booking confirmation.

Can I Add a Trenitalia bound to an Existing Trenitalia Reservation?

No. Currently Trenitalia does not support additional bounds to an existing Trenitalia reservation. However, if you are accredited on both Trenitalia and SNCF, you can add a SNCF bound to the existing Trenitalia reservation.

Payment

Each rail provider accepts different forms of payment as shown in the table.

The form of payment being accepted is dependent upon commercial agreement with each provider.

Form of Payment	SNCF	Trenitalia
No Payment	Y	Y
Cash	Y	Y
Credit Card	N	Y
Account	Y	N

Ticketing

Each rail provider offers different ticketing options as shown in the table.

Provider	Ticket Option	Feature
SNCF	E-ticket	An e-ticket is collected at a vending machine on departure.
SNCF	E-billet	A PDF ticket is sent to the passenger to print at home. The ticket must be presented at departure.
SNCF	ATB - Agency Pickup	If you select the ATB ticketing option, it is not possible to process the ticketing in Rail Agent Track. Ticket issuance and any other actions must be performed in Command Page.
SNCF	Paper Value - Agency Pickup	Paper value is a PDF ticket printed on the provider's secured paper. The travel agency prints the ticket on the provider's secured paper and delivers it to the passenger.
SNCF	Thalys Ticketless	Thalys own loyalty card. You enter the loyalty card details in the reservation page before you select the issuing mode

Provider	Ticket Option	Feature
Trenitalia	Ticketless	Reservation record: The provider reservation record is displayed on the Rail Agent Track confirmation page. The Reservation record must be shown when boarding. Travel receipt: In addition to the reservation record, a travel receipt can be emailed to the email address shown in the text field. Note: Only one email address is allowed per reservation record.

Refunding

Each rail provider may refund a ticket under special circumstances.

The table shows the refund reasons that each provider accepts.

Refund Reason	SNCF	Trenitalia
Strike	Y	N
Personal Motivation	Y	Y

Do I Need a Form of Identification to Process a Refund?

No, it is not mandatory.

Form of identification is an optional step only in the Trenitalia refund process.

Can I Refund a Train Ticket Due to a Strike?

Only SNCF allows you to refund train tickets due to a strike.

See *How to Refund Train Tickets Due to a Strike - SNCF Only* on page 24

PNR

How Are PNRs Handled for Multi-Passenger Bookings?

The Activate PNR Split check box on the Passenger Information page is either enabled or disabled depending on the rail provider's options for splitting a PNR.

Passenger Information Page Display:

- If the check box is disabled and unchecked, the rail provider creates one single PNR for all passengers in the booking and does not provide a split option.

- If the check box is disabled and checked, the rail provider can split the PNR so that there is one PNR per passenger.
- If the check box is enabled, the rail provider supports both the creation of one single PNR for all passengers and also the creation of a separate PNR for each passenger depending on whether or not you select the check box.

Confirmation Page Display:

- When a PNR is split, there is one booking reference per passenger and each reference is cross-referenced (an AXR tag is added to the PNR).
- When a PNR is not split, the same booking reference is displayed for all passengers.

Pricing

How Are Round-Trip Prices Calculated in Single View?

For round-trip fares, the price for each portion of a trip is a calculated (informative) price rather than an actual one-way price. For the outbound portion, the system takes the lowest possible combination with all possible inbound fare groups. The value obtained is divided by two to get a one-way price. After the outbound is selected, each inbound option is refreshed and displayed with a one-way price. This one-way price is calculated relative to the outbound selected to get the real total price when adding the outbound and inbound calculated prices.

Provider-specific Functionality Table

The table shows the enabled functionalities by provider.

Area	Functionality	SNCF	Trenitalia
SEARCHING	• Multi-destination journeys (open jaw)	Y	N
	• Time Window	Y	N
	• Via Station	Y	N
	• Max Number of Changes	N	Y
BOOKING	• Split PNR Before Booking	Y	N
	• Specific Seat Assignment	Y	N
TICKETING	• Ticket Number	Y	N
REFUNDING	• Refund per Bound	Y	N

Index

A

- Audience, 1
- Availability results
 - filtering, 12
- Availability search with a profile
 - launching, 7
- Availability search without a profile
 - launching, 8

B

- Bookings
 - making, 17
 - overall workflow, 4

C

- Corporate programme, 6

I

- Introduction, 1

P

- Profiles
 - company, 5
 - searching for, 7
 - transferring to Rail Agent Track, 5
 - traveller, 5

R

- Rail Agent Track
 - accessing, 4
- Rail segments

- cancelling before issuing tickets, 20
- Refunds, 23
 - due to strike, 24

S

- Search
 - adding a passenger with a profile, 9
 - adding a passenger without a profile, 9
 - deleting a passenger, 10
- Search options, 6
- Seat or berth selection
 - modifying, 19
- Shopping Basket
 - explanation, 12
- Single View
 - explanation, 10, 11

T

- Ticketing options, 21, 27
- Tickets
 - refunding, 23
 - refunding due to strike, 24
- Train tickets
 - issuing, 21
- Trip comparison, 15
- Trip Comparison table
 - modifying layout, 16
 - possible actions, 15
- Trips
 - comparing, 15