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Description of document:	AMTRAK Government rates (ARROW Index for Government Rates)
Requested date:	07-December-2007
Released date:	14-November-2007
Posted date:	12-January-2008
Title of Document	Arrow Index for Government Fares
Source of document:	National Railroad Passenger Corporation Freedom of Information Office 60 Massachusetts Avenue, N.E. Washington, D.C. 20002
Notes:	FOIA request only partially filled. See release/response letter.

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December 7, 2007

Re: Freedom of Information Act Request

We are further responding to your November 14, 2007 request for information under the Freedom of Information Act (FOIA), which was sent via e-mail and received by this office on the same date.

This request seeks the records described below:

1. A copy of any policies at Amtrak regarding the offering or provision of government rates on train tickets.
2. A copy of the policies that limit use of government rates to *Acela* Express on the Northeast Corridor.
3. A copy of guidance provided to ticket agents and ticket clerks regarding request for a government rate by a customer.
4. A copy of directives, manuals [or] instructions regarding Amtrak's provision of government discount rates for official travel.
5. Any records regarding any changes to Amtrak government rate policies.
6. Any correspondence received at or sent by Amtrak regarding government rates on Amtrak trains.

Your request is being granted in part. In response to items #1, #2, #3, and #4 of your request, we are releasing the *ARROW Index for Government Rates*, which consists of seven pages. We are withholding, however, records totaling 16 pages which contain an analysis of Amtrak's Government Fare Plan, the *Acela* Government Fare Plan, and Amtrak fares and revenues. These records are predecisional and deliberative in nature and contain sensitive business information. They are therefore being withheld under the deliberative process and commercial privileges of exemption 5 of FOIA.



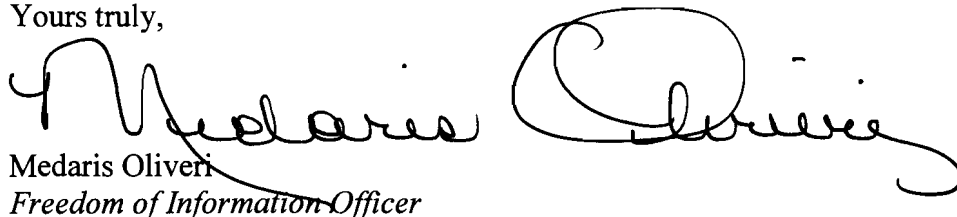
With regard to item #6 of your request, the FOIA Office has been advised by Amtrak's Government Affairs Office that it has no records responsive to this request. We also reviewed Amtrak's FOIA logs for relevant records. Your November 14, 2007 FOIA request is the only entry regarding government rates on train tickets. We have not included these records in our response since they are already in your possession. As part of the search process, we also contacted Amtrak's Customer Relations Office regarding this portion of your request and were advised that there is not a specific database code to identify customer letters regarding government discount rates. Moreover, to manually locate such records, if they do in fact exist, would require a labor intensive manual effort in which over 600 customer complaint files would need to be examined for last year alone. Because this would be a very costly process and the fact that you have established a threshold of \$50 with regard to processing fees, we have not pursued this avenue. If, however, you wish the Customer's Relations Office to conduct this search, please so advise and provide a commitment that you are willing to pay applicable processing fees.

Pursuant to Amtrak's FOIA regulations (49 CFR 701.10), if you wish to appeal Amtrak's decision to withhold the above-mentioned information, you may file an appeal with Eleanor D. Acheson, Vice President, General Counsel and Corporate Secretary, within thirty days of the date of this letter, specifying the relevant facts and the basis for your appeal. Your appeal may be sent to Ms. Acheson at the above address.

Your request has been classified as category IV – that is, a request other than for commercial use, from a representative of the news media, or from an educational or noncommercial, scientific institution. Requesters in this category are entitled to the initial two hours of search time and the first 100 pages of reproduction free of charge. There is therefore no charge for processing your request since applicable charges are less than Amtrak's minimum fee.

If you have any questions regarding the processing of this request, please feel free to contact me at 202/906-2728. As previously indicated, this request has been assigned tracking number 08-0035.

Yours truly,

A handwritten signature in black ink, appearing to read "Medaris Oliveri". The signature is fluid and cursive, with a large loop at the end.

Medaris Oliveri
Freedom of Information Officer

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AMTRAK'S GOVERNMENT FARES AND DISCOUNTS PROGRAM

THE INFORMATION CONTAINED IN THIS CHAPTER IS THE RESPONSIBILITY OF THE AMTRAK TARIFF OFFICE - WASHINGTON, DC. ANY QUESTIONS REGARDING THE CHAPTER'S CONTENT SHOULD BE ADDRESSED TO ONE OF THE FOLLOWING:

VINCE HODGE
202-906-3264
ATS 777-3264
VHODGE@AMTRAK.COM

SHARON HILL-PAUGH
202-906-3446
ATS 777-3446
HILLSH@AMTRAK.COM

* * * CHAPTER INDEX BEGINS ON PAGE 2 * * *

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AMTRAK'S GOVERNMENT FARES AND DISCOUNTS PROGRAM

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AMTRAK'S GOVERNMENT FARES AND DISCOUNTS PROGRAM
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AMTRAK HAS FOR MANY YEARS OFFERED DISCOUNTED FARES TO GOVERNMENT EMPLOYEES TRAVELING BY TRAIN ON GOVT BUSINESS. THIS PROGRAM HAS ALWAYS HAD A FAIRLY NARROW SCOPE OF USE, DUE TO THE TERMS OF WHO IS ELIGIBLE AND WHERE THE DISCOUNT MAY BE APPLIED.

AS OF THIS WRITING, AMTRAK CONTINUES TO OFFER GOVERNMENT EMPLOYEES A RAIL FARE DISCOUNT, IN SOME STATES AND FOR CERTAIN CITY PAIRS, EVEN THOUGH THE COMPANY IS NOT LEGALLY OBLIGATED TO DO SO. IT IS POSSIBLE THAT AT SOME FUTURE DATE, THE GOVERNMENT EMPLOYEE DISCOUNT PROGRAM COULD CHANGE OR BE DISCONTINUED ENTIRELY WITHOUT ADVANCE NOTICE.

THERE ARE A NUMBER OF COMPONENTS TO THE OVERALL GOVERNMENT DISCOUNT PROGRAM. EACH PART IS DISCUSSED IN DETAIL ON THE FOLLOWING PAGES.

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GOV'T FARES & DISCOUNTS - FEDERAL EMPLOYEES
== WHO IS ELIGIBLE? ==
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EMPLOYEES OF THE FEDERAL GOVERNMENT, TRAVELING ON GOVERNMENT BUSINESS, ARE ELIGIBLE TO TRAVEL USING ONE OF THE VARIOUS AMTRAK GOVERNMENT FARE PLANS (E.G., FOGL, ZOGE, ETC.). WE MUST STRESS THAT PART OF THE ELIGIBILITY IS THAT THE TRAVEL IS ON GOVERNMENT BUSINESS.

FEDERAL EMPLOYEES MAY ALSO USE THE SPECIAL MISSOURI GOV'T FARE (SEE P.18) IF THEIR TRAVEL QUALIFIES.

"INVITATIONAL TRAVELERS" ARE ALSO ELIGIBLE FOR THE GOV'T DISCOUNTS, BUT MUST CARRY A SPECIAL FORM TO QUALIFY (SEE P6).

COST-REIMBURSABLE GOVERNMENT CONTRACTORS ARE *NOT* ELIGIBLE FOR THESE FARES.

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'INVITATIONAL TRAVELERS' USING GOVERNMENT FARES
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THERE IS A CATEGORY OF TRAVELER WHO IS GENUINELY TRAVELING ON GOVERNMENT BUSINESS BUT WHO IS NOT AN EMPLOYEE.

THESE 'INVITATIONAL TRAVELERS' ARE THOSE WHO HAVE BEEN REQUESTED TO ASSIST A GOVERNMENT AGENCY (INCLUDING CONGRESS) AND THEIR TRAVEL EXPENSES ARE BEING COVERED.

IN ORDER TO QUALIFY FOR AMTRAK'S GOVERNMENT DISCOUNTS, THESE INVITATIONAL TRAVELERS MUST PRESENT THE GSA FORM 87 TO THE TICKET AGENT OR TRAVEL AGENT AS PROOF OF ELIGIBILITY.

GSA FORM 87 IS CALLED 'OFFICIAL TDY TRAVEL AUTHORIZATION.'

THE TRAIN CONDUCTOR MAY ALSO ASK FOR THIS FORM ON BOARD IF THE TRAVELER DOES NOT HAVE A GOVERNMENT EMPLOYEE I.D.

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GOV'T FARES & DISCOUNTS - FEDERAL EMPLOYEES

== I.D. REQUIREMENTS ==

CUSTOMERS WISHING TO USE GOVERNMENT FARES MUST BE TRAVELING ON GOVERNMENT BUSINESS AND HAVE ONE OF THE FOLLOWING FORMS OF IDENTIFICATION:

- * OFFICIAL I.D. CARD OF THE FEDERAL AGENCY FOR WHOM THEY WORK.
- * BUILDING PASS FOR SUCH AN AGENCY.
- * OFFICIAL TRAVEL ORDERS FROM THE GOV'T AGENCY/DEPT

"INVITATIONAL TRAVELERS" WHO ARE USING GOVERNMENT FARES MUST HAVE OFFICIAL TDY TRAVEL AUTHORIZATION (GSA FORM 87) TO USE THE FARES. SEE P6 FOR MORE DETAIL ON THESE TRAVELERS.

CUSTOMER USING THESE FARES CERTIFIES ELIGIBILITY BY SIGNING TKT.

TICKET AGTS & TRVL AGTS MUST CHECK FOR IDENTIFICATION. IN ADDITION, CONDUCTORS HAVE THE RIGHT TO REQUEST A PROPER *GOVERNMENT* I.D. OF ANY CUSTOMER WHO IS TRAVELING ON A GOVERNMENT FARE.

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GOV'T FARES & DISCOUNTS - STATE AND D.C. EMPLOYEES
== WHO IS ELIGIBLE? ==

EMPLOYEES OF ALL STATE, COMMONWEALTH AND DISTRICT OF COLUMBIA GOVERNMENT AGENCIES, TRAVELING ON BUSINESS, ARE ELIGIBLE TO TRAVEL USING ONE OF THE VARIOUS AMTRAK GOVERNMENT FARE PLANS. LOCAL (COUNTY, CITY) GOVERNMENT EMPLOYEES ARE NOT ELIGIBLE.

NEW JERSEY TRANSIT IS AN AGENCY OF THE STATE OF NEW JERSEY, CONSEQUENTLY NJT EMPLOYEES QUALIFY FOR GOVERNMENT DISCOUNTS.

UNIV. OF MARYLAND IS ALSO A STATE AGENCY & EMPLOYEES QUALIFY FOR GOV'T DISCOUNTS. THEIR DISCOUNTS APPLY AUTOMATICALLY THRU THEIR CORP I.D.

PLEASE NOTE THAT MOST OTHER TRANSIT AUTHORITIES ARE *NOT* STATE AGENCIES AND THEIR EMPLOYEES ARE *NOT* ELIGIBLE FOR AMTRAK'S GOVERNMENT DISCOUNTS.

COST-REIMBURSABLE GOVERNMENT CONTRACTORS ARE *NOT* ELIGIBLE FOR THESE FARES.

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GOV'T FARES & DISCOUNTS - STATE & D.C. EMPLOYEES
== I.D. REQUIREMENTS ==

CUSTOMERS WISHING TO USE GOVERNMENT FARES MUST BE TRAVELING ON GOVERNMENT BUSINESS AND HAVE ONE OF THE FOLLOWING FORMS OF IDENTIFICATION:

- * OFFICIAL I.D. CARD OF THE STATE, COMMONWEALTH OR DISTRICT OF COLUMBIA AGENCY FOR WHOM THEY WORK.
- * BUILDING PASS FOR SUCH AN AGENCY.
- * OFFICIAL TRAVEL ORDERS FROM THE GOV'T AGENCY/DEPT

A CUSTOMER USING THESE FARES CERTIFIES THEIR ELIGIBILITY BY SIGNING THE TICKET IN THE SPACE PROVIDED ("SIGN HERE").

TICKET AGTS & TRVL AGTS MUST CHECK FOR IDENTIFICATION. IN ADDITION, CONDUCTORS HAVE THE RIGHT TO REQUEST A PROPER *GOVERNMENT* I.D. OF ANY CUSTOMER WHO IS TRAVELING ON A GOVERNMENT FARE.

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RESERVING, PRICING AND TICKETING GOVERNMENT FARES (GENERAL)

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EFFECTIVE 06APR04, GOVERNMENT FARES ARE TO BE BOOKED ENTIRELY FROM THE BASIC AVAILABILITY DISPLAY -- IN OTHER WORDS, FROM BEST AVAILABLE SPACE.

THE GOVERNMENT FARES ARE (EXCEPT IN MISSOURI) SPECIAL FARE PLANS THAT APPEAR ONLY IN THE CITY PAIRS FOR WHICH THEY ARE AVAILABLE.

GOVERNMENT FARE PLANS MUST BE REQUESTED IN THE PRICING ENTRY. ARROW WILL NOT USE THE GOVERNMENT FARE UNLESS IT IS REQUESTED, EVEN WHEN THE FARE PLAN IS DISPLAYED IN THE FARE QUOTE SCREEN.

WHEN A CUSTOMER USING THE GOVERNMENT RATE PICKS UP TICKETS AT AN AMTRAK TICKET OFFICE OR THROUGH A TRAVEL AGENCY, THE CUSTOMER MUST PRODUCE PROOF IN THE FORM OF IDENTIFICATION THAT THEY ARE TRAVELING ON GOVERNMENT BUSINESS.

LOCATE ELIGIBILITY AND PRICING INFORMATION IN THE INDEX ON P2.

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GOVERNMENT FARES IN THE NORTHEAST CORRIDOR

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REGIONAL SERVICE; KEYSTONES; EMPIRE:

FOGL: OFF-PEAK (SAME BLACKOUTS AS YOTC)
FOGP: PEAK (NO BLACKOUTS -- SIMILAR TO YOF1)

METROLINER SERVICE:

FOGM: PEAK (NO BLACKOUTS -- SIMILAR TO MOFM)
FOGQ: OFF-PEAK (SAME BLACKOUTS AS MOSM)
IMPORTANT! 'MOOM' FARE IS GENERALLY BETTER THAN
THE 'FOGQ' FARE IF TRAVEL IS ON SATURDAY OR OFF-PEAK
ON SUNDAY.

ACELA EXPRESS SERVICE:

ZOGE: PEAK (NO BLACKOUTS -- SIMILAR TO JOFE)
ZOGL: OFF-PEAK (SAME BLACKOUTS AS JOSE)
IMPORTANT! SAME RULE APPLIES TO WEEKEND TRAVEL
AS TO THE METROLINER GOVERNMENT FARES. THE
JOOE IS GENERALLY A BETTER FARE IF IT'S VALID
WHEN THE CUSTOMER IS TRAVELING.

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MISSOURI INTRA-STATE GOVERNMENT FARES

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MISSOURI GOVERNMENT FARES ARE VALID IN ANY CITY PAIR ON TRAINS 301, 303, 304 & 306 IN WHICH TRAVEL IS COMPLETELY WITHIN THE STATE OF MISSOURI.

CONSEQUENTLY, A GOVERNMENT EMPLOYEE CAN USE THIS FARE TO TRAVEL FROM STL-JEF -OR- JEF-KCY -OR- STL-KCY, BUT CANNOT USE IT FROM STL-CHI, OR EVEN STL-SPI.

UNLIKE OTHER GOVERNMENT FARES, THE MISSOURI FARE IS PRICED WITH A PASSENGER TYPE (MG), INSTEAD OF A FARE PLAN. IT IS CONTROLLED BY A RULE THAT ALLOWS TRAVEL ONLY FOR THE CITIES BETWEEN STL & KCY (INCLUSIVE) -- THE ROUTE OF THE MULES.

THIS DISCOUNT OFFERS 15PCT OFF THE BEST AVAILABLE FARE TO GOVERNMENT EMPLOYEES, WHETHER FEDERAL, STATE OR LOCAL.

COMPLETE INFORMATION REGARDING THIS DISCOUNT (15PCT OFF)

IS LOCATED UNDER FARES ORDER X537. SEE TAR, TA5, P37.

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GOVERNMENT FARES IN ALL OTHER NON-NEC MARKETS

"ALL OTHER NON-NEC MARKETS" GENERALLY CONSIST OF ALL STATES OUTSIDE OF THE NORTHEAST CORRIDOR AND MISSOURI THAT HAVE GOVERNMENT RATES IN SOME OF THEIR CITY PAIRS.

MOST OF THE MARKETS ARE INTRA-STATE ONLY.

FARE PLAN: FOGA

PRICING: EQUIVALENT TO THE LOWEST BUCKET FARE IN THE MARKET, BUT AVAILABLE TO LAST SEAT AVAILABILITY ('Y'). CONSEQUENTLY, ANY SEAT WILL ALLOW A 'FOGA' FARE, BUT THE FARE PLAN MUST BE REQUESTED IN PRICING.

CITY PAIR EXAMPLES: RGH-CLT
CHI-SPI
HAR-PGH

** REMEMBER THAT GOVERNMENT RATES (EXCEPT IN MISSOURI) **
** ONLY APPLY TO CITY PAIRS IN WHICH THEY ARE PUBLISHED. **

*

HONORING NY STATE GOVERNMENT FARE TICKETS

ON 11SEP04, ALL EMPIRE CORRIDOR TRAINS OPERATED WHOLLY WITHIN NEW YORK STATE WERE MADE UNRESERVED AND THE REMAINING AMTRAK TRAINS ON THE ROUTE ALL-RESERVED. AN AGREEMENT HAS BEEN STRUCK BETWEEN AMTRAK AND THE NY STATE GOVERNMENT OFFICES IN ALBANY, NY. THE AGREEMENT PROVIDES ALLOWANCE FOR THE USE OF UNRESERVED, DISCOUNTED GOVERNMENT FARE TICKETS ISSUED TO NY STATE EMPLOYEES TO BE HONORED FOR TRAVEL TO/FROM NEW YORK STATE DESTINATIONS ON ANY OF THE AMTRAK TRAINS LISTED BELOW:

EMPIRE CORRIDOR TRAINS ETHAN ALLEN MAPLE LEAF

THE TICKETS WILL BE HONORED FOR TRAVEL BETWEEN THE ENDPOINTS LISTED ON THE FACE OF THE TICKET, OR FOR ANY INTERMEDIATE POINTS. GOVERNMENT DISCOUNT FARES ARE PUBLISHED FOR ALL CITY-PAIRS BETWEEN NEW YORK AND SCHENECTADY, INCLUSIVE.

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THESE TICKETS WILL BE HONORED FOR TRAVEL BETWEEN THE ENDPOINTS LISTED ON THE FACE OF THE TICKET, OR FOR ANY INTERMEDIATE POINTS. GOVERNMENT DISCOUNT FARES ARE PUBLISHED FOR ALL CITY-PAIRS BETWEEN NEW YORK AND SCHENECTADY, INCLUSIVE.

THE FOLLOWING AMTRAK TRAINS WILL --NOT-- HONOR UNRESERVED TICKETS OF ANY KIND*:

ADIRONDACK LAKE SHORE LIMITED

*NY STATE GOVERNMENT EMPLOYEES WHO WISH TO USE ONE OF THESE TWO TRAINS WILL BE REQUIRED TO EXCHANGE THEIR UNRESERVED TICKETS FOR RESERVED-SEAT TICKETS VALID FOR THE DATE/TRAIN ON WHICH

THEY WISH TO TRAVEL.

*

IDENTIFYING NY STATE GOVERNMENT FARE TICKETS

THE NY STATE GOVERNMENT DEPARTMENTS THAT PARTICIPATE ARE:

- NYS DEPT. OF TAXATION AND FINANCE- NYS DEPARTMENT OF ENVIRONMENTAL CONSERVATION
- NYS DORMITORY AUTHORITY
- NYS INSURANCE FUND- NYS DEPARTMENT OF HEALTH
- NYS OFFICE OF MENTAL RETARDATION- NYS TEACHERS RETIREMENT BOARD
- NYS OFFICE OF DEVELOPMENTAL DISABILITIES- NYS EMPIRE STATE DEVELOPMENT CORPORATION
- NYS INSURANCE DEPARTMENT- NYS BUDGET
- NYS OFFICE OF GENERAL SERVICES- NYS RACING AND WAGERING CONTROL BOARD
- NYS OFFICE OF CHILD AND FAMILY SERVICES- NYS PAROLE BOARD
- NYS LOTTERY- NYS BANKING DEPARTMENT
- NYS DIVISION OF TAX APPEALS- NYS AGING
- NYS SENATE
- NYS PUBLIC SERVICE
- NYS DEPT. OF ALCOHOL AND SUBSTANCE ABUSE
- NYS COMPTROLLER OFFICE
- NYS ATTORNEY GENERAL

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ILLINOIS UNIVERSITIES - GOVERNMENT FARES

EMPLOYEES OF THE FOLLOWING ARE ELIGIBLE FOR GOVERNMENT FARES EVEN THOUGH THE STATE SEAL MAY NOT BE ON THEIR IDENTIFICATION.

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

*

UNIVERSITY OF MARYLAND - CORPORATE & GOVT ACCOUNT

THE UNIVERSITY OF MARYLAND IS AN AGENCY OF THE STATE OF MARYLAND, SO ITS EMPLOYEES ARE ELIGIBLE FOR GOV'T DISCOUNTS.

THE UNIVERSITY OF MARYLAND IS ALSO AN ACCOUNT IN AMTRAK'S CORPORATE DISCOUNT PROGRAM APPLYING TO ACELA EXPRESS & METROLINER SERVICE. THEIR RESERVATIONS WILL GENERALLY HAVE A CORPORATE ("5CORP") FIELD IN THEM.

TO MAKE IT EASIER FOR EVERYONE TO PRICE THE UNIVERSITY OF MD AT THE BEST RATES TO WHICH THEY ARE ENTITLED, WE HAVE ADDED THE GOVERNMENT FARE PLANS TO THEIR CORPORATE I.D. THIS WAY, NO FARE PLAN HAS TO BE REQUESTED AND ARROW WILL CHOOSE THE BEST FARE AVAILABLE -- INCLUDING A GOVERNMENT FARE IF IT

APPLIES.

IF YOU ENCOUNTER ONE OF THESE PNRS AND NEED TO CHANGE IT, JUST BOOK NEW SPACE, CANCEL THE OLD AND REPRICE IT JUST BY ENDING THE RECORD. REMOVE ANY FARE PLAN REQUEST FROM THE ENTRY.

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MEMBERS OF THE UNIVERSITY OF MARYLAND SYSTEM

EMPLOYEES OF MEMBERS OF THE UNIV OF MARYLAND GROUP ARE ELIGIBLE FOR GOV'T DISCOUNTS AND THEIR PNRS WILL AUTO-PRICE WITH THOSE FARES WHEN THEY ARE THE BEST AVAILABLE, PROVIDED THE U OF MD CORPORATE I.D. IS IN THE PNR IN A 'CORP' FIELD.

THE FOLLOWING SCHOOLS ARE MEMBERS OF THE STATE SYSTEM -- THEIR I.D. BADGES MAY OR MAY NOT HAVE "UNIVERSITY OF MARYLAND" ON THEM.

UNIVERSITY OF MARYLAND (COLLEGE PARK CAMPUS)
BIOTECHNOLOGY INSTITUTE
UMBC (UNIV OF MARYLAND BALTIMORE COUNTY)
TOWSON UNIVERSITY

IF, FOR SOME REASON, AN EMPLOYEE OF THE UNIVERSITY WISHES TO PURCHASE A GOVERNMENT FARE TICKET WITHOUT GOING THROUGH THE CORPORATE TRAVEL AGENT, BOOK THAT PERSON AS YOU WOULD BOOK ANY OTHER GOVERNMENT DISCOUNT. NO CORPORATE I.D. IS REQUIRED.