



Amtrak, Amtrak Downeaster and Enjoy the journey are service marks of the National Railroad Passenger Corporation. Downeaster is a service mark of the Northern New England Passenger Rail Authority.

SKIP THE LINE

**NOW, WITH ETICKETING
ON THE AMTRAK
DOWNEASTER, YOU CAN
PRINT YOUR TICKET
AHEAD OF TIME. BOOK YOUR NEXT TRIP AT AMTRAK.COM**



ETICKETING HAS LAUNCHED ON THE AMTRAK DOWNEASTER.

How do I receive and use my eTicket?

How you get your ticket depends on how you book your travel, but once you have the ticket in hand, you're ready to board the train.

- **Via Amtrak.com:** Your receipt will be emailed with your eTicket attached as a printable PDF document. You can print your eTicket any time prior to travel. If you lose or misplace your ticket, just print it again. Bring your eTicket on the train, and present it to the conductor. If you make last-minute changes or can't print your eTicket, you can print an up-to-date one at a Quik-Trak kiosk using your reservation number. If available, you can also go to the ticket counter and get an up-to-date ticket from the agent.
- **In-Station Ticket Counter:** The ticket agent will print your eTicket for you.
- **Quik-Trak Kiosk:** You'll receive the eTicket at the end of your transaction.
- **Over the Phone:** If you call 1-800-USA-RAIL to make a reservation, you'll receive your eTicket via e-mail to print on your own.

Which passengers will receive eTickets?

To contain our pilot program, eTickets will be issued only to passengers traveling one-way or roundtrip along the Downeaster route (Portland to Boston and points in between). You will not receive an eTicket but instead the conventional paper value ticket if...

- You are traveling beyond the Downeaster route.
- You have purchased a Multi-Ride Ticket.
- You have a group ticket.
- You are paying your fare on the train.
- You have purchased your travel at a travel agency or corporate travel office.

How is an eTicket different from the conventional paper value tickets I used before?

Previously, when you booked your travel online or over the phone, you would only receive a reservation confirmation number. Then, you would use that reservation confirmation number to collect your paper ticket in-station,

either from our ticket counter or at a Quik-Trak kiosk. Your new eTicket (PDF document) may be printed anywhere—home, work or a hotel business center. (Of course, you can still receive an eTicket on Amtrak ticket stock in-station at a Quik-Trak kiosk or from a ticket agent.)

If you ever lose or misplace your eTicket, you can simply print out another copy since it doesn't have dollar value. Your entire Downeaster travel itinerary will be contained on your eTicket.

I already have a conventional paper value ticket for travel on Downeaster. With eTicketing, what do I do with my existing paper value ticket?

Your conventional paper value ticket is still valid. You should use it as you normally would—present it to the conductor onboard.

I have an eTicket but want to hop on an earlier train. Do I need a new one?

To change your reservation, you must contact Amtrak over the phone or in-station. As long as you are still traveling on the Downeaster, there is no need to reprint your eTicket.

My travel plans changed, and I need to travel outside the Downeaster route. Can I still use my eTicket?

Not currently.

I'm an Amtrak Guest Rewards member, and I have redeemed my points for travel on the Downeaster. What ticket will I receive?

Amtrak Guest Rewards members who redeem their points for travel on the Downeaster will receive eTickets. These eTickets work the same as everyone else's. You'll receive the eTicket (PDF document) in your e-mail receipt, which you'll print out to board the train.

Can I have my eTicket on my smartphone and use it to board the train and present to the conductor for travel?

Yes. If you provided Amtrak with your e-mail address when you made your reservation, then your receipt, with an eTicket attached as a PDF, will be e-mailed to you. For the conductor to scan your eTicket on your smartphone, you will need to open the PDF eTicket, locate the barcode and display it on the smartphone screen.

I have more questions. Whom can I talk to?

More information on eTicketing can be found at Amtrak.com/eticketing. Thanks for riding the Amtrak Downeaster!