

How to Book a Train

Statewide Travel Program

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1. General Information

To avoid excess booking fees, please book all components of travel within the same itinerary.

2. Policy Compliance

This section applies to executive branch state agencies only.

- Travel should be conducted in the most cost-efficient manner in the best interest of the state.
- Make train reservations through the Statewide Travel Program.

See the following for more information:

- [State Administrative Manual \(SAM\) 700](#)
- [State Administrative Manual \(SAM\) 4117](#)
- [State Travel Policy Resources](#)

All non-compliant choices will be audited.

3. Booking a Train Within a Multi-Component Trip

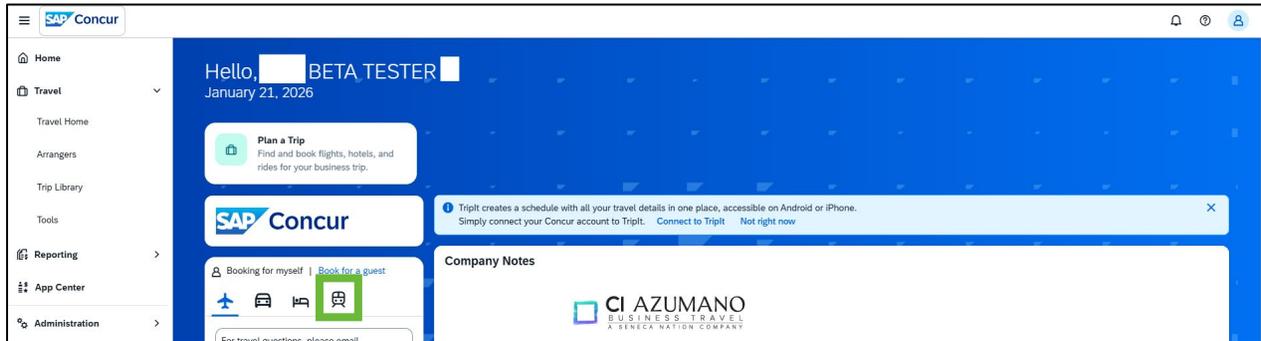
All multi-component trips are booked in the same order in Concur – air or train, car rental, then hotel. Complete all steps of booking train travel (section 4 of this document), then add the additional segments of travel when you reach the “Finalize” page. Please see section 4.13.3 of this document for more information.

4. Booking a Train Only

4.1 Log In

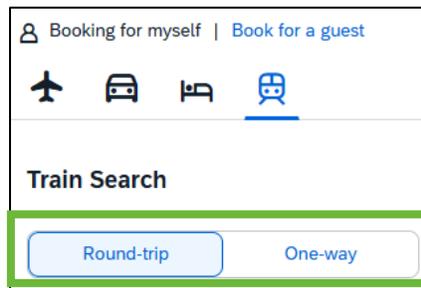
Log into Concur. See the video and/or guide 'How to Log into Concur' for more information.

After logging in, select the train icon in the trip search widget.



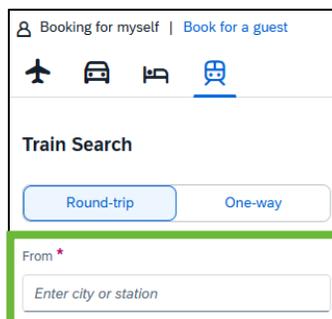
4.2 Round-Trip or One-Way

The trip defaults to "Round-Trip," but you can also search for "One-Way" travel by selecting that option.

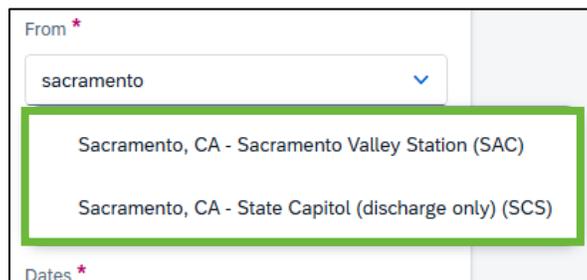


4.3 Departure Station

Find the "From" box. Type a city or station.



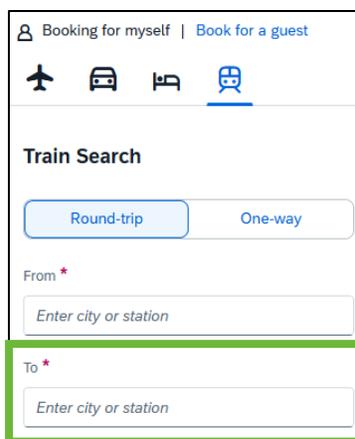
A drop-down list will appear. Once you find your departing station, click the name in the drop-down menu.



The screenshot shows a 'From *' dropdown menu with 'sacramento' entered. A green box highlights the dropdown list containing two options: 'Sacramento, CA - Sacramento Valley Station (SAC)' and 'Sacramento, CA - State Capitol (discharge only) (SCS)'. Below the dropdown is a 'Dates *' label.

4.4 Arrival Station

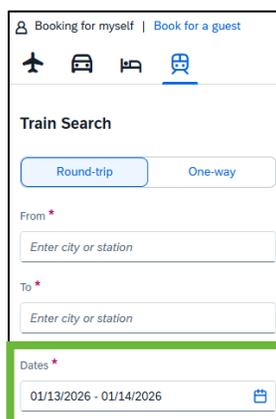
Find the "To" box. Use the same process you followed to choose a departure station to now find and select an arrival station. See section 4.3 of this document for more information.



The screenshot shows the 'Train Search' form. At the top, there are links for 'Booking for myself' and 'Book for a guest', and icons for airplane, car, train, and bus. The 'Train Search' section has 'Round-trip' and 'One-way' buttons. Below these are 'From *' and 'To *' input fields, both with placeholder text 'Enter city or station'. A green box highlights the 'To *' field.

4.5 Travel Dates

Find the "Dates" box.

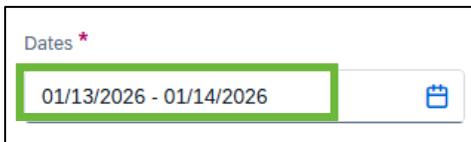


The screenshot shows the 'Train Search' form. At the top, there are links for 'Booking for myself' and 'Book for a guest', and icons for airplane, car, train, and bus. The 'Train Search' section has 'Round-trip' and 'One-way' buttons. Below these are 'From *' and 'To *' input fields, both with placeholder text 'Enter city or station'. At the bottom is a 'Dates *' field with the text '01/13/2026 - 01/14/2026' and a calendar icon. A green box highlights the 'Dates *' field.

There are two ways to choose travel dates: type the dates or choose on a calendar.

4.5.1 Type the travel dates

Click the box and type the desired departure and arrival dates.



Dates *

01/13/2026 - 01/14/2026

4.5.2 Choose the travel dates on a calendar

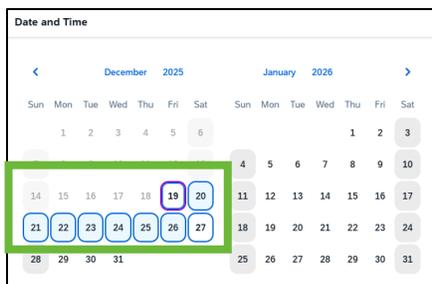
Click the calendar icon.



Dates *

01/13/2026 - 01/14/2026

A pop-up window will appear with a two-month calendar view. Select the desired departure date first, then the desired return date. Once selected, the travel dates will appear blue.



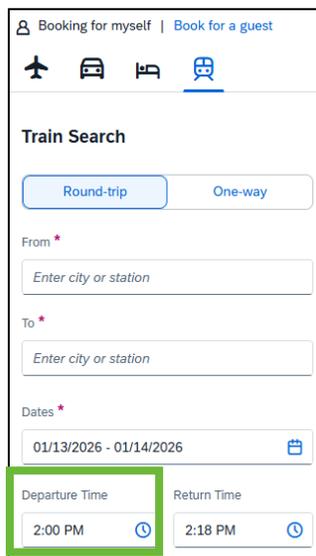
Date and Time

< December 2025 January 2026 >

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
1	2	3	4	5	6							1	2	3
							4	5	6	7	8	9	10	
11	12	13	14	15	16	17	18	19	20	21	22	23	24	
25	26	27	28	29	30	31								

4.6 Departure Time

Find the "Departure Time" box.



Booking for myself | [Book for a guest](#)

✈️ 🚗 🚚 🚆

Train Search

Round-trip One-way

From *
Enter city or station

To *
Enter city or station

Dates *
01/13/2026 - 01/14/2026

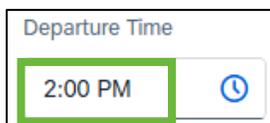
Departure Time
2:00 PM

Return Time
2:18 PM

There are two ways to choose travel times: type the time or choose from the drop-down menu.

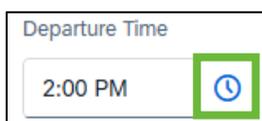
4.6.1 Type the departure time

Click the box and type the desired departure time.

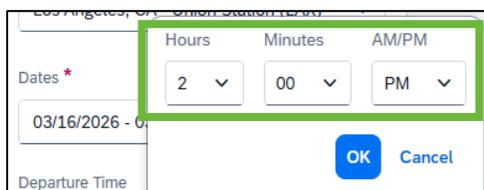


4.6.2 Choose the departure time from the drop-down menu

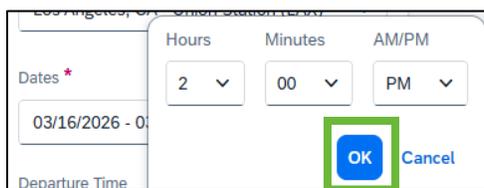
Click the clock icon.



Select the "Hours," "Minutes," and "AM" or "PM" in the drop-down menu.

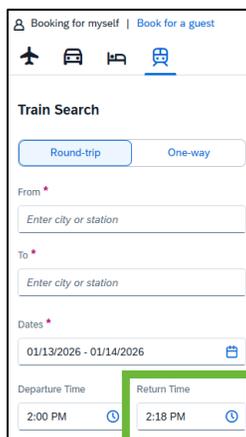


Click "OK."



4.7 Return Time

Find the "Return Time" box. Follow the same steps used when selecting a departure time to select an arrival time. See section 4.6 of this document for more information.



4.8 Search Trains

Click “Search Trains” once you are ready to see rail options.

The screenshot shows a mobile interface for searching trains. At the top, there are navigation options: "Booking for myself" and "Book for a guest". Below this are icons for different modes of transport: airplane, car, hotel, and train. The "Train" icon is selected. The main section is titled "Train Search" and contains several input fields:

- Buttons for "Round-trip" (selected) and "One-way".
- "From *" field with a dropdown menu showing "Sacramento, CA - Sacramento Valle...".
- "To *" field with a dropdown menu showing "Los Angeles, CA - Union Station (LAX)".
- "Dates *" field showing "03/16/2026 - 03/17/2026" with a calendar icon.
- "Departure Time" field showing "2:00 PM" with a clock icon.
- "Return Time" field showing "2:18 PM" with a clock icon.
- A large blue "Search Trains" button at the bottom, which is highlighted with a green border in the image.

4.9 Additional Search Parameters

The “Departing Train” search page will load. At the top of the page, you will see more search parameters. These are not required, but a helpful tool to help you find a train that best meets your needs.

The screenshot shows the header of the "Departing Train" search page. It includes:

- The title "Departing Train" in bold, with a "Skip Search" link next to it.
- The search criteria: "Sacramento, CA - Sacramento Valley Station (SAC) - Los Angeles, CA - Union Station (LAX)".
- The departure date: "Departing Tuesday, January 13, 2026".
- An "Edit Search" button, which is highlighted with a green border.
- A "Currency: USD" dropdown menu.
- An "All Filters" dropdown menu.
- A "Sort by Earliest Departure" dropdown menu.

4.9.1 Edit Search

To edit the search, click “Edit Search.”

This is another screenshot of the "Departing Train" search header, identical to the one above. It shows the search criteria, departure date, and the "Edit Search" button highlighted with a green border.

HOW TO BOOK A TRAIN

Edit the round-trip/one-way option, departure station, arrival station, travel dates, and/or travel times as desired. See sections 4.2, 4.3, 4.4, 4.5, 4.6, and/or 4.7 of this document for more information. Click “Search” to apply the new search parameters. Click “Cancel” to return to the prior search parameters.

Departing Train Skip Search Currency: USD

Sacramento, CA - Sacramento Valley Station (SAC) - Los Angeles, CA - Union Station (LAX) Departing Tuesday, January 13, 2026 Edit Search

Round-trip One-way

From * To * Dates * Departure Time Return Time

Sacramento, CA - Sacramento Valley Station (SAC) Los Angeles, CA - Union Station (LAX) 01/13/2026 - 03/17/2026 2:00 PM 2:18 PM

Update Cancel

4.9.2 Number of Changes

Click “All Filters” and select the “Number of Changes” you prefer. “Number of Changes” refers to the number of times you must change trains.

All Filters

Number of Changes

Any

1 or fewer

2 or fewer

4.9.3 Sort By

The search results will always be sorted by earliest departure. To edit, click “Sort by...” and select the filter you prefer.

Sort by Earliest Departure

Earliest Departure

Earliest Arrival

Shortest Duration

Latest Departure

Latest Arrival

4.9.4 Clear All

To clear all search filters, click “Clear All.”

Departing Train Skip Search

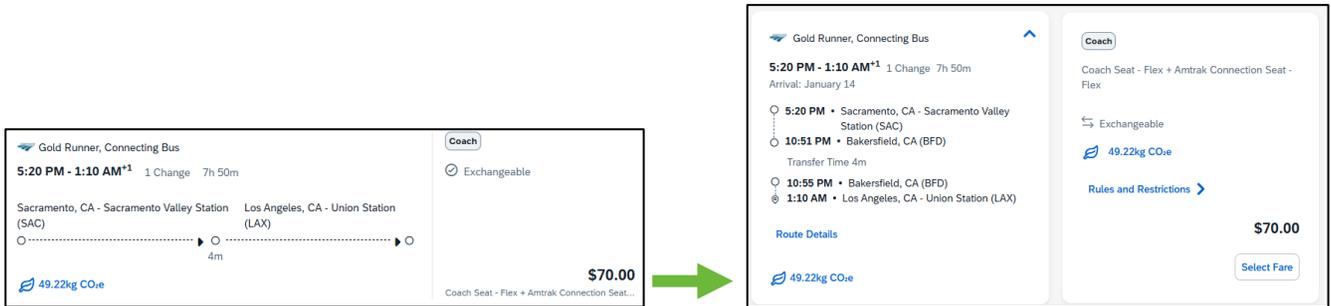
Sacramento, CA - Sacramento Valley Station (SAC) - Los Angeles, CA

All Filters 2 or fewer Clear All

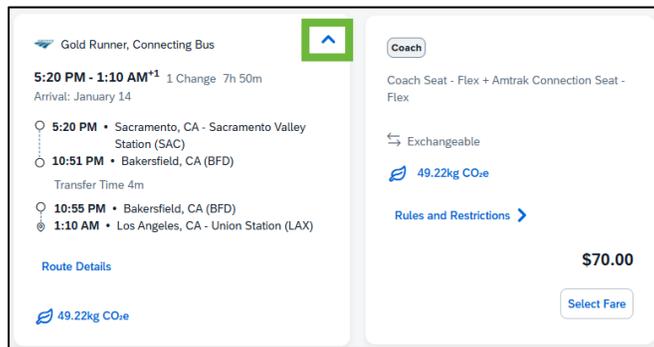
4.10 Choose a Train

4.10.1 Fare Details

Review the train options. Click a train option to see the fare details.

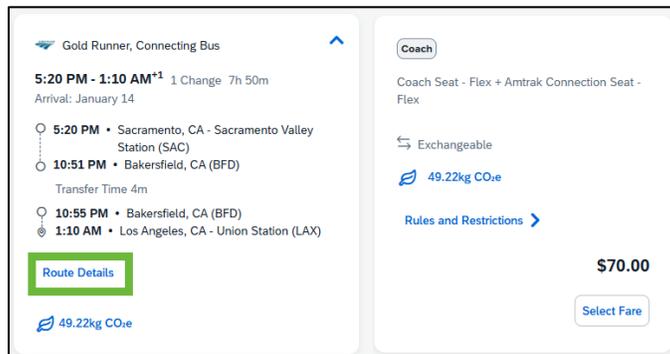


To exit the detailed view, click the arrow.

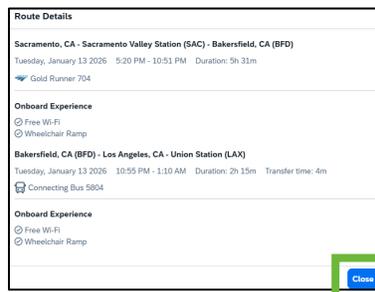


4.10.2 Route Details

To view the route details, click "Route Details."

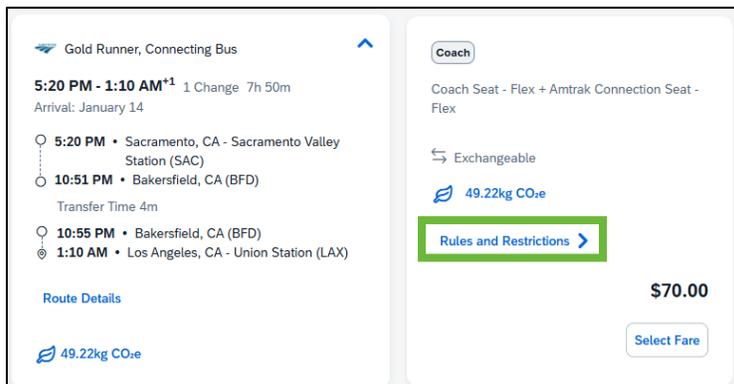


A pop-up will appear to show more information about the route. Click "Close" once you are done reviewing.

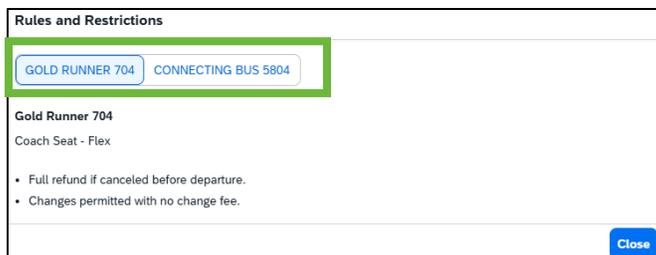


4.10.3 Rules and Restrictions

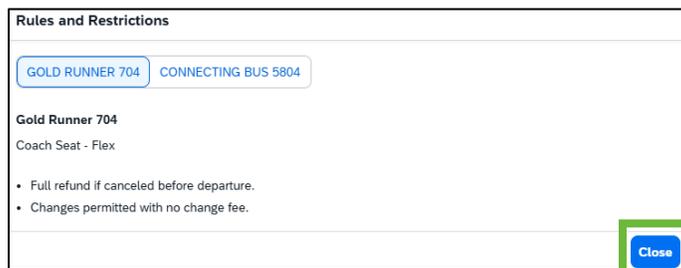
Click "Rules and Restrictions" to view the cancellation policy.



A pop-up will appear to show more information about the route. If the route has any train changes, each segment and train type will appear as a tab along the top. Click the segment to see the different rules and restrictions that may apply.

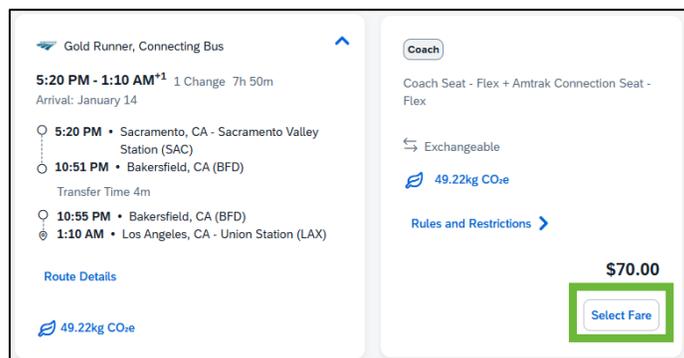


Click "Close" once you are done reviewing.



4.10.4 Select the Fare

Once you've found the route you'd like to book, click "Select Fare."



4.1.1 Additional Fares

If the trip requires more routes/segments, for example, a return train, that search page will load next.

The screenshot shows a search results page with a highlighted 'Return Train' button. The search criteria include a round trip from Los Angeles, CA - Union Station (LAX) to Sacramento, CA - Sacramento Valley Station (SAC) on Tuesday, March 17, 2026. The current fare is \$70.00 for Coach, Coach Seat - Flex + Amtrak Connection Seat - Flex. There are 4 results shown, sorted by Earliest Departure.

Complete the steps outlined in section 4.9 and 4.10 of this document to book the “Return Train” and any additional train fares needed.

4.12 Review and Book Page

You are now on the “Review and Book” page.

The screenshot shows the 'Review and Book' page. It includes a 'Train Itinerary' section with a round trip: Sacramento, CA - Sacramento Valley Station (SAC) to Los Angeles, CA - Union Station (LAX) on Tuesday, January 13, 2026, and Los Angeles, CA - Union Station (LAX) to Sacramento, CA - Sacramento Valley Station (SAC) on Tuesday, March 17, 2026. The estimated total cost is \$140.00, including a base fare of \$140.00 and taxes/fees. The payment method is U.S. Bank (VISA). There is a 'Book and Continue' button and a 'Change selections' link.

4.12.1 Train Itinerary

Review the “Train Itinerary” information. Click “View Train Details” if needed.

This is a detailed view of the 'Train Itinerary' section. It shows two legs of the round trip:

- Tuesday, January 13, 2026:** Sacramento, CA - Sacramento Valley Station (SAC) to Los Angeles, CA - Union Station (LAX). Departure: 5:20 PM - 1:10 AM. 1 Change, 7h 50m. 49.22kg CO₂e. Class: Coach. Carrier: Gold Runner 704, Connecting Bus 5804.
- Tuesday, March 17, 2026:** Los Angeles, CA - Union Station (LAX) to Sacramento, CA - Sacramento Valley Station (SAC). Departure: 2:45 PM - 11:30 PM. 1 Change, 8h 45m. 49.22kg CO₂e. Class: Coach. Carrier: Connecting Bus 5703, Gold Runner 703.

 A 'View Train Details' button is highlighted at the bottom right.

4.12.2 Traveler Information

Review the traveler's information. You may be turned away if the name on your identification does not match your reservation.

- Make sure the traveler's name is accurate and matches the photo identification the traveler will provide upon traveling.
- Verify the phone number, email, and frequent traveler account are correct, if applicable.
- Enter the traveler's date of birth. This information must match the form of identification the traveler will provide.

Important: If you have completed your profile on Concur, this information may already be entered. To edit or add this information to your profile, see the video and/or guide 'How to Set Up a Profile in Concur.'

Important: Any categories with a red asterisk are required fields and must be entered to book the travel.

Traveler Information

Traveler information is based on your SAP Concur profile. Your information and any information you complete below will be shared with the travel provider to complete the booking process. Please ensure your name below matches what is on your government issued ID.

Name on Reservation William Never A	Phone 11111111 B
Frequent Traveler Account None B	Email @dgs.ca.gov

Advance Details ⓘ

Date of Birth * C
 //**** 🗓

4.12.3 Seat Selection

It is not possible to choose seats for Amtrak, as indicated in the cautionary note.

Seats

Select your preferred seats. The carrier may assign unselected seats after booking, based on your preferences and availability.

📘 Seat selection is unavailable for this trip.

4.12.4 Estimated Total Cost

On the right side of the page, you will see the payment information.

Review and Book
Currency: USD

Train Itinerary Round Trip

Tuesday, January 13, 2026

Sacramento, CA - Sacramento Valley Station (SAC) - Los Angeles, CA - Union Station (LAX)
 5:00 PM - 11:00 AM - 1 Change - 7h 50m - 🚆 49.23kg CO₂
 🚗 Gold Runner 704, Connecting Bus 5824

Tuesday, March 17, 2026

Los Angeles, CA - Union Station (LAX) - Sacramento, CA - Sacramento Valley Station (SAC)
 2:45 PM - 11:30 PM - 1 Change - 8h 45m - 🚆 49.23kg CO₂
 🚗 Connecting Bus 5703, Gold Runner 703

[View Train Details](#)

Estimated Total Cost ⓘ \$140.00

Base Fare	\$140.00
Taxes, Fees & Charges	Included

Payment

Form of Payment *
U.S. Bank (VISA)

I have read and accepted the rules & restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the travel provider.

Fare Rules and Restrictions
 Amtrak Terms and Conditions and binding Arbitration Agreement

[Book and Continue](#)
Change selections

Traveler Information

Traveler information is based on your SAP Concur profile. Your information and any information you complete below will be shared with the travel provider to complete the booking process. Please ensure your name below matches what is on your government issued ID.

Name on Reservation	Phone	Email
William Never	11111111	@dgs.ca.gov

HOW TO BOOK A TRAIN

The payment area should be populated with your agency's required payment method. You will not be able to change the payment method or access the payment card information.

Payment

Form of Payment *

U.S. Bank (VISA) ▼

Read the "Fare Rules and Restrictions" and "Amtrak Terms and Conditions and binding Arbitration Agreement." If you agree, click the "I have read..." button.

I have read and accepted the rules & restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the travel provider. *

[Fare Rules and Restrictions](#)

[Amtrak Terms and Conditions and binding Arbitration Agreement](#)

If the information is correct, click "Book and Continue." If changes need to be made, click "Change Selections" and complete the edits needed.

Review and Book

Currency: USD

Train Itinerary

Round Trip

Tuesday, January 13, 2026

Sacramento, CA - Sacramento Valley Station (SAC) - Los Angeles, CA - Union Station (LAX) Coach Seat - Flex + Amtrak Connection Seat - Flex
5:20 PM - 1:10 AM 1 Change 7h 50m 49.22kg CO₂e Class: Coach
Gold Runner 704, Connecting Bus 5804

Tuesday, March 17, 2026

Los Angeles, CA - Union Station (LAX) - Sacramento, CA - Sacramento Valley Station (SAC) Amtrak Connection Seat - Flex + Coach Seat - Flex
2:45 PM - 11:30 PM 1 Change 8h 45m 49.22kg CO₂e Class: Coach
Connecting Bus 5703, Gold Runner 703

[View Train Details](#)

Estimated Total Cost

\$140.00

Base Fare	\$140.00
Taxes, Fees & Charges	Included

Payment

Form of Payment *

U.S. Bank (VISA) ▼

I have read and accepted the rules & restrictions and policies. I authorize SAP Concur to share my Traveler Information and preferences with the travel provider. *

[Fare Rules and Restrictions](#)

[Amtrak Terms and Conditions and binding Arbitration Agreement](#)

[Book and Continue](#)

[Change selections](#)

Traveler Information

Traveler Information is based on your SAP Concur profile. Your information and any information you complete below will be shared with the travel provider to complete the booking process. Please ensure your name below matches what is on your government issued ID.

Name on Reservation	Phone	Email
William Never	11111111	@dgs.ca.gov

[From SAP Concur Traveler Account](#)

You have not finished booking the trip!

4.13 Finalize Page

You are now on the “Finalize” page.

The screenshot shows the 'Finalize' page with the following details:

- Finalize** (Required field)
- Trip Overview** (January 13, 2026 - March 17, 2026)
 - Trip Name *: 18/50 (Trip - Los Angeles)
 - Description: 0/250
 - Traveler: EOT BETA TESTER 3 Never
- Estimated Total Cost** \$140.00
 - Train: \$140.00
 - Rates are quoted in USD.
 - Original cost, refund, or penalty for canceled or changed bookings are not displayed.
 - Buttons: Finalize Trip, Cancel Trip, Hold Trip
- Would you like to book anything else?**
 - Buttons: Add Hotel, Add Rental Car
- Additional Information**
 - Your company has requested a few more details about this booking.
 - I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy *

4.13.1 Trip Overview

For “Trip Name,” give it a name that will be easy to identify in your Trip Library. Under “Trip Description,” you can add more details about what the trip is for.

This close-up view of the 'Trip Overview' form highlights the following fields with green borders:

- Trip Overview** (January 13, 2026 - March 17, 2026)
- Trip Name *** (18/50): Trip - Los Angeles
- Description** (0/250): [Empty text area]

Review the traveler’s name and the flight information. Click the arrows to see details.

This close-up view of the 'Trip Overview' form highlights the following sections with green borders:

- Traveler**: BETA TESTER
- Flight 1**: Sacramento, CA - Sacramento Valley Station (SAC) - Los Angeles, CA - Union Station (LAX)
 - Tuesday, January 13, 2026
 - Confirmation Number: 53E03D
 - On Hold [dropdown arrow]
- Flight 2**: Los Angeles, CA - Union Station (LAX) - Sacramento, CA - Sacramento Valley Station (SAC)
 - Tuesday, March 17, 2026
 - Confirmation Number: 53E03D
 - On Hold [dropdown arrow]

4.13.2 Additional Information

Under “Additional Information,” respond to the questions. The questions that appear may be different, depending on your agency’s required information.

Important: All items with a red asterisk are required and must be entered to book the travel.

Additional Information
Your company has requested a few more details about this booking.

I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy *

Why was no hotel reserved? *

Does this booking support a statewide emergency response effort? - Yes/No *

Purpose of Trip *

4.13.3 Would you like to book anything else?

You can add a rental car or hotel to the trip on this page. Look for the car or bed icons below the “Estimated Total Cost” section. See the videos and/or guides ‘How to Book Lodging’ and/or ‘How to Book a Rental Car’ for more information.

Finalize * Required field

Trip Overview
January 13, 2026 - March 17, 2026

Trip Name * 18/50

Description 0/250

Traveler
EOT BETA TESTER 3 Never

Sacramento, CA - Sacramento Valley Station (SAC) - Los Angeles, CA - Union Station (LAX)
Tuesday, January 13, 2026
 Confirmation Number: 53E03D On Hold ▾

Los Angeles, CA - Union Station (LAX) - Sacramento, CA - Sacramento Valley Station (SAC)
Tuesday, March 17, 2026
 Confirmation Number: 53E03D On Hold ▾

Estimated Total Cost \$140.00

Train ▾ \$140.00

Rates are quoted in USD.
 Original cost, refund, or penalty for canceled or changed bookings are not displayed.

Finalize Trip
Cancel Trip

Would you like to book anything else?

✎ Add Hotel 🚗 Add Rental Car

Additional Information
Your company has requested a few more details about this booking.

I agree to the Terms of Use and have read and will comply with State of CA travel and expense policy *

4.13.4 Finalize Trip

If all is correct, click “Finalize Trip.” If you would like to cancel or are not yet ready to book, click “Cancel Trip.”

Estimated Total Cost \$321.89

Flight ▾ \$321.89

Rates are quoted in USD.
 Original cost, refund, or penalty for canceled or changed bookings are not displayed.

Finalize Trip
Cancel Trip

You have not finished booking the trip!

4.14 Trip Confirmed

Note: Your travel is not booked until you have reached this page!

This page notifies you the trip has been booked. To see the trip information, click "View Trip Overview." Click "Back to Homepage" to return to Concur's homepage.

Trip Confirmed

An email confirmation will be sent to **BETA TESTER** :

[Back to Homepage](#) [View Trip Overview](#)

Traveler	BETA TESTER
Trip Name	Trip - Los Angeles
Date	January 13, 2026 - March 17, 2026

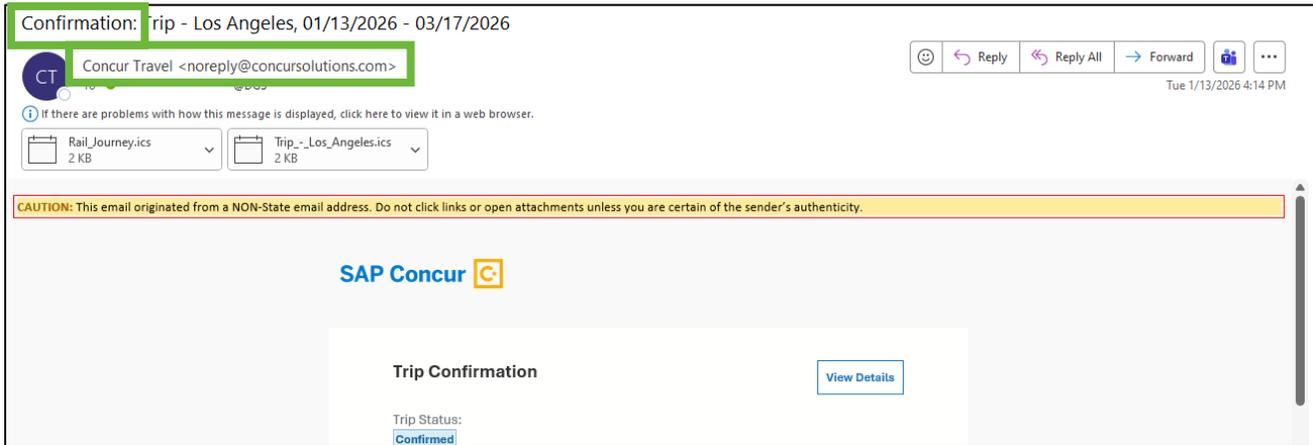
Note: Your travel manager may have to approve the trip. If your agency has automated approvals turned on, please see the guide 'Passive and Hard Stop Approval Information' for more information.

5. Itinerary

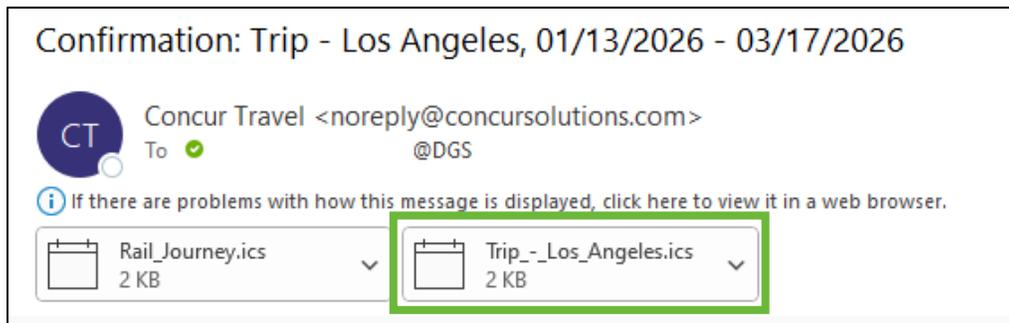
There are a few ways you can find the itinerary.

5.1 Confirmation Email

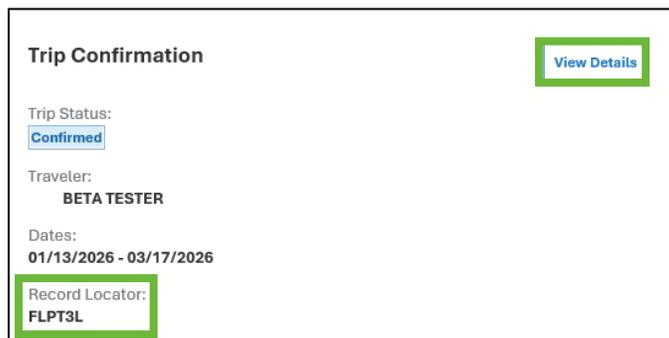
You will receive a confirmation email from Concur noting that the trip has been booked. Keep this email for your records.



The email will include a calendar attachment to easily add the train information to your calendar.

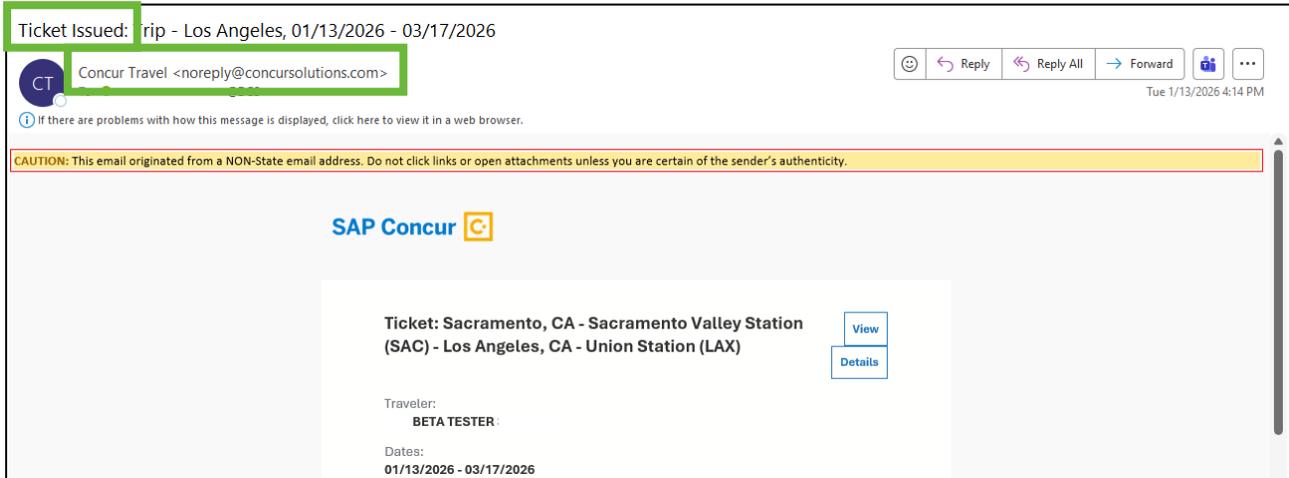


Within the email, you can see the Record Locator and a link to open the travel on Concur.

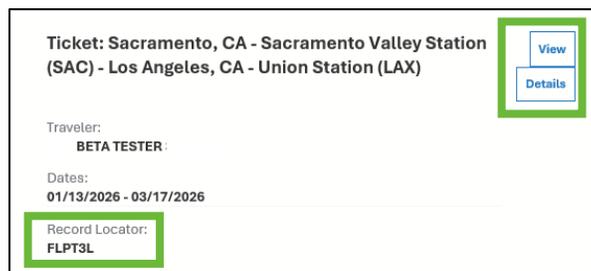


5.2 Ticket Issued Email

Concur will also send a "Ticket Issued" email once the trip has been ticketed. This email simply states that the reservation has been processed and assigned a ticket number.

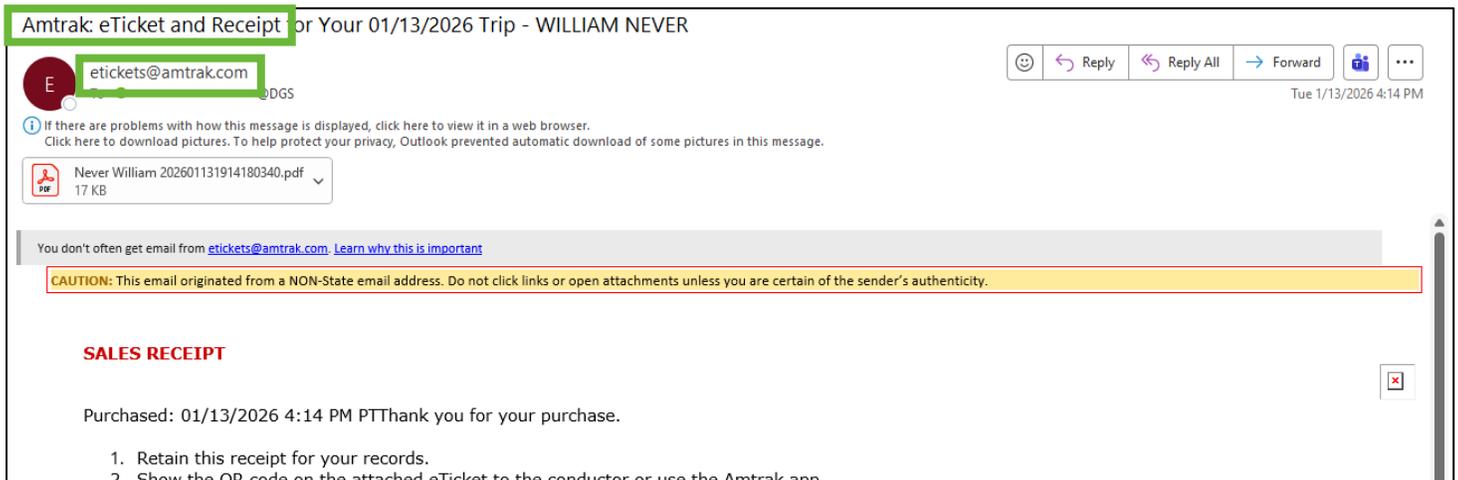


Within the email, you can see the Record Locator and two links to open the travel on Concur.

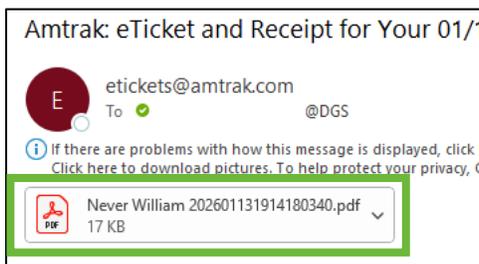


5.3 Amtrak Email

Amtrak will send you an email with the eTicket and itemized receipt.



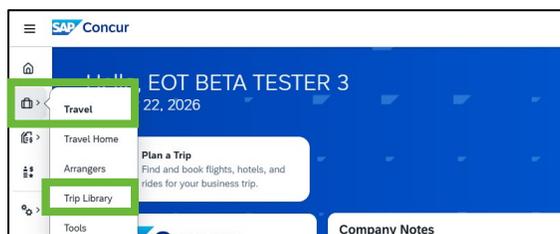
Download the attachment.



The attachment will have the trip information as well as a QR code you will use as your ticket. You can print the attachment if desired.

5.4 Trip Library

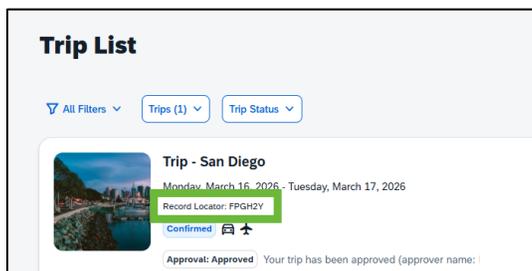
You can also find trip information via the "Upcoming Trips" section in Concur. Log into Concur and click "Travel," "Trip Library."



Your "Trip List" will open, where you can click "View Trip Details" to view, edit or cancel the trip. See the videos and/or guides 'How to Add to An Existing Itinerary,' 'How to Change a Booking,' and/or 'How to Cancel a Booking' for more information.



The trip's Record Locator can be found under the travel dates.



6. Additional Resources

As a traveler, your first resource for all travel-related inquiries is your agency Travel Coordinator(s). Other helpful resources are:

6.1 CI Azumano

Email: CalTravel@ciazumano.com

Travel Agents: (877) 454-8785 (use only if trip is in progress)

- [CI Azumano Travel Tools and Resources](#)
- [CI Azumano Webpage](#)
- [Concur Login Page](#)

6.2 Statewide Travel Program

Email: StatewideTravelProgram@dgs.ca.gov

Find the following videos and guides on the [Statewide Travel Program Training Resources Page](#):

- How to Add to An Existing Itinerary
- How to Book a Car Rental
- How to Book Lodging
- How to Cancel a Booking
- How to Change a Booking
- How to Log into Concur
- How to Set up a Profile in Concur
- Passive and Hard Stop Approval Information