

# Amadeus Customer Profiles

## User Guide

## **What's New In This User Guide?**

The information in this document is taken from the Amadeus Customer Profiles training module, edition 14.0 and updated with reference to the Amadeus Online Help. It contains briefer explanations than the training module and includes one or more example entries where appropriate.

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# Before You Start

This user guide is intended for Amadeus Commercial Organizations (ACO) and system user airline staff attending Amadeus functionality training courses.

The information in this document is very brief. We give you an introduction to each of the major features of the product or area concerned and tell you which entry to make to obtain detailed information in the Amadeus Online Help. The entry is indicated on the first line after the topic title (and where necessary in the text). For example:

**HE PRO**

If you are required to make two entries, one to access a help subject area and the second to display a specific page, we indicate the page after a comma as follows:

**HE PRO, GP PNE**

**Note:** Spacing between the components of an entry is optional unless otherwise specified. It is used in this guide to improve clarity and readability.



---

## Chapter 1

# Introduction to Amadeus Customer Profiles

### HE PRO

A <sup>1</sup>profile is a record that contains useful information about a traveler, company, or agency that can assist you when you make reservations. Amadeus Customer Profiles are divided into categories.

For travel agencies, access to profiles is restricted to the office that creates the profile, or to profiles created by branch offices, when security permits. An airline can access all profiles that it has created, regardless of office ID.

Because profiles contain useful information on clients and their companies, using them in conjunction with reservation entries increases your productivity in the following ways:

- You can automatically create a PNR from a profile.
- You can quickly update profile data.

---

<sup>1</sup> Throughout this document the term 'profile' is used for 'customer profile'.



---

## Chapter 2

# Profile Mode

### HE PRO, GP PEM

You can create, modify, deactivate, or reactivate a profile using format entries. To do this, you must first access profile mode.

You can perform all other profile functions, such as display, print, and transfer, in or outside profile mode.

Each profile element is identified with a unique transaction code. You use the existing PNR transaction codes to create the PNR elements you want to store in the profile.

## Accessing Profile Mode

### HE PM

In order to perform any function in profile mode, you must first enter profile mode. To do this, enter:

**PM**

System Response:

```
>PM
WELCOME TO CUSTOMER PROFILE EXPERT MODE
FOR ON-LINE HELP TYPE HE PEMODE
*PROFILE MODE*
>
```

The indicator **\*PROFILE MODE\*** is displayed at the bottom of each response, to remind you that you are working in profile mode. When you are using profile mode in Practice Training, the system displays **\*TRN\*PROFILE MODE\*** at the bottom of the screen. When you are in profile mode, you can only enter profile transaction codes, request Amadeus Online Help, or use the print (**WRA/WRS**) entries. Any other transaction code results in an error response.

Example:

```
TRANSACTION NOT ALLOWED IN PE MODE
*PROFILE MODE*
>
```

## Temporarily Exiting Profile Mode

**HE PM**

You can temporarily exit profile mode if you need to perform any other Amadeus transactions without first having to save the profile.

To temporarily exit profile mode, enter:

**PMP**

System Response:

```
PROFILE MODE SUSPENDED
>
```

To return to profile mode, type **PM**. If a profile is still active, the system automatically redisplay it.

If profile mode is temporarily exited and a profile is still active, any attempt to retrieve another profile results in an error message.

When you create a PNR from a profile displayed in profile mode, the system automatically exits profile mode and displays the newly created PNR.

## Exiting Profile Mode

**HE PM**

It is recommended that you exit profile mode completely when all profile functions are finished.

To exit profile mode, enter:

**PME**

System Response:

```
PROFILE MODE EXITED
>
```

When you exit profile mode, the system checks to see if there is an active profile. If there is, and no updates have been made, the system automatically ignores the profile and exits profile mode.

If you have made updates, the system responds with a message advising you to finish the last transaction. For example:

```
FINISH LAST TRANSACTION
*PROFILE MODE*
>
```

---

## Chapter 3

# Creating a Profile

### HE PRO

In profile mode, you can create a traveler profile, a company profile, a traveler associated to a company profile, or an agency profile. All profile create entries can be made after you have accessed profile mode using the **PM** transaction.

## Traveler Profile

### HE NM

To create a traveler profile in profile mode, you use the standard PNR name element format.

To create the traveler name and begin to create the profile, enter for example:

**NM1LEWIS/ARTHUR MR**

System Response:

```
*T* LEWIS/ARTHUR MR
----- PNR TRANSFERABLE DATA                                NCE1A0900 M
          1  A  NM  1LEWIS/ARTHUR MR
END OF DISPLAY
*PROFILE MODE*
>
```

**Table: Explanation of System Response**

Component	Explanation
<b>*T*</b>	The type of profile that is displayed. <b>T</b> Traveler profile <b>C</b> Company profile <b>A</b> Agency profile
<b>LEWIS/ARTHUR MR</b>	The name of the passenger in this profile.

Component	Explanation
<b>NCE1A0900 M</b>	<p>The office ID of the office creating the original profile. To the right of the office ID the system appends a letter.</p> <p>The letter in this column can be:</p> <p><b>N</b>      Indicating that free text information is being added, or exists in the notes section.</p> <p><b>M</b>      Indicating that the profile is being created, modified, or updated.</p>
<b>--- PNR TRANSFERABLE DATA 1 A NM 1LEWIS/ARTHUR MR</b>	<p>The PNR Transferable Data section of the PNR, containing the element number, the transfer indicator, the two-character transaction code for the PNR element, and the PNR element data.</p> <p>The transfer indicators you can see are:</p> <p><b>A</b>      Always transfer to PNR</p> <p><b>S</b>      Selectable data to be transferred to the PNR</p> <p><b>M</b>      Mandatory</p>

The name element is the only element required to create and store a traveler profile.

To enter additional elements, see *PNR Transferable Data Elements* on page 21.

You can end transaction, ignore a newly created traveler profile, or ignore any current updates to a retrieved profile.

**Table: Additional Profile Entries**

Entry	Explanation
<b>PE</b>	Ends transaction and files the profile
<b>PER</b>	Ends transaction, files, and redisplay the profile
<b>PEE</b>	Ends transaction, files, and exits profile mode
<b>PI</b>	Ignores the profile (can be used in or out of profile mode)
<b>PIR</b>	Ignores the updates and redisplay the profile
<b>PIE</b>	Ignores the updates and exits profile mode

**Note:** The entries to end or ignore transaction in profile mode apply to all types of profiles.

The name element must be the first element entered when you create a traveler profile and add additional PNR transferable data elements.

# Company Profile

## HE PCN

A company profile is one kind of profile that contains useful information about a company that can help you when you make a reservation in Amadeus.

You can update a company profile whenever you need, and you can also create a PNR automatically from a company profile and associate a traveler profile to a company profile.

You can create a company profile in profile mode using a unique three-character transaction code.

To create the company name, enter for example:

### PCN/WORLD BANK

PCN/	Company name transaction code
WORLD BANK	Company name

System Response:

```
*C* WORLD BANK
----- GENERAL INFORMATION                                NCE1A0900 M
      1 PCN/ WORLD BANK
----- TRIP AND TRAVELLER CATEGORIES
      2 PTP/ BIZ/BUSINESS
END OF DISPLAY
*PROFILE MODE*
>
```

The system automatically places the company name under the **GENERAL INFORMATION** section of the company profile.

**Note:** The company name can be up to 60 characters.

## Associating a Traveler to a Company

HE TRA

In profile mode, you can associate a traveler to a company profile. The company profile, however, must be stored in the system before you can associate the traveler to it, and you must have a traveler profile displayed.

**Note:** In order to perform profile association entries, the **CPA** attribute (customer profile re-association) in local security must be set to **Y** (YES).

To associate the company profile, enter for example:

**PCN/WORLD BANK**

System Response:

```
*T* LEWIS/ARTHUR MR          C WORLD BANK                      8EQ8Z2
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1  A  NM  1LEWIS/ARTHUR MR
----- GENERAL INFORMATION
      2  PCN/ WORLD BANK
END OF DISPLAY
*PROFILE MODE*
>
```

## Transferring Associated Travelers to Another Company

HE PA

You can change the company association for all traveler profiles from one company to another. Both the old and new company profiles must already exist in the system and in your office.

Deactivated profiles associated to the old company are also transferred to the new company. If the deactivated profiles are reactivated, those profiles are associated to the new company automatically. For example, enter:

**PA/TRITON DEV/TRITON GROUP**

<b>PA</b>	Transfer traveler transaction code
<b>/TRITON DEV</b>	Slash followed by the current company name
<b>/TRITON GROUP</b>	Slash followed by the new company name

System Response:

```
* WARNING * 108 TRAVELLERS
WILL BE REASSOCIATED TO
COMPANY TRITON GROUP

TYPE PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
>
```

If you confirm (**PE**) the transfer process, the system response is:

```
108 TRAVELLERS
REASSOCIATED TO COMPANY TRITON GROUP
*PROFILE MODE*
>
```

If you ignore (**PI**) the transfer process, the system response is:

```
Ignored
*PROFILE MODE*
>
```

## Creating a Profile from a PNR

### HE PC

You can create a traveler profile, a company profile, or a traveler associated to a company profile, directly from a PNR. You can use a previously created PNR or group PNR that has been stored in the system. However, the group name (element 0) itself cannot be used to create a traveler profile.

If you attempt to update a profile from a PNR that has been modified, but no end transaction has been performed, the system responds with the following message:

```
FILE AND RETRIEVE PNR
>
```

When you create a profile from a PNR, the system automatically switches from reservations mode to profile mode.

You can store up to 100 PNR elements when creating a profile from a PNR, and a maximum of 12 frequent flyer numbers in a traveler profile.

When transferring PNR elements to a company profile, only the elements that do not have specific passenger association are transferred.

When transferring PNR elements to a traveler profile, only the elements that do not have specific passenger association are transferred, as well as the elements that are specifically associated to the name element number selected.

If element numbers are specified and passenger or segment association exists, the specific passenger association is ignored and the elements are transferred to the company or traveler profile.

When the PNR elements are transferred to the profile, all elements are stored with the applicable transfer indicator stored in the management profile. If required, you can modify the transfer indicator in the management profile.

Itinerary elements are not automatically transferred. However, they can be selected, in which case they are transferred without the travel dates.

When you create a profile for a branch office, the transfer indicators in that office's management profile apply.

All PNR elements that are transferred to create a profile are stored in the PNR transferable data section of the profile.

## Creating a Traveler Profile

To create a traveler profile from a PNR, you use the **PC/** transaction code, followed by a dash (-), and the passenger name element number.

The following PNR illustrates how to create a traveler profile:

```
RP/NCE1A0900/NCE1A0900          SL/SU  24DEC0x/1041Z  ZM6DVD
1.HARPER/JUSTIN MR
2  LH9621 C 19JUN 1 AGBFRA HK1  0545    0605 0710   *1A/E*
3 AP MUC 456 100-B
4 AP MUC 235 186-H
5 TK OK24DEC/NCE1A0900
6 SSR VGML LH HN1/S2
7 AM LEOPOLDSTRASSE 17, 800 MUENCHEN 81, GERMANY
>
```

To create a traveler profile from a PNR, enter:

**PC/-1**

System Response:

```
*T* HARPER/JUSTIN MR
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1  A  NM  1HARPER/JUSTIN MR
      2  A  SR  *VGML
      3  A  AM  LEOPOLDSTRASSE 17, 800 MUENCHEN 81, GERMANY
      4  S  AP  MUC 456 100-B
      5  S  AP  MUC 235 186-H
      6  S  TK  OK
END OF DISPLAY
*PROFILE MODE*
>
```

If security permits, you can also create a traveler profile for a branch office, by adding its office ID to your entry. For example, enter:

**PC/NCE1A0900/-1**

When creating a traveler profile using a group PNR, you cannot specify the group name element number (0).

You must end transaction on the profile (**PE**) to store it in the system.

If you want to ignore the newly created profile, enter:

**PI**

## Creating a Company Profile

To create a company profile from a PNR, you use the **PC/** transaction code, followed by the company name.

The following PNR illustrates how to create a company profile. First, display a PNR:

```
RP/NCE1A0900/NCE1A0900          SL/SU  24DEC0x/1041Z  ZM6DVD
1.HARPER/JUSTIN MR
2  LH9621 C 19JUN 1  AGBFRA HK1  0545    0605 0710    *1A/E*
3  AP MUC 456 100-B
4  AP MUC 235 186-H
5  TK OK24DEC/NCE1A0900
6  SSR VGML LH HN1/S2
7  AM LEOPOLDSTRASSE 17, 800 MUENCHEN 81, GERMANY
>
```

Then, to create a company profile from a PNR, enter:

**PC/BMW CORP**

System Response:

```
*C* BMW CORP
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1  A  AP  MUC 456 100-B
      2  A  AP  MUC 235 186-H
      3  A  SR  *VGML
      4  A  AM  LEOPOLDSTRASSE 17, 800 MUENCHEN 81, GERMANY
      5  S  TK  OK
----- GENERAL INFORMATION
      6  PCN/ BMW CORP
----- TRIP AND TRAVELLER CATEGORIES
      7  PTP/ BIZ/BUSINESS
END OF DISPLAY
*PROFILE MODE*
>
```

The system automatically transfers the PNR elements to the PNR transferable data section of the profile. It also creates the company name field (**PCN/**) in the general information section of the profile, as well as the business (**BIZ**) trip category.

You can make any additional updates or modifications to the profile at this time.

If security permits, you can also create a company profile for a branch office, by adding its office ID to your entry. For example, enter:

**PC/NCE1A0900/BMW CORP**

You can also use a group PNR to create a company profile.

To store it in the system, you must end transaction on the profile (**PE**), or to ignore the newly created profile, enter **PI**.

## Creating a Traveler Associated to a Company

To create a traveler profile associated to a company, you use the **PC/** transaction code, then the company name, followed by a dash (-) and the PNR name element number. The company profile must be previously created, and stored in the system.

The following PNR illustrates how to create a traveler profile associated to a company:

```

RP/MUC1A0701/MUC1A0701          AA/SU  21DEC0x/090ZZ  DWSM4F
1.HARPER/JUSTIN MR
2  LH 127 C 19JUN 3  MUCFRA HK1          0845 0950  *1A/
3  AP MUC 456 100-B
4  AP MUC 235 186-H
5  TK OK21DEC/MUC1A0701
6  SSR NSST LH HK1 MUCFRA/03A,P1/S2
7  SSR VGML LH HN1/S2
8  AM LEOPOLDSTRASSE 17,8000 MUENCHEN 81, GERMANY
>

```

To create a traveler profile associated to a company from a PNR, enter:

**PC/BMW CORP-1**

System Response:

```

*T* HARPER/JUSTIN MR          C BMW CORP
----- PNR TRANSFERABLE DATA                                NCE1A0900 M
1  A  NM  1HARPER/JUSTIN MR
2  A  AP  MUC 456 100-B
3  A  AP  MUC 235 186-H
4  A  SR  *VGML
5  A  AM  LEOPOLDSTRASSE 17, 800 MUENCHEN 81, GERMANY
6  S  TK  OK
----- GENERAL INFORMATION
7  PCN/ BMW CORP
END OF DISPLAY
*PROFILE MODE*

```

The system automatically transfers the PNR elements to the PNR transferable data section of the profile. It also creates the company name field (**PCN/**) in the general information section of the profile, as well as the business (**BIZ**) trip category.

You can make any additional updates or modifications to the profile at this time.

If security permits, you can also create a traveler profile associated to a company for a branch office, by adding its office ID to your entry. For example, enter:

**PC/NCE1A0900/BMW CORP-1**

When creating a traveler profile associated to a company using a group PNR, you cannot specify the group name element number (0).

## Similar Name List

When you create a profile for a traveler associated to a company, the system may occasionally locate more than one company profile for the name entered (in your office or in a branch office). If it does, it displays a similar name list.

For example, you enter the following to create a traveler profile associated to a company:

**PC/COCA COLA-2**

System Response:

```
SIMILAR COMPANY NAME LIST

COMPANY
1 COCA COLA FR
2 COCA COLA GB
3 COCA COLA DE
>
```

You can create the profile using the **PC** transaction code and the line number of the company you want to associate the traveler to. For example:

**PC3**

System Response:

```
*T* BREWSTER/JACK MR          COCA COLA DE
----- PNR TRANSFERABLE DATA          NCE1A0900 M
      1  A  AP MUC 456 100-B
      2  A  AP MUC 235 186-H
----- GENERAL INFORMATION
      3  PCN/ COCA COLA DE
END OF DISPLAY
*PROFILE MODE*
>
```

Other Entries:

- Display a company profile from the list, then create the traveler profile associated to the company displayed.

**PD3** then **PC**

- Display a company profile from the list, then create the traveler profile for another company on the list.

**PD3** then **PC1**

- Display a company profile from the list, return to the list, then create the profile for another company on the list.

**PD3** then **PDL** then **PC1**

## Transferring PNR Elements

If you do not specify what PNR elements you want transferred in your entry, the system transfers all appropriate elements.

The elements are stored in the profile with the default transfer indicators that are stored in your management profile.

You can use options to transfer specific or exception PNR element numbers, such as:

- Specific individual element numbers
- A specific range of element numbers
- Exception element numbers

To transfer only PNR elements 4 and 9 through 12, you can use the entries listed in the following table:

**Table: Transferring Element Numbers**

Entry	For
PC/-1,4,9-12	Traveler Profile
PC/BMW CORP,4,9-12	Company Profile
PC/BMW CORP-1,4,9-12	Traveler Associated to a Company

You separate individual elements with a comma (,) and a range of elements with a dash (-).

You can also add a branch office ID to your entry, as shown in the following table:

**Table: Adding a Branch Office ID to Elements**

Entry	For
PC/NCE1A0900/-1,4,9-12	Traveler Profile
PC/NCE1A0900/BMW CORP,4,9-12	Company Profile
PC/NCE1A0900/BMW CORP-1,4,9-12	Traveler Associated to a Company

You can request that all PNR elements, with the exception of certain PNR elements, be transferred to the profile by adding the letter X to your entry. You can also add an office ID.

**Table: Transferring Elements to a Profile**

Entry	For
PC/-1,X5,7-10 PC/NCE1A0900/-1,X5,7-10	Traveler Profile
PC/BMW CORP,X5,7-10 PC/NCE1A0900/BMW CORP,X5,7-10	Company Profile
PC/BMWCORP-1,X5,7-10 PC/NCE1A0900/BMWCORP-1,X5,7-10	Traveler Associated to a Company

## Creating a Profile from a Profile

HE PCP

You can create a profile from an existing profile, such as:

- A traveler profile
- A company profile
- A traveler profile associated to a company profile
- An agency profile

You can transfer:

- All data, except the index
- All data sections (**PNR**, **DOC**, etc.)

When the profile is displayed on your screen, you can also transfer information by specific line numbers. Line numbers cannot be combined with data sections.

You can create a profile for your own office or for an office that you have a security agreement with.

When you create a profile from a profile, there are four important terms to remember:

**Table: Creating a Profile from a Profile Terms**

Term	Explanation
Source Profile	The profile the information is being transferred 'from'
Receiving Profile	The profile the information is being transferred 'to'
Source Office	The office ID of the office that owns the profile that the information is being transferred 'from'
Receiving Office	The office ID of the office that the profile information is being transferred 'to'

## Creating a Traveler Profile

HE PCP

You can create a traveler profile from a retrieved, unchanged, associated or unassociated traveler profile.

You can create a traveler profile for your own office or for an office that you have a security agreement with.

You cannot create a traveler profile from a merged profile display.

For example, you have the following traveler profile displayed on your screen:

```
*T* BAXTER/FRED MR
----- PNR TRANSFERABLE DATA                                NCE1A0900 M
      1  A  NM  1BAXTER/FRED MR
      2  S  AP  MUC 345 189-H
      3  S  SR  FQTVLH-LH1234567
END OF DISPLAY
*PROFILE MODE*
```

To create another traveler profile from the displayed profile, enter:

**PCP\*T/-WATSON/AL MR**

<b>PCP</b>	Transaction code
<b>*</b>	Asterisk (mandatory before receiving information)
<b>T</b>	Target profile type (T = Traveler)
<b>/</b>	Slash
<b>-</b>	Dash
<b>WATSON/AL MR</b>	Receiving profile traveler name

System Response:

```
*T* WATSON/AL MR
----- PNR TRANSFERABLE DATA                                NCE1A0900 M
      1  A  NM  1WATSON/AL MR
      2  S  AP  MUC 345 189-H
      3  S  SR  FQTVLH-LH1234567
END OF DISPLAY
- PROFILE CREATED FROM PROFILE * BAXTER/FRED MR
*PROFILE MODE*
```

The receiving traveler name must not contain fewer than 3 or more than 22 characters. The system automatically creates a profile, and transfers all the information from the previously displayed profile.

To store this profile in the system, you must perform an end transaction (**PE**) entry.

If you only want specific data to be transferred to the new profile, you can specify either profile element numbers, or the three-character data section. For example, to specify data sections, enter:

**PCP\*T/-WATSON/AL MR,PNR,FOL**

For more information, see **HE PCP**.

## Creating a Company Profile

### HE PCP

You can create a company profile from a retrieved, unchanged, company profile. You can create a company profile for your own office or for an office that you have a security agreement with. You cannot create a company profile from a merged profile display.

When you create a company profile, and the system cannot find an exact match for the source profile, a similar name list is displayed.

For example, you have the following company profile displayed on your screen:

```
*C* BMW CORP                                L75MT9
----- PNR TRANSFERABLE DATA                NCE1A0900
      1 A AP MUC 456 100-B
      2 A AM LEOPOLDSTRASSE 17, 8000 MUENCHEN 81, GERMANY
      3 S TK OK
----- GENERAL INFORMATION
      4 PCN/ BMW CORP
----- TRIP AND TRAVELLER CATEGORIES
      5 PTV/ DIR/DIRECTOR
      6 PTP/ BIZ/BUSINESS
      7     TRN/TRAINING
END OF DISPLAY
*PROFILE MODE*
>
```

To create another company profile from the profile displayed, enter:

**PCP\*C/BMW GLOBAL**

<b>PCP</b>	Transaction code
<b>*</b>	Asterisk (mandatory before receiving information)
<b>C</b>	Source profile type (C = Corporate)
<b>/</b>	Slash
<b>BMW GLOBAL</b>	Receiving profile company name

The receiving company name can be a minimum of 3 and a maximum of 25 characters.

System Response:

```
*C* BMW GLOBAL                                NCE1A0900 M
----- PNR TRANSFERABLE DATA                NCE1A0900 M
      1 A AP MUC 456 100-B
      2 A AM LEOPOLDSTRASSE 17, 8000 MUENCHEN 81, GERMANY
      3 S TK OK
----- GENERAL INFORMATION
      4 PCN/ BMW GLOBAL
----- TRIP AND TRAVELLER CATEGORIES
      5 PTV/ DIR/DIRECTOR
      6 PTP/ BIZ/BUSINESS
      7     TRN/TRAINING
END OF DISPLAY
- PROFILE CREATED FROM PROFILE * BMW CORP
*PROFILE MODE*
>
```

The system automatically creates a profile, and transfers all the information from the previously displayed profile. To store this profile in the system, you must perform an end transaction (**PE**) entry.

If you only want specific data to be transferred to the new profile, you can specify either the profile element numbers, or the three-character data section. For example:

**PCP\*C/BMW GLOBAL,PNR,GLO**

- or -

**PCP\*C/BMW GLOBAL,3,6,9-12**

For more information, see **HE PCP**.

## Agency Profile

### HE PYN

An agency profile contains information related to your own office. You can use an agency profile to store information such as special phone numbers, remarks, and preferred providers.

Only one agency profile can be created for your own office but, if the required security agreement exists, you can also create an agency profile for another office. Only one agency profile can exist per office ID.

You can update an agency profile whenever you need, and you can also create a PNR automatically from an agency profile.

To create an agency profile, enter:

**PYN/TELIRAMA**

<b>PYN/</b>	Agency name transaction code
<b>TELIRAMA</b>	Agency name

System Response:

```
*A* TELIRAMA
----- GENERAL INFORMATION                MUC1A0701 M
      1 PYN/ TELIRAMA
END OF DISPLAY
*PROFILE MODE*
```

The system automatically places the agency name under the **GENERAL INFORMATION** section of the company profile.

For more information, see **HE PYN** or **HE PCP**.

---

## Chapter 4

# The Information in a Customer Profile

Here we describe each section of a profile and show you where to look in the Amadeus Online Help for more information.

## PNR Transferable Data Elements

### HE PRO, GP PNE

The PNR Transferable Data and Itinerary sections of a traveler, company, or agency profile contain all elements that you can transfer to a PNR or that are automatically transferred by the system.

The type of information that you can enter can be as follows:

- Name element
- Contact element
- Ticketing elements
- Remark elements
- Other service information elements (OSI)
- Special service requests (SSR)
- Fare remark elements
- Address elements
- Advance seat requests
- Frequent flyer numbers
- Itinerary elements

You can enter the PNR transferable data elements in any order. As the system accepts each element, it assigns it a number and places it in the proper sequence. This numbering scheme makes modification of the PNR elements quicker and more efficient.

You use the same formats to enter PNR elements in a profile that you use to create a PNR. The system applies the pre-set defaults for automatic, selectable, or mandatory data, unless you override the default by appending either a \*A, \*S, or \*M to the end of your entry. You cannot override the name element default.

Here is an example of a traveler profile containing the PNR transferable data elements:

```

*T* HARPER/JUSTIN MR                                     6B57M4
----- PNR TRANSFERABLE DATA                          NCE1A0900 M
  1 A NM 1HARPER/JUSTIN MR
  2 A OS YYWORLD BANK
  3 A AB BMW CORP,4 BAUMSTRASSE,80333 MUENCHEN
  4 A AM MR ALEX ARCHER,HOLBERGSGATEN 30,OSLO 1
  5 A AM /D BMW CORP,6 ARLINGTON RD,LONDON,NW1 4JX
  6 A AM /H MR ALEX ARCHER,HOLBERGSGATEN 30, OSLO 1
  7 S FFNAF-1990901462
  8 S FFNIB-12458909          (AO/AR/AU/AX/FV/NT/VA)
  9 S ST /N/A
 10 S AP MUC 569 296-B
 11 S APE JHARPER@AOL.COM-H
 12 *S AP MUC 569 311-A
 13 S TK OK
 14 S SR VGML
 15 S SR SPML-CHICKEN MEAL
 16 S SR SPML-FRUIT PLATE
 17 S OS LHWORLD BANK
 18 S RC HOME PHONE UNLISTED
 19 S RM DELIVER TKT TO TRAVEL DEPT
 20 S RM *ACC 18968
 21 S FD ZZ10JAN86
 22 S FE SUBJECT TO RESTRICTIONS
 23 S FM 8.00
 24 S FO IATA 123456
 25 S FP CHEQUE
 26 S FS TKT PAID BY UNIVERSITY TRAVEL
 27 S FT IT8LH1TOUR99
 28 S FV AF
 29 S FY BULK
----- ITINERARY
 30 S SS LH0400C/FRAJFK1
 31 S SO AFYLAXCDG
 32 S SI ARNK
END OF DISPLAY
*PROFILE MODE*
>

```

When you override the transfer indicator using the **\*M**, **\*S**, or **\*A** at the end of your entry, the system automatically appends an asterisk (\*) in front of the transfer indicator.

If you want to return the transfer indicator back to the default, you can use the following entry:

**4/\*D**

You can specify several lines at a time. For example:

**3,8/\*D - or - 3-8/\*D - or - 3,8-11/\*D**

For more information, see **HE PRO**, **GP PNE**.

## Itinerary Section

### HE PRO, GP PN2

You can enter the following types of itinerary segments in a traveler, company, or agency profile:

- Standard flight segments (SS)
- Open flight segments (SO)
- Informational flight segments (SI)

Itinerary segments are stored in their own section of the profile.

The default transfer indicator S is assigned to SS, SO, and SI elements in a profile, meaning that they are not transferred to the PNR automatically.

When you enter flight segments in a profile, the system checks the format of your entry but not the flight details themselves. If the flight you enter does not exist, for example, it is rejected at transfer time. Standard flight segments (SS) must be entered using the direct sell format but they cannot contain a date. Replace the date in your entry with a slash (/).

For example, to enter standard flight segments:

**SSBA7810M/NYCLON1**

<b>SS</b>	Segment Sell entry
<b>BA7810</b>	Airline code and flight number
<b>M</b>	Class of service
<b>/</b>	Slash (instead of date)
<b>NYCLON</b>	City pair
<b>1</b>	Number of seats

System Response:

```
*T* HARPER/JUSTIN MR          C BMW CORP                      6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1  A  NM  1HARPER/JUSTIN MR
----- ITINERARY
      2  S  SS  BA7810M/NYCLON1
----- GENERAL INFORMATION
      C   3  PCN/ BMW CORP
END OF DISPLAY
*PROFILE MODE*
```

You can also include status codes and additional data.

For more information, see **HE PRO, GP PN2**.

## Pre-stored Entries

**HE PRO, GP PSE**

You can store frequently-used or difficult-to-remember entries in the pre-stored entries section of a traveler, company, or agency profile.

To transfer a pre-stored entry to the system, you simply select it from the profile by line number, make any necessary changes, and press ENTER to process the transaction.

## Adding Pre-stored Entries

**HE PPS**

You can add any system entry to the pre-stored entries section of the profile.

Each line that you add can contain one or more entries. You can add up to 15 lines, and each line can contain a maximum of 90 characters.

For example, to store an availability entry, enter:

**PPS/ANLON8A**

System Response:

```
*T* MEYER/HANS MR
----- PNR TRANSFERABLE DATA                                NCE1A0900 M
      1  A  NM  1MEYER/HANS MR
      2  S  AP  MUC 049 659 678-H
      3  S  TK  OK
----- PRE-STORED ENTRIES
      4  PPS/ ANLON8A
END OF DISPLAY
*PROFILE MODE*
>
```

## Transferring Pre-stored Entries

**HE PO**

To transfer a pre-stored entry to the system, you select it from the displayed profile by line number. For example:

**PO3**

System Response:

```
>ANLON8A
```

The system places the cursor at the beginning of the entry. You can change any information in the pre-stored entry by overtyping the current information.

To process the information, press ENTER.

You can transfer multiple lines of pre-stored entries by separating each line number with a comma. For example:

**PO3,5,7**

## Priority Section

### HE PPR

You use the priority section of the profile to store important information. You can store priority information in a traveler, company, or agency profile. This section will always be displayed in a profile, a merged display, and any data section display.

The priority elements are free-flow text and you can use any special characters. A priority line cannot start with a dash (-).

You can enter up to a maximum of five priority elements in traveler, agency and (new) company profiles. The merge profile can contain up to a maximum of ten priority lines.

To record priority information, enter for example:

### PPR/CHECK SEATING PREFERENCES

<b>PPR/</b>	Priority field transaction code
<b>CHECK SEATING PREFERENCES</b>	Free-flow text

System Response:

```
*T* MEYER/HANS MR
----- PNR TRANSFERABLE DATA                                NCE1A0900 M
      1  A  NM  1MEYER/HANS MR
      2  S  AP  MUC 049 659 678-H
      3  S  TK  OK
----- PRIORITY
      4 PPR/ CHECK SEATING PREFERENCES
END OF DISPLAY
*PROFILE MODE*
>
```

**Note:** The maximum characters you can enter in a priority element is 54.

# General Information

## HE PRO, GP GEX

The following table shows the information displayed in the General Information section of a profile:

**Table: General Information**

Type	Transaction Code	Information
Company Name	<b>PCN/</b>	The company name is automatically entered when you: <ul style="list-style-type: none"> <li>• Create a company profile</li> <li>• Associate a traveler to a company profile</li> </ul>
Agency Name	<b>PYN/</b>	The agency name is automatically entered when you create an agency profile.
Index	<b>PIN/</b>	The index is automatically entered when you create an index using the <b>PIN/</b> transaction.
Country	<b>PCO/</b>	The two-character country code of the passenger's nationality or the location of the company.
Country of Birth	<b>PCB/</b>	The traveler's country of birth.
Country of Citizenship	<b>PCZ/</b>	The traveler's country of citizenship.
Language Spoken	<b>PLS/</b>	A language that the traveler speaks.
Date of Birth	<b>PBD/</b>	The date of birth of the traveler.

This section is for informational purposes only and cannot be transferred to the PNR.

Below is an example of the General Information section:

```

*T* HARPER/JUSTIN MR          C BMW CORP                      6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1  A  NM  1HARPER/JUSTIN MR
----- GENERAL INFORMATION
      2  PCN/  BMW CORP
      3  PIN/  123456
      4  PCO/  DE
      5  PCZ/  GB
      6  PCB/  GB
      7  PLS/  DE
      8  PBD/  01JUL1949
END OF DISPLAY
*PROFILE MODE*
>

```

## Company Name

**HE PCN**

The company name is automatically entered in the General Information section of a profile when you:

- Create a company profile
- Associate a traveler to a company

It is identified as **PCN/**. For example:

```
*T* HARPER/JUSTIN MR          C BMW CORP          6B57M4
----- PNR TRANSFERABLE DATA          NCE1A0900 M
      1  A  NM  1HARPER/JUSTIN MR
----- GENERAL INFORMATION
      C      2 PCN/ BMW CORP
END OF DISPLAY
*PROFILE MODE*
>
```

## Agency Name

**HE PYN**

The agency name is automatically entered into the General Information section when you create the agency profile.

It is identified as **PYN/**. For example:

```
*A* AMERICAN EXPRESS
----- GENERAL INFORMATION          NCE1A0900 M
      1  PYN/ AMERICAN EXPRESS
END OF DISPLAY
*PROFILE MODE*
>
```

## Index Reference

**HE PIN**

The index reference field provides you with the ability to create a unique system for filing and referencing your company or traveler profiles. It is identified as **PIN/**.

You can use numbers, letters, or a combination of numbers and letters.

The index reference must be a minimum of 3 characters and a maximum of 20 characters. No blanks or special characters are allowed.

To create an index reference, enter:

**PIN/123456**

<b>PIN/</b>	Index reference transaction code
<b>123456</b>	Index reference

**System Response:**

```

*T* HARPER/JUSTIN MR      C BMW CORP                      6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1  A  NM  1HARPER/JUSTIN MR
----- GENERAL INFORMATION
      C      2 PCN/ BMW CORP
      3 PIN/ 123456
END OF DISPLAY
*PROFILE MODE*
>

```

**Note:** The index must be unique within the same office or corporate ID.

## Country Information

### HE PCO

You can enter the two-character ISO code of the country in which the traveler is living or the country where the company is located. It is identified as **PCO/**.

To create the country information, enter:

#### PCO/DE

**PCO/** Country information transaction code

**DE** Country code

**System Response:**

```

*T* HARPER/JUSTIN MR      C BMW CORP                      6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1  A  NM  1HARPER/JUSTIN MR
----- GENERAL INFORMATION
      C      2 PCN/ BMW CORP
      3 PCO/ DE
END OF DISPLAY
*PROFILE MODE*
>

```

## Country of Birth

### HE PCB

You can enter the two-character ISO country code of the country of birth. It is identified as **PCB/**. To create the country of birth information, enter:

#### PCB/DE

**PCB/** Country of birth information transaction code

**DE** Country code

## System Response:

```

*T* HARPER/JUSTIN MR                                6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1 A NM 1HARPER/JUSTIN MR
----- GENERAL INFORMATION
      2 PCB/ GB
END OF DISPLAY
*PROFILE MODE*
>

```

## Country of Citizenship

**HE PCZ**

You can enter the two-character ISO country code of the country of citizenship. It is identified as **PCZ/**. To create the country information, enter:

**PCZ/GB**

**PCZ/** Country of citizenship information transaction code  
**GB** Country code

## System Response:

```

*T* HARPER/JUSTIN MR                                6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1 A NM 1HARPER/JUSTIN MR
----- GENERAL INFORMATION
      2 PCZ/ GB
END OF DISPLAY
*PROFILE MODE*
>

```

## Language Spoken

**HE PLS**

You can enter the two-character ISO country code of the language spoken. It is identified as **PLS/**. To create this information, enter:

**PLS/DE**

**PLS/** Country of citizenship information transaction code  
**DE** Country code

## System Response:

```

*T* HARPER/JUSTIN MR                                6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1 A NM 1HARPER/JUSTIN MR
----- GENERAL INFORMATION
      2 PLS/ DE
END OF DISPLAY
*PROFILE MODE*
>

```

## Date of Birth

### HE PBD

You can enter the passenger's date of birth. It is identified as **PBD/**. To create this information, enter:

**PBD/01JUL1949**

**PBD/** Country of citizenship information transaction code  
**01JUL1949** Date in the format DDMMYYYY

System Response:

```
*T* HARPER/JUSTIN MR                                6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1  A  NM  1HARPER/JUSTIN MR
----- GENERAL INFORMATION
      2  PBD/ 01JUL1949
END OF DISPLAY
*PROFILE MODE*
>
```

## Travel Management Information

### HE PRO, GP TMG

The Travel Management Information section of a traveler or company profile contains additional information relating to the customer's booking preferences. This data cannot be transferred to the PNR. Here is an example:

```
*C* BMW CORP                                L75MT9
----- PNR TRANSFERABLE DATA                      NCE1A0900
      1  A  AM  LEOPOLDSTRASSE 17, 8000 MUENCHEN 81, GERMANY
----- GENERAL INFORMATION
      2  PCN/ BMW CORP
----- TRAVEL MANAGEMENT INFORMATION
      3  PAD/ NCE/ORV * DEFAULT HOME/ARRIVAL AIRPORT
      4  PDD/ XM/2 DAYS BEFORE DEPARTURE
      5  PTA/ Y * PREPAID TICKET AUTHORISATION
      6  POA/ N * POLICY OVERRIDE AUTHORISATION
      7  PIA/ Y * VISA ISSUANCE AUTHORISATION
      8  PHA/ Y * PHONE RESERVATION AUTHORISATION
      9  PRR/ Y * TRAVEL REQUEST AUTHORISATION
     10  PAR/ Y * TRIP APPROVAL REQUIREMENT
     11  PET/ Y * ELECTRONIC TICKETING AIRLINES REQUIREMENT
     12  PNT/ 10 * MAXIMUM NUMBER OF TRAVELLER
     13  PSL/ 1
     14  PCD/ SALES
     15  PCA/ ISABELLE LOGEAIS
----- TRIP AND TRAVELLER CATEGORIES
     16  PTP/ BIZ/BUSINESS
END OF DISPLAY
>
```

The following table explains the various identifiers.

**Table: Explanation of Travel Management Information Identifiers**

Identifier	Information
PAD/	Airport defaults
PDD/	Document delivery
PTA/	Pre-paid ticket authorization
POA/	Policy override authorization
PIA/	Visa issuance authorization
PHA/	Phone reservation authorization
PRR/	Travel request requirement
PAR/	Trip approval requirement
PET/	ETKT airlines requirement
PSL/	Service level agreement
PCD/	Department contact name
PNT/	Number of travelers allowed (company profile only)
PCA/	Agency contact name

**Note:** This information is used primarily for agencies using Amadeus e-Travel Management.

For example, to enter the three-character ISO code of the customer's default home airport and arrival airport, enter:

**PAD /HA-NCE /AA-ORY**

<b>PAD</b>	Transaction code
<b>/HA-</b>	Home airport identifier
<b>NCE</b>	Home airport (three-character ISO code)
<b>/AA-</b>	Arrival airport identifier
<b>ORY</b>	Arrival airport (three-character ISO code)

For more information, see **HE PRO, GP TMG**.

## Other Options

These options can either be set to Yes or No:

Identifier	Indicates Whether
PTA/	A pre-paid ticket is allowed
POA/	Policy override is allowed
PIA/	Visa issuance is allowed
PHA/	Phone reservations are allowed
PRR/	Travel requests are required
PAR/	Trip approval is required
PET/	ETKT airlines are required

For example:

**PTA/Y**

<b>PTA</b>	Transaction code
<b>/</b>	Slash
<b>Y</b>	Y (YES) or N (NO)

## Document Information

**HE PRO, GP DOE**

You use the documents section to store information about a passenger's documents. You can only store documents in a traveler profile. The type of documents you can store are:

- Passport
- Visa
- Driving License
- Identity Cards

Each document must contain at least one of the following items:

- Country
- Document Number
- Issue Date
- Expiration Date

Below is an example of the documents section for a profile displayed in profile mode:

```
*T* HARPER/JUSTIN MR                                6B57M4
----- PNR TRANSFERABLE DATA                        NCE1A0900 M
      1 A NM 1HARPER/JUSTIN MR
----- DOCUMENTS
      2 PAS/ DE                                /DP341782          /12AUG1989/12AUG2002
      3 PIV/ IN                                /RZ589383773      /01JUL1999/01DEC1999
      4 PCE/ FR                                /GTR28374765      /15JAN1987/
      5 PID/ ES                                /Y575647464       /01JAN1995/31DEC2000
END OF DISPLAY
*PROFILE MODE*
>
```

**Note:** You can store up to 10 document types per profile and the options can be entered in any order.

The following table shows the transaction codes for the types of documents that you can store:

**Table: Document Type Transaction Codes**

Transaction Code	Purpose
PAS	Passport information
PIV	Visa information
PCE	Driving license
PID	Identity card

To store the passenger's passport number, enter for example:

**PAS/CO-DE/NR-DP341782/IS-19AUG2007/EX-19AUG2017**

<b>PAS</b>	Transaction code
<b>/CO-</b>	Country identifier
<b>DE</b>	ISO country code or full country name
<b>/NR-</b>	Document number identifier
<b>DP341782</b>	Document number
<b>/IS-</b>	Issue date identifier
<b>19AUG2007</b>	The issue date of the document
<b>/EX-</b>	Expiry date identifier
<b>19AUG2017</b>	The expiration date of the document

System Response:

```
*T* HARPER/JUSTIN MR                                6B57M4
----- PNR TRANSFERABLE DATA                        NCE1A0900 M
      1 A NM 1HARPER/JUSTIN MR
----- DOCUMENTS
      2 PAS/ DE                                /DP341782          /19AUG2007/19AUG2017
END OF DISPLAY
*PROFILE MODE*
>
```

For more information, see **HE PRO, GP DOE**.

## Follow-Up Section

### HE PFO

Follow-up allows you to place a company, agency, or traveler profile on a list for action to be taken at a later date, up to two years in the future. You can set up to three follow-up items for each profile.

You can set follow-up items to appear on the follow-up list as soon as possible or up to two years in the future. A profile remains on the follow-up list until all follow-up elements are deleted from the profile.

To create a follow-up item, enter for example:

**PFO/VERIFY EXPIRATION DATE VISA CARD/04FEBxxxx**

<b>PFO/</b>	Follow-up transaction code
<b>VERIFY EXP DATE VISA</b>	Free-flow text
<b>/04FEBxxxx</b>	Date when to appear on follow-up list

System Response:

```
*T* HARPER/JUSTIN MR                                6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900 M
      1 A NM 1HARPER/JUSTIN MR
----- FOLLOW UP
      2 PFO/ VERIFY EXPIRATION DATE VISA CARD      /04FEBxxxx
END OF DISPLAY
*PROFILE MODE*
>
```

The system automatically appends the information to the follow-up section of a company or traveler profile.

If you do not enter a date in your entry, the system automatically places the profile on the follow-up list at end transaction.

A notification message is sent to check that the follow up list is placed on Q94 CAT5. If CAT5 has not been manually activated, the message is sent to CAT0.

## Follow-up List

### HE PLF

The follow-up list contains all profiles for which a specific action needs to be taken today. It shows the profile name and the follow-up text. Profiles with follow-up elements with dates before today that have not been deleted from the follow-up list also appear on the list.

To request the follow-up list, enter for example:

**PLF**

System Response:

```

INPUT: PLF

FOLLOW UP LIST:

      PROFILE NAME                RELATED PROFILE NAME
04FEB0x
  1 T HARPER/JUSTIN MR
      VERIFY EXPIRATION DATE VISA CARD
*PROFILE MODE*
>

```

The profiles are listed in chronological order.

You can display a profile from the follow-up list. For example:

**PD1**

System Response:

```

*T* HARPER/JUSTIN MR                                6B57M4
----- PNR TRANSFERABLE DATA                      NCE1A0900
      1 A NM 1HARPER/JUSTIN MR
----- FOLLOW UP
      2 PFO/ VERIFY EXPIRATION DATE VISA CARD      /04FEBxxxx
END OF DISPLAY
*PROFILE MODE*
>

```

## Profile Notes

**HE PN**

Profile notes is a section that allows you to store miscellaneous free-flow text information relating to the traveler in a traveler profile, a company in a company profile, or an agency in an agency profile. You can store up to a maximum of 409 lines.

The profile name must be created before you can enter any profile notes, and you must be in profile mode.

## Accessing Profile Notes

**HE PN**

Before creating profile notes, you must access profile notes mode. The entry is:

**PN**

System Response:

```
PNL
*T* BRADLEY/MICHAEL MR
PROFILE NOTES 000                                MUC1A0701 M
0001* *                                           *
0002* *                                           *
0003* *                                           *
0004* *                                           *
0005* *                                           *
0006* *                                           *
0007* *                                           *
0008* *                                           *
0009* *                                           *
0010* *                                           *
*PROFILE MODE*PN MODE*
```

When **PN** mode is entered the header line displays:

- The number of lines that have been used
- The office ID of the office owning the profile
- The profile name
- Either the letter **M** for create or update, the letter **N** to indicate profile notes exist, or the record locator of a retrieved profile

Each text line begins with a 4-numeric line number (0001), and two asterisks separated by a blank (\* \*). You use the blank between the two asterisks to indicate a profile notes qualifier.

An asterisk (\*) is displayed at the end of each line to indicate the end of text. Any information entered beyond this asterisk is not stored by the system.

**Note:** The number of lines is automatically updated by the system after each enter command, and includes the number of blank lines between lines of text.

## Profile Note Qualifiers

Qualifiers are optional and are used to customize the profile notes information.

Profile note qualifiers are one character that can be the number 0 through 9, or the letter A through Z.

These qualifiers are not predefined, and each office can determine what it wants the qualifiers to mean.

## Entering Profile Notes

To enter profile notes, you type the information after the asterisk on the line number where you want the information to be displayed. If you are using a profile note qualifier, you enter the number or letter in the blank space between the two asterisks.

To save the text that you have entered, you must press the ENTER key after typing the information.

If you clear the screen after entering the text information, the system disregards any information that was entered after the last Enter command was made.

To modify information, overwrite the existing text with the new information.

Any text you enter on the asterisks, within the line numbers, is automatically ignored by the system.

To enter a profile note, such as the date of the traveler's birthday, type the following information on line number 1:

```
PNL
*T* BRADLEY/MICHAEL MR
PROFILE NOTES 000                                MUC1A0701 M
0001* *MR BRADLEY'S BIRTHDAY IS JULY 8TH          *
0002* *                                           *
0003* *                                           *
```

After you press the ENTER key, the system automatically redisplay the profile notes section:

```
PNL
*T* MOZART/AMADEUS
PROFILE NOTES 001                                N NCE1A0900 M
0001* *MR BRADLEY'S BIRTHDAY IS JULY 8TH          *
0002* *                                           *
0003* *                                           *
```

The line number counter has been automatically updated by the system to indicate that one line of profile notes has been entered.

You can redisplay the screen at any time by entering:

**PND**

When you move the screen down, from one screen to another, the system displays the text starting with the last line of the previous screen.

## Exiting Profile Notes

### HE PNE

When completing the profile notes section of the traveler or company profile, you must exit profile notes mode. The entry is:

### PNE

System Response:

```
*T* BRADLEY/MICHAEL MR
----- PNR TRANSFERABLE DATA                      N MUC1A0701 M
          1  A  NM  1BRADLEY/MICHAEL MR
----- PROFILE NOTES
          MR BRADLEY'S BIRTHDAY IS JULY 8TH
END OF DISPLAY
*PROFILE MODE*
```

The system redisplay the profile from the top in profile mode.

Profile notes are the last section of a traveler or company profile. All profile notes are stored in the traveler or company profile at end transaction.

For more information, see **HE PN**.

---

## Chapter 5

# Global Search and Update

### HE PRO, GP GSU

The Global Search and Update (GSU) function allows you to search your profile database for profiles that contain the same data elements or keywords. In your request you include the data element, the old information, and the new information.

When security permits, you can add an office ID to your entry to search for profiles for a branch office.

You can perform the global search function in or out of profile mode.

When you request a global search, the system processes your request and places the corresponding profiles on the Global Search Status List (GSL). You can have a maximum of fourteen requests on the global search status list.

When you make a request to search for profiles in a branch office, the system automatically:

- Adds the request to the global search status list of the office making the request.
- Adds the request to the global search status list of the office ID contained in the entry.
- Counts the request as one of your office's maximum permitted requests.
- Notifies the branch office of the global search request on the office's queue 94.

An office can only display a request that it did not initiate. It cannot delete or print any requests.

You can perform a global search on:

- All profiles
- All traveler profiles
- All company profiles
- A specific company and its associated travelers

Global search and update is allowed for the following data elements only:

<b>AP</b>	<b>FD</b>	<b>FE</b>	<b>FK</b>	<b>FM</b>	<b>FO</b>
<b>FP</b>	<b>FS</b>	<b>FT</b>	<b>FV</b>	<b>OS</b>	<b>RC</b>
<b>RI</b>	<b>RM</b>	<b>RQ</b>	<b>TK</b>		

The global search function will only:

- Search and update PNR data in the profile
- Search those profiles that contain the information specific to your request, unless the request is to search a specific company profile and all of its associated travelers.

## Requesting a Global Search

### HE PRO, GP GSU

Global search is a two-step process:

1. You make a global search request.

The system searches for the profiles that match the search criteria in your request. It compiles the profiles and places them on the global search status list.

2. You access the global search status list.

If you want the system to automatically update all the PNRs on the list, you approve the list.

Then, the system performs the changes and updates the history.

If you do not take any action on the list, it remains on the global search status list for a maximum of 30 days

To request a global search for all profiles in your office, without using a keyword, enter:

**PGA///AP;92;0492**

<b>PGA</b>	GSU all profile transaction code
/	Slash when an office ID is not entered
/	Slash when a keyword is not entered
<b>/AP</b>	Slash followed by the scan field
<b>;92</b>	Semi-colon followed by the old information
<b>;0492</b>	Semi-colon followed by the new information

System Response:

```
* OK
>
```

The transaction code, scan field, old information, and new information are mandatory. When you do not enter an office ID or a keyword, you must enter a slash.

For more information, see **HE PRO, GP GSU**.

## Searching by Keyword

### HE PRO, GP GSU

For all search requests, except when a company profile name is specified, you can add a global search keyword to your entry to further limit the search of the profile database.

The global search keyword is an element of the profile. You can have a maximum of six global search keywords in any profile. Each keyword must be a minimum of 2 and a maximum of 20 letters or numbers.

A keyword can include spaces and special characters, with the exception of the slash (/).

To enter a global search keyword in a profile, you enter the **PGL/** transaction code, followed by the keyword. For example:

### PGL/TENNIS

System Response:

```
*T* GREEN/WENDY
----- PNR TRANSFERABLE DATA MUC1A0701 M
      1  A  NM  1GREEN/WENDY
      2  A  AP  NCE 888888
      3  S  TK  OK
      4  S  SR  VGML
----- GLOBAL SEARCH
      5  PGL/ TENNIS
END OF DISPLAY
*PROFILE MODE*
>
```

When you specify a global search keyword in your request, only those profiles that contain that keyword are searched for in the scan field.

You cannot search for a profile just by using the keyword. Your entry must include a scan field, old data, and new data.

For more information, see **HE PRO, GP GSU**.

## Global Search Status List

### HE PRO, GP GSU

The global search status list displays all the current and update requests for your office. The status of the request is indicated, as well as the date, agent, and office ID requesting the search.

For more information, see **HE PRO, GP GSU**.

## Displaying Profiles from the Status List

HE PRO, GP GSU

To request the list of profiles from a request on the global search profiles status list, enter for example:

**PD4**

**PD** Profile display transaction code  
**4** Global search request line number

System Response:

```

PGA/BASEBALL/RM SECRETATARY;SECRETARY;ADMINISTRATOR
*PROCESSED* RQST DATE-07JUN08 RQST OID-NCE1A0900 SINE-BM
TOTAL PROFILES FOUND 7
FOR UPDATE: 7 NOT FOR UPDATE: 0 REJECTS:

FOR UPDATE
-----
1 AGIP
2 AGIP-LOMBARDO/KATHY
3 AMADEUS MARKETING
4 EDS
5 EDS-SMITH/ARTHUR
6 -HERRAEZ/TERESA
7 -MARCHIONI/PASCALLE
-----
END OF DISPLAY
>

```

For more information, see **HE PRO, GP GSU**.

## Changing the Profile Status on the List

HE PRO, GP GSU

You can select profiles not to be updated, and place them in the **NOT FOR UPDATE** section of the list.

You have the following list displayed on your screen:

```

PGA/BASEBALL/RM SECRETATARY;SECRETARY;ADMINISTRATOR
*PROCESSED* RQST DATE-19JUN96 RQST OID-NCE1A0900 SINE-BM
TOTAL PROFILES FOUND 3
FOR UPDATE: 3 NOT FOR UPDATE: 0 REJECTS:

FOR UPDATE
-----
1 AGIP
2 AMADEUS MARKETING
3 EDS
-----
END OF DISPLAY
>

```

To request that the Amadeus Marketing profile on number 2 not be updated, enter:

**PGS2**

You can also specify more than one profile number in your entry or a range of numbers.

For more information, see **HE PRO**, **GP GSU**.

## Approving the List

In order to have the system automatically update the profiles that were processed from your global search request, you must approve the list.

You can choose to have all the profiles updated or select certain profiles to be in the **NOT FOR UPDATE** section of the list.

You can make the entry to approve the request from the global search request list or from a selected profiles list.

When the request is approved the profiles are automatically updated. The global search request then shows a **\*COMPLETE\*** status.

The system processes the list based on the following criteria:

- If there are multiple lines that need to be updated, the system updates the information in each line.
- If the information is repeated in the same lines, the system only updates the first occurrence.

To approve the list from a selected profiles list, enter:

**PGE**

System Response:

```
* APPROVED
>
```

The entry to approve the list from the status display list is the **PGE** transaction code and the list line number:

**PGE4**

The status in the list now shows **\*APPROVED\***.



---

## Chapter 6

# Displaying an Amadeus Customer Profile

**HE PD**

Here we explain the various ways you can display each of the types of customer profile.

## Traveler Profile

**HE PD**

When you display a traveler profile, the system displays the sections that contain information.

To display a traveler profile, enter for example:

**PDN/-BRAUN/**

<b>PDN/</b>	Display profile transaction code
<b>-BRAUN/</b>	Dash followed by the traveler name and slash (optional)

**Note:** If you do not include the slash, the system displays a similar name list of all the profiles that begin with the name you specify. If you include the slash (/), the system displays the profile that matches the name exactly.

System Response:

```
*T* BRAUN/CLAUDIA MISS A7WJ43
----- PNR TRANSFERABLE DATA NCE1A0900
      1 A NM 1BRAUN/CLAUDIA MISS
      2 S AP FRA 456 907-H
END OF DISPLAY
>
```

The **\*T\*** in the header line indicates that this is a traveler profile. The record locator appears to the right of the name.

If security permits, you can add an office ID to your entry. For example, enter:

**PDN/NCE1A0900/-LACROIX**

To display a traveler profile from a PNR, enter:

**PD/1**

<b>PD</b>	Display profile transaction code
<b>/1</b>	Slash followed by the passenger name element number in the PNR

The following retrieval rules apply for this entry:

- If the PNR was created or updated using a traveler profile only or a traveler and a company profile, the traveler profile is returned.
- If the PNR was created or updated using a company profile only, the company profile is returned.
- If the PNR was not created or updated using a traveler or a company profile, an error message is returned:

To display the frequent flyer profile, enter:

**PDF/1**

## Company Profile

**HE PD**

When you display a company profile, the system displays the General Information section. The other data sections are not displayed unless they contain information.

To display a company profile, enter for example:

**PDN/AMADEUS SAS/**

<b>PDN/</b>	Display profile transaction code
<b>AMADEUS SAS/</b>	Company name and slash (optional)

**Note:** If you do not include the slash, the system displays a similar name list of all the profiles that begin with the name you specify. If you include the slash (/), the system displays the profile that matches the name exactly.

For example, you enter:

**PDN/AMADEUS MARKETING**

System Response:

```

INPUT: PDN/AMADEUS MARKETING

SIMILAR COMPANY NAME LIST

      COMPANY                                RECLOC
1 AM UNIVERSITE MPL                        3LKBBU
2 AMADEUS                                  3OPH5N
3 AMADEUS SAS                              S3RP9Z
4 AMADEUS TRAINING ESS TSS                 9CB93R
5 AMICN SERVICES                           3RV4LR
6 AMUE                                      3LHK6L
>

```

The **\*C\*** in the header line indicates that this is a company profile. The record locator appears to the right of the name.

If security permits, you can retrieve a profile that belongs to another office by adding the office ID to your entry. For example:

**PDN/PARAF0100/AMADEUS SAS**

## Similar Name List

**HE PD**

When you request a traveler or company profile display and the system finds more than one profile beginning with the characters you enter as the name, the system displays a similar name list. For example:

**PDN/-GR**

System Response:

SIMILAR TRAVELLER NAME LIST	
TRAVELLER	RECLOC COMPANY
1 GRAF/HEINZ MR	KMWVIJ BMW CORP
2 GRAHAM/GRETCHEN	OCVA49
3 GREIST/PHIL MR	DFG7YTFORD MOTOR CO

**Note:** To display the exact name match only, include a slash (/) after the name. For example: **PDN/-GRAF/**

To request a traveler or company profile from a similar name list, you use the **PD** transaction code followed by the list line number. For example, enter:

**PD2**

The system displays the profile contained on line number 2.

To redisplay a list after displaying a PNR from either a traveler or company similar name list, enter:

**PDL**

# Agency Profile

**HE PD**

When you request an agency profile display, the system automatically displays the General Information section. The other data sections are not displayed unless they contain information.

To display the agency profile for your office, enter:

**PDY**

System Response:

```

*A* AMERICAN EXPRESS                                22A490
----- ITINERARY                                    MUC1A0701
      1 S SS AF1070Y/CDGLHRSG79
      2 S SS AF1090Y/LHRCDGSG79
----- GENERAL INFORMATION
      3 PYN/ AMERICAN EXPRESS
----- TRAVEL POLICIES - AIR
      4 PPA/ A:UA
      5      A:BA
      6 PPI/ S:A AI:TEN C CLASS BOOKINGS WITH BA TO UK=1 FREE
                FOR YOU
END OF DISPLAY
*PROFILE MODE*
>

```

The **\*A\*** in the header line indicates that this is an agency profile. The record locator is shown to the right of the name.

Since there can be only one agency profile for your office, you do not need to include the profile name in your display entry.

If security permits, you can retrieve a profile that belongs to another office by adding the office ID to your entry. For example, enter:

**PDY/ PARAF0100**

## Displaying a Profile by Index Reference

HE PD

When either a traveler or company profile is created with an index reference, you can display it by entering its index reference.

Enter, for example:

**PDI/BMW003**

**PDI/** Display profile by index reference transaction code  
**BWM003** Index reference

System Response:

```
*C* BMW CORP L75MT9
----- PNR TRANSFERABLE DATA NCE1A0900
      1 A AP MUC 456 100-B
      2 A AM LEOPOLDSTRASSE 17, 8000 MUENCHEN 81, GERMANY
      3 S TK OK
----- GENERAL INFORMATION
      4 PCN/ BMW CORP
      5 PIN/ BMW003
----- TRIP AND TRAVELLER CATEGORIES
      6 PTV/ DIR/DIRECTOR
      7 PTP/ BIZ/BUSINESS
      8 TRN/TRAINING
END OF DISPLAY
>
```

If security permits, you can add an office ID to your entry to request a profile that belongs to another office. For example:

Example	Explanation	Entry
<b>PARAF0100</b>	The complete office ID	<b>PDI/PARAF0100/AC0345</b>
<b>AX3</b>	The corporate qualifier	<b>PDI/AX3/AC0345</b>

When you add the office ID, the system searches for all profiles belonging to that specific office.

When you add the corporate qualifier code, the system searches for all profiles belonging to that corporate ID.

## Displaying a Profile by Frequent Flyer Number

HE PD

Similarly, you can display a traveler profile using the frequent flyer number in profile mode. The frequent flyer number can be either active or inactive.

To display a profile by frequent flyer number, enter for example:

**PDF/LH-J5690248**

**PDF/** Display profile by frequent flyer transaction code  
**LH-J5690248** Frequent flyer number

System Response:- Active Frequent Flyer Number:

```
*T* ARCHER/ALEX MR 3GW69W
----- PNR TRANSFERABLE DATA NCE1A0900 M
      1 A NM 1ARCHER/ALEX MR
      2 S FFNLH-J5690248
END OF DISPLAY
>
```

System Response:- Inactive Frequent Flyer Number:

```
*T* ARCHER/ALEX MR 3GW69W
----- PNR TRANSFERABLE DATA NCE1A0900 M
      1 A NM 1ARCHER/ALEX MR
----- INACTIVE/DELETED FREQUENT FLYER NUMBERS
      2 I-LH-J5690248
END OF DISPLAY
>
```

If security permits, you can add an office ID to your entry to request a profile that belongs to another office in the same way as with the Index Reference.

When you add the corporate qualifier code, the system searches for all the profiles belonging to that corporate ID.

## Displaying a Profile by Record Locator

### HE PDR

You can display either a traveler or company profile using the six-character record locator.

To display a profile by record locator, enter for example:

**PDRT/A7WJ43** - or - **PDRC/HGY7JU**

**PDRT/** - or - **PDRC/** Display profile by record locator transaction code

**T** Traveler profile

**C** Company profile

**A7WJ43** - or - **HGY7JU** Record locator

System Response:

```
*T* BRAUN/CLAUDIA MISS                                A7WJ43
----- PNR TRANSFERABLE DATA                        NCE1A0900 M
      1  A  NM  1BRAUN/CLAUDIA MISS
      2  S  AP  FRA 456 907-H
      3  S  TK  OK
      4  S  SR  VGML
END OF DISPLAY
>
```

**Note:** If you do not include the type of profile indicator (T or C) in the transaction code, the system searches for a traveler profile by default.

## Traveler Associated to a Company

**HE PD**

You can display the profile of a traveler that is associated to a company. For example, enter:

**PDN/BMW-GRAF**

<b>PDN/</b>	Display profile transaction code
<b>BMW</b>	Company name
<b>-GRAF</b>	Dash followed by the associated traveler name

System Response:

```
*T* GRAF/HEINZ MR          C BMW CORP
----- PNR TRANSFERABLE DATA          NCE1A0900 M
      1  A  NM  1GRAF/HEINZ MR
----- GENERAL INFORMATION
      2  PCN/ BMW CORP
END OF DISPLAY
>
```

If security permits, you can retrieve a profile that belongs to another office by adding the office ID to your entry. For example:

**PDN/MUCDF2390/BMW-GRAF**

**Note:** When you make a request for a very common name, you are advised to add the company name.

## Displaying a Profile Within Your Corporation

HE PD

When security permits, you can display a profile from another office in your corporation without specifying the office ID:

*Table: Entries for Displaying a Profile*

Entry	Retrieves
PDA/TELECOM	A company profile
PDA/FR/TELECOM	A company profile in a specific country
PDA/PAR/TELECOM	A company profile in a specific city
PDA/AX2/TELECOM	A company profile by corporate code
PDA/FR/AX2/TELECOM	A company profile in a specific country by corporate code
PDA/PAR/AX2/TELECOM	A company profile in a specific city by corporate code
PDA/AX2.HS2/TELECOM	A company profile for more than one corporate code
PDA/-FOSTER	A traveler profile
PDA/FR/-FOSTER	A traveler profile in a specific country
PDA/PAR/-FOSTER	A traveler profile in a specific city
PDA/AX2/-FOSTER	A traveler profile by corporate code
PDA/FR/AX2/-FOSTER	A traveler profile in a specific country by corporate code
PDA/PAR/AX2/-FOSTER	A traveler profile in a specific city by corporate code
PDA/AX2.HS2/-FOSTER	A traveler profile for more than one corporate code
PDA/TELECOM-FOSTER	A traveler profile associated to a company

# Displaying Data Sections

## HE PRO, GP SEC

You can display each separate data section of a profile. Each data section is identified with a unique three-letter code:

**Table: Codes and Data Sections**

Code	Data Section
PNR	PNR Transferable Data
PRI	Priority
GEN	General Information
DOC	Documents (traveler profile only)
STO	Prestored Entries
ITI	Itinerary
FOL	Follow-up
GLO	Global Search
AIR	Travel Policies – Airline
HOT	Travel Policies – Hotel
CAR	Travel Policies – Car
FAR	Travel Policies – Fares
PTV	Traveler Category
TRA	Travel Management
NOT	Profile Notes
FFN	Frequent Flyer (traveler profile only)

When a profile contains a priority section, that section is always displayed in conjunction with whatever other section you requested in your entry.

To request multiple data sections, you add each three-letter code separated by a comma. For example:

**PDN/-LEWIS,PNR,FOL,NOT**

You can also request section data displays when displaying a profile from an index reference, by record locator, from a similar name list, or from a displayed profile.

For more information, see **HE PRO, GP SEC**.

## Displaying Merged Profiles

### **HE MERGE**

You can request a merged display of a company and a traveler profile. This can be either a merge of a traveler profile and its associated company or a traveler with a guest company.

A guest company is a company that the traveler is not associated to. When displaying a traveler profile merged with a guest company, the traveler profile can be unassociated, or associated to a different company. The advantage of the guest merged display is that you can specify any company profile name for a traveler without physically associating the traveler.

The type of display that you get by default depends on the entry you make and the setting in the **PMG** (Profile Merge Display) attribute in your agent preferences. In certain cases, the merge processing is different if you are working in or outside profile mode.

For more information, see **HE MERGE**.



---

## Chapter 7

# Displaying a List of Profiles

### HE PRO, GP LIS

You can display a list of profiles for:

- A list of companies
- A list of travelers
- A list of travelers associated to a company
- A follow-up list
- A list of organization profiles

You can request these lists for your office or for another office when security permits.

When you request a list, a maximum of 120 names are displayed. When the list exceeds 120 names, the remainder of the names are stored in additional blocks of 120 names. To view additional blocks of names or to move between screens of names, you use scrolling entries. For information about the scrolling entries, see **HE PRO, GP LIS**.

## Displaying a List of Companies

### HE PLC

You can display a list of company profiles that are associated to your office or for another office when security permits.

To display the list for your own office, enter:

**PLC**

To display the list for another office, enter for example:

**PLC/NCE1A0900**

System Response:

COMPANY NAME LIST	
COMPANY	RECLOC
1 ABBOT	56J8UO
2 AMADEUS	YHGR6T
3 AZUR VOYAGE	KGH9DW
4 BRITISH TELECOM	G5NJAP
5 EUROP OXYGEN	GFR8KL
6 DIGITAL	RED7GT
7 GO VOYAGE	K4CVGH
8 IBM LA GAUDE	HGEMPJ
9 PHILIPS	THG7MP
10 THOMSON CORP	22A490
11 UAP INSURANCE	HML0PO
12 WAGON LIT	DERM5K

)>

To display a profile from the list, you enter the profile display transaction **PD**, followed by the line number of the profile you want to display. For example:

**PD3**

To redisplay the list, enter:

**PDL**

Company names must be unique within your office so if a new company profile with the same name as an existing profile is associated to your office, it appears in the list with a dollar sign (\$) preceding the company name.

## Displaying a List of Travelers

**HE PLT**

You can display a list of traveler profiles that are associated to your office or for another office when security permits.

The system displays the traveler's name in the first column and the company name in the second column, when the traveler is associated to a company.

To request a list of travelers for your own office, enter:

**PLT**

To request the list for another office, enter for example:

**PLT/NCE1A0900**

System Response:

TRAVELLER NAME LIST			
	TRAVELLER	RECLOC	COMPANY
1	ANDERSON/HANS MR	YFGE9L	
2	BECKER/BORIS	GH4MLP	
3	CLAPTON/ERIC	DEG5RT	
4	MEYER/ HEINZ MR	MLP5FR	IBM
5	SCHMIDT/KARL MR	GFH7TY	IBM
6	WALSH/WALTER MR	JDEFG	
7	WEBSTER/JOSEPH MR	GFH3ML	DIGITAL
>			

To display a profile from the list, you use the profile display transaction (**PD**), followed by the line number of the profile.

## Displaying a List of Travelers Associated to a Company

### HE PLT

You can display a list of travelers that is associated to a specific company profile. You can do this for your office or another office when security permits.

To display the list, enter for example:

**PLT//AMADEUS - or - PLT/NCE1A0900/AMADEUS**

**PLT//AMADEUS/ - or - PLT/NCE1A0900/AMADEUS/**

System Response:

```
TRAVELLER NAME LIST FOR  AMADEUS
      TRAVELLER              COMPANY
1  ARCHER/ALEX MR          AMADEUS
2  GRAF/HEINZ MR          AMADEUS
*PROFILE MODE*
>
```

To display a profile from the list, you use the profile display transaction (**PD**), followed by the line number of the profile.

## Follow-up List

### HE PLF

The follow-up list contains all profiles for which a specific action needs to be taken today. It shows the profile name and the follow-up text. Profiles with follow-up elements with dates before today that have not been deleted from the follow-up list also appear on the list.

To display the follow-up list for your own office enter:

**PLF**

To display the list for another office, enter for example:

**PLF/NCE1A0900**

System Response:

```

FOLLOW UP LIST:

      PROFILE NAME                RELATED PROFILE NAME
16SEP99
  1 T ARCHER/ALEX MR
      VERIFY EXPIRATION DATE VISA CARD
  2 T FORD/HENRY MR                C FORD MOTOR CO
      CHECK LH FREQUENT FLYER NUMBER
*PROFILE MODE*
>

```

The profiles are listed in chronological order. You can display a profile from the follow-up list by entering:

**PD2**

For more information on follow-up lists, see **HE PRO**, **GP FLW**.



---

## Chapter 8

# Working with Profiles

Here we give a brief description of the following tasks and show you where to look in the Amadeus Online Help for more information.

- Creating a PNR from a profile
- Modifying, updating a profile
- Activating and deactivating a profile
- Printing a profile

## Creating a PNR From a Profile

You can create a PNR directly from a traveler profile, company profile, a merged display, or an agency profile. You can do this from a profile displayed on your screen, or without a displayed profile using blind transfer.

**Note:** Displayed Profile

**HE PT**

When you have a profile displayed on your screen, you can create a PNR from it. You have the option of transferring all the automatic PNR elements, all the automatic and selectable PNR elements, or selecting specific elements to be transferred.

Example of Displayed Profile:

```
The *T* HALLSTROM/BERT MR      C BMW CORP                6G6NZ2
----- PNR TRANSFERABLE DATA                NCE1A0900
      1  A  NM  1HALLSTROM/BERT MR
      2  A  AP  MUC 452 890-B
      3  A  AP  MUC 456 875-H
      4  A  OS  YY VIP BMW CORP
      5  S  TK  OK
      6  S  FP  CHECK
----- GENERAL INFORMATION
      7  PCN/ BMW CORP
END OF DISPLAY
>
```

To transfer all the automatic PNR elements, enter:

**PT**

System Response:

```
--- RLP ---  
RP/NCE1A0900/  
 1.HALLSTROM/BERT MR  
 2 AP MUC 452 890-B  
 3 AP MUC 456 875-H  
 4 OSI YY VIP BMW CORP  
>
```

Only the elements that were indicated with the mandatory (**M**) and automatic (**A**) transfer indicators were transferred to the PNR.

When you want all the PNR transferable elements to be transferred to the PNR, enter:

**PT\***

When you have a profile displayed in profile mode, and you make the entry to create a PNR, the system automatically suspends profile mode and creates the PNR in reservations mode. To return to profile mode, enter **PM**.

When a profile is used to create a PNR, the record locators of the relevant profiles are stored in the PNR. The indicator -RLP- is displayed at the top of the PNR to let you know that the record locators of the source profile are available. These record locators are displayed with passenger association, where appropriate.

To retrieve the record locators, enter:

**RLP**

## Blind Transfer

### HE PBN

Blind transfer provides you with the ability to create a PNR from a profile, without first displaying the profile.

To specify use the blind transfer function, you must one of the following in your entry:

- Profile Name
- Index Reference
- Record Locator
- Frequent Flyer Number (Traveler Profile only)

When you specify a traveler or company name with the blind transfer function, you must enter a minimum of three characters.

When transferring data, the system default is only to transfer mandatory and automatic data marked with the letters **M** and **A**. By appending an asterisk (\*) to your entry, you can request that all data, both automatic and selectable, be transferred to the PNR.

For more information see **HE PBN**.

## Retrieving a PNR from a Profile Display

If you have a profile currently displayed on your screen, you can retrieve all active PNRs that were created using this profile. If there is only one active PNR that uses this profile, this PNR will be displayed.

If there are several PNRs, a multiple name list will be displayed. You can then retrieve the PNR you want from the name list by entering RT followed by the line number.

First, display the profile:

```
*T* PICKUP/ANGELA MRS                                94LT69
----- PNR TRANSFERABLE DATA                        B   NCE1A0990
      1  A  NM  1PICKUP/ANGELA MRS
----- TRAVEL POLICIES - HOTEL
      PPH/ CO:BW TP:PER
END OF DISPLAY
```

To retrieve a PNR created using this profile, enter:

**RTU**

System Response:

```
--- RLR TC-PER RLP ---
RP/NCE1A0990/NCE1A0990                               SS/SU  30MAR01/0655Z   YF54D2
NCE1A0990/9844SS/30MAR01
  1.PICKUP/ANGELA MRS
  2  BA 341 Y 15OCT 1 NCELHR HK1                     1  0820 0925   *1A/E*
  3 AP 6678
  4 TK OK30MAR/NCE1A0990
```

## Ignoring a Profile

When you have displayed a profile, it remains active in your agent assembly area (AAA) and you can redisplay it using the PD entry.

However, the profile is ignored and cleared from the AAA after the PNR entries shown in the following table:

**Table: Entries for Ignoring a Profile**

Entry	Description
<b>IG</b>	Ignore PNR
<b>ET, ETK, ETX</b>	End transaction
<b>QI</b>	Ignore PNR and exit the queue
<b>QE</b>	File PNR when working with queues

**Note:** When you use Amadeus Travel Preferences Manager, the trip purpose is cleared from the AAA after you make the above entries.

# Modifying a Profile

## HE PRO, GP MDF

You can cancel elements and modify elements in a company or traveler profile in profile mode. The data sections that you can modify are:

- PNR Transferable Elements
- General Information Elements
- Follow-up Elements
- Priority Elements
- Document Elements
- Profile Notes
- Global Search

**Note:** To modify profiles, the **CPM** attribute (customer profile modification) in agent preference (Local Security) must be set to **Y** (YES)

## Canceling Elements

You can cancel PNR Transferable Data elements, General Information elements, Follow-up elements, and Priority elements from a profile using the standard PNR modification entries. To cancel elements, use the **XE** transaction code followed by the element line number. With one entry, you can cancel individual elements or a range of elements.

You cannot cancel the name but you can change it.

**Table: Examples of Cancellation Entries:**

Entry	Cancel
XE4	An individual element
XE3,6,9	Multiple individual elements
XE4-8	A range of elements

## Modifying Elements

To modify elements, enter the element line number, a slash, and then the new information:

**Table: Modifying Entries Elements**

Entry	Modifies
3/PAR 45 89 67 34-H	An individual PNR element
5//S/W	An advance seat request
2/HAPPY TRAVEL	A company name
3/ABC123	An index reference
8/VERIFY CARD NUMBER	A follow-up element

Entry	Modifies
8//19JUL9X	A date in the follow-up element
9/VERIFY MEAL PREFERENCE	A priority element
6/*A	A PNR Transferable Data element
7/*D	A PNR Transferable Data element back to the system default

**Note:** To modify the name element in a profile, the **CPN** attribute (customer profile renaming) in your agent preferences (Local Security) must be set to **Y**.

Here are some points to remember when modifying data sections:

- When modifying only one item of information in a document element, you must re-enter the information you want to retain that is not changing. If you only enter the item that you want to modify, the system automatically disregards the remaining information.
- You must make all profile note modifications in profile mode.

**Note:** For additional information on canceling or modifying PNR elements, see **HE PNR**

Using the **RS** transaction code, you can rearrange the PNR transferable data elements in a profile.

Here are some rules to apply when rearranging data in a profile:

- Elements may only be rearranged within the same group. For example, place remark element number 8 after remark element 4.
- Elements can only be placed within the same transfer indicator type. For example, you cannot place a selectable element within a group of automatically transferable elements.

Entry	Rearranges
RS5,8	Element number 8 after element number 5
RS7,9,11-14	Element numbers 9, 11, 12, 13, and 14 after element number 7

You can also insert a new element after an existing element. For example, to add a new contact element after an existing contact element, number 4, enter:

**RS4,AP MUC 654 697-H**

## Updating a Profile

Here we describe how you can update a profile:

- From a PNR
- From another profile

### Updating a Profile from a PNR

#### HE PRO, GP UPD

You can update a traveler profile, a company profile, or a traveler associated to a company profile, directly from a PNR. The PNR must have been previously created and stored in the system. The PNR can be an individual or a group PNR.

If you attempt to update a profile from a PNR that has been modified, but on which no end transaction has been performed, the system responds with the following message:

```
FILE AND RETRIEVE PNR
>
```

When you update a profile from a PNR, the system automatically switches from reservations mode to profile mode.

The profile is displayed and the new information is added. The system does not overwrite any information that was previously stored in the profile and ignores any elements that are an exact duplicate of an element already stored in the profile.

When the profile is displayed, you can then modify or cancel any PNR element that no longer applies.

You cannot use the group name element number **(0)** to update the profile.

A company profile and a traveler profile cannot be updated at the same time.

If the system cannot locate a previously created profile, it responds with the following message:

```
NO PROFILE FOUND
>
```

### Updating a Traveler Profile

To update a traveler profile from a PNR, you use the **PU/** transaction code, followed by a dash (-), and the passenger name element number.

The traveler profile below illustrates this entry:

```
*T* BRADLEY/MICHAEL MR                                UK54Q8
----- PNR TRANSFERABLE DATA                        NCE1A0900
      1  A  NM  1BRADLEY/MICHAEL MR
      2  A  SR  *SFML
      3  S  AP  NCE 07 92 87 45 90-H
      4  S  TK  OK
END OF DISPLAY
*PROFILE MODE*
>
```

You retrieve the following PNR:

```

--- RLR ---
RP/NCE1A0900/NCE1A0900          SL/SU  29DEC0x/0926Z  ZO8097
 1. BRADLEY/MICHAEL MR
 2 BA 341 C 01MAR 3 NCELHR HK1    1  0850 1000  *1A/E*
 3 BA 342 C 07MAR 2 LHRNCE HK1    1  0855 1150  *1A/E*
 4 AP NCE 04 92 92 00 00-B
 5 AP NCE 04 92 87 45 90-H
 6 TK OK29DEC/NCE1A0900
 7 SSR VGML BA HN1/S2
 8 SSR VGML BA HN1/S3
>

```

To update the traveler profile to include the new contact elements, ticketing element, and SSR element, make the following update request:

### PU/-1

<b>PU/-</b>	Transaction code
<b>1</b>	Passenger number in PNR

System Response:

```

*T* BRADLEY/MICHAEL MR          UK54Q8
----- PNR TRANSFERABLE DATA  NCE1A0900
      1  A  NM  1BRADLEY/MICHAEL MR
      2  A  SR  *SFML
      3  A  SR  *VGML
      4  S  AP  NCE 07 92 87 45 90-H
      5  S  AP  NCE 04 92 92 00 00-B
      6  S  TK  OK
END OF DISPLAY
*PROFILE MODE*
>

```

The system automatically adds the new elements to the profile.

At this time, you can modify or delete any PNR elements that are no longer relevant. To record the updates to the profile, you must perform an end transaction entry (**PE**). If you want to ignore the updates, use the profile ignore (**PI**) transaction.

When you exit profile mode (**PME**) the system still has the PNR that you used to update the traveler profile stored in your Agent Assembly Area (AAA). If you no longer want the PNR, you must ignore it.

If security permits, you can update a traveler profile for a branch office by adding its office ID to your entry. For example:

### PU/NCE1A0900/-1

## Updating a Company Profile

To update a company profile from a PNR, you use the **PU/** transaction code, followed by the company name.

The company profile below illustrates this entry:

```
* *C* BMW CORP
L75MT9
----- PNR TRANSFERABLE DATA NCE1A0900 M
1 A AM LEOPOLDSTRASSE 17, 8000 MUENCHEN 81, GERMANY
----- GENERAL INFORMATION
2 PCN/ BMW CORP
3 PIN/ BMW003
END OF DISPLAY
```

You create the following PNR:

```
--- RLR ---
RP/NCE1A0900/NCE1A0900 SL/SU 29DEC99/0957Z X77FFA
1.LEWIS/ALBERT MR
2 LH9621 C 01MAR 3 AGBFRA HK1 0545 0605 0710 *1A/E*
3 LH 114 C 07MAR 2 FRAMUC HK1 0630 1 0700 0755 *1A/E*
4 AP MUC 49 567 189-B
5 TK TL29DEC/NCE1A0900
6 SSR VGML LH HN1/S2
7 SSR VGML LH HN1/S3
```

To transfer PNR elements 4 through 7 to the company profile, enter:

**PU/BMW CORP**

System Response:

```
*C* BMW CORP L75MT9
----- PNR TRANSFERABLE DATA NCE1A0900 M
1 A AP MUC 49 567 189-B
2 A SR *VGML
3 A AM LEOPOLDSTRASSE 17, 8000 MUENCHEN 81, GERMANY
4 S TK TL
----- GENERAL INFORMATION
5 PCN/ BMW CORP
6 PIN/ BMW003
END OF DISPLAY
*PROFILE MODE*
```

The system automatically adds the elements to the PNR transferable data section of the company profile.

At this time, you can modify or delete any PNR elements that are no longer relevant. To record the updates to the profile, you must perform an end transaction entry (**PE**). If you want to ignore the updates, use the profile ignore (**PI**) transaction.

When you exit profile mode (**PME**) the system still has the PNR that you used to update the company profile stored in your Agent Assembly Area (AAA). If you no longer want the PNR, you must ignore it.

If security permits, you can update a company profile for a branch office by adding its office ID to your entry. For example:

**PU/NCE1A0900/BMW CORP**

## Updating a Traveler Profile Associated to a Company

To update a traveler profile associated to a company, use the **PU**/ transaction code, then the company name, followed by a dash (-) and the PNR name element number. The company profile must be previously created, and stored in the system.

The traveler profile associated to a company below illustrates this entry:

```
*T* LEWIS/ARTHUR MR          C WORLD BANK                      8EQ8Z2
----- PNR TRANSFERABLE DATA                                NCE1A0900
      1  A  NM  1LEWIS/ARTHUR MR
----- GENERAL INFORMATION
      C   2 PCN/ WORLD BANK
END OF DISPLAY
*PROFILE MODE*
```

You create the following PNR:

```
--- RLR ---
RP/NCE1A0900/NCE1A0900          SL/SU  29DEC99/1014Z   X77FFA
 1.LEWIS/ALBERT MR
 2  LH9621 C 01MAR 3 AGBFRA HK1  0545   0605 0710   *1A/E*
 3  LH 114 C 07MAR 2 FRAMUC HK1  0630 1  0700 0755   *1A/E*
 4  AP MUC 49 567 189-B
 5  TK TL29DEC/NCE1A0900
 6  SSR VGML LH UC1/S2
 7  SSR VGML LH UC1/S3
```

To update the traveler profile to include the contact, meal request, and ticketing element, enter:

### PU/WORLD BANK-1

System Response:

```
*T* LEWIS/ARTHUR MR          C WORLD BANK                      8EQ8Z2
----- PNR TRANSFERABLE DATA                                NCE1A0900 M
      1  A  NM  1LEWIS/ARTHUR MR
      2  A  AP  MUC 49 567 189-B
      3  A  SR  *VGML
      4  S  TK  TL
----- GENERAL INFORMATION
      C   5 PCN/ WORLD BANK
END OF DISPLAY
*PROFILE MODE*
```

The system automatically adds the elements to the PNR transferable data section of the profile.

At this time, you can modify or delete any PNR elements that are no longer relevant. To record the updates to the profile, you must perform an end transaction entry (**PE**). If you want to ignore the updates, use the profile ignore (**PI**) transaction.

When you exit profile mode (**PME**) the system still has the PNR you used to update the company profile stored in your Agent Assembly Area (AAA). If you no longer want the PNR, you must ignore it.

If security permits, you can update a traveler profile associated to a company for a branch office by adding its office ID to your entry. For example:

### PU/NCE1A0900/BMW CORP-1

## Transferring PNR Elements

If you do not specify what PNR elements you want transferred in your entry, the system transfers all appropriate elements.

The elements are stored in the profile with the default transfer indicators that are stored in your management profile.

You can use options to transfer specific or exception PNR element numbers. They are:

- Specific individual element numbers
- Specific range of element numbers
- Exception element numbers

To transfer only PNR elements 4 and 9 through 12, you can use the entries in the following table:

**Table: Transferring Specific Entries**

Entry	For
PU/-1,4,9-12	Traveler Profile
PU/BMW CORP,4,9-12	Company Profile
PU/BMW CORP-1,4,9-12	Traveler Associated to a Company

You separate individual elements with a comma (,) and a range of elements with a dash (-).

You can also add a branch office ID to your entry:

**Table: Adding a Branch Office ID**

Entry	For
PU/NCE1A0900/-1,4,9-12	Traveler Profile
PU/NCE1A0900/BMW CORP,4,9-12	Company Profile
PU/NCE1A0900/BMW CORP-1,4,9-12	Traveler Associated to a Company

You can request that all PNR elements, with the exception of certain PNR elements, be transferred to the profile by adding the letter X to your entry. You can also add an office ID:

**Table: Transferring PNR Elements to the Profile**

Entry	For
PU/-1,X5,7-10 PU/NCE1A0900/-1,X5,7-10	Traveler Profile
PU/BMW CORP,X5,7-10 PU/NCE1A0900/BMW CORP,X5,7-10	Company Profile
PU/BMWCORP-1,X5,7-10 PU/NCE1A0900/BMWCORP-1,X5,7-10	Traveler Associated to a Company

## Updating a Profile from a Profile

### HE PRO, GP PUP

You can update a profile from an existing profile. You can update:

- A traveler profile
- A company profile
- A traveler profile associated to a company profile
- An agency profile

You can only do this from a displayed profile. You can transfer:

- All data, except the index field
- All data sections (**PNR, DOC**, etc.)

When the profile is displayed on your screen, you can also update information by specific line numbers. You cannot combine line numbers with data sections.

You can update a profile for your own office or for an office that you have a security agreement with.

When you create a profile from a profile, there are four important terms to remember.

**Table: Terms for Creating a Profile from a Profile**

Term	Description
Source Profile	The profile the information is being transferred 'from'
Receiving Profile	The profile the information is being transferred 'to'
Source Office	The office ID of the office that owns the profile that the information is being transferred 'from'
Receiving Office	The office ID of the office that the profile information is being transferred 'to'

### Updating a Traveler Profile

You can update a traveler profile from a retrieved, unchanged, associated, or unassociated traveler profile for your own office or for an office that you have a security agreement with. You cannot update a traveler profile from a merged profile display.

You have the following traveler profile displayed on your screen:

*T*	BAXTER/FRED MR	J25E49
-----	PNR TRANSFERABLE DATA	NCE1A0900
1	A NM 1BAXTER/FRED MR	
2	S AP MUC 345 189-H	
3	S SR FQTVLH-LH1234567	
END OF DISPLAY		
*PROFILE MODE*		
>		

To update another traveler profile from the displayed profile, enter for example:

**PUP\*T/-WATSON/AL MR**

<b>PUP</b>	Transaction code
<b>*</b>	Asterisk (mandatory before receiving information)
<b>T</b>	Profile type (T = Traveler)
<b>/</b>	Slash
<b>-</b>	Dash
<b>WATSON/AL MR</b>	Receiving profile traveler name

The receiving traveler name can be a minimum of 3 and a maximum of 22 characters.

System Response:

```
*T* MILLER/SAM MR                                KA33LM
----- PNR TRANSFERABLE DATA                    NCE1A0900 M
      1  A  NM  1MILLER/SAM MR
      2  S  AP  MUC 345 189-H
      3  S  SR  FQTVLH-LH1234567
END OF DISPLAY
- PROFILE UPDATED BY PROFILE * BAXTER/FRED MR
*PROFILE MODE*
>
```

The system automatically updates the profile, and transfers all the information from the previously displayed profile.

To store the updates to the profile, you must perform an end transaction (**PE**) entry.

### Updating a Company Profile

You can update a company profile from a retrieved, unchanged, company profile for your own office or for an office that you have a security agreement with. You cannot update a company profile from a merged profile display.

You have the following company profile displayed on your screen:

```
*C* BMW CORP                                L75MT9
----- PNR TRANSFERABLE DATA                    NCE1A0900
      1  A  AM  LEOPOLDSTRASSE 17, 8000 MUENCHEN 81, GERMANY
----- GENERAL INFORMATION
      2  PCN/ BMW CORP
      3  PIN/ BMW003
----- TRIP AND TRAVELLER CATEGORIES
      4  PTV/ DIR/DIRECTOR
      5  PTP/ BIZ/BUSINESS
      6           TRN/TRAINING
END OF DISPLAY
*PROFILE MODE*
>
```

To update another company profile from the profile displayed, enter:

### PUP\*C/BMW GLOBAL

<b>PUP</b>	Transaction code
*	Asterisk (mandatory before receiving information)
<b>C</b>	Profile type (C = Company)
/	Slash
<b>BMW GLOBAL</b>	Receiving profile company name

The receiving company name can be a minimum of 3 and a maximum of 25 characters.

System Response:

```
*C* BMW GLOBAL B38W22
----- PNR TRANSFERABLE DATA NCE1A0900 M
1 A AM LEOPOLDSTRASSE 17, 8000 MUENCHEN 81, GERMANY
----- GENERAL INFORMATION
2 PCN/ BMW GLOBAL
----- TRIP AND TRAVELLER CATEGORIES
3 PTV/ DIR/DIRECTOR
4 PTP/ BIZ/BUSINESS
5 TRN/TRAINING
END OF DISPLAY
- PROFILE UPDATED BY PROFILE * BMW CORP
*PROFILE MODE*
>
```

The system automatically updated the profile and transferred all the information from the previously displayed profile.

To store the updates to this profile, you must perform an end transaction (**PE**) entry.

### Updating an Agency Profile

You can update an agency profile from a retrieved agency profile that belongs to a different office. Only one agency profile can exist per office.

You can update an agency profile for your own office or for an office that you have a security agreement with.

You have the following agency profile displayed on your screen:

```
*A* AMERICAN EXPRESS 22A490
----- ITINERARY MUC1A0701
1 S SS AF1070Y/CDGLHRSG79
2 S SS AF1090Y/LHRCDSG79
----- GENERAL INFORMATION
3 PYN/ AMERICAN EXPRESS
----- TRAVEL POLICIES - AIR
4 PPA/ A:UA
5 A:BA
6 PPI/ S:A AI:TEN C CLASS BOOKINGS WITH BA TO UK = 1 FREE
FOR YOU
END OF DISPLAY
*PROFILE MODE*
>
```

To update another agency profile from the profile displayed, enter for example:

**PUP\*Y/NCE1A0900/AMADEUS TRAVEL**

<b>PUP</b>	Transaction code
<b>*</b>	Asterisk (mandatory before receiving information
<b>Y</b>	Profile type (A is Agency)
<b>/</b>	Slash
<b>NCE1A0900/</b>	Office ID of receiving office, followed by a slash
<b>AMADEUS TRAVEL</b>	Receiving profile agency name

System Response:

```
*A* AMADEUS TRAVEL
----- ITINERARY                                     NCE1A0900 M
      1 S  SS  AF1070Y/CDGLHRSG79
      2 S  SS  AF1090Y/LHRCDSG79
----- GENERAL INFORMATION
      3 PYN/ AMADEUS TRAVEL
----- TRAVEL POLICIES - AIR
      4 PPA/ A:UA
      5      A:BA
      6 PPI/ S:A AI:TEN C CLASS BOOKINGS WITH BA TO UK = 1 FREE
          FOR YOU
END OF DISPLAY
- PROFILE UPDATED FROM PROFILE * AMERICAN EXPRESS
*PROFILE MODE*
>
```

The distribution system automatically updates the profile, and transfers all the information from the previously displayed profile.

If the displayed profile is the agency profile for another office, you can update an agency profile for your own office by entering the following:

**PUP\*Y/AMERICAN EXPRESS**

<b>PUP</b>	Transaction code
<b>*</b>	Asterisk (mandatory before receiving information
<b>Y</b>	Profile type (A is Agency)
<b>/</b>	Slash
<b>AMERICAN EXPRESS</b>	Receiving profile agency name

## Updating Specific Data

If you only want specific data to be updated in the profile, you can specify either profile element numbers or the three-character data section:

**Table: Entries to Specify Data Sections**

Entry	Profile Type
PUP*T/-WATSON/AL MR,PNR,FOL	Traveler
PUP*C/BMW GLOBAL,PNR,GLO	Company
PUP*Y/NCE1A0900/AMEX,PNR,FOL	Agency

**Table: Entries to Specify Line Numbers**

Entry	Profile Type
PUP*T/-WATSON/AL MR,3,6,9-12	Traveler
PUP*C/BMW GLOBAL,3,6,9-12	Company
PUP*Y/NCE1A0900/AMEX,3,6,9-12	Agency

**Table: List of Data Sections**

Code	Indicates	Code	Indicates
PNR	Transferable Data	GEN	General Information
ITI	Itinerary	PTV	Trip and Traveler Categories
PRI	Priority Information	FOL	Follow-up
AIR	Air Travel Policies	GLO	Global Search
CAR	Car Policies	FFN	Frequent Flyer Numbers
HOT	Hotel Policies	NOT	Profile Notes
TRA	Travel Management Information	STO	Prestored Entries

When you transfer the PNR transferable data information, the system automatically transfers it with the indicators that are stored in the source profile.

For more information, see **HE PUP**.

## Updating for Another Office

When you want to update a profile for another office that you have a security agreement with, enter the office ID as the receiving office.

**Note:** The source profile must be a traveler profile. You cannot use a company profile.

For example:

**PUP\*T/NCE1A0900/-WATSON/AL MR**

- or -

**PUP\*C/NCE1A0900/BMW FRANCE**

<b>PUP</b>	Transaction code
<b>*</b>	Asterisk (mandatory before receiving information)
<b>T</b>	Profile type (T = Traveler, C = Company, A = Agency)
<b>/</b>	Slash
<b>NCE1A0900/</b>	Office ID of the receiving office, followed by a slash
<b>-</b>	Dash
<b>WATSON/AL MR</b>	Receiving traveler or company name

You can also add data sections or line numbers to your entry. For example:

**PUP\*T/NCE1A0900/-WATSON/AL MR,GEN,GLO**

- or -

**PUP\*C/NCE1A0900/BMW GLOBAL,3,6,9-12**

When the source profile is a traveler associated to a company, you can update a traveler profile associated to a company by adding the company name to your entry. For example:

**PUP\*T/BMW CORP-WATSON/AL MR**

System Response:

```
*T* WATSON/AL MR          C BMW CORP          Z32Y49
----- PNR TRANSFERABLE DATA          NCE1A0900 M
      1 A NM 1WATSON/AL MR
----- GENERAL INFORMATION
      C      2 PCN/ BMW CORP
END OF DISPLAY
*PROFILE MODE*
>
```

The system automatically transfers the traveler and company information to the new traveler profile.

# Deactivating a Profile

**HE PX**

You can deactivate a profile in profile mode. The types of profiles you can deactivate are:

- Traveler profile
- Company profile without associated travelers
- Company profile with associated travelers
- Agency profile

**Note:** To deactivate profiles, the **CPX** attribute (customer profile deletion) in your agent preferences (Local Security) must be set to **Y** (YES).

There are two methods of deactivating a profile:

- From a displayed profile
- Blind deactivate

When you deactivate a profile, it is placed on a Deactivated Profile List (**DPL**) for 30 days. If you do not reactivate the profile in 30 days, it is deleted from the system and the list.

When you deactivate a profile, the information is stored in the profile history. It includes the date, time, and agent sign of the agent making the deactivation entry.

Before deactivating a profile, using either a displayed profile or blind deactivation, you must be in profile mode.

Deactivating a profile removes a profile from the follow-up list but does not delete the follow-up information stored in the profile.

Once you have deactivated a profile, it can only be accessed again from the deactivated profile list.

You can cancel profile deactivation using the **PI** and **PIR** transaction codes before the profile is placed on the list.

You cannot create:

- A company profile if there is an exact match of the company name on the deactivated profile list.
- An associated traveler to a company that is on the deactivated profile list.
- A global index that duplicates the global index of a profile on the deactivated profile list.

If you rename a company profile that has deactivated travelers, the system accesses the deactivated profile list, and updates the company profile information in the traveler profile record.

Deactivating a profile is controlled by strict security rules. If you are not authorized to delete a profile, the system displays a warning message.

**Note:** Traveler profiles that have not been used over the past 700 days are purged from the Amadeus Customer Profiles database.

## Deactivating a Displayed Profile

### HE PX

When you have a traveler, company, or agency profile displayed on your screen in profile mode, you can deactivate it by entering:

### PX

System Response for traveler profile:

```
TRAVELLER LEWIS/ALBERT MR
WILL BE DEACTIVATED

TYPE PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
>
```

The system automatically displays a message requesting that you confirm (**PE**) or ignore (**PI**) the deactivation process.

For more information, see **HE PX**.

## Blind Deactivating

The blind deactivate functions allows you to delete a traveler, company, or agency profile, without first having it displayed on your screen.

You can use the blind deactivate function with:

- A profile name
- An index reference
- A record locator
- A Frequent Flyer number (traveler profile only)
- No data (agency profile only)

When you make a blind deactivate entry, the system:

- Generates an error message when no match is found.
- Displays a list when more than one match is found.
- Displays the confirm or ignore message when an exact match is found.

**Table: Blind Deactivate Entries**

Entry	Blind Deactivates
PXN/WORLD BANK	A company profile
PXN/WORLD BANK/	With exact name match
PXN/NCE1A0900/WORLD BANK	For a remote office
PXN/NCE1A0900/WORLD BANK/	For a remote office with exact name match
PXN/-LEWIS	A traveler profile
PXN/-LEWIS/	With exact name match
PXN/NCE1A0900/-LEWIS	For a remote office
PXN/NCE1A0900/-LEWIS/	For a remote office with exact name match
PXY	Your agency profile

Entry	Blind Deactivates
PXI/ABC123 PXI/PARAF0100/ABC123	From an index reference For a remote office
PXRT/AFG6TY PXRC/AFG6TY PXRT/PARAF0100/AFG6TY PXRC/AFG6TY	From a record locator for a traveler For a company For a traveler in a remote office For a company in a remote office
PXF/LH-639487 PXFPARAF0100/LH-639487	From a frequent flyer num. (traveler profile only) For a remote office

You can deactivate a company or traveler profile directly from a similar name list, by using the **PX** transaction code followed by the name list line number. For example:

**PX2**

## Reactivating a Profile

### HE PR

You can reactivate profiles that have been deactivated. Profiles that have been deactivated are placed on the deactivated profile list (**DPL**) for 30 days. After 30 days, the profiles are removed from the list.

You can reactivate the following types of profiles:

- Traveler profile
- Traveler profile with automatic reactivation of the associated company profile, if the company profile is on the deactivated profile list
- Company profile
- Company profile with all associated travelers that are on the deactivated profile list
- Agency profile for your office

To reactivate profiles, you must be in profile mode.

When reactivating an associated traveler profile, the system checks if the corresponding company profile is deactivated.

If the company profile has been deactivated, the system automatically reactivates the company profile along with the traveler profile. The system generates a message that both profiles have been reactivated.

When reactivating a company profile that has associated travelers on the deactivated profile list, the system gives you the option of reactivating all the associated travelers. You can either reactivate the company profile only, leaving the associated travelers on the deactivated profile list, or reactivate the company and all the associated travelers.

When you reactivate a profile, a history element is added. This history element is added to all reactivated profiles including a company that is automatically reactivated when a traveler is reactivated, and all traveler profiles that are reactivated as a result of reactivating a company profile.

## Deactivated Profile List

**HE PLX**

To request a list of deactivated profiles for your own office enter:

**PLX**

To request a list for another office, enter for example:

**PLX/NCE1A0900**

System Response:

DEACTIVATED PROFILES LIST	
PROFILE NAME	RELATED PROFILE NAME
04DEC99	
1 T ARCHER/ALEX MR	
2 C AMADEUS MARKETING	
3 T GRAF/HEINZ MR	C BMW CORP
05DEC99	
4 T ARCHER/ALEX MR	
*PROFILE MODE*	
>	

The list is displayed with two columns of information. The first column displays the last date that you can reactivate the profile and the profile name. The second column displays the names of the related profiles.

The list is ordered by the following rules:

- Chronological order is based on the time of deactivation.
- Associated travelers deactivated as a result of deactivating a company profile appear above the company profile name.

When you reactivate a profile and request the list again, the list is updated and the profile name is no longer displayed.

To display a profile from the list, you use the **PD** transaction code, followed by the list line number. For example:

**PD3**

The response is the deactivated profile, which you can now reactivate.

## Reactivating a Profile

**HE PR**

To reactivate a profile that is displayed on your screen, enter:

**PR**

You can also reactivate a profile directly from the deactivated profile list by adding the line number to your entry. For example:

**PR6**

## System Response for a traveler profile:

```
TRAVELLER LEWIS/ALBERT MR
WILL BE REACTIVATED

ENTER PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
>
```

The system automatically displays a message requesting that you confirm (**PE**) or ignore (**PI**) the reactivation process.

If you use the ignore and redisplay entry (**PIR**), the system ignores the reactivation process and redisplay the profile. You can also use the end transact and redisplay entry (**PER**) to accept the reactivation process and redisplay the profile.

The system response for a company profile without associated travelers on the deactivated profile list:

```
COMPANY WORLD BANK
WILL BE REACTIVATED

TYPE PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
>
```

When you want to reactivate a company profile, but not the associated travelers on the deactivated profile list, you take the following action:

1. Make the **PR** entry.

## System Response

```
REACTIVATE ALL TRAVELLERS?

ENTER PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
>
```

2. Enter **PI**.

## System Response:

```
COMPANY WORLD BANK
AND 0 TRAVELLERS
WILL BE REACTIVATED

ENTER PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
>
```

3. Enter **PE**.

## System Response

```
COMPANY WORLD BANK
AND 0 TRAVELLERS
REACTIVATED
*PROFILE MODE*
>
```

# Printing a Profile

## HE PRO, GP PRT

Using the **WRA** transaction code, you can print profiles, a list of profiles for an office, a list of travelers for a company, global search requests, follow-up lists, a list of deactivated profiles, and profile history.

To print a traveler profile associated to a company, enter for example:

**WRA/PDN/BMW-LEWIS**

<b>WR</b>	Print transaction code
<b>A</b>	Print all indicator
<b>/PDN</b>	Slash, traveler profile display transaction code
<b>/BMW</b>	Slash, company code
<b>-LEWIS</b>	Dash, traveler name

To print only the information on the screen, use **WRS** instead of **WRA**.

For more information, see **HE PRO, GP PRT**.

---

## Chapter 9

# Profile History

### HE PHN

For each traveler, company, and agency profile, the system creates a profile history record. You can also request history from a merged profile display. Profile history is displayed by modification date, starting with the most recent record. Here are the main features of Profile History:

- Any transaction that results in a change to the content of the profile is recorded, with the exception of additions, as these are still seen in the profile.
- Modified or deleted data is stored in the history record together with the date, time, and agent sign when the information was updated.
- Profile deactivation or reactivation, and any modification to the name or index of the profile is also recorded.
- A maximum of 100 history records are stored. When this number is reached, the oldest items are deleted and replaced by new items.
- There is a record of the last two times the profile was displayed, and the last time it was used to transfer information to a PNR.

To request history for a displayed profile, enter:

**PH**

System Response:

```
PROFILE HISTORY
OFFICE                : NCE1A0965
TRAVELLER PROFILE    : MOLESTI/GILLES MR
ASSOCIATED COMPANY   : AMADEUS COMPANY
-----
PROFILE CREATION     : 17DEC0x/0834/          /0C8FAF
LAST PNR TRANSFER    : 08MAR0x/0944/NCE1A0965/6352CR
LAST DISPLAY         : 02MAY0x/1151/NCE1A0965/9844SS
LAST DISPLAY         : 17APR0x/0830/NCE1A0965/6661GM
LAST UPDATE          : 17APR0x/0836/NCE1A0965/6661GM
-----
* 17APR0x/0836/NCE1A0965/6661GM
FFN : FFNSK EBB056125933 A
* 19FEB0x/1030/NCE1A0965/6063SD
PRI : SEC MO.BRANCALEONI 6068
PNR : AP 6661 -M
PNR : AICC3240 TRVL DATA
DOC : PAS/FR/06019622298/19961001/20010930
* 07FEB0x/1506/NCE1A0965/6063SD
GEN : * REASSOCIATED - MARKETING AMADEUS COMPANY
-----
END OF DISPLAY
```

The header line indicates that the display is profile history; the rest of the header indicates that this is a traveler profile associated to a company profile.

**Table: Explanation of Dates**

<b>Dates</b>	<b>Indicate</b>
<b>PROFILE CREATION</b>	Date the profile was originally created.
<b>LAST PNR TRANSFER</b>	Date the last time that information from the profile was transferred to a PNR.
<b>LAST DISPLAY LAST DISPLAY</b>	Dates of the last two times the profile was displayed. The first date is the most recent date.
<b>LAST UPDATE</b>	Date the profile was last updated.

The remainder of the display details the updates that were made to the profile. The date is followed by the time the update was made, the last two characters of the agent sign, and the section that was updated. After each section, the system displays the old information.

Modified or deleted profile notes data is not stored in the profile history.

**Table: Profile History Entries**

<b>Entry</b>	<b>Displays History</b>
<b>PH</b>	For a retrieved profile
<b>PHT</b>	For the traveler profile from a merged display
<b>PHC</b>	For the company profile from a merged display
<b>PH2</b>	From a profile list
<b>PD</b>	Redisplays the profile from a history display

---

## Chapter 10

# Management Profile

### HE PDO

The management profile enables you to control the profile creation and the transfer of data from a profile to a PNR.

This profile is automatically created during the office profile creation process. Once the management profile has been created, you can display or modify it but you cannot delete it.

Management profiles can only be displayed and modified by agents with the **PMR** (profile management retrieval) attribute in their agent preferences (Local Security) set to **Y**.

When you access the management profile for the first time, it is displayed with the transfer indicator section containing the transfer indicator defaults. When you create a PNR element in a traveler, company, or agency profile, the system automatically applies the default transfer indicator. If you specify a transfer indicator in your entry, that transfer indicator applies.

You can display a management profile in or out of profile mode. However, you can only make modifications to a management profile in profile mode.

To display a management profile in profile mode, enter:

**PDO**

If security permits, you can add an office ID to your entry. For example:

**PDO/NCE1A0900**

## System Response:

*M* AMADEUS DEFAULT OFFICE				
TRANSFER INDICATOR				MUC1A0701
	COMPANY	ASSO TRA	UNASSO TRA	AGENCY
ST	1	2 S	3 S	4
AP	5 A	6 A	7 A	8 A
TK	9 S	10 S	11 S	12 S
SR	13 S	14 S	15 S	16 S
SR*	17 A	18 A	19 A	20 A
OS	21 S	22 S	23 S	24 S
OSYY	25 A	26 A	27 A	28 A
OP	29 S	30 S	31 S	32 S
AI	33 S	34 S	35 S	36 S
RC	37 S	38 S	39 S	40 S
RM	41 S	42 S	43 S	44 S
RQ	45 S	46 S	47 S	48 S
FD	49 S	50 S	51 S	52 S
FE	53 S	54 S	55 S	56 S
FK	57 S	58 S	59 S	60 S
FM	61 S	62 S	63 S	64 S
FO	65 S	66 S	67 S	68 S
FP	69 S	70 S	71 S	72 S
FS	73 S	74 S	75 S	76 S
FT	77 S	78 S	79 S	80 S
FV	81 S	82 S	83 S	84 S
FY	85 S	86 S	87 S	88 S
FZ	89 S	90 S	91 S	92 S
RI	93 S	94 S	95 S	96 S
ES	97 S	98 S	99 S	100 S
AB	101 A	102 A	103 A	104 A
AM	105 A	106 A	107 A	108 A
AQ	109 S	110 S	111 S	112 S
SS	113 S	114 S	115 S	116 S
SO	117 S	118 S	119 S	120 S
SI	121 S	122 S	123 S	124 S
FFN	125	126 S	127 S	128
*PROFILE MODE*				>MD
>				

For more information, see **HE PDO**.

---

## Chapter 11

# Amadeus Travel Preferences Manager

### HE TVC

Amadeus Travel Preferences Manager is a distribution system product that provides a direct and interactive link between the booking process and your stored profiles. With Amadeus Travel Preferences Manager, you can make reservations that automatically take into account your client's corporate and personal travel preferences as well as your own agency preferences.

Access to Amadeus Travel Preferences Manager functionality is controlled by the **TCA** field of the office profile.

For creating a PNR from a merged booking display using Amadeus Travel Preferences Manager, see *Organization Profiles* on page 93.

Amadeus Travel Preferences Manager uses the travel policies in company, traveler, and agency profiles to produce the Amadeus Travel Preferences Manager enhanced availability displays.

You must enter trip categories, traveler categories, and travel policies in your profiles.

# Using Amadeus Travel Preferences Manager

**HE TVC, GP TCO**

To use Amadeus Travel Preferences Manager, first retrieve your client's profile and then make an air, car, or hotel availability request that includes the Amadeus Travel Preferences Manager option: /TC-XXX.

This option specifies the trip purpose for the reservation. A trip purpose can be:

- Business (**BIZ**)
- Personal (**PER**)
- Any other trip category for which specific travel policies and preferences are defined in your company profile, for example TRN (training).

The system then checks to see which policies and preferences apply to the trip purpose you specify.

## Setting Options in Your Agent Preferences

**HE JGU or HE LSA**

You choose the type of Amadeus Travel Preferences Manager display you want for air, car, and hotel availability displays by setting options in your agent preferences in local security.

## Using the Amadeus Travel Preferences Manager Option

**HE TVC, GP TCO**

You can use the Amadeus Travel Preferences Manager option (/TC) with the following Amadeus display requests:

- Air availability
- Air schedule
- Car availability
- Car sell
- Hotel availability
- Hotel sell
- **PPD** entry (to display the policies and preferences for a specific trip purpose)

## Trip and Travel Categories

**HE PRO, GP TCA**

Trip categories are defined at company profile level only. The category **BIZ** for a business trip is automatically created when you create a company profile and you cannot delete it.

Traveler categories are defined at company profile level and then assigned to an individual employee at traveler profile level.

## Travel Policies for Air

**HE PRO, GP AIX**

You can store airline, class of service, and destination preferences for a passenger or company in a traveler, company, or agency profile.

Air travel policies consist of preferences and exclusions. You can specify airlines preferences but an airline cannot be both a preferred and excluded airline.

## Travel Policies for Cars

**HE PRO, GP CAX**

You can enter car hire travel policies in a company, traveler, or agency profile.

## Car Sell

**HE TVC, GP TCO**

You can use the Amadeus Travel Preferences Manager option (/TC) to automatically append information to a car sell entry, as long as the required company discount codes, credit card numbers, and any other necessary information are included in the profile.

## Travel Policies for Hotels

**HE PRO, GP HOX**

You can store travel policies for hotels in a company, traveler, or agency profile.

### Hotel Sell

**HE TVC, GP TCO**

You can use the Amadeus Travel Preferences Manager option (/TC) to automatically append information to a hotel sell entry.

### Hotel Biasing

**HE PRO, GP HOB**

Hotel biasing allows you to store hotel property details at city or airport level, in a company, traveler, or agency profile. The properties can optionally have a priority level.

Hotel biasing data is not displayed in the profile, but can be displayed using the **PLB** and **PHB** entries with an active profile.

## Travel Policies for Fares

**HE PRO, GP FRX**

You can enter travel policies for fares in a company, traveler, or agency profile. The policies are used for informational purposes only when you consult the profile.

## Availability Information Lines

**HE PRO, GP AIX**

Availability Information lines are free-flow text remarks that can be stored in company and agency profiles. They are used to indicate special travel preferences that cannot be programmed or to highlight agency deals and conditions.

---

## Chapter 12

# Organization Profiles

An organization profile allows large corporations or agencies that have subsidiaries or branches to manage travel policies throughout the corporate structure. It is designed to be used with Amadeus Travel Preferences Manager.

Within the organization profile a hierarchy is established from existing profiles so that profiles that are lower in the hierarchy can inherit the preferences contained in the profiles that are higher up, thus reducing the maintenance of profile data across an organization.

Organization profiles are intended for travel agents who work with large corporate accounts.

The organizational profile itself is created and maintained through a separate graphical user interface called Policy Arranger. The hierarchical structure can include up to five levels, and up to 1500 individual profiles.

## Amadeus Travel Preferences Manager Processing

When using Amadeus Travel Preferences Manager, the policy rules are retrieved first from the parent profile at the top level, then down to the level where the request originated. Only the rules within the same branch of the organization are taken into account.

If there are conflicting rules, the rule from the higher level profile overrides the lower level rule unless a privilege indicator gives priority to the lower level rule.

When you use organization profiles, you make the regular Amadeus Travel Preferences Manager entries to request an availability or to make a sell. For example:

**AN12JUNNYC/TC-BIZ**

## Displaying Organization Profiles

You can display organization profiles in the distribution system. You can modify individual company, agency, or traveler profiles, but you can only modify the organization profile using the graphical user interface.

To display a list of organization profiles defined in your office, enter:

**PLZ**

System Response:

```

INPUT: PLZ

ORGANIZATION PROFILE NAME LIST

      SEARCH KEY          TYPE

1  9123110                C
2  9127420                C
3  922123                 C
4  IBM COMPANY            C
5  SUPER TRAVEL          A
6  SUSANNS COMPANY       C
END OF DISPLAY
>

```

You can also specify an office ID in your entry:

**PLZ/ BER1A0982**

To display an organization profile from a list, enter for example:

**PDZ4**

System Response:

```

*O*C* IBM COMPANY                                5HL82Z
----- SEARCH KEY                               NCE1A0943
      PZN / IBM COMPANY
----- ORGANIZATION LEVELS
1  -1- IBM WORLD                                NCE1A0943
2  -2- IBM EUROPE                              NCE1A0943
3  -3- IBM FRANCE                              NCE1A0943
4  -4- IBM NICE                                NCE1A0943
5  -5- IBM MARKETING NICE                      NCE1A0943
6  -5- IBM DEVELOPMENT NICE                    NCE1A0943
7  -4- IBM PARIS                               NCE1A0943
8  -4- IBM LYON                                NCE1A0943
9  -4- IBM MARSEILLE                           NCE1A0943
10 -4- IBM MONTPELLIER                         NCE1A0943
11 -3- IBM GERMANY                             NCE1A0943
12 -3- IBM UNITED KINGDOM                      NCE1A0943
13 -3- IBM SPAIN                              NCE1A0943
14 -2- IBM AMERICA                             NCE1A0943
15 -3- IBM USA                                 NCE1A0943
16 -2- IBM ASIA                               NCE1A0943
END OF DISPLAY
>

```

**Note:** The hierarchy was created using the graphical user interface. Each company profile was created in the distribution system before the organization profile was created.

The system response contains the following elements:

Line 1:

*O*C* IBM COMPANY	5HL82Z
-------------------	--------

**\*O\*C\*** indicates that this is an organization profile, composed of company profiles.

**IBM COMPANY** is the name, called 'search key' of the organization profile.

**5HL82Z** is the record locator.

Lines 2 to 3:

----- SEARCH KEY	NCE1A0943
PZN / IBM COMPANY	

These lines display the search key (profile name) and the office ID where it has been created.

Lines 4 onwards:

----- ORGANIZATION LEVELS	
1 -1- IBM WORLD	NCE1A0943
2 -2- IBM EUROPE	NCE1A0943

These lines display the companies in the organization profile, the hierarchy in the organization, and the office ID where they are stored.

**Table: Entries To Display An Organization Profile**

Entry	Description
<b>PLZ</b>	Displays a list of organization profiles in an office
<b>PLZ/ BER1A0982</b>	
<b>PDZR/5TM8TN</b>	Displays an organization profile by record locator
<b>PDZK//IBM COMPANY</b>	Displays an organization profile by search key (profile name)
<b>PDZK/NCE1A0943/IBM COMPANY</b>	
<b>PDZ</b>	Displays the previous organization profile
<b>PDZ1</b>	Displays an organization profile from a list
<b>PDL</b>	Displays the previous list of profiles
<b>PDZC//IBM GERMANY</b>	Displays the organization profile that the IBM GERMANY company is part of
<b>PDZC/NCE1A0943/IBM GERMANY</b>	
<b>PDZY//HAPPY TRAVEL</b>	Displays the organization profile that the HAPPY TRAVEL agency is part of
<b>PDZY/ NCE1A0943/HAPPY TRAVEL</b>	

## Updating an Individual Profile

You can use the normal profile entries to display and maintain company or agency profiles that are part of an organization profile. For example:

### PDN/IBM WORLD

System Response:

```

*C* IBM WORLD                                5EB85Q
----- GENERAL INFORMATION                    NCE1A0943
PCN/ IBM WORLD
----- TRAVEL POLICIES - AIR
PPA/ OR:PAR  DN:NYC  A:AF  TP:BIZ PI:S
     OR:PAR  DN:LON  A:BA  TP:BIZ PI:S
     OR:PAR  DN:LAS  A:AA  TP:BIZ PI:O
     OR:PAR  DN:TLS  A:AF  TP:BIZ PI:O
     A:AF    TP:BIZ PI:S
PPK/ DOM:Y  PI:S
     EFT:22 LT:KY GT:KC TP:BIZ PI:O
PPT/ ORY
     FRA
PXT/ MIA
     ATL
PPI/ S:A  DN:US  AI:IBM WORLD
----- TRAVEL POLICIES - HOTEL
PPH/ DN:FR  CO:HI  RT:B1K  TP:BIZ PI:O
     DN:MRS  CO:HE  TP:BIZ PI:S
     DN:PAR  CO:RT  RT:B1K  TP:BIZ PI:L
     DN:NCE  CO:RT  HN:MERCURE CT:BEAULIEU TP:BIZ PI:L
     CO:HI  TP:BIZ PI:S
)>

```

## The Privilege Indicator

The privilege indicator is part of each travel preference in company and agency profiles. Here is an example:

```

----- TRAVEL POLICIES - HOTEL
PPH/ DN:FR  CO:HI  RT:B1K  TP:BIZ PI:O

```

The privilege indicator appears in all profiles that are used for Amadeus Travel Preferences Manager, and its default is S (standard) when a preference is not entered. However, the privilege indicator only serves a purpose for organization profiles.

The privilege indicator defines what happens when you make your Amadeus Travel Preferences Manager entry if the rule conflicts with a rule elsewhere in another profile in the organization.

**Note:** Privilege indicators can be added to company and agency profiles only. They cannot be added to policies in a traveler profile.

When adding a preference or exclusion rule to a profile, you can specify the privilege indicator you want from the following:

- Standard

This is the default for all rules.

- Locked  
These rules prevail over all other rules.
- Override  
These rules prevail over standard rules but not locked rules.

Moreover, priority is given to a profile that is higher up in the hierarchy, so a locked rule in the parent profile prevails over a locked rule in a subsidiary.

Conflicts between preferences and exclusions are resolved as follows:

- A locked exclusion prevails over a locked preference
- An override exclusion prevails over an override preference but not over a locked preference
- A standard exclusion prevails over a standard preference but not over a locked or override preference

## Specifying a Privilege Indicator in a Travel Policy

To override the standard (S) privilege indicator when adding a rule in a profile, include the /PI- option in your entry followed by L for locked or O for override. For example:

**PPH/CO-HI/DN-NAMER/PI-L**

System Response:

```
12      DN:NAMER  CO:HI  TP:BIZ  PI:L
```

You can also modify an existing privilege indicator value. For example, in the profile shown below, you want to modify the privilege indicator on line 8:

```
----- TRAVEL POLICIES - HOTEL
      8 PPH/ DN:FR      CO:HI  TP:BIZ  PI:L
```

Enter, for example:

**8/PI-O**

System Response:

```
----- TRAVEL POLICIES - HOTEL
      8 PPH/ DN:FR      CO:HI  TP:BIZ  PI:O
```

## The Booking Merged Display

If your organization uses organization profiles, you can view a merged display which includes information from all active profiles within an organization that are relevant for making a booking.

To view a booking merged display, you can either use an entry to request a booking merged display or you can set the **PMG** attribute in your agent preferences to **B**. If the **PMG** attribute is set to **B**, the system displays a booking merge display by default each time you request a traveler, company, or agency profile.

A profile display merges the profile information that has been retrieved from all the organization profile levels, including the traveler profile, the company profiles, and the agency profiles.

The merged display includes the following profile information from the different levels in the organization, starting from the requesting profile up to the highest level in the hierarchy branch:

- PNR transferable data
- Priority information
- Travel policies
- Profile notes

Here is an example of a booking merged display:

```

*T* SMITH/SALLY          C3 AMADEUS      A3 HAVAS          *B-MRG*
----- PNR TRANSFERABLE DATA                      N NCE1A0950
T      1  A  NM 1SMITH/SALLY
T      2  A  AP 06 65 78 99 00 - H
T      3 *S  AP 06 17 378 281 - P
C3     4  A  AP 735 366 932
A3     5 *M  AP 476575838
C2     6  A  AP 353 353 223
A2     7 *M  AP 48 73 22 44 33
C1     8  A  AP 629 120 223
A1     9 *M  AP 747 477 777
T     10  A  FFN SR-118009076
T     11  S  ST/S/W
T     12  S  FV  LH
T     13  M  FP  CASH
C3    14  M  FP CCCA 5499 8300 0000 0031/1200/N1345
----- PRIORITY
T      PPR/ CHECK SEATING PREFERENCES
      PPR/ CHECK CUSTOMER DISCOUNT
C3     PPR/ CHECK AMADEUS DISCOUNT
A3     PPR/ SPECIAL AGREEMENTS WITH IBERIA
----- TRAVEL POLICIES - AIR
PPA EXISTS FOR T,C3,C2,C1,A3,A2,A1
PPK EXISTS FOR T,C3,A3
PXA EXISTS FOR C1,A1
PXT EXISTS FOR C3,C1,A3,A1
----- TRAVEL POLICIES - HOTEL
PPH EXISTS FOR T,A3,A2,A1
PHI EXISTS FOR T
PPI EXISTS FOR T
----- TRAVEL POLICIES - CAR
PPC EXISTS FOR T,C3,A3,A2,A1
----- PROFILE NOTES -----
T  C WHEN ON LONG TERM ASSIGNMENT - BOOK MID SIZE CAR
T  P BIRTHDATE 12/12
T  H NO SMOKING ROOM - SEA VIEW
C3 C CHECK FOR OTHER EMPLOYEES TRAVELLING FOR CAR POOLING
C3 A ALWAYS APPLY CHEAPEST FARE REGARDLESS OF THE AIRLINE
A3 C DISCOUNT WITH HERTZ
END OF DISPLAY

```

The first line of the display indicates the following:

```

*T* SMITH/SALLY          C3 AMADEUS      A3 HAVAS          *B-MRG*

```

The following table explains the elements in the above line:

Item	Description
<b>*T* SMITH/SALLY</b>	Traveler profile indicator, and traveler name
<b>C3 AMADEUS</b>	Associated company profile, at level 3 in the organization, company profile name
<b>A3 HAVAS</b>	Agency profile is at level 3 in the organization, agency profile name
<b>*B-MRG*</b>	Booking merged display indicator

In the PNR, Priority, and Profile Notes sections, the column at the left of the screen indicates which profile the line has been extracted from:

-----	PNR TRANSFERABLE DATA	N	NCE1A0950
<b>T</b>	1 A NM 1SMITH/SALLY		
<b>T</b>	2 A AP 06 65 78 99 00 - H		
<b>T</b>	3 *S AP 06 17 378 281 - P		
<b>C3</b>	4 A AP 735 366 932		
<b>A3</b>	5 *M AP 476575838		
<b>C2</b>	6 A AP 353 353 223		
<b>A2</b>	7 *M AP 48 73 22 44 33		

In each Travel Policy section, the individual lines are not included but the display indicates in which profiles, and at which level in the organization, travel policies are stored:

-----	TRAVEL POLICIES - HOTEL
PPH	EXISTS FOR C4 C3 C2 C1 A3 A2 A1
HBS	EXISTS FOR A1
PPI	EXISTS FOR C4 C3 C2 C1 A3
PHI	EXISTS FOR C4 C3 C2 C1
PXH	EXISTS FOR C4 C3 C1

## Requesting a Booking Merged Display

The following table contains example entries for requesting a Booking Merge display.

**Table: Entries To Request A Booking Merge Display**

Entry	Description
<b>PDBN/ABC TOURS</b>	Displays a booking merged display for a company
<b>PDBN-/SMITH</b>	Displays a booking merged display for a traveler
<b>PDBN/NCE1A0943/ABC TOURS</b>	Displays a booking merged display for a profile in another office
<b>PDB1</b>	Displays a booking merge display from a similar name list
<b>PDBA/PAR/ABC TOURS</b>	Searches for a company created at a particular office location (country or city code), and displays a booking merged display
<b>PDBA/ABC TOURS/SMITH</b>	Searches for a traveler associated to a company, and displays a booking merged display
<b>PDBY/NCE1A0943</b>	Displays a booking merged display when the agency profile is part of an organization profile
<b>PDBF/AF-3251623</b>	Displays a booking merged display for a traveler whose frequent flyer number is specified in the entry
<b>PDBI/1234</b>	Displays a booking merged display for a traveler or company whose index is specified in the entry
<b>PDBR/T-94LT69</b> <b>PDBR/C-PM75M9</b> <b>PDBR/A-3W2P9E</b>	Displays a booking merged display for the record locator specified in the entry (traveler, company, or agency)

Once you have requested a booking merged display, you can use the follow-up entries in the table below to modify the display:

**Table: Follow-up Entries**

Follow-up Entry	Description
PDT	Displays the traveler part of the booking merged display (non-merged display).
PDC PDC2	Displays the company part of the booking merged display (non-merged display). You can optionally specify a company level.
PDA PDA2	Displays the agency part of the booking merged display (non-merged display). You can optionally specify an agency level.
PDM	Displays the traveler and company parts of the booking merged display (company merged display).
PDB	Returns to the original booking merged display.

## Creating a Blind Transfer Booking Merged Display

You can create a PNR using a booking merged display using blind transfer entries without a prior booking merge display:

**Table: Blind Transfer Booking Merged Display Entries**

Entry	Explanation
PBZN/-BRADLEY	Displays a booking merged display record by traveler name
PBZA/BMW	Displays a booking merged display by company name
PBZY/ABC TRAVEL	Displays a booking merged display by an agency name
PBZF/LH-6780340	Displays a booking merged display by frequent flyer number
PBZI/ABC123	Displays a booking merged display by index reference
PBZR/HGY7JU	Displays a booking merged display by record locator
PBZ/3	Displays a booking merged display from a profile list display or from a profile display



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