

# **Amadeus Travel Preferences Manager How To Guide**

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# Introduction

Welcome to Amadeus Travel Preferences Manager, an exciting travel management tool that gives you the ability to store air, car and hotel travel policies and preferences in company, traveler, or agency profiles. By storing these policies and preferences in your customer profiles, you can take advantage of the many benefits of Amadeus Travel Preferences Manager.

Amadeus Travel Preferences Manager alerts you to these policies and preferences by displaying them at the top of your reservations work area. You can also set your availability displays to reflect the policies and preferences so that only compliant availabilities are displayed. This product provides many advantages, whether you book corporate travel, leisure travel, or are simply looking to direct business to your preferred vendors.

You always enter company policies in the company profile. Each traveler profile must be associated with a company profile, and if a traveler is traveling for a company, the company policies are applied. If a traveler is on a personal trip, the company policies are disregarded, and those from the traveler's profile are applied.

Amadeus Travel Preferences Manager provides a direct and interactive link between the booking process and your stored customer profiles. With Amadeus Travel Preferences Manager, you can make reservations that automatically take into account your clients' 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.

To produce the Amadeus Travel Preferences Manager enhanced availability displays, Amadeus Travel Preferences Manager uses the following:

- ▶ Trip Categories (see *How to Create Trip Categories* on page 9)
- ▶ Traveler Categories (see *How to Create and Assign Traveler Categories* on page 11)
- ▶ Travel Policies and Preferences.

There are three categories of policies and preferences, each with a variety of options:

- Air (see *How to Create Air Travel Policies* on page 13)
- Hotel (see *How to Create Hotel Travel Policies* on page 21)
- Car (see *How to Create Car Travel Policies* on page 33)

You must store trip categories, traveler categories, and travel policies for air travel, hotel bookings and car rentals in your profiles.

Policies and preferences relating to company travel or to all members of a company are added to the company profile. Items that relate to specific travelers are added to their traveler profile, and preferences that relate to your travel agency are added to the agency profile.

Agency profile policies and preferences always reside in your work area. You do not have to display your agency profile before requesting an Amadeus Travel Preferences Manager availability because the system always checks your agency profile for applicable policies and preferences before displaying availability.

What you actually see in the display depends on the settings you choose. You can select enriched, preferential or twin displays, though the latter is for air only (see *Setting Display Options* on page 5).

When you enter an Amadeus Travel Preferences Manager request, the system searches for policies that apply to:

- ▶ The specified trip category
- ▶ The traveler category (for a non-personal request)
- ▶ The specified destination or location.

The system checks for policies that apply to all three criteria. The first policy it finds that meets all three criteria becomes the applicable policy for any availability request you make. If the system cannot find any policies for the specified traveler category or destination, and no general policies, it defaults to a neutral display.

If there are no policies for the trip purpose, the selection immediately fails (even if there is a matching traveler category and destination). The system returns an ordinary neutral display and a message telling you no preferences have been found.

If there are no policies for the traveler category, the system checks for policies that apply irrespective of traveler category. It then selects the first policy it finds that also matches the specified trip purpose and destination.

If there are no policies for the destination, the system checks for policies that apply to a more general destination, first at city level, then country level, then regional level. Finally, if there is no policy that matches the specified destination at any level, the system checks for general policies that apply to all destinations. It then selects the first policy that it finds that matches the specified trip purpose and traveler category.

When you use Amadeus Travel Preferences Manager, the policy rules are retrieved starting with the parent profile at the top level, and working down to the level where your request originates. Only rules within the same branch of the organization are taken into account. If there are conflicting rules, the rule from the higher level profile overrules any lower level rules, unless a privilege indicator gives the lower level rule priority.

*For more information about Amadeus Travel Preferences Manager, enter HE TVC.*

## Getting Started

If you want to store trip categories, travel categories, or policies and preferences in traveler, company or agency profiles for use with the Amadeus Travel Preferences Manager option:

1. Sign in to the distribution system (for example **J10001AA/SU**).
2. Enter **PM** to go to profile mode.
3. Set the display options (see *Setting Display Options* below).
4. Open the traveler, company or agency profile in which you want to store the categories or policies and preferences.
5. Add the categories, policies and preferences to the traveler, company or agency profile as appropriate using the information that follows.

## Setting Display Options

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.

1. To do this, check your current settings by entering **JGD/P**. This produces a system response similar to the following:

```
***** SIGN IDENTIFICATION *****
OFFICE                - NCE1A0900
SIGN                  - 0001AA

***** PREFERENCES *****
CSC    CAR TRAVELCHOICE DISPLAY    - E
CSA    AIR TRAVELCHOICE DISPLAY    - P
```

## 2. Choose from the following displays:

- Enriched. Displays neutral availability enriched with information on the policies and preferences in the profile. This is the default display.
- Preferential. Displays policy-compliant availability only. Only the providers that are specified in the profile appear in the availability display. The Policies and Preferences line and the Additional Information line are also included.
- Twin (for air only). Displays policy-compliant availability in the top part of the display, and neutral availability in the lower part. The Policies and Preferences line and the Additional Information line are included in the policy-compliant section.
- If there are no policies that apply to your Amadeus Travel Preferences Manager request, or if there is no availability for the policies selected, the system returns an ordinary neutral availability display.

*You can choose which setting you would like for air, hotel, and car availability displays individually. This allows you to select different formats for different services.*

## 3. To set your Amadeus Travel Preferences Manager display preferences, enter **JGU**, a slash (/), the appropriate three-letter code (**CSA** for air, **CSH** for hotel, **CSC** for car), a dash (-), and the one-letter display format code (**T** for twin, **P** for preferential, **E** for enriched).

For example **JGU/CSA-T/CSC-P/CSH-P**

This changes the air display format (**CSA**) to twin (**T**), and the car display (**CSC**) and hotel display (**CSH**) to preferential (**P**).

The system response is similar to the following:

```
SIGN UPDATED

***** SIGN IDENTIFICATION *****
OFFICE                - NCE1A0900
SIGN                  - 0001AA

***** PREFERENCES *****
CSH    HOTEL TRAVELCHOICE DISPLAY    - P
CSC    CAR TRAVELCHOICE DISPLAY      - P
CSA    AIR TRAVELCHOICE DISPLAY      - T
```

All Amadeus Travel Preferences Manager availability displays include a single-line summary of the policies and preferences that are applicable to your request. It shows which policies are used to bias the availability display and which are simply informational that you can take into account at sell time.

- ▶ ++ Indicates that the policies at this level are used to bias the display.
- ▶ -- Indicates that the policies at this level are informational, for you to take into account at sell time.
- ▶ \* An asterisk before a preference means the preference is passive and is not used to bias the display.

*The Policies and Preferences summary is limited to one line and may be truncated (indicated by an asterisk (\*) at the end of the line). To see the rest of the line, enter PPD.*

Your Amadeus Travel Preferences Manager availability display may also include a line of free-flow text giving you additional information to take into account when making your booking (see *How to Create Availability Information* on page 39). This information is used to indicate special travel preferences that cannot be programmed, or to highlight agency deals and conditions.



# How to Create Trip Categories

Trip categories are defined for each company profile, and should thereafter be specified in the policies in the company and/or traveler profiles. The trip category for business (**BIZ**) is added to all profiles by default, and cannot be deleted. All other trip categories must be defined for individual companies:

To create a trip category, enter the transaction code **PTP**, a slash (/), a trip category of up to three letters, and optionally another slash (/) followed by free-flow text relating to the trip category.

For example, enter **PTP/TRN/TRAINING**, which produces a system response similar to the following:

```
*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  PTP/ BIZ/BUSINESS
  6    TRN/TRAINING
END OF DISPLAY
*PROFILE MODE*
```

For further information about trip categories, enter **HE PTP**.



# How to Create and Assign Traveler Categories

Traveler categories are defined for each company profile, and should thereafter be specified in the policies in the company and/or traveler profiles.

To avoid complications, it may be better to only create traveler categories for job functions that have particular travel needs. For example, you might want to create separate categories for directors, managers, and employees.

## Creating Traveler Categories

To create a traveler category in a company profile, enter the transaction code **PTV**, a slash (/), a traveler category of up to three letters, and optionally another slash (/) followed by free-flow text relating to the traveler category. For example, enter **PTV/DIR/DIRECTOR**, which produces a system response similar to the following:

```
*C* BMW CORP L75MT9
-----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 CORP
-----TRIP AND TRAVELLER CATEGORIES
  5  PTV/ DIR/DIRECTOR
  6  PTP/ BIZ/BUSINESS
  7      TRN/TRAINING
END OF DISPLAY
*PROFILE MODE*
```

For further information about trip categories, enter **HE PTV**.

## Assigning Traveler Categories to Traveler Profiles

Traveler categories are assigned to traveler profiles. The traveler profile must be associated with a company profile and the traveler category you specify must be predefined in the company profile.

To assign a traveler category to an associated traveler profile, enter the transaction code **PTV**, a slash (/), and the appropriate traveler category. For example, enter **PTV/DIR**, which produces a system response similar to the following:

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

# How to Create Air Travel Policies

You can store airline preferences, class of service preferences, and destination preferences for passengers or companies in traveler, company, or agency profiles.

Air travel policies consist of preferences and exclusions. You can specify a maximum of 10 airline preferences, but an airline cannot be both preferred and excluded. The airline preferences section of the profile can store airline preferences in general, or for specific itineraries. Airline policy and preference options can be combined with other options to create an overall policy and preference. In addition, Amadeus allows the creation of up to 999 policies per profile.

The following general rules apply when you are defining air travel policies:

- ▶ The trip purpose and the traveler category must already be defined in the profile (this applies to company profiles only).
- ▶ For more information about airline preferences, enter **HE PRO** then **GP AIX**.

To store policies use one of the following transaction codes, depending on what you want to do:

- ▶ **PPA** for airline preferences
- ▶ **PXA** for airline or city pair exclusions
- ▶ **PPK** for transport class preferences
- ▶ **PXK** for transport class exclusions
- ▶ **PPT** for airport preferences
- ▶ **PXT** for embargoed transit points
- ▶ **PPI** for additional availability display information (see *How to Create Availability Information* on page 39 for more information)

Add your preference indicators and appropriate codes or other text to the transaction code, in any order.

## Airline Preferences

To store airline preferences, enter the **PPA** transaction code, a slash (/), the mandatory preference indicator **A**, a dash (-), and up to ten airline codes separated by commas (,). After that you can choose from the following preference indicators as required:

- ▶ **P-** Priority, which is used with airline preferences to set the order they are used in (these are numbered from 1 to 10).
- ▶ **OR-** Origin (airport, city, country, or region code)
- ▶ **DN-** Destination (airport, city, country or region code)

*Region codes are accessible between offices, where an EOS agreement exists. For a list of valid region codes, enter **HE PRO** and **GP REC**.*

- ▶ **K-** Transport class (valid values are **F**, **C** or **Y**). This is only used when a cabin preference applies to a specific itinerary. Otherwise, any transport class preferences set using the **PPK** transaction code apply. See *Transport Class Preferences* on page 16 for more information.
- ▶ **TP-** Trip category (this applies to company profiles only - see *How to Create Trip Categories* on page 9).
- ▶ **TV-** Traveler category (this applies to company profiles only - see *How to Create and Assign Traveler Categories* on page 11).

## Rules

The following rules apply to airline preferences:

- ▶ A maximum of 10 airline preferences is allowed per origin/destination, trip category, or traveler category.
- ▶ An airline cannot be both preferred and excluded.
- ▶ If an origin is specified, there must also be a destination, and vice versa. You cannot specify one and not the other.
- ▶ If an origin and destination are entered using city codes or using a mix of city and airport codes, Amadeus Travel Preferences Manager does not search for specific rules at airport level.
- ▶ A booking class (/C-) and a transport class (/K-) cannot be combined in the same **PPA** entry.
- ▶ All preferences are bi-directional.

## Example Entries

### **PPA/A-AY,IB,EK**

The general airline preferences, which all have equal priority, are for Finnair (**AY**), Iberia (**IB**) and Emirates (**EK**).

### **PPA/A-BD/P-1**

### **PPA/A-AF/P-2**

For all destinations, the first airline preference is bmi (**BD**) and the second is Air France (**AF**).

### **PPA/A-CX/OR-ASIA/DN-US**

For flights between Asia and the USA, the preferred airline is Cathay Pacific (**CX**).

### **PPA/A-AF/K-F/TV-DIR/TP-CNF/OR-FR/DN-LON**

For company directors (**DIR**) on conference trips (**CNF**) between France and London, the preferred airline is Air France (**AF**) in transport class F.

### **PPA/A-AF/FI-**

The preferred airline is Air France (**AF**), and this is followed by some free-flow text giving more information.

## Airline or City Pair Exclusions

Airline or city pair exclusions are used to exclude specific airlines from availability displays, or to exclude specific city pairs, so that a flight cannot be booked between them.

- ▶ To exclude airlines, enter **PXA**, a slash (/), the preference indicator **A**, a dash (-), and up to 10 airline codes. Use commas (,) to separate multiple airlines. For example **PXA/A-AA**.
- ▶ To prohibit travelers or corporations from using air services between specific locations, enter **PXA**, a slash (/), the preference indicator **OR**, a dash (-), a city code, a slash (/), the preference indicator **DN**, a dash (-), and a city code. For example **PXA/OR-LON/DN-EDI**.

## Rules

The following rules apply to airline and city pair exclusions:

- ▶ You cannot combine airline and origin/destination options in the same entry.
- ▶ Origin and destination must be city codes and one of each must be specified. You cannot specify a destination without an origin, or an origin without a destination.
- ▶ A city pair is bi-directional. For example, if **PARBRU** is excluded, so is **BRUPAR**.
- ▶ The city pair must be different from the default departure and arrival airports.

## Example Entries

### **PXA/A-SU,DL**

The airlines Aeroflot (SU) and Delta Air (DL) are excluded.

### **PXA/OR-SYD/DN-MEL**

A corporation's travelers going from Sydney to Melbourne (or from Melbourne to Sydney) cannot use air services.

## Transport Class Preferences

You can enter general transport class preferences, as well as specific preferences for domestic flights, or preferences based on elapsed flying times.

- ▶ To store a general transport class preference, enter **PPK**, a slash (/), the preference indicator **K**, a dash (-), and the preferred class (**F**, **C** or **Y**). For example **PPK/K-C**.
- ▶ To store a transport class preference for domestic flights, enter **PPK**, a slash (/), the preference indicator **DOM**, a dash (-) and the preferred class. For example **PPK/DOM-Y**.
- ▶ To store a transport class preference based on elapsed flying time, enter **PPK**, a slash (/), the preference indicator **EFT**, a dash (-), a flight duration in hours, and the class that applies when the elapsed flying time is equal to, or less than, that specified (/LT- followed by the preferred class), as well as the preferred class if the elapsed flying time is greater than the specified time (/GT- followed by the preferred class). For example **PPK/EFT-5/LT-KY/GT-KC**.

## Options

When you want to store a transport class preference, in addition to the **PPK** transaction code, you can use the following options:

- ▶ **K-** General transport class for all flights for a traveler or corporation, if there is no applicable origin/destination policy, elapsed flying time policy, or domestic travel policy (this applies to company and traveler profiles).
- ▶ **DOM-** Transport class preference for domestic flights. If this option is used, the system checks to make sure the origin and destination are in the same country. If they are, this policy is then applied (this applies to company and traveler profiles).
- ▶ **EFT-** Transport class preference, applicable to company and traveler profiles. This is based on elapsed flying time, which is further specified using the less than and greater than options:
  - **LT-** Cabin preference for flights of less than, or the equivalent of, the specified elapsed flying time
  - **GT-** Cabin preference for flights of longer than the specified elapsed flying time.
- ▶ **TP-** Trip category (company profile only - see *How to Create Trip Categories* on page 9).
- ▶ **TV-** Traveler category (company profile only - see *How to Create and Assign Traveler Categories* on page 11).
- ▶ **PI-** Privilege indicator (company or agency profile only).

## Rules

The following rules apply to transport class preferences:

- ▶ The cabin preference can be first (**F**), business (**C**), or economy (**Y**).
- ▶ You cannot combine the general preference (**K-**), elapsed flying time preference (**EFT-**), and domestic flight preference (**DOM-**) in the same entry.
- ▶ You cannot store elapsed flying time preferences (**EFT-**) and domestic flight preferences (**DOM-**) in agency profiles.

## Example Entries

### PPK/K-C

### PPK/DOM-Y

Business class (C) is preferred for all flights, except domestic flights, where the preferred class is economy (Y).

### PPK/EFT-8/LT-KC/GT-KF

For flights of eight hours or less (EFT-8), the business class is preferred (LT-KC), while for longer flights first class is preferred (GT-KF).

### PPK/K-F/TV-DIR

### PPK/K-C/TV-MGR

### PPK/K-Y

The preferred transport class for directors (TV-DIR) is first class (K-F), for managers (TV-MGR) it is business class (K-C) and everyone else travels economy class (K-Y).

### PPK/K-C/TP-SLS/TV-DIR

Directors (TV-DIR) going on sales trips (TP-SLS) travel in business class (K-C).

### PPK/K-Y/TP-TRN

Employees on training trips (TP-TRN) travel in the economy cabin (K-Y).

## Transport Class Exclusions

The Transport Class Exclusion option is used when a traveler or corporation restricts the traveler from being reserved in a specific cabin.

- ▶ To store a transport class exclusion, enter **PXK**, a slash (/), and up to two excluded classes separated by a comma (F, C or Y). For example **PXK/F,C**.

The system recognizes the appropriate classes that apply for each airline. For instance, if Lufthansa uses J as a class of service in business class, and there is a policy in force to exclude the business class (C class) cabin, then J class is excluded from availability displays.

## Rules

The following rule applies to transport class exclusions:

- ▶ You cannot exclude a transport class if it has already been specified in an Airline Preferences (PPA) entry or in a Transport Class Preferences (PPK) entry.

## Example Entries

### **PXK/F**

The first class cabin will not be booked.

### **PXK/Y,C**

The traveler will not be booked in first class or economy class.

## Airport Preferences

If a city has several airports, as for example with London, you can enter preferred airports in a customer profile. The airport preferences are for information purposes only and are not used in the biasing process, although they do appear in the policies displayed on your screen.

- ▶ To store an airport preference, enter **PPT**, a slash (/), and up to 10 three-letter airport codes, separated by commas (,). For example **PPT/LTN**.

## Rules

The following rules apply to airport preferences:

- ▶ The airport must not belong to an excluded city pair.
- ▶ Only one preferred airport per city is allowed.

## Example Entries

### **PPT/LHR,CDG,JFK**

The preferred airports are Heathrow (**LHR**) for London, Charles de Gaulle (**CDG**) for Paris and John F Kennedy (**JFK**) for New York.

### **PPT/LGW**

The preferred airport for London is London Gatwick (**LGW**).

## Embargoed Transit Points

The Embargoed Transit Points option is used to specify airports, cities, or countries that the traveler does not wish to connect in. This can be a popular option, for example during the height of the summer holiday travel season. Embargoed transit points are for information purposes only and are not used in the biasing process, although they do appear in the policies displayed on your screen (see **xx**).

- ▶ To embargo one or more specific transit points, enter **PXT**, a slash (/), and up to ten airport, city or country codes, separated by commas (,). For example **PXT/FRA**.

## Rules

The following rules apply to embargoed transit points:

- ▶ You can enter a maximum of 10 transit points.
- ▶ A transit point can be specified using an airport, city or country code.

## Example Entries

### **PXT/HKG**

Excludes Hong Kong (**HKG**) as a connecting airport.

### **PXT/MIA,CU**

Excludes Miami International airport (**MIA**) and Cuba (**CU**).

# How to Create Hotel Travel Policies

Hotel policy and preference options can be combined with other options to create overall policies and preferences. You can store hotel preferences in traveler, company, or agency profiles.

These policies and preferences are used for both hotel availability and hotel sell activities. You can store 100 hotel policies per customer profile and up to 60 hotel chains or hotel master chains per destination.

The following general rules apply when you are defining hotel travel policies:

- ▶ The trip purpose and the traveler category must already be defined in the profile (this applies to company profiles only).
- ▶ For more information about hotel preferences, enter **HE PRO** then **GP HOX**.

To store policies use one of the following transaction codes, depending on what you want to do:

- **PPH** for preferred hotel chains or hotel master chains availability
- **PHI** for hotel information
- **PSH** for smoking preference
- **PXH** for hotel chain or hotel master chain exclusions
- **PLB** for hotel biasing when you want to create a “city”
- **PHB** for hotel biasing when you want to add a property to a city
- **PPI** for additional availability display information (see *How to Create Availability Information* on page 39)

Add your preference indicators and the appropriate codes or other text to the transaction code, in any order.

For a list of the different hotel codes, see **HE HTL**, then enter **GP COD**.

## Hotel Preferences

To store hotel preferences, enter **PPH**, followed by a slash (/), the mandatory preference indicator **CO**, a dash (-), and up to ten hotel chain or hotel master chain codes separated by commas (,). In addition you can choose from the following preference indicators as required:

- ▶ **P**- Priority, which is used with hotel master chain or hotel chain preferences to set the order they are used in. It cannot be used if there is more than one hotel chain or hotel master chain code specified in the DN-option.
- ▶ **DN**- Destination (city, airport, country or region code, hotel master chain code, hotel chain code, or hotel property code). If you do not include a destination, then the preferences apply to all destinations.

*Region codes are accessible between offices, where an EOS agreement exists. For a list of valid region codes, enter **HE PRO** and **GP REC***

- ▶ **TP**- Trip category (company profiles only; must already be defined in the profile - see *How to Create Trip Categories* on page 9)
- ▶ **TV**- Traveler category (company profiles only; must already be defined in the profile)
- ▶ **RT**- Room type
- ▶ **BT**- Bed type
- ▶ **CT**- City name. Used, for example, to build a hotel policy for a city near the airport or specified in an availability entry.
- ▶ **AR**- City area
- ▶ **HN**- Hotel name
- ▶ **QU**- Rate limit
- ▶ **FF**- Facilities. Up to three facilities can be specified, separated by dashes (-)
- ▶ **FI**- Free-flow text.

*For information on hotel option formats, enter **HE HTL OPT***

## Rules

The following rules apply to hotel preferences:

- ▶ A specific hotel chain or hotel master chain is mandatory when you use the **PPH** transaction code.
- ▶ You can enter up to three hotel chains per policy, separated by commas (,).
- ▶ You can store 100 hotel policies per customer profile.
- ▶ You can specify up to 60 hotel chains or hotel master chains per destination.

## Example Entries

### **PPH/CO-MC,HI,HH**

The general hotel preferences, which all have equal priority, are for Marriot Hotels (**MC**), Holiday Inns (**HI**) and Hilton Hotels (**HH**).

### **PPH/CO-HI/P-1**

### **PPH/CO-IC/P-2**

For all destinations, the first hotel preference is Holiday Inns (**HI**) and the second is Intercontinental (**IC**).

### **PPH/DN-MIA/CO-RD**

For hotels in Miami (**MIA**), the preferred hotel chain is Raddison (**RD**). A destination can be any valid airport code, city code, hotel property code, country code, or Amadeus-defined region code.

### **PPH/CO-IC,HE/DN-NAMER**

For hotels in North America (**NAMER**), the preferred hotel chains are Intercontinental (**IC**) and Historic Hotels (**HE**).

### **PPH/CO-HE,HI/DN-NAMER**

### **PPH/CO-IC,SI/DN-EUROP**

For hotels in North America (**NAMER**), the preferred hotel chains are Historic Hotels (**HE**) and Holiday Inns (**HI**), while in Europe the preferred hotel chains are Intercontinental (**IC**) and Sheraton (**SI**).

### **PPH/CO-MC/DN-LAX/HN-LA REVE HOTEL**

In Los Angeles (**LAX**), the hotel La Reve is the preferred hotel within the Marriott Hotels (**MC**) chain.

### **PPH/CO-MC/RT-P1K**

The preferred hotel chain is Marriot Hotels (**MC**), and the customer prefers an executive room (**P**), with one (1) king-sized (**K**) bed.

**PPH/CO-MC/BT-K**

The preferred hotel chain is Marriot Hotels (**MC**), and the customer prefers a king-sized (**K**) bed, regardless of the room type.

**PPH/TP-TRN/CO-DI**

The preferred hotel chain is Days Inn (**DI**) for training travel (**TRN**). You must define the desired trip categories in the company profile before creating policies based on these trip categories.

**PPH/CO-HH/RT-S1K/TV-DIR**

For directors (**DIR**), the preferred hotel chain is Hilton Hotels (**HH**), and the room type is a (S) with one (1) king-sized (**K**) bed. Before creating hotel policies based on traveler categories, each category must be defined in the company profile.

**PPH/DN-LAX/AR-D/CO-HI**

For travel to Los Angeles (**LAX**), the preferred hotel chain is Holiday Inns (**HI**), in the downtown area (**D**).

**PPH/DN-LAX/CT-BEVERLY HILLS**

For travel to Los Angeles (**LAX**), the hotels preferred are in the Beverly Hills area of the city.

**PPH/CO-HE,HI/QU-150-200/TV-DIR****PPH/CO-HE,HI,IC/QU-120-150/TV-MGR****PPH/CO-RT/HN-MERCURE/QU-100**

The preferred rates are between 150 and 200, for company directors (**DIR**), and between 120 and 150 for managers (**MGR**), with the preferred chains being Historic Hotels (**HE**) and Holiday Inns (**HI**). For everyone else, the rate limit is 100 and the preferred hotels are Mercures from the Accor Hotels (**RT**) chain.

**PPH/DN-DFW/AR-D/FF-JAC-SWI**

For travel to Dallas (**DFW**), the preference is for hotels in the downtown area (**D**), where the facilities include a jacuzzi (**JAC**) and a swimming pool (**SWI**).

## Hotel Exclusions

The transaction code **PXH** is used to specify hotels that should be excluded from the booking. This option is displayed in neutral and enriched hotel availability displays and is for informational purposes only. However, the system issues a warning if you sell an excluded chain.

- ▶ To store hotel exclusions, enter **PHX**, a slash (/), the mandatory preference indicator **CO**, a dash (-), and up to ten hotel codes, separated by commas (,). For example **PHX/CO-MC**.

## Example Entry

**PHX/CO-HI,IC**

Excludes the Holiday Inn (**HI**) and Intercontinental (**IC**) hotel chains from bookings.

## Hotel Information

Hotel information allows you to store some availability functions and important information used by Amadeus Travel Preferences Manager during the hotel sell process. You can store frequently used items such as deposit, form of payment for guarantees, supplementary information, and so on, and Amadeus Travel Preferences Manager will automatically include the information. To use this function effectively, you must enter the appropriate hotel information in a company, traveler, or agency profile.

- ▶ To store hotel information, enter **PHI**, a slash (/), and the required preference indicators.

## Options

To store hotel information, enter the **PHI** transaction code, followed by a slash (/) and the required preference indicators:

*For more information on hotel options, enter **HE HTL OPT**.*

- ▶ **CO**- Hotel chain or hotel master chain code. If you do not specify a code, or you enter two asterisks (\*\*), the hotel information applies to all hotel sell transactions.
- ▶ **G**- Guarantee information. Use this option to specify a form of guarantee for either a specific hotel chain, or if no company is specified, for all hotel chains. Accepted forms of guarantee are checks, credit cards, and advance deposits.

- ▶ **DP-** Deposit information. Use this option to specify a form of deposit for either a specific hotel chain, or if no company is specified, for all hotel chains. Accepted forms of deposit are check, credit card, company name and address, **CD** number, **ID** number, **MCO**, and booking source.
- ▶ **BN-** Billing number. This specifies, for example, the corporate account number to be referenced on the bill. The entry must include a hotel chain code or hotel master chain code (**CO-XX**) and can only be stored in a company profile.
- ▶ **SI-** Supplementary information. This is free-flow text sent to a hotel company when you make an hotel sell entry.
- ▶ **FT-** Frequent flyer number. Use this option to store specific frequent flyer numbers which are sent to the hotel when you make an hotel sell entry, and which can only be stored in a traveler profile. If you enter the airline code in the Frequent Flyer field, the system selects the correct frequent flyer number from the customer's profile and includes it in the hotel sell transaction.
- ▶ **ID-** Customer ID Number. Use this option to store a customer's ID number for a specific hotel in the customer's hotel travel policy. The entry must include a hotel chain code or hotel master chain code (**CO-XX**).
- ▶ **SR-** Special Rate Preference. Use this option to display availability for special rates, which are transmitted to the hotel when you make an hotel sell entry. You can specify up to eight special rate preferences. You must specify the appropriate hotel chain code for company and traveler profiles, and may exclude an hotel chain on the agency profile if you want the special rate to apply to all availability displays.

## Rules

A specific hotel chain or hotel master chain code (**CO-XX**) is mandatory for the preference indicators **ID-** and **BN-**.

## Example Entries

### **PHI/CO-HI/ID-34567GG/FT-AF**

For bookings with the Holiday Inn (**HI**) chain, use the specified customer ID (**34567GG**) and the customer's Air France (**AF**) frequent flyer code.

### **PHI/CO-HI/BN-847676/SR-COR/DP-ADVDEP**

For bookings with the Holiday Inn (**HI**) chain, use the specified billing number (**847676**), the special rate code (**COR**), and the specified deposit advice (**ADVDEP**).

**PHI/CO-\*/G-CCXS75700189812016EXP1207/SI-2ND FLOOR ROOM REQUIRED**

For all chains (\*\*), use the specified guarantee information (CCXS75700189812016EXP1207) and supplementary information (2ND FLOOR ROOM REQUIRED).

**PHI/DP-CCAX378728937397397EXP0908**

Use the credit card details (AX378728937397397EXP0908) to pay the deposit on the booking.

## Hotel Smoking Preference

The hotel smoking preference can be stored in a traveler profile, not in a company or agency profile. When you make an hotel sell entry, Amadeus transmits a message notifying the hotel of your customer's smoking preference.

- ▶ To store an hotel smoking preference, enter **PSH**, a slash (/), and **N** if a non-smoking room is preferred, or **Y** if the customer prefers a room where smoking is allowed.

## Example Entries

**PSH/N**

The customer prefers a non-smoking room.

**PSH/Y**

The customer prefers a smoking room

## Hotel Biasing

Hotel biasing allows you to store up to 150 hotel property details at city or airport level, in a company, traveler or agency profile. You can also set a priority level for the properties.

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

If you request a hotel availability display using the Amadeus Travel Preferences Manager option, the system proposes the biased hotel properties first, followed by properties from a neutral display.

The letter **B** in the profile header before the office ID indicates that hotel biasing has been set up for this profile. For example:

```
*C* BMW CORP                23L8FF
-----GENERAL INFORMATION
  1 PCN/ BMW CORP
-----TRIP AND TRAVELLER CATEGORIES
  5 PTV/ DIR/DIRECTOR
  6 PTP/ BIZ/BUSINESS
  7 TRN/TRAINING
END OF DISPLAY
*PROFILE MODE*
```

1. To add a city or airport to the list, enter **PLB**, a slash (/), the preference indicator **CY**, a dash (-), and the appropriate three-letter city or airport code. For example **PLB/CY-LON**. The city code list is displayed, showing that London (**LON**) has been added
2. To save your changes, when you have finished adding city codes, end transact (**PE**) or end transact and redisplay (**PER**).
3. Once the city has been created, display the list of properties defined for it. Enter, for example, **PHB/NCE**
4. Add the required properties to the biasing list. Enter, for example **PHB/CO-HI/ID-IE5/TP-BIZ/TV-DIR/P-3**.
5. To save your changes, when you have finished adding city codes, end transact (**PE**) or end transact and redisplay (**PER**).
6. To add biasing preferences directly to a displayed, non-merged profile, add the city code to the **PHB** entry, for example **PHB/CY-LON/CO-HI/ID-IE5**.

## Options

To store hotel biasing information, enter **PHB**, a slash (/) and the required biasing indicators:

- ▶ **CY**- Three-letter city or airport code
- ▶ **CO**- Two-character hotel chain or hotel master chain code
- ▶ **ID**- Hotel property ID (without the city code)
- ▶ **TP**- Trip category (optional)
- ▶ **TV**- Traveler category (optional)
- ▶ **P**- Priority number (optional)

## Rules

- ▶ If hotel biasing is used, general hotel preferences, stored using **PPH** (see *Hotel Preferences* on page 22), are no longer taken into account.
- ▶ You can add up to 10 cities to the list at the same time, separating each one with a comma.
- ▶ The trip category (**TP**) can only be used in a company profile for biasing.
- ▶ The traveler category (**TV**) can only be used in a company profile.
- ▶ The priority number determines the order in which hotel properties are displayed for a location. If no value is specified, the system assigns one automatically.
- ▶ The list is ordered alphabetically, first by trip purpose, then traveler category, then priority. If you add or change a priority, the list is reordered based on the new priority.

## Example Entries

- ▶ **PLB/CY-NCE**  
Creates the city of Nice (**NCE**) for hotel biasing.
- ▶ **PHB/CY-LON/CO-HK/ID-ABB/P-1**  
Adds property code **LONABB** for the hotel chain or hotel master chain **HK** for London, and sets its priority to 1.
- ▶ **PHB/CO-HK/ID-ABB/TV-MGR**  
Adds the specified property code to the displayed city for managers (**MGR**).
- ▶ **PHB/CO-HK/ID-ABB/TP-BIZ**  
Adds property code to the displayed city for business trips (**BIZ**).

## Hotel Biasing Lists

- ▶ To display the list of cities and/or airports that have been created for hotel biasing, enter **PLB**. The system response will be similar to the following:

```
*C* BMW CORP
-----
HOTEL BIASING CITY/AIRPORT LIST
-----
1 - FRA
2 - LAX
3 - LON
4 - MAD
5 - NYC
6 - ORD
END OF DISPLAY
*PROFILE MODE*
```

- ▶ To display the list of hotel properties stored for cities/airports starting from a specific letter, enter, for example, **PLB/M**. The system response will be similar to the following:

```
*C* BMW CORP
-----
HOTEL BIASING CITY/AIRPORT LIST
-----
1 - MAD
2 - NYC
3 - ORD
END OF DISPLAY
*PROFILE MODE*
```

- ▶ To display the hotel biasing property code list for a specific city, enter **PHB**, and the three-letter city or airport code. For example **PHB/LON**. The system lists priority levels (**P**), hotel chain or hotel master chain codes (**CO**), city or airport codes (**CTY**), specific property IDs (**ID**), trip categories (**TP**) and traveler categories (**TV**). The system response will be similar to the following:

```
*C* BMW CORP
-----
HOTEL BIASING PROPERTY CODE LIST - LON
-----
P - CO CTY ID TP TV
1 - HI LON 865 BIZ
2 - HL LON 269 BIZ
3 - IC LON FO1 BIZ
4 - HL LON 091 BIZ DIR
5 - HI LON 601 BIZ DIR
6 - HI LON EE3 BIZ MGR
7 - RD LON 314 BIZ MGR
8 - MU LON GLC CNF
9 - IC LON ICF CNF DIR
10 - UI LON HYD TRN
11 - HL LON 103 TRN MGR
END OF DISPLAY
*PROFILE MODE*
```

- ▶ To display the property code list from the city/airport list, enter **PHB** followed by the line number, for example **PHB3**.



# How to Create Car Travel Policies

Car policy and preference options can be combined with other options to create overall policies and preferences. You can store car preferences in traveler, company, or agency profiles.

These policies and preferences are used for both car availability and car sell activities.

The following general rules apply when you are defining car travel policies:

- ▶ The trip purpose and the traveler category must already be defined in the profile (this applies to company profiles only).
- ▶ For more information about hotel preferences, enter **HE PRO** then **GP CAX**.

To store policies use one of the following transaction codes, depending on what you want to do:

- ▶ **PPC** for preferred car rental companies
- ▶ **PCI** for car information
- ▶ **PSC** for smoking preference
- ▶ **PXC** for car rental company exclusions
- ▶ **PPI** for additional availability display information (see *How to Create Availability Information* on page 39 for more information)

Add your preference indicators and the appropriate codes or other text to the transaction code, in any order.

*For a list of the different car rental company codes, enter **HE CAR**, then **GP COD**, or enter **GG CAR** and go to the appropriate page.*

## Car Preferences

To store car rental company preferences, enter **PPC**, a slash (/), the mandatory preference indicator **CO**, a dash (-), and up to five car rental company codes separated by commas (.). In addition you can choose from the following preference indicators as required:

- ▶ **P-** Priority. Specifies the priority order of a car preference when multiple car companies are contained in a car policy. When entering a car policy, you must enter each car policy individually.
- ▶ **DN-** Destination (airport, country, region, or car location code). If you do not include a destination, then the preferences apply to all destinations.

*Region codes are accessible between offices, where an EOS agreement exists. For a list of valid region codes, enter **HE PRO**, and **GP REC**.*

- ▶ **VT-** Vehicle type. Uses the standard vehicle-type codes to specify the desired vehicle category.

*Enter **HE CAR**, then **GP COD** for a list of codes.*

- ▶ **TP-** Trip category (company profiles only; must already be defined in the profile - see *How to Create Trip Categories* on page 9)
- ▶ **TV-** Traveler category (company profiles only; must already be defined in the profile).
- ▶ **FF-** Facilities. Up to three facilities can be specified, separated by dashes (-).
- ▶ **FI-** Free-flow text
- ▶ **SD-** Start date (rule validity period)
- ▶ **SD--** Duration value (W = week, M = month, number of days)
- ▶ **ED-** End date (rule validity period)

## Rules

The following rules apply to car preferences:

- ▶ A specific car rental company is mandatory when you use the **PPC** transaction code.
- ▶ You can enter up to five car rental companies per destination, separated by commas (.).

## Example Entries

### **PPC/CO-ZI**

The preferred car rental company is AVIS (**ZI**).

### **PPC/DN-ATL/CO-AL**

For travel to Atlanta (**ATL**), the preferred car company is Alamo (**AL**).

### **PPC/VT-ICAR/CO-ZI**

The preferred vehicle type is an intermediate (**I**) car, with between two and four doors (**C**), automatic transmission (**A**) and air-conditioning (**R**). The preferred car rental company is AVIS (**ZI**).

### **PPC/P-1/CO-ZI/VT-ICAR**

The preferred vehicle type is an intermediate (**I**) car, with between two and four doors (**C**), automatic transmission (**A**) and air-conditioning (**R**). The preferred car rental company AVIS (**ZI**) takes precedence (**1**).

### **PPC/TP-MKT/VT-ICAR/CO-ZI**

For marketing trips, the preferred vehicle type is an intermediate (**I**) car, with between two and four doors (**C**), automatic transmission (**A**) and air-conditioning (**R**). The preferred car rental company is AVIS (**ZI**).

### **PPC/CO-AL/VT-ICAR/TV-MGR/DN-LAX**

For Managers (**MGR**) travelling to Los Angeles (**LAX**), the preferred vehicle type is an intermediate (**I**) car, with between two and four doors (**C**), automatic transmission (**A**) and air-conditioning (**R**). The preferred car rental company is Alamo (**AL**).

## Car Rental Company Exclusions

The transaction code **PXC** is used to specify car rental companies that should be excluded from the booking. This option is for informational purposes only. However, the system issues a warning if you sell an excluded car rental company.

- ▶ To store car rental company exclusions, enter **PXC**, a slash (/), the mandatory preference indicator **CO**, a dash (-), and up to ten car rental company codes, separated by commas (,). For example **PXC/CO-ZE**.

## Rules

- ▶ A car rental company cannot be both preferred and excluded.

## Example Entry

**PXC/CO-AL,ZI**

Exclude the car rental companies Alamo (AL) and AVIS (IC) from bookings.

## Car Information

Car information allows you to store some availability functions and important information used by Amadeus Travel Preferences Manager during the car sell process. You can store frequently used items such as deposit, form of payment for guarantees, supplementary information, and so on, and Amadeus Travel Preferences Manager automatically includes the information. To use this function effectively, you must enter the appropriate car information in a company, traveler, or agency profile.

## Options

To store car information, enter **PCI**, a slash (/), and the required preference indicators:

*For more information on car options, enter **HE CS***

- ▶ **CO-** Car rental company code. If you do not specify a code, or you enter two asterisks (\*\*), the car information applies to all car sell transactions.
- ▶ **G-** Guarantee information. Use this option to specify a form of guarantee for either a specific car rental company, or if no company is specified, for all car rental companies. Accepted forms of guarantee are checks, credit cards, and advance deposits.
- ▶ **BN-** Billing number. This specifies, for example, the corporate account number to be referenced on the bill. The entry must include a car rental company code (**CO-XX**) and can only be stored in a company profile.
- ▶ **SI-** Supplementary information. Free-flow text to be sent to a car rental company when you make a car sell entry.
- ▶ **FT-** Frequent flyer number. Use this option to store specific frequent flyer numbers, which are sent to the car rental company when you make a car sell transaction, and which can only be stored in a traveler profile. If you enter the airline code in the Frequent Flyer field, the system selects the correct frequent flyer number from the customer's profile and includes it in the car sell transaction. The entry must include a car rental company code (**CO-XX**).

- ▶ **ID-** Customer ID Number. Use this option to store a customer's ID number for a specific car rental company in the customer's car travel policy. The entry must include a car rental company code (**CO-XX**).
- ▶ **CD-** Corporate discount. The entry must include a car rental company code (**CO-XX**) and cannot be applied to a traveler profile.
- ▶ **RC-** Rate code and category. The entry must include a car rental company code (**CO-XX**).
- ▶ **SQ-** Special request (up to three special equipment codes)

*For a full list of car equipment codes, enter **HE CAR CODES** or **CEA***

## Rules

- ▶ A specific car company code (**CO-XX**) is mandatory for the preference indicators **BN-**, **FT-**, **ID-**, **CD-** and **RC-**.

## Example Entries

### **PCI/CO-AL**

The preferred car rental company is Alamo (**AL**).

### **PCI/CO-AL/RC-X12345**

The preferred car rental company is Alamo (**AL**), and the rate code that should be applied is specified (**X12345**).

### **PCI/SI-NO RED CARS**

The customer does not want a red car. This information is sent to the car rental company when a car sell is made.

### **PCI/CO-ZE/ID-34567GG/FT-AF**

For rentals with Hertz (**ZE**), use the specified customer ID (**34567GG**) and the appropriate Air France (**AF**) frequent flyer code.

### **PCI/CO-ZE/CD-12356MG/BN-847676/RC-S-X1234**

For rentals with Hertz (**ZE**), use the specified corporate discount ID (**12356MG**), billing number (**847676**), and rate code (**S-X1234**).

**PCI/CO-\*/G-CCXS75700189812016EXP1207/SI-FORDS  
PREFERRED/SQ-TEL**

For all car company rentals, use the credit card (CC) Access (XS), card number 75700189812016, with an expiry date of December, 2007 (1207) to guarantee the booking, and send the car rental company the supplementary information (FORDS PREFERRED) to let them know that the customer prefers a Ford car, and requires special equipment, in this case a car phone (TEL).

## Car Smoking Preference

The car smoking preference can be stored in a traveler profile, not in a company or agency profile. When you make a car sell entry, Amadeus transmits a special request (/SQ) option message notifying the car rental company of the client's smoking preference.

- ▶ To store a car smoking preference, enter PSC, a slash (/), and N if a non-smoking car is preferred, or Y if the customer prefers a car where smoking is allowed.

## Example Entries

**PSC/N**

The customer prefers a non-smoking car.

**PSC/Y**

The customer prefers a smoking car.

# How to Create Availability Information

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. They appear on Amadeus Travel Preferences Manager air, car and hotel availability displays.

The following general rules apply when you are storing availability information:

- ▶ If you do not enter a destination, the availability information applies to all destinations.
- ▶ You can enter a maximum of 10 PPI elements for each service type.
- ▶ The S- and AI- preference indicators are mandatory.
- ▶ Availability information can be destination-specific or general.

## Availability Information

To store availability information, enter **PPI**, a slash (/), the mandatory option **S**, a dash (-), the correct indicator to show whether the information applies to air, hotel or car travel policies, a slash (/), the mandatory preference indicator **AI**, a dash (-), and up to 120 alphanumeric characters.

You can choose from the following preference indicators as required:

- ▶ **S-** Service type. This is mandatory. The options are A for air, C for car, and H for hotel. The system uses this information at policy selection time to identify which availability information lines are applicable to your Amadeus Travel Preferences Manager request.
- ▶ **AI-** Availability information. This is mandatory. This is free-flow text containing the information you want to store, to a maximum of 120 alphanumeric characters.
- ▶ **OR-** Origin (airport, city, country, or region code)
- ▶ **DN-** Destination (airport, city, country or region code)

*Region codes are accessible between offices, where an Amadeus Extended Ownership agreement exists. For a list of valid region codes, enter **HE PRO** and **GP REC**.*

## Example Entries

To create an availability information line, enter:

**PPI/S-H/DN-TYO/AI-HOTELS WITH SHUTTLE SERVICE ARE PREFERRED**

For travel to Tokyo (TYO), hotels (H) with a shuttle bus service should be booked whenever possible.

**PPI/S-C/DN-TYO/AI-GREEN CARS ONLY REQUIRED**

For travel to Tokyo (TYO), the car hire (C) requirement is for a green car.

**PPI/S-A/OR-NYC/DN-TYO/AI-PAX PREFERS NON-STOP FLIGHTS**

For air travel (A) from New York (NYC) to Tokyo (TYO), the passenger prefers to be booked on non-stop flights.

**PPI/S-A/AI-PAX PREFERS LEFT SIDE OF AIRCRAFT**

For air travel (A), the passenger prefers a seat on the left-hand side of the plane.

# How to Use Amadeus Travel Preferences Manager

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

*If your Default Use of Amadeus Travel Preferences Manager indicators (**DUA**, **DUC**, **DUH** and so on) are set to **YES** in your office profile, each availability request you make is performed as an Amadeus Travel Preferences Manager request. This means that you no longer need to append the **/TC** option to your availability entry. By default, the indicators are set to **NO**. To update your office profile settings, contact your Amadeus help desk*

This option specifies the trip category that is to be used to make the reservation. In addition to the categories listed here, which are created automatically, you can create further categories as required (see *How to Create Trip Categories* on page 9):

- ▶ **Business (BIZ)**
- ▶ **Personal (PER)**

The system checks to see which policies and preferences apply to the specified trip purpose. For business and other non-personal trips the system also checks whether the passenger belongs to a specific traveler category (see *How to Create and Assign Traveler Categories* on page 11), for example:

- ▶ **Company Director (DIR)**
- ▶ **Manager (MGR)**

The system automatically searches for policies that apply to the specified traveler category. Finally, the system sorts all the applicable policies and preferences it finds into a logical order of priority and then builds an availability display that reflects the result.

## Using the Amadeus Travel Preferences Manager Option

You can use the Amadeus Travel Preferences Manager option to display the following:

- ▶ Air availability
- ▶ Air schedule
- ▶ Hotel availability
- ▶ Hotel sell
- ▶ Car availability
- ▶ Car sell
- ▶ Policies and preferences for a specific trip category (using the **PPD** entry)

When you use Amadeus Travel Preferences Manager, one of the following conditions must be met:

- ▶ You must have an active profile
- ▶ You must be working in a PNR created from a profile
- ▶ You must enter a profile record locator in the Amadeus Travel Preferences Manager entry

### Default Trip Category

Each time you specify a trip category, it becomes your trip category for any subsequent Amadeus Travel Preferences Manager requests. This saves you time when booking a series of travel requests for the same trip category.

- ▶ To clear the current trip purpose, make an entry that includes a slash (/), the Amadeus Travel Preferences Manager option **TC**, and a dash (-). For example **AN12JUNLONNCY/TC-**.

## Trip Category and Profile Type

If the trip purpose is personal (**PER**), you must retrieve a traveler profile.

If the trip purpose is not personal, you must retrieve a company profile or an associated traveler profile.

If you want to apply agency preferences only, retrieve the agency profile (or no profile at all) then enter your availability request using the **/TC-** option.

## Rules

- ▶ You cannot combine the **/TC-** option with any options that specify travel preferences or travel details, as these can be specified at profile level.
- ▶ The **/TC-** option must be the last option specified in your availability request.
- ▶ Only passenger association and profile retrieval information can be specified after the **/TC-** option.
- ▶ If you want to passenger-associate a **/TC-** request, the active PNR must have been created using profiles.
- ▶ Passenger association is mandatory if the PNR contains more than one passenger.

## Profile Record Locator

If a profile is not active, or if you have not created a PNR using a profile, you can enter the profile record locator you need in the availability entry when requesting a display.

To do this, add a slash (/), the profile locator option **T** for traveler or **C** for company, a dash (-) and the six-character profile record locator.

For example **AN12JUNNCELON/TC/T-94LT69**



# Air Travel Reservations

Amadeus Travel Preferences Manager may be used with all Availability/Schedule displays (AN, AD, SN, SD, etc.).

The air booking process is performed step-by-step, and these steps are listed below.

## Air Availability

1. If necessary, open the appropriate profile (this applies to traveler or company profiles, not agency profiles).
2. Request an availability display. For example **AD15APRBOSSTL3P/TC**.
3. If you use trip categories, add a dash and the three-character trip category to the end of your entry. For example **AD15APRMIALAX8A/TC-SLS**.

*If you forget to add the /TC option to the request, you can use the shortcut entries AC/TC-BIZ or AC/TC-PER to change your display to an Amadeus Travel Preferences Manager availability display*

## Options

You can use the Amadeus Travel Preferences Manager option (/TC) with the following air availability and air schedule entries:

- ▶ **AN12FEBNYCLON/TC-BIZ**  
Neutral air availability display
- ▶ **AD12FEBNYCLON0900/TC-BIZ**  
Air availability display based on departure time
- ▶ **AA12FEBNYCLON1200/TC-BIZ**  
Air availability display based on arrival time
- ▶ **AE12FEBNYCLON/TC-BIZ**  
Air availability display based on elapsed time
- ▶ **SN12FEBNYCLON/TC-BIZ**  
Neutral schedule display
- ▶ **SD12FEBNYCLON0900/TC-BIZ**  
Schedule display based on departure time

- ▶ **SA12FEBNYCLON1200/TC-BIZ**  
Schedule display based on arrival time
- ▶ **SE12FEBNYCLON/TC-BIZ**  
Schedule display based on elapsed time

## Rules

- ▶ You cannot combine the /TC option with any other air options (for example /A, /X, /C).
- ▶ You cannot use the /TC option in carrier-preferred or alliance requests (for example ANAF or AN\*A).
- ▶ You cannot use the /TC option in dual city pair requests. However you can change to a return trip display using the entry ACR.
- ▶ You cannot use change entries to change from an Amadeus Travel Preferences Manager display to a carrier-preferred display.
- ▶ You cannot change your display with entries like ACTN to change to a timetable display, or AC/MM for a multi-modal display.
- ▶ You can use the following entries to change from an ordinary availability display to an Amadeus Travel Preferences Manager display:
  - AC/TC
  - AC/TC-BIZ
  - SC/TC
  - SC/TC-BIZ

## Example Entries

### **AD15APRBOSSTL3P/TC**

Request an air availability display for Boston to Seattle using the Amadeus Travel Preferences Manager option.

### **AD15APRMIALAX8A/TC-SLS**

Request an air availability display for Miami to Los Angeles, for a sales (SLS) trip, using the Amadeus Travel Preferences Manager option.

### **SS2Y11**

Sell from the Availability/Schedule display.

# Car Rental

You can use the Amadeus Travel Preferences Manager option (/TC) with multi-company and single-company car availability displays.

Availability requests result in different types of displays, depending on your Amadeus Travel Preferences Manager display preferences and whether or not the system finds criteria to match your request.

## Car Availability

1. If necessary, open the appropriate profile (this applies to traveler or company profiles, not agency profiles).
2. Request an availability display. For example **CAMCO15MAR-20MAR/ARR-9A-9A/TC**.
3. If you use trip categories, add a dash and the three-character trip category to the end of your entry. For example **CAMCO15MAR-20MAR/ARR-9A-9A/TC-BIZ**.

*If you forget to add the /TC option to the request, you can use the shortcut entries CA/TC-BIZ or CA/TC-PER to change your display to an Amadeus Travel Preferences Manager availability display.*

## Rules

- ▶ You cannot use the /TC option when entering a passive segment from a car availability, car terms, or car list display.
- ▶ You cannot use the following options in a car availability entry with the /TC option, because these options are stored in the appropriate profiles.
  - **CD**- Corporate discount number
  - **CO**- Company code
  - **FC**- Foreign currency
  - **FT**- Frequent flyer number
  - **ID**- Customer discount number
  - **LO**- Location
  - **RC**- Rate code

- **VT**- Vehicle type
- **VTA**- All vehicle types

## Example Entries

### **CALHR12FEB-3/ARR-0900-0900/TC-BIZ**

For business travel (**BIZ**), requests a car availability display for London's Heathrow Airport (**LHR**) on February 12, picking up at 09:00 and dropping off at the same time three days later.

### **CAXXLHR12FEB-3/ARR-0900-0900/TC-BIZ**

For business travel (**BIZ**), requests a single-company car availability display with car rental company **XX**, for London's Heathrow Airport (**LHR**) on February 12, picking up at 09:00 and dropping off at the same time three days later.

### **CALONC0112FEB-3/ARR-0900-0900/TC-BIZ**

For business travel (**BIZ**), requests a car availability display for the non-airport location London (**LON**) on February 12, picking up at 09:00 and dropping off at the same time three days later.

### **CAS3/TC-BIZ**

For business travel (**BIZ**), for an existing PNR flight segment (**CAS3**), requests a car availability display.

### **CAAB/TC-BIZ**

For business travel (**BIZ**), requests a car availability display from the car location list labelled **AB**.

### **CAS3/TC-BIZ/P2**

For business travel (**BIZ**), for an existing PNR flight segment (**S3**), requests a car availability display and associates it with the specified passenger (**P2**).

### **CALHR12FEB-3/ARR-0900-0900/TC-BIZ/T-W4562A**

For business travel (**BIZ**), requests a car availability display for London's Heathrow Airport (**LHR**) on February 12, picking up at 09:00 and dropping off at the same time three days later. The request is for the customer whose record locator is specified here (**WA4562A**).

### **CA/TC-BIZ**

Changes the display from neutral to Amadeus Travel Preferences Manager.

### **CAZIFRA30MAR/ARR-1700-1700/TC-TRN**

Requests car availability for AVIS at Frankfurt, for a customer traveling for training purposes, arriving March 30, pick-up time 1700 and drop-off at 1700 the following day.

The system response will be similar to the following:

```

CAZIFRA30MAR/ARR-1000-0900/VT-E
**AMADEUS TRAVEL CHOICE - AN**
*TRN* +COR+ CO:1/ZI+E***-TRV-CO:1/AL+**A-AGY-CO:1/ZE+*
COR: SPECIAL RULES FOR LONG TERM RENTALS - SEE PROFILE
NOTES
ZI/AVIS          FRA-T      OPENING HOURS:  OPEN 24 HOURS
FRANKFURT/DE:INTL      CURRENCY:EUR
ARRIVAL:MO30MARxx/10:00      RETURN:TU31MARxx/09:00
EXTRA CHARGES MAY APPLY      CHECK POLICIES: GGCARZIFRA
  TYPE  A    DAILY-EUR      KM/M    CHRG    ADV    RCODE
  1  ECMN      34.40@*      UNL     .00     3II
  2  ECMN      38.60@*      UNL     .00     3XI
  3  ECMN      42.20@*      UNL     .00     3VI
  4  ECMN      49.00@*      UNL     .00     5HI
  5  ECMN      59.20@*      UNL     .00     III
  6  ECMN      63.90@*      UNL     .00     IUI
@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY ADV-ADVANCE
BOOKING
NO MORE ITEMS

```

## Car Sell

You can use the Amadeus Travel Preferences Manager option 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.

*You can use the /TC option with car sell transactions even if you did not use it in the availability request*

The basic long entry format for a car sell using Amadeus Travel Preferences Manager is **CSXXLHR12FEB-3/ARR-0900-0900/TC-BIZ**.

## Rules

- ▶ You cannot use the /TC option when entering a passive segment from a car availability, car terms, or car list display.
- ▶ You cannot use the /TC option in a multiple-sell transaction.
- ▶ A short sell using the /TC option is not allowed from a Amadeus Complete Access availability display.

- ▶ You cannot use the following options in a car sell entry with the /TC option, because these options are stored in the appropriate profiles.
  - **BN**- Billing number
  - **CO**- Car rental company code
  - **DP**- Deposit advice
  - **G**- Guarantee form
  - **FT**- Frequent flyer number
  - **ID**- Customer identification number
  - **RC**- Rate code
  - **SI**- Supplementary Information
  - **SQ**- Special equipment

## Example Entries

### **CS1/TC**

Using Amadeus Travel Preferences Manager, sells a car from the car availability display.

### **CSXXS3//TC-BIZ**

Using Amadeus Travel Preferences Manager, sells a car for business travel (**BIZ**) with the specified car rental company (**XX**) from the specified PNR flight segment (**S3**).

### **CSAB12FEB-3/TC-BIZ**

Using Amadeus Travel Preferences Manager, sells a car for business travel (**BIZ**), with the rental starting on February 12 for three days, from the specified line (**AB**) of the car location list.

### **CS1/TC**

Using Amadeus Travel Preferences Manager, sells a car on line 1 of the car availability display

The system response will be similar to the following:

```
>CS1/ID-6673678737/SI-NO FORDS/FT-AF983675936378/G-  
CCAX4567786756366237EXP0206/SQ-SUR
```

*The options stored in the profile are automatically appended to the sell entry and are displayed here so that you can modify them if you need to do so before sending.*

# Hotel Bookings

You can use the Amadeus Travel Preferences Manager option (/TC) with multi-company and single-company hotel availability displays.

Availability requests result in different types of displays, depending on your Amadeus Travel Preferences Manager display preferences and whether or not the system finds criteria to match your request.

## Hotel Availability

1. If necessary, open the appropriate profile (this applies to traveler or company profiles, not agency profiles).
2. Request an availability display. For example **HAMCO15MAR-20MAR/TC**.
3. If you use trip categories, add a dash and the three-character trip category to the end of your entry. For example **HAMCO15MAR-20MAR/TC-BIZ**.

*If you forget to add the /TC option to the request, you can use the shortcut entries **HA/TC-BIZ** or **HA/TC-PER** to change your display to an Amadeus Travel Preferences Manager availability display.*

## Rules

- ▶ You cannot use the following options in an hotel availability entry with the /TC option, because these options are stored in the appropriate profiles.
  - **AR**- City area
  - **BT**- Bed type
  - **CO**- Hotel chain code or hotel master chain code
  - **CT**- City name
  - **FC**- Foreign currency
  - **FF**- Facility
  - **HN**- Hotel name
  - **ID**- Customer identification number
  - **QU**- Room rate limit

- **RT**- Room type. Normally this option specifies the room type and/or occupancy, but at profile level it specifies room type only. You can, therefore, use this option to specify room occupancy in a /TC request.
- **SR**- Special rate

## Example Entries

### **HALON12FEB-3/TC-BIZ**

For business travel (**BIZ**), requests a multi-company hotel availability display for London (**LON**) on February 12, for three days.

### **HAXXLON12FEB-3/TC-BIZ**

For business travel (**BIZ**), requests an hotel availability display for hotel company **XX**, in London (**LON**) on February 12, for three days.

### **HAXXLON60112FEB-3/TC-BIZ**

For business travel (**BIZ**), requests an hotel availability display for hotel company **XX**, property code 601, in London (**LON**) on February 12, for three days.

### **HAS3/TC-BIZ**

For business travel (**BIZ**), for an existing PNR flight segment (**S3**), requests a hotel availability display.

### **HA/TC**

Changes the display from neutral to Amadeus Travel Preferences Manager.

### **HALON30JUL/TC-BIZ**

For business travel (**BIZ**), requests a multi-company hotel availability display, in London (**LON**) on July 30.

The system response will be similar to the following:

```

HALON30JUL/TC-BIZ
GB LON          AREAS          FR  20JANxx-21JANxx      *SGL*
*BIZ* +COR+ CO:MC-TRV-CO:HI MC FF:MC+SW1 - AGY -
**SHERATON-WESTIN-FOUR POINTS-LUXURY COLLECTION-ST REGIS
** *SW* WORLDTRAVEL PROMO * VALID JUN-SEP ** SEE
                                     >GGHTLSWTRV
                                     AR TR  CUR
1 VE TOPHAMS BELGAVIA                D  T  GBP
                                     125.00-270.00
2 HI HOLIDAY IN BRENTWOOD            D  T  GBP
                                     240.00-2575.00
3 CI COMFORT INN HYDE PARK - LONDON C D  T  GBP
1270.00-1270.00
4 SV THE REMBRANDT                   D  T  GBP
135.00-435.00
5 LM BARKSTON GARDENS HOTEL          W  T  GBP
99.00-669.00
6 SM MELIA WHITE HOUSE               W  T  GBP
125.00-360.00
7 SR THE GRANGE FITZROVIA           D  R  GBP
199.00-1500.00

MORE

```

## Hotel Sell

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

*You can use the /TC option with hotel sell transactions even if you did not use it in the availability request.*

The basic long entry format for an hotel sell using Amadeus Travel Preferences Manager is **HSXXLON12312FEB-3/TC-BIZ**.

## Rules

The following restrictions apply to hotel sell with Amadeus Travel Preferences Manager:

- ▶ You cannot use the /TC option in a passive segment reference.
- ▶ You cannot use the /TC option to sell from an hotel list display.
- ▶ You cannot use the /TC option to sell from an hotel inventory display.
- ▶ You cannot use the following options in an hotel sell entry with the /TC option, because these options are stored in the appropriate profiles.
  - **BN**- Billing number
  - **CO**- Hotel chain code or hotel master chain code
  - **DP**- Deposit advice
  - **G**- Guarantee form
  - **FT**- Frequent flyer number
  - **ID**- Customer discount number
  - **SI**- Supplementary Information

## Example Entries

### **HS1A/TC**

Sells a hotel from a single-property availability display.

### **HS11A/NR-2/TC**

Sells 2 rooms in a hotel on line **11A** of an availability display.

### **HSXXLHRNNN12FEB-3/RT-A1D/TC-PER/T-W4562A**

Sells a hotel room for personal travel (**PER**), for the customer whose profile record locator is specified (**W4562A**).

### **HS11A/TC**

Sells a hotel on line **11A** of an availability display.

The system response will be similar to the following:

### **HS11A/G-CCAX378728823921002EXP0908/ID-987397**

The hotel sell transaction incorporates options stored in the hotel policy section of the profile. The guarantee is stored in the company profile and the ID number is stored in the traveler profile. The options are retrieved from the respective profiles and added to the sell entry, then displayed so that you can modify them if needed, before pressing enter.