



Training Document

Amadeus Customer Profile Training Document

June 2011

amadeus
Your technology partner

Document control

Security level				
Company	Amadeus Qatar W.L.L			
Department	Training Services			
Author	Muhammad Zafar Minhas			
Reviewed by			Date	
Approved by			Date	
Version	Date	Change	Comment	By
	June 2011			

Table of Contents

Table of Contents	3
INTRODUCTION	5
PROFILE MODE	6
PROFILE TYPE	6
TRAVELLER PROFILE	6
COMPANY PROFILE	6
CREATING A TRAVELLER PROFILE	7
STORE DOCUMENT INFORMATION	10
PASSPORT INFORMATION	11
VISA INFORMATION	12
CREATE A COMPANY PROFILE	13
EXIT FROM PROFILE MODE	14
ASSOCIATE TRAVELLER PROFILE TO COMPANY PROFILE	15
DISPLAYING PROFILE	17
TRANSFERING PROFILE ELEMENTS	18
TRANSFERING PROFILE ELEMENTS TO A PNR	18
TRANSFER PROFILE ELEMENTS TO CREATE A PNR	19
TRANSFER MANDATORY ELEMENT	20
TRANSFER ALL ELEMENTS	20
TRANSFER SPECIFIC ELEMENTS	21
TRANSFER ALL ELEMENTS EXCEPT SPECIFIED	21
CREATE A TRAVELLER PROFILE FROM A PNR	23
CREATE A TRAVELLER PROFILE FROM A PNR AND ASSOCIATE TO COMPANY PROFILE	25
MODIFYING PROFILE.....	27
MODIFYING PROFILE ELEMENTS	27
CANCELING PROFILE ELEMENTS	28
REARRANGING PROFILE ELEMENTS	28
UPDATING PROFILE FROM A PNR	29
UPDATING A PROFILE FROM A PROFILE	29
REASSOCIATE ALL TRAVELLER PROFILES TO A NEW COMPANY PROFILE	30

PROFILE HISTORY	31
DISPLAYING PROFILE HISTORY	31
DEACTIVATING / REACTIVATING PROFILES.....	32

INTRODUCTION

A customer profile is a record, which contains useful information about a traveller, or company that can assist you when making reservations in the Amadeus Central system.

Customer Profiles are divided into 3 categories namely:

- ❖ Traveller Profiles which contain information about an individual traveller
- ❖ Company Profiles which contain information about a company
- ❖ Traveller Profiles that are associated to a Company Profile

After creating a profile, this will be stored and maintained in your Amadeus system. Access to your profiles will be allowed only to people working in your office.

NOTE: Profiles did not touched for the next 18 months will be automatically deleted from system.

- ✓ Because profiles contain useful information on clients and their companies, using them in conjunction with reservations entries increases your productivity in the following ways:
 - ❖ You can automatically create a PNR from a customer profile
 - ❖ You can quickly update customer profile data
- ✓ Profiles help you improve service by giving you a greater knowledge of a company or passenger's consistent requirement.

PROFILE MODE

You must access Profile Mode to manually create, modify, delete, or reactivate a profile. The indicator ***PROFILE MODE*** is shown at the bottom of your work area to remind you that you are working in Profile Mode. When in Profile Mode, You can only enter profile transactions, request online help, or use the print entries. You can temporarily exit Profile Mode if you need to perform any other Amadeus System formats before finishing the profile.

Access Profile Mode	PM
Temporarily Exit Profile Mode	PMP
Exit Profile Mode	PME
End Transaction and File Profile	PE
End Transaction and Redisplay Profile	PER
End Transaction and Exit Profile Mode	PEE
Ignore Updates and Redisplay Profile	PIR
Ignore Profile	PI
Ignore Updates and Exit Profile Mode	PIE

PROFILE TYPE

- Traveller Profile
- Company Profile

TRAVELLER PROFILE

A Traveller Profile contains all the information needed for your client, such as, identification numbers and preferences for cars or hotels, home address, and phone numbers. A Traveller Profile requires a transferable Name element

COMPANY PROFILE

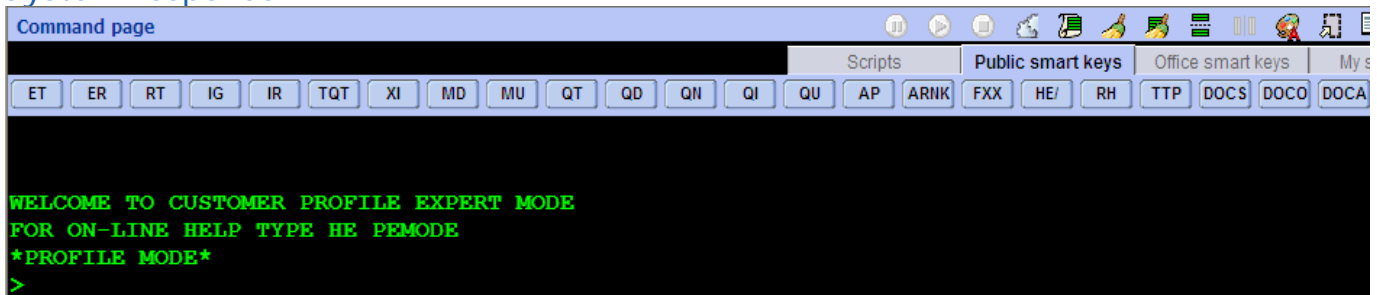
A Company Profile, you can store all common information for that company, such as, corporate discount numbers, the billing address, and company phone numbers.

CREATING A TRAVELLER PROFILE

You must be in Profile Mode to create Profiles.

Step 1: To create a customer profile inside the Profile Mode, enter the command **PM**.

System response:



```
Command page
Scripts Public smart keys Office smart keys My s
ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA

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

NOTE: You must always be inside the Profile Mode whenever you are creating or amending a Customer Profile. Entries not pertaining to the Profiles will not be accepted while inside the Profile Mode (ex: [Availability](#), [Retrieval](#)).

Step 2: Input the name, phone fields, special requests, remarks, etc. by using the same commands you use in creating a PNR (ex: **NM1 MINHAS /MUHAMMAD ZAFAR MR**).

System Response:



```
Command page
Scripts Public smart keys Office smart keys My s
ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA

**T* MINHAS/MUHAMMAD ZAFAR
----- PNR TRANSFERABLE DATA DOH1A0980 M
1 A NM 1MINHAS/MUHAMMAD ZAFAR MR
2 A AP DOH 4483812 OFFICE
3 A AP DOH 4666666 HOME
4 A AP DOH 5876803 MOBILE
5 A APE -ZAFAR.MINHAS@AMADEUS.COM
6 S ST /N/A
7 S SR MOML
END OF DISPLAY
*PROFILE MODE*
```

NOTE: Please use the following commands to enter the following information:

ST/N	:	To enter a basic non-smoking seat request
ST/N/A	:	To enter a non-smoking aisle seat
ST/N/W	:	To enter a non-smoking window seat
ST/S	:	To enter a basic smoking seat
ST/S/A	:	To enter a smoking aisle seat
ST/S/W	:	To enter a smoking window seat
SR * VGML	:	To enter a meal request

Step 3: To end your transaction, use the command **PER**.

To redisplay an active profile, use the command **PD**.

System Response:

The screenshot shows the Amadeus Command page interface. At the top, there is a toolbar with various icons. Below the toolbar, the 'Command page' header is visible. The main area displays a customer profile for MINHAS/MUHAMMAD ZAFAR. The profile includes a list of transferable data items (1 A NM, 2 A AP, 3 A AP, 4 A AP, 5 A APE, 6 S ST, 7 S SR) and a meal request (MOML). The profile is identified by the code KRZPR8 and DOH1A0980. The interface also shows a 'Scripts' tab and a 'Public smart keys' section with various function keys like ET, ER, RT, IG, IR, TQT, XI, MD, MU, QT, QD, QN, QI, QU, AP, ARNK, FXX, HE/, RH, TTP, DOCS, DOCO, DOCA.

```

* T * MINHAS/MUHAMMAD ZAFAR                                KRZPR8
----- PNR TRANSFERABLE DATA                                DOH1A0980
1 A NM 1MINHAS/MUHAMMAD ZAFAR MR
2 A AP DOH 4483812 OFFICE
3 A AP DOH 4666666 HOME
4 A AP DOH 5876803 MOBILE
5 A APE -ZAFAR.MINHAS@AMADEUS.COM
6 S ST /N/A
7 S SR MOML
END OF DISPLAY
*PROFILE MODE*
  
```

To define the parts of the Customer Profile:

* T *	Traveller Profile Indicator
MINHAS	Traveller Name
KRZPR8	Traveller Profile Record Locator
PNR TRANSFERABLE DATA	Transferable data into PNR
1 A NM 1	Element 1, Automatically Transferred to a PNR
7 S SR MOML	Element 7, Optionally transferred to a PNR

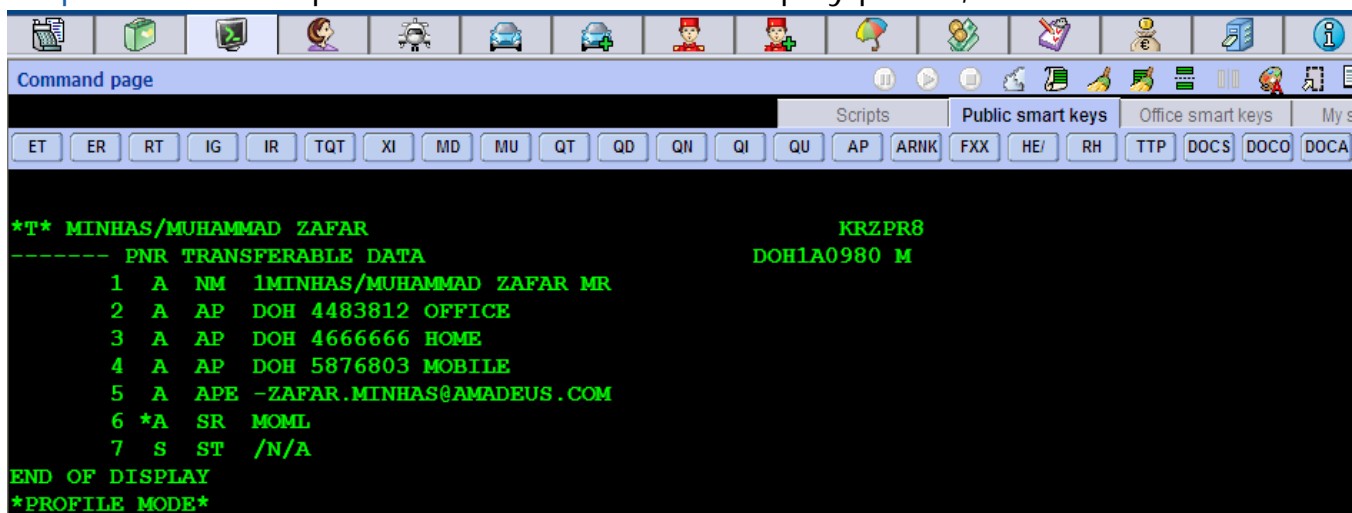
Except for the name field, you are allowed to convert an element from automatic to selectable or vice-versa. Let's say that you want to convert element number 7 from selectable (S) to automatic (A).

The example format is: **7 / * A**

Wherein:

7	: Element number 7, you want to convert
/*	: Mandatory command
A	: To convert this element to automatically "A" from selectable "S"

Step 4: Save the updated information of the display profile, **PER** or **PEE**

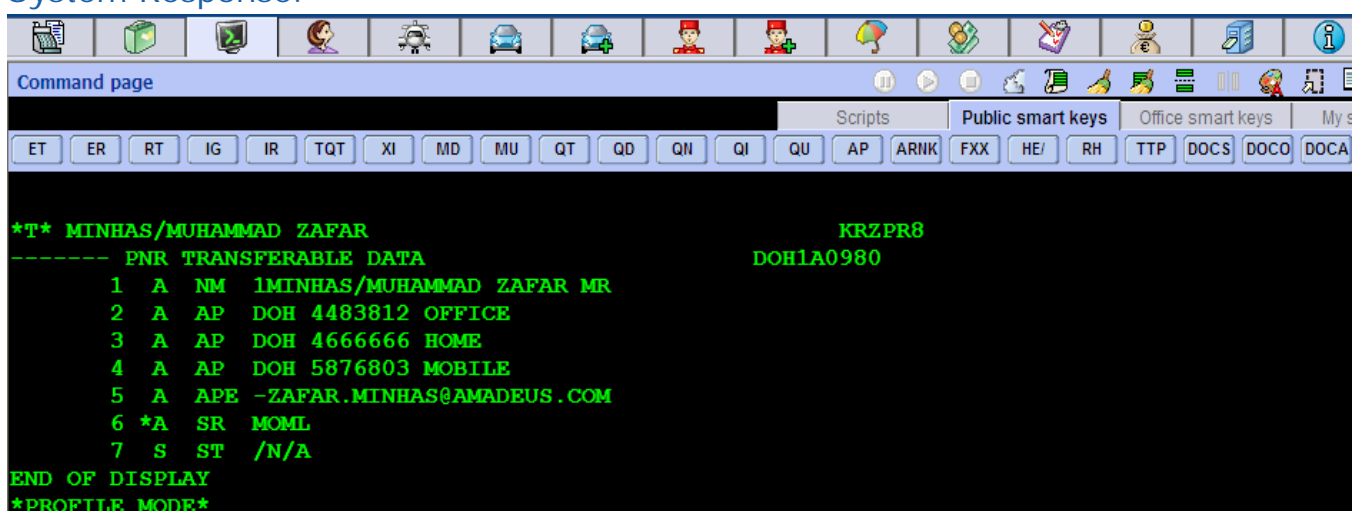


The screenshot shows the Amadeus Command page interface. The top bar contains various icons and tabs like 'Scripts', 'Public smart keys', 'Office smart keys', and 'My s'. Below the top bar is a row of buttons labeled ET, ER, RT, IG, IR, TQT, XI, MD, MU, QT, QD, QN, QI, QU, AP, ARNK, FXX, HE/, RH, TTP, DOCS, DOCO, DOCA. The main display area shows the following text:

```

**T* MINHAS/MUHAMMAD ZAFAR                                KRZPR8
----- PNR TRANSFERABLE DATA                                DOH1A0980 M
1  A  NM  1MINHAS/MUHAMMAD ZAFAR MR
2  A  AP  DOH 4483812 OFFICE
3  A  AP  DOH 4666666 HOME
4  A  AP  DOH 5876803 MOBILE
5  A  APE -ZAFAR.MINHAS@AMADEUS.COM
6 *A  SR  MOML
7  S  ST  /N/A
END OF DISPLAY
*PROFILE MODE*
    
```

System Response:



The screenshot shows the Amadeus Command page interface, identical to the previous one, but with the system response displayed. The main display area shows the following text:

```

**T* MINHAS/MUHAMMAD ZAFAR                                KRZPR8
----- PNR TRANSFERABLE DATA                                DOH1A0980
1  A  NM  1MINHAS/MUHAMMAD ZAFAR MR
2  A  AP  DOH 4483812 OFFICE
3  A  AP  DOH 4666666 HOME
4  A  AP  DOH 5876803 MOBILE
5  A  APE -ZAFAR.MINHAS@AMADEUS.COM
6 *A  SR  MOML
7  S  ST  /N/A
END OF DISPLAY
*PROFILE MODE*
    
```

STORE DOCUMENT INFORMATION

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

Here are the types of documents you can store:

PASSPORT	PAS/
VISA	PIV/
DRIVING LICENCE	PCE/
IDENTITY CARD	PID/

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

- **Country**
- **Document Number**
- **Issue Date**
- **Expiry Date**

Note: You can store up to 10 documents per profile.

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

DOCUMENTS:

3 PAS/ DE	/DP341782	/12AUG2000/12AUG2010
4 PIV/ IN	/RZ589383773	/01JUL2003/01DEC2003
5 PCE/ FR	/GTR28374765	/15JAN1987/
6 PID/ ES	/Y575647464	/01JAN2002/31DEC2007
(1) (2)	(3)	(4) (5)

Explanation:

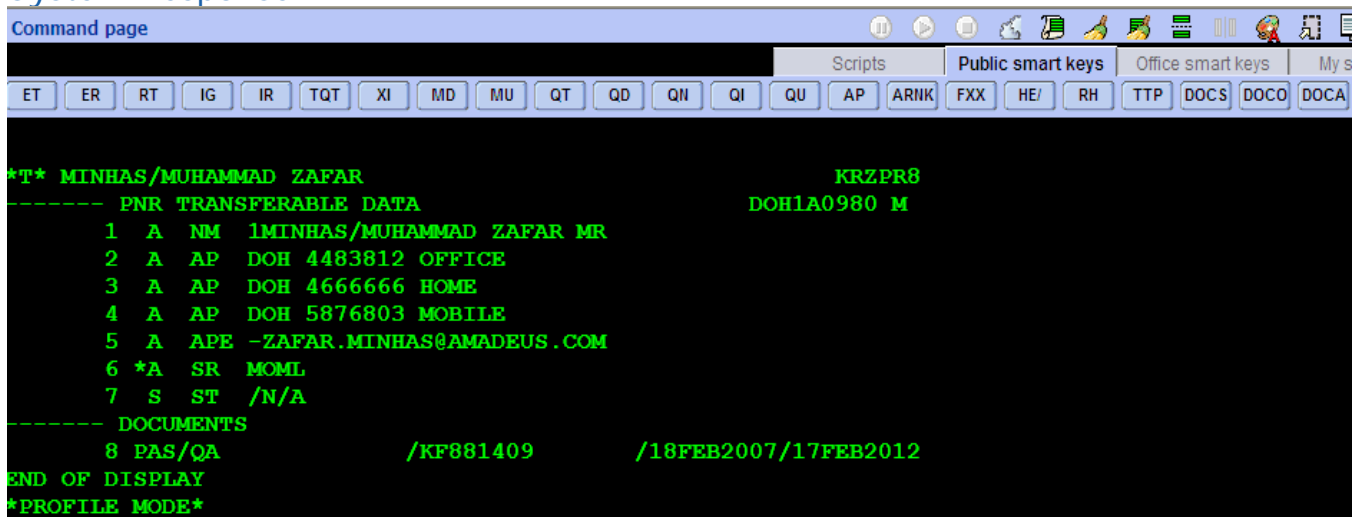
- (1) Document type
- (2) The name of the country that the document belongs to, or that the visa is applicable for
- (3) The document number
- (4) The date the document was issued
- (5) The date the document is due to expire

PASSPORT INFORMATION

To store the Passenger's Passport information in the Profile, Enter
PAS /CO-QA /NR-KF881409 /IS-18FEB2007 /EX-17FEB2012

```
*T* MINHAS/MUHAMMAD ZAFAR                                KRZPR8
----- PNR TRANSFERABLE DATA                            DOH1A0980
1  A  NM  1MINHAS/MUHAMMAD ZAFAR MR
2  A  AP  DOH 4483812 OFFICE
3  A  AP  DOH 4666666 HOME
4  A  AP  DOH 5876803 MOBILE
5  A  APE -ZAFAR.MINHAS@AMADEUS.COM
6 *A  SR  MOML
7  S  ST  /N/A
END OF DISPLAY
*PROFILE MODE*
>PAS/CO-QA/NR-KF881409/IS-18FEB2007/EX-17FEB2012
```

System Response



```
*T* MINHAS/MUHAMMAD ZAFAR                                KRZPR8
----- PNR TRANSFERABLE DATA                            DOH1A0980 M
1  A  NM  1MINHAS/MUHAMMAD ZAFAR MR
2  A  AP  DOH 4483812 OFFICE
3  A  AP  DOH 4666666 HOME
4  A  AP  DOH 5876803 MOBILE
5  A  APE -ZAFAR.MINHAS@AMADEUS.COM
6 *A  SR  MOML
7  S  ST  /N/A
----- DOCUMENTS
8 PAS/QA /KF881409 /18FEB2007/17FEB2012
END OF DISPLAY
*PROFILE MODE*
```

Save the information and redisplay the profile enter, **PER**

VISA INFORMATION

To store the Visa information, enter:

PIV / CO – FR / NR – 0000122 / IS – 05JUN2009 / EX – 04JUN2020

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA
*T* MINHAS/MUHAMMAD ZAFAR                                KRZPR8
----- PNR TRANSFERABLE DATA                                DOH1A0980
1  A  NM  1MINHAS/MUHAMMAD ZAFAR MR
2  A  AP  DOH 4483812 OFFICE
3  A  AP  DOH 4666666 HOME
4  A  AP  DOH 5876803 MOBILE
5  A  APE  -ZAFAR.MINHAS@AMADEUS.COM
6  *A  SR  MOML
7  S  ST  /N/A
----- DOCUMENTS
8  PAS/QA                                /KF881409                /18FEB2007/17FEB2012
END OF DISPLAY
*PROFILE MODE*
>piv/co-fr/nr-0000122/is-05jun2009/ex-04jun2020
    
```

Save the information and redisplay the profile enter, **PER**

System Response:

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA
*T* MINHAS/MUHAMMAD ZAFAR                                KRZPR8
----- PNR TRANSFERABLE DATA                                DOH1A0980
1  A  NM  1MINHAS/MUHAMMAD ZAFAR MR
2  A  AP  DOH 4483812 OFFICE
3  A  AP  DOH 4666666 HOME
4  A  AP  DOH 5876803 MOBILE
5  A  APE  -ZAFAR.MINHAS@AMADEUS.COM
6  *A  SR  MOML
7  S  ST  /N/A
----- DOCUMENTS
8  PAS/QA                                /KF881409                /18FEB2007/17FEB2012
9  PIV/FR                                /0000122                /05JUN2009/04JUN2020
END OF DISPLAY
*PROFILE MODE*
    
```

CREATE A COMPANY PROFILE

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

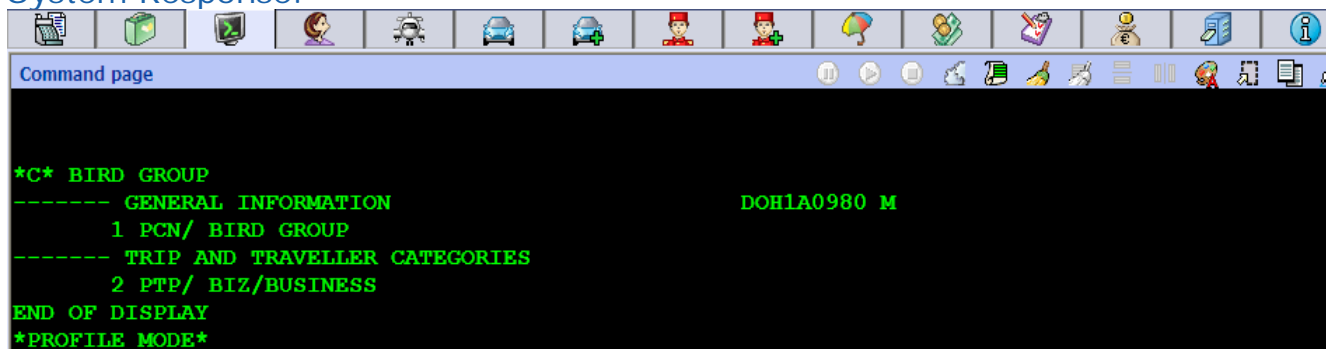
After you create a company profile, it is stored and maintained in the distribution system. You can update a company profile whenever you need, and you can also create a PNR automatically from a company profile.

A traveler profile can be associated to a company profile.

Note: A company profile name must contain a minimum of 3 and a maximum of 60 alpha-numeric characters, including spaces. However, special characters are not allowed.

To create the company profile in expert mode, enter **PCN/BIRD GROUP**

System Response:



```
*C* BIRD GROUP
----- GENERAL INFORMATION                                DOH1A0980 M
      1 PCN/ BIRD GROUP
----- TRIP AND TRAVELLER CATEGORIES
      2 PTP/ BIZ/BUSINESS
END OF DISPLAY
*PROFILE MODE*
```

The system automatically adds the following to the general information section of the profile:

- **The Office Identification of the office creating the profile**
- **The Company Name**

The system also adds the trip and traveler categories section, and the default trip type (biz), automatically.

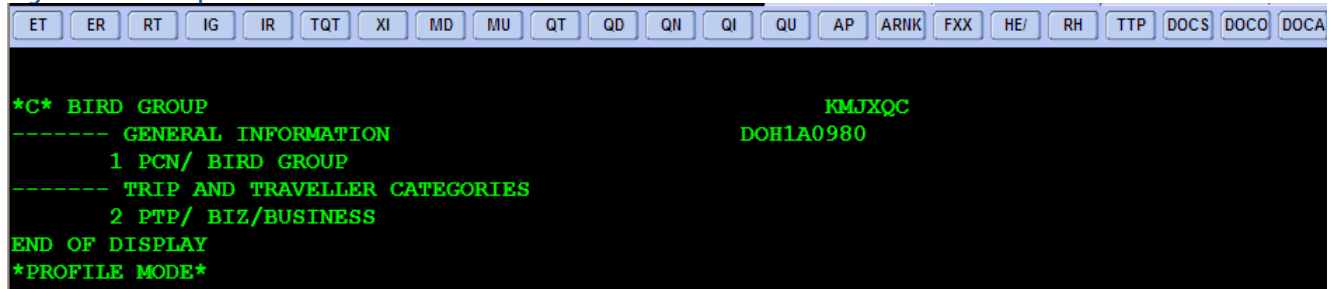
There are two indicators that can appear to the right of the office identification.

N - Indicates that free-flow text information is being added

M - Indicates that the profile is being created, updated, or modified

To SAVE the company profile, Enter: **PER**

System Response



The screenshot shows a terminal window with a command line at the top containing various function keys (ET, ER, RT, IG, IR, TQT, XI, MD, MU, QT, QD, QN, QI, QU, AP, ARNK, FXX, HE/, RH, TTP, DOCS, DOCO, DOCA). The main display area shows the following text:

```
*C* BIRD GROUP                                KMJXQC
----- GENERAL INFORMATION                    DOH1A0980
      1 PCN/ BIRD GROUP
----- TRIP AND TRAVELLER CATEGORIES
      2 PTP/ BIZ/BUSINESS
END OF DISPLAY
*PROFILE MODE*
```

EXIT FROM PROFILE MODE

The following commands are used to exit from the Profile Mode:

PME	Basic command to exit from Profile Mode
PIE	To ignore a displayed profile and exit from the Profile Mode
PEE	To end a profile and exit from the Profile Mode
PI	To ignore a displayed profile; this command will not exit you from the Profile Mode
PER	End transaction, and file, and redisplay the profile
PIR	Ignore the updates and redisplay the profile

ASSOCIATE TRAVELLER PROFILE TO COMPANY PROFILE

In case your passenger is working for or connected to a company or corporation of your account, you may merge a Traveller Profile and a Company Profile. The following are the steps on how to merge your profiles:

Step1: Enter Profile Mode: **PM**

Step 2: Display a Traveller Profile: **PDN/-MINHAS**

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA
*T* MINHAS/MUHAMMAD ZAFAR                                KRZPR8
----- PNR TRANSFERABLE DATA                            DOH1A0980
1  A  NM  1MINHAS/MUHAMMAD ZAFAR MR
2  A  AP  DOH 4483812 OFFICE
3  A  AP  DOH 4666666 HOME
4  A  AP  DOH 5876803 MOBILE
5  A  APE -ZAFAR.MINHAS@AMADEUS.COM
6 *A  SR  MOML
7  S  ST  /N/A
----- DOCUMENTS
8 PAS/QA                /KF881409                /18FEB2007/17FEB2012
9 PIV/FR                /0000122                 /05JUN2009/04JUN2020
END OF DISPLAY
*PROFILE MODE*
  
```

Step3: From a displayed Traveller Profile do the command **PCN/BIRD GROUP**, The Company Profile that you have created.

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA
*T* MINHAS/MUHAMMAD ZAFAR                                KRZPR8
----- PNR TRANSFERABLE DATA                            DOH1A0980
1  A  NM  1MINHAS/MUHAMMAD ZAFAR MR
2  A  AP  DOH 4483812 OFFICE
3  A  AP  DOH 4666666 HOME
4  A  AP  DOH 5876803 MOBILE
5  A  APE -ZAFAR.MINHAS@AMADEUS.COM
6 *A  SR  MOML
7  S  ST  /N/A
----- DOCUMENTS
8 PAS/QA                /KF881409                /18FEB2007/17FEB2012
9 PIV/FR                /0000122                 /05JUN2009/04JUN2020
END OF DISPLAY
*PROFILE MODE*
>PCN/BIRD GROUP
  
```

System response:

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA

*T* MINHAS/MUHAMMAD ZAFAR C BIRD GROUP KRZPR8
----- PNR TRANSFERABLE DATA DOH1A0980 M
1 A NM 1MINHAS/MUHAMMAD ZAFAR MR
2 A AP DOH 4483812 OFFICE
3 A AP DOH 4666666 HOME
4 A AP DOH 5876803 MOBILE
5 A APE -ZAFAR.MINHAS@AMADEUS.COM
6 *A SR MOML
7 S ST /N/A
----- GENERAL INFORMATION
8 PCN/ BIRD GROUP
----- DOCUMENTS
9 PAS/QA /KF881409 /18FEB2007/17FEB2012
10 PIV/FR /0000122 /05JUN2009/04JUN2020
END OF DISPLAY
*PROFILE MODE*
    
```

Step 4: Save your modification, Enter: **PER**

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA

*T* MINHAS/MUHAMMAD ZAFAR C BIRD GROUP KRZPR8
----- PNR TRANSFERABLE DATA DOH1A0980
1 A NM 1MINHAS/MUHAMMAD ZAFAR MR
2 A AP DOH 4483812 OFFICE
3 A AP DOH 4666666 HOME
4 A AP DOH 5876803 MOBILE
5 A APE -ZAFAR.MINHAS@AMADEUS.COM
6 *A SR MOML
7 S ST /N/A
----- GENERAL INFORMATION
C 8 PCN/ BIRD GROUP
----- DOCUMENTS
9 PAS/QA /KF881409 /18FEB2007/17FEB2012
10 PIV/FR /0000122 /05JUN2009/04JUN2020
END OF DISPLAY
*PROFILE MODE*
    
```


DISPLAYING PROFILE

Since you are sure to have many clients with profiles, it is important to know the different ways you can access them.

When you display an Agency Profile, the System displays the General Information section. The other data sections are not displayed unless they contain information.

When you display a Company Profile, the System displays the General Information and the Trip and Traveller Categories sections. The other data sections are not displayed unless they contain information.

When you display a Traveller Profile, the System displays the PNR Transferable Data and General Information sections. The other data sections are not displayed unless they contain information.

You can merge Traveller and Company Profile displays, and display profiles by Index Reference, Record Locator, from a similar name list, by Frequent Flyer number, and display only specific sections of a profile.

After you create a profile, it is stored in the System. Amadeus provides you with many formats to display

You are allowed to retrieve customer profiles whether you are inside the Profile Mode or not. The following are the commands on how to retrieve your customer profiles:

PLT	To display a list of all Traveller Profiles created your office
PLC	To display a list of all Company Profiles created your office
PD1	To display profile number 1 in a list
PDR/KRZPR8	To display a customer profile by the record locator
PDN/-MINHAS	To display a Traveller Profile by the last name
PDN/BIRD	To display a Company Profile by name
PD	To redisplay a customer profile that has not been ignored
PDMN/-MINHAS	To display a merged profile showing the information for both the Traveller and Company Profile
PDT	To display the Traveller Profile only in a merged display
PDC	To display the Company Profile only from a merged display

TRANSFERRING PROFILE ELEMENTS

You can create a PNR directly from a Traveller Profile, or a Company Profile.

You can transfer information from a displayed profile or use blind transfer formats to create a PNR without displaying the profile.

TRANSFERRING PROFILE ELEMENTS TO A PNR

You can use a profile to create a PNR or to transfer information to an existing PNR.

You can transfer information from the PNR Transferable Data and the Itinerary sections of a profile. The elements in the PNR Transferable Data section of a profile each contain a transfer indicator:

Selectable elements (indicated by the letter **S**), mandatory elements that are automatically transferred by the System (indicated by the letter **M**), and automatic elements (indicated by the letter **A**).

When you transfer PNR elements from a profile to a PNR, the PNR elements defined as mandatory in the profile will always be transferred, regardless of the transfer method used or the selections you make.

PT	Transfer automatic and mandatory elements
PT*	Transfer all elements
PT1-4, 7	Transfer specific elements
PT*X4, 10	Transfer all elements except specified
PTO	Transfer A and M elements, including the Name element, and associate them to all passengers in the PNR
PTO 24, 30	Transfer specific elements without the Name element

TRANSFER PROFILE ELEMENTS TO CREATE A PNR

Following are the steps to create a PNR with the help of Traveller Profile

Step1: Sell Air /Car / Hotel segments as require.

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA
MPAN // ACR CA CT DO FXA FXB FXX FXP HA HF HL IU SCR SM XE
>SS1J1*11
RP/DOH1A0980/
1 QR 007 J 15DEC 2 DOHLHR DK1 0205 0655 15DEC E 0 333
RR MANDATORY ONLY FOR DEP FRM JED 72H PRIOR DEP.
MANDATORY PLS REFER TO YOUR GDS APIS INFO PAGE
PAPER TKT PROHIBITED ON BSP ARC EDR MKT
SEE RTSVC
2 EK 004 J 19DEC 6 LHRDXB DK1 2000 0645 20DEC E 0 77W M
ADD SSR DOCS
SEE RTSVC
3 EK 841 J 20DEC 7 DXBDOH DK1 0825 0830 20DEC E 0 772 M
SEE RTSVC

```

Step 2: Retrieve the Profile you want to copy to a PNR, Enter: **PDN/-MINHAS**

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA
MPAN
*T* MINHAS/MUHAMMAD ZAFAR C BIRD GROUP KRZPR8
----- PNR TRANSFERABLE DATA DOH1A0980
1 A NM 1MINHAS/MUHAMMAD ZAFAR MR
2 A AP DOH 4483812 OFFICE
3 A AP DOH 4666666 HOME
4 A AP DOH 5876803 MOBILE
5 A APE -ZAFAR.MINHAS@AMADEUS.COM
6 *A SR MOML
7 S ST /N/A
----- GENERAL INFORMATION
C PCN/ BIRD GROUP
----- DOCUMENTS
PAS/QA /KF881409 /18FEB2007/17FEB2012
PIV/FR /0000122 /05JUN2009/04JUN2020
END OF DISPLAY

```

Step 3: Use the require option to transfer PNR elements from Displayed Profile

PT	Transfer automatic and mandatory elements
PT*	Transfer all elements
PT1-4, 7	Transfer specific elements
PT*X4, 10	Transfer all elements except specified
PTO	Transfer A and M elements, including the Name element, and associate them to all passengers in the PNR
PTO 24, 30	Transfer specific elements without the Name element

TRANSFER MANDATORY ELEMENT

If use, Transfer Automatic and Mandatory elements option, **PT**

System Response:

```
--- TC-BIZ RLP ---
RP/DOH1A0980/
1 MINHAS/MUHAMMAD ZAFAR MR
2 QR 007 J 15DEC 2 DOHLHR DK1 0205 0655 15DEC E 0 333
  RR MANDATORY ONLY FOR DEP FRM JED 72H PRIOR DEP.
  MANDATORY PLS REFER TO YOUR GDS APIS INFO PAGE
  PAPER TKT PROHIBITED ON BSP ARC EDR MKT
  SEE RTSVC
3 EK 004 J 19DEC 6 LHRDXB DK1 2000 0645 20DEC E 0 77W M
  ADD SSR DOCS
  SEE RTSVC
4 EK 841 J 20DEC 7 DXBDOH DK1 0825 0830 20DEC E 0 772 M
  SEE RTSVC
5 AP DOH 4483812 OFFICE
6 AP DOH 4666666 HOME
7 AP DOH 5876803 MOBILE
8 APE ZAFAR.MINHAS@AMADEUS.COM
9 SSR MOML QR NN1/S2
10 SSR MOML EK NN1/S3
11 SSR MOML EK NN1/S4
```

TRANSFER ALL ELEMENTS

If use, Transfer all elements option, **PT***

System Response:

```
--- TC-BIZ RLP ---
RP/DOH1A0980/
1 MINHAS/MUHAMMAD ZAFAR MR
2 QR 007 J 15DEC 2 DOHLHR DK1 0205 0655 15DEC E 0 333
  RR MANDATORY ONLY FOR DEP FRM JED 72H PRIOR DEP.
  MANDATORY PLS REFER TO YOUR GDS APIS INFO PAGE
  PAPER TKT PROHIBITED ON BSP ARC EDR MKT
  SEE RTSVC
3 EK 004 J 19DEC 6 LHRDXB DK1 2000 0645 20DEC E 0 77W M
  ADD SSR DOCS
  SEE RTSVC
4 EK 841 J 20DEC 7 DXBDOH DK1 0825 0830 20DEC E 0 772 M
  SEE RTSVC
5 AP DOH 4483812 OFFICE
6 AP DOH 4666666 HOME
7 AP DOH 5876803 MOBILE
8 APE ZAFAR.MINHAS@AMADEUS.COM
9 SSR NSST EK NN1 LHRDXB/A/S3
10 SSR NSST EK NN1 DXBDOH/A/S4
11 SSR NSST QR HK1 DOHLHR/10F,P1/S2
12 SSR MOML QR NN1/S2
13 SSR MOML EK NN1/S3
>
```

TRANSFER SPECIFIC ELEMENTS

If use, Transfer specific elements option, **PT1-2, 5-7**

System Response

```

--- TC-BIZ RLP ---
RP/DOH1A0980/
1 MINHAS/MUHAMMAD ZAFAR MR
2 QR 007 J 15DEC 2 DOHLHR DK1 0205 0655 15DEC E 0 333
  RR MANDATORY ONLY FOR DEP FRM JED 72H PRIOR DEP.
  MANDATORY PLS REFER TO YOUR GDS APIS INFO PAGE
  PAPER TKT PROHIBITED ON BSP ARC EDR MKT
  SEE RTSVC
3 EK 004 J 19DEC 6 LHRDXB DK1 2000 0645 20DEC E 0 77W M
  ADD SSR DOCS
  SEE RTSVC
4 EK 841 J 20DEC 7 DXBDOH DK1 0825 0830 20DEC E 0 772 M
  SEE RTSVC
5 AP DOH 4483812 OFFICE
6 APE ZAFAR.MINHAS@AMADEUS.COM
7 SSR NSST EK NN1 LHRDXB/A/S3
8 SSR NSST EK NN1 DXBDOH/A/S4
9 SSR NSST QR HK1 DOHLHR/10F,P1/S2
10 SSR MOML QR NN1/S2
11 SSR MOML EK NN1/S3
12 SSR MOML EK NN1/S4
    
```

TRANSFER ALL ELEMENTS EXCEPT SPECIFIED

If use, Transfer all elements except specified, **PT*X3-4, 6**

System Response:

ET	ER	RT	IG	IR	TQT	XI	MD	MU	QT	QD	QN	QI	QU	AP	ARIK	FX	HE	RH	TTP	DOCS	DOCO	DOCA
MPAN	II	ACR	CA	CT	DO	FXA	FXB	FXC	FXP	HA	HF	HL	NU	SCR	SM	XE						

```

--- TC-BIZ RLP ---
RP/DOH1A0980/
1 MINHAS/MUHAMMAD ZAFAR MR
2 QR 007 J 15DEC 2 DOHLHR DK1 0205 0655 15DEC E 0 333
  RR MANDATORY ONLY FOR DEP FRM JED 72H PRIOR DEP.
  MANDATORY PLS REFER TO YOUR GDS APIS INFO PAGE
  PAPER TKT PROHIBITED ON BSP ARC EDR MKT
  SEE RTSVC
3 EK 004 J 19DEC 6 LHRDXB SS1 2000 0645 20DEC E 0 77W M
  SEE RTSVC
  LINK DOWN. SOLD IN STANDARD ACCESS
4 EK 841 J 20DEC 7 DXBDOH SS1 0825 0830 20DEC E 0 772 M
  SEE RTSVC
  LINK DOWN. SOLD IN STANDARD ACCESS
5 AP DOH 4483812 OFFICE
6 APE ZAFAR.MINHAS@AMADEUS.COM
7 SSR NSST EK NN1 LHRDXB/A/S3
8 SSR NSST EK NN1 DXBDOH/A/S4
9 SSR NSST QR HK1 DOHLHR/10F,P1/S2
    
```

Step 4: Add the ticket Arrangement as per require, Enter: **TKOK** or **TK TL**

Step 5: Save the PNR, Enter: **RF ADMIN; ER**

System Response

```
ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA
MPAN // ACR CA CT DO FXA FXB FXX FXP HA HF HL NU SCR SM XE
--- RLR TC-BIZ RLP ---
RP/DOH1A0980/DOH1A0980 ZM/SU 5NOV09/0850Z 4QGIQD
DOH1A0980/0402ZM/5NOV09
1 MINHAS/MUHAMMAD ZAFAR MR
2 QR 007 J 15DEC 2 DOHLHR HK1 0205 0655 15DEC E QR/4QGIQD
3 EK 004 J 19DEC 6 LHRDXB HK1 2000 0645 20DEC E EK.
4 EK 841 J 20DEC 7 DXBDOH HK1 0825 0830 20DEC E EK.
5 AP DOH 4483812 OFFICE
6 APE ZAFAR.MINHAS@AMADEUS.COM
7 TK OK05NOV/DOH1A0980
8 SSR NSST QR HK1 DOHLHR/10F,P1/S2
9 SSR NSST EK HN1 LHRDXB/A/S3
10 SSR NSST EK HN1 DXBDOH/A/S4
```

CREATE A TRAVELLER PROFILE FROM A PNR

Another way to save time when creating profiles is to begin with an existing PNR. You can transfer all the information from a PNR to a profile or select specific lines of information. The System automatically starts Profile Mode when you create a profile from a PNR. You add any new information needed, and then end the profile.

For example:

```

--- RLR MSC ---
RP/DOH1A0980/DOH1A0980          ZM/SU  5NOV09/0901Z  4QGOI2
DOH1A0980/0402ZM/5NOV09
1 .NARAYANAN/NISHAD MR
2  EK 846 J 15DEC 2 DOHDXB HK1 2315 0115 16DEC E EK/JU2QAN
3  EK 077 J 16DEC 3 DXBNCE HK1 0855 1305 16DEC E EK/JU2QAN
4  LH4131 C 21DEC 1*NCEFRA HK1 1045 1230 21DEC E LH/4QGOI2
5  LH 620 C 21DEC 1*FRADOH HK1 1350 2315 21DEC E LH/4QGOI2
6  AP DOH 4483818 BUSINESS
7  AP 454545454 HOME
8  APE NISHAD.NARAYANAN@AMADEUS.COM
9  TK OK05NOV/DOH1A0980
10 SSR NSSW EK HK1 DOHDXB/08K,P1/S2
11 SSR NSSW EK HK1 DXBNCE/08K,P1/S3
12 SSR NSST LH HK1 NCEFRA/02A,P1/S4
13 SSR NSST LH HK1 FRADOH/03A,P1/S5
14 SSR VGML EK HK1/S2
15 SSR VGML EK HK1/S3
16 SSR VGML LH HK1/S4
17 SSR VGML LH HK1/S5
18 SSR FQTV EK HK/ EK5755687
19 AB CY-BIRD GROUP/NA-MR NEERAJ/A1-94D RING ROAD/PO-36058/
    
```

Step1: Create Traveller profile for name 1, all elements, enter: **PC/-1**

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARNK FXX HE/ RH TTP DOCS DOCO DOCA
MPAN
*T* NARAYANAN/NISHAD MR
----- PNR TRANSFERABLE DATA          DOH1A0980 M
1  A  NM  1NARAYANAN/NISHAD MR
2  A  AP  DOH 4483818 BUSINESS
3  A  AP  454545454 HOME
4  A  APE -NISHAD.NARAYANAN@AMADEUS.COM
5  A  SR  *VGML
6  S  FFN EK-5755687
7  S  ST  /N
8  S  TK  OK
END OF DISPLAY
*PROFILE MODE*
    
```

Step 2: Save the traveller profile, Enter: **PER** or **PEE**

System Response:

```
*T* NARAYANAN/NISHAD MR                      JD6JVS
----- PNR TRANSFERABLE DATA                DOH1A0980
1  A  NM  1NARAYANAN/NISHAD MR
2  A  AP  DOH 4483818 BUSINESS
3  A  AP  454545454 HOME
4  A  APE -NISHAD.NARAYANAN@AMADEUS.COM
5  A  SR  *VGML
6  S  FFN EK-5755687
7  S  ST  /N
8  S  TK  OK
END OF DISPLAY
```


CREATE A TRAVELLER PROFILE FROM A PNR AND ASSOCIATE TO COMPANY PROFILE

Following are the steps to create a traveller profile from a PNR and associated to a company profile

For example:

```

--- RLR MSC ---
RP/DOH1A0980/DOH1A0980          ZM/SU   5NOV09/0911Z   4RLOUR
DOH1A0980/0402ZM/5NOV09
1 KINHA/KAVITA MRS
2 EK 846 J 15DEC 2 DOHDXB HK1 2315 0115 16DEC E EK/JHRF2B
3 EK 077 J 16DEC 3 DXBNCE HK1 0855 1305 16DEC E EK/JHRF2B
4 LH4131 C 21DEC 1*NCEFRA HK1 1045 1230 21DEC E LH/4RLOUR
5 LH 620 C 21DEC 1*FRADOH HK1 1350 2315 21DEC E LH/4RLOUR
6 AP DOH 4483817 BUSINESS
7 APE KAVITA.KINHA@AMADEUS.COM
8 APH DOH5675678
9 TK OK05NOV/DOH1A0980
10 SSR NSSA EK HK1 DOHDXB/10J,P1/S2
11 SSR NSSA EK HK1 DXBNCE/10J,P1/S3
12 SSR NSST LH HK1 NCEFRA/02D,P1/S4
13 SSR NSST LH HK1 FRADOH/03C,P1/S5
14 SSR VGML EK HK1/S2
15 SSR VGML EK HK1/S3
16 SSR VGML LH HK1/S4
17 SSR VGML LH HK1/S5
18 SSR FQTV EK HK/ EK5655566
    
```

Step 1: Create Traveller profile and associate to company profile, enter:
PC/BIRD GROUP-1

System Response

```

ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARIK FXX HE/ RH TTP DOCS DOCO DOCA
RT0
*T* KINHA/KAVITA MRS          C BIRD GROUP
----- PNR TRANSFERABLE DATA          DOH1A0980 M
1 A NM 1KINHA/KAVITA MRS
2 A AP DOH 4483817 BUSINESS
3 A AP H-DOH5675678
4 A APE -KAVITA.KINHA@AMADEUS.COM
5 A SR *VGML
6 S FFN EK-5655566
7 S ST /N
8 S TK OK
----- GENERAL INFORMATION
9 PCN/ BIRD GROUP
END OF DISPLAY
*PROFILE MODE*
    
```

Step 2: Save the Merged profile, Enter: **PER** or **PEE**

ET	ER	RT	IG	IR	TQT	XI	MD	MU	QT	QD	QN	QI	QU	AP	ARNK	FXX	HE/	RH	TTP	DOCS	DOCO	DOCA
----	----	----	----	----	-----	----	----	----	----	----	----	----	----	----	------	-----	-----	----	-----	------	------	------

RT0

***T* KINHA/KAVITA MRS C BIRD GROUP JF4HKT**

----- PNR TRANSFERABLE DATA DOH1A0980

1 A NM 1KINHA/KAVITA MRS

2 A AP DOH 4483817 BUSINESS

3 A AP H-DOH5675678

4 A APE -KAVITA.KINHA@AMADEUS.COM

5 A SR *VGML

6 S FFN EK-5655566

7 S ST /N

8 S TK OK

----- GENERAL INFORMATION

C 9 PCN/ BIRD GROUP

END OF DISPLAY

PROFILE MODE

Step 3: Exit from Profile Mode, Enter: **PEE** or **PIE**

MODIFYING PROFILE

The information in a profile can become outdated. There are several ways you can keep your profiles current. You can cancel, modify, or rearrange profile elements, and update a profile directly from a PNR or from another profile. Also, you can re-associate all Traveller Profiles to a new Company Profile with one entry.

MODIFYING PROFILE ELEMENTS

Display the profile and access Profile Mode using the **PM** transaction to begin modifying a profile. You cannot modify a profile from a merged profile display.

To change a profile element, enter the element number, a slash, and the new information.

Modify a Traveller Profile name: 1/NARAYANAN/NEESHAD MR
Modify a Contact (phone) element 3/DOH 5555555 HOME
Modify the expiration date in a Document element: 9/EX-18AUG2010
Modify the number in a Document element: 9/NR-897654
Modify the PNR Transferable Data transfer indicator: 4/*A
Modify the PNR Transferable Data transfer indicator to the default: 3/*D
Modify multiple PNR Transferable Data transfer indicators: 5-6, 8/*S

End your profile to complete your profile changes, Enter: **PER** or **PEE**

CANCELING PROFILE ELEMENTS

To begin canceling profile elements, display the profile and access the Profile Mode (**PM**). Use the standard PNR modification entries to cancel elements from a Customer Profile. End the profile to complete your changes.

You cannot cancel the Name element of a profile. Profile names can only be modified.

Cancel a single element:	XE4
Cancel multiple elements:	XE3, 6, 9
Cancel a range of elements:	XE4-8

REARRANGING PROFILE ELEMENTS

You can rearrange elements in a Customer Profile. The following rules apply when rearranging elements:

- Elements can only be rearranged within the same group. For example, PNR Transferable Data elements can be rearranged within the PNR Transferable Data section.
- 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.

You can also insert a new element after an existing element. End the profile to complete your changes.

Rearrange element number 8 after element number 5:	RS5, 8
Rearrange element numbers 9, 11, 12, 13, and 14	
After element number 7:	RS7, 9, 11-14
Insert a new contact element after element 4:	RS4, AP DOH 5555555 HOME

UPDATING PROFILE FROM A PNR

You can update a profile directly from a previously created and ended PNR. The System automatically switches to Profile Mode. The profile is displayed and the information is added. The System does not overwrite any information that was previously stored in the profile. End the profile to complete your changes.

When you exit Profile Mode, the System still has the PNR you used to update the profile stored in your work area. If you no longer need the PNR, ignore it.

Update a Traveller Profile: PU/-1
Update a Company Profile PU/ BIRD GROUP
Update a Traveller Profile associated to a Company Profile PU/BIRD GROUP-1

UPDATING A PROFILE FROM A PROFILE

You can update a Company, or Traveller Profile, or a Traveller Profile associated to a Company Profile from an existing profile. When you update a profile from a profile, the System automatically switches from Reservations to Profile Mode.

The source profile must be displayed. You cannot update a profile from a merged profile display. When security permits, you can add an Office ID to your entry to update a profile for another office.

You can update specific information by line numbers or by data sections. If you do not specify information, all data is updated except the Index Reference (PIN) field. End the profile to complete your changes.

Update a Company Profile from a Company Profile: **PUP*C/HONDA**
 Update a Traveller Profile from a Traveller Profile: **PUP*T/-ALNSAR/KHALIFA**
 Update a Traveller Profile associated to a Company Profile from a Traveller Profile associated to a Company Profile: **PUP*T/HONDA-ALNAR/KHALIFA**
 Update a Traveller Profile for another office from a Traveller Profile:
PUP*T/DOHQR2152/-ALNSAR/KHALIFA
 Update specific data sections of a Traveller Profile from a Traveller Profile:
PUP*T/-ALNSAR/KHALIFA, PNR, FOL
 Update specific elements of a Traveller Profile from a Traveller Profile:
PUP*T/-ALNSAR/KHALIFA, 3, 9-12

REASSOCIATE ALL TRAVELLER PROFILES TO A NEW COMPANY PROFILE

You can change the company association for all Traveller Profiles from one Company Profile to another.

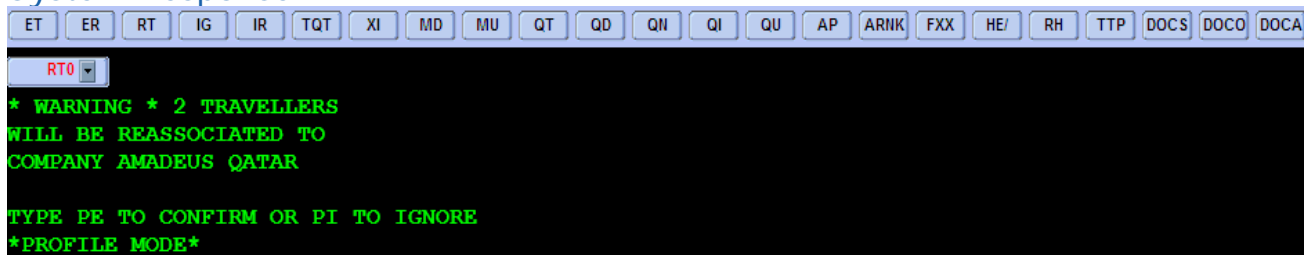
Both the old and new Company Profiles must exist in your office. To re-associate all Traveller Profiles currently associated to a Company Profile, enter

PA/ Old Company Profile name/ New Company Profile name.

Any deactivated profiles associated to the old company will also be transferred to the new company and if reactivated will automatically be associated to the new company.

Step1: To re-associate all Traveller Profiles to a new Company Profile, enter:
PA/ BIRD GROUP/AMADEUS QATAR

System Response:

The screenshot shows a terminal window with a black background and green text. At the top, there is a row of buttons labeled with two-letter codes: ET, ER, RT, IG, IR, TQT, XI, MD, MU, QT, QD, QN, QI, QU, AP, ARIK, FXX, HE, RH, TTP, DOCS, DOCO, DOCA. Below this row is a dropdown menu currently showing 'RTO'. The main text area displays the following message: '* WARNING * 2 TRAVELLERS WILL BE REASSOCIATED TO COMPANY AMADEUS QATAR'. Below this, it says 'TYPE PE TO CONFIRM OR PI TO IGNORE' and '*PROFILE MODE*'.

```
ET ER RT IG IR TQT XI MD MU QT QD QN QI QU AP ARIK FXX HE RH TTP DOCS DOCO DOCA
RTO
* WARNING * 2 TRAVELLERS
WILL BE REASSOCIATED TO
COMPANY AMADEUS QATAR
TYPE PE TO CONFIRM OR PI TO IGNORE
*PROFILE MODE*
```

Step 2: To complete the association, enter: **PE**

PROFILE HISTORY

Profile History contains useful information about the creation of and updates made to a profile.

DISPLAYING PROFILE HISTORY

The System creates a history for each Traveller, and Company Profile. It can contain up to 100 items.

You can display history for a displayed profile in or outside Profile Mode. Profile History is displayed beginning with the most recent change. The first 3 lines indicate that Profile History is displayed, the Office ID, and the Profile name.

The Dates section includes the:

- **Profile creation date**
- **Last PNR transfer date**
- **Last two displayed dates**
- **Last updated date**

The remainder of the display details the updates that were made to the profile with the date, time, and agent sign.

Display Profile History: PH
Display history for the Traveller Profile from a merged profile: PHT
Display history for the Company Profile from a merged profile: PHC
Display history from a Profile List: PH4
Redisplay profile from history: PD

DEACTIVATING / REACTIVATING PROFILES

You must be in Profile Mode to deactivate a profile. You can deactivate a profile from a displayed profile or by using the blind deactivate entry.

The types of profiles you can deactivate are:

- **A Traveller Profile**
- **A Company Profile without associated travellers**
- **A Company Profile with associated travellers**

You must be in Profile Mode to deactivate a profile. When you deactivate a profile it is placed on a Deactivated Profile List for 30 days. If you do not reactivate the profile within 30 days, it is purged from the System.

The date, time, and the sign of the agent making the deactivation entry are stored in profile history. The blind deactivate function lets you delete a Traveller or Company Profile without having it displayed.

The ability to deactivate a profile is controlled by the Local Security Administrator. If you are not authorized to delete a profile, the System displays a warning message.

Deactivate a displayed profile: PX
Blind deactivate an Agency Profile: PXY
Blind deactivate a Company Profile, exact match: PXN/BIRD GROUP/
Blind deactivate a Traveller Profile, exact match: PXN/-NARAYANAN/
Blind deactivate from a similar name list: PX2
Display Deactivated Profiles List: PLX
Display profile from deactivated list: PD6
Reactivate profile: PR
Reactivate profile from Deactivated Profile List: PR6