



Amadeus Profiles

Index

1	INTRODUCTION	1
1.1	Reservation Mode and Profile Expert Mode	2
1.2	Help in Amadeus Information System (AIS)	3
1.3	Access Profile Expert Mode.....	4
1.4	Temporarily exit Expert Mode.....	4
1.5	Exit Expert Mode.....	5
1.6	Profile Data.....	6
1.7	Management Profile.....	8
2	CREATE PROFILE IN EXPERT MODE	10
2.1	Create Traveler Profile.....	11
2.2	Dupe Warning at Traveler Profile Creation	13
2.3	Create Company Profile	14
2.4	Dupe Warning at Company Profile Creation.....	15
2.5	Associate Traveler to Company	16
2.6	Standard Itineraries and Pre-Stored Entries	18
3	DISPLAY PROFILE.....	19
3.1	Display Traveler Profile	19
3.2	Display Company Profile.....	20
3.3	Redisplay Profile.....	20
3.4	Display Traveler Profile Associated to Company Profile	21
3.5	Display Profile from Similar Name List.....	22
3.6	Search on Exact Name Match	23
3.7	Display Profile by Frequent Flyer Number	23
3.8	Display Profile by Record Locator	23
3.9	Display Selected Profile Information.....	24
3.10	Display Profile after PNR Creation	25
3.11	Display Profiles within Corporation	26
3.12	Display Profile Lists	27
3.13	Display List of Companies.....	27
3.14	Display List of Travelers	28
3.15	Display List of Travelers associated to Company	28
4	ENTER NON TRANSFERABLE DATA.....	29
4.1	Priority Information.....	30
4.2	General Information.....	31
4.3	Documents	32
4.4	Follow up Information	33
4.5	Follow up List.....	33
4.6	Profile Notes.....	34
4.7	Edit Profile Notes Text and Qualifiers.....	35
4.8	Summary of Profile Notes Creation.....	37
5	MODIFY PROFILE IN EXPERT MODE.....	38
5.1	Cancel Profile Element.....	39
5.2	Modify Profile Element	39
5.3	Rearrange Elements	40
5.4	Modify Profile Transfer Indicator.....	42
5.5	Modify Office Management Profile	43
5.6	Transfer Associated Travelers to another Company.....	44
6	TRANSFER PROFILE DATA TO PNR	45
6.1	Transfer PNR Transferable Data from Displayed Profile.....	45
6.2	Transfer without Name	48
6.3	Transfer Pre-stored entries.....	49
6.4	Blind Transfer of PNR transferable data.....	50
6.5	Use Multiple Profiles.....	52
6.6	Retrieval Entries between PNR and Profile	53
6.7	Transfer Frequent Flyer Numbers from Profile to PNR	54
7	CREATE AND UPDATE PROFILE FROM PNR.....	56
7.1	Create Profile from PNR.....	57
7.2	Update Profile from PNR.....	60
8	DEACTIVATE AND REACTIVATE PROFILES	62
8.1	Deactivate Traveler Profile or Company Profile.....	63
8.2	Deactivate Company Profile with Associated Traveler Profiles	64
8.3	Reactivate Profile.....	65

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Company	Amadeus IT Group SA			
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Author	Lars Fridberg			
Reviewed by	Alma Aleksiejuniene	Date	06 / 08 / 2008	
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1 INTRODUCTION

Customer profiles are divided into four categories:

- Traveler profiles that contain information on the individual passenger.
- Company profiles that contain information about a company.
- Traveler profiles that is associated to a company profile.
- Agency profile which contain information related to the travel agency

Irrespective of profile category the information is stored in three different ways:

- Information that is automatically transferred to a PNR.
- Selectable data that may be transferred to a PNR.
- Information which is not transferable to a PNR (e.g. airline or hotel chain preference).

After you have created a profile, it is stored and maintained in the Amadeus Central System. You can update customer profile data whenever required. PNRs can be created automatically from customer profiles.

For travel agencies, access to profiles is restricted to the office that creates the profile, or to profiles created by branch offices, when security permits.

Amadeus Travel Choice

Amadeus Travel Choice is a further development of the profile processing.

It provides a link between the booking process and the stored profiles. With Travel Choice you can make reservations that automatically take into account your client's corporate and personal travel preferences as well as the preferences of your agency.

1.1 Reservation Mode and Profile Expert Mode

When working with customer profiles you will use two parts of Amadeus Central System:

- Reservation mode
- Profile expert mode

The following profile functions are available in the profile expert mode:

- Create profile using cryptic entries
- Modify profile
- Deactivate profile
- Reactivate profile

In the normal reservation mode of the system you can:

- Create profile from a PNR
- Update profile from a PNR

Most of the profile functions can be performed both in the reservation mode and the profile expert mode:

- Display profile
- Display profile history
- Create profile from an existing profile
- Create PNR from profile
- Print profile

The system switches automatically between the modes when it is possible, while error messages are displayed when the switch between the modes requires an action.

1.2 Help in Amadeus Information System (AIS)

The entry to access help on profiles:

HE PROFILE - or - HE PRO

PROFILES INDEX		EN 29JUN08 1309Z	
FOR INFORMATION ABOUT	ENTER	FOR INFORMATION ABOUT	ENTER
-----	----	-----	----
INTRODUCTION	GP INT	KEYWORDS OR QUICKPATHS	GP QPS
AIR TRAVEL POLICIES	GP AIX	DEACTIVATING PROFILES	GP DEA
ACCESSING PROFILE MODE	GP PEM	DISPLAYING:	
ASSOCIATING TRAVELERS	GP TRA	DATA SECTIONS	GP SEC
TO COMPANIES		MERGED PROFILES	GP MER
BLIND TRANSFER	GP BLI	PROFILES	GP DSP
CANCELING PROFILES	GP DEA	DOCUMENTS SECTION	GP DOE
CAR TRAVEL POLICIES	GP CAX	FARE TRAVEL POLICIES	GP FRX
CREATING:		FOLLOW-UP SECTION	GP FLW
AGENCY PROFILES	GP AGY	GENERAL INFORMATION	GP GEX
COMPANY PROFILES	GP COM	SECTION	
PNRS FROM PROFILES	GP PRO	GLOBAL SEARCH	GP GSU
PROFILES FROM OTHER	GP PCP	HISTORY DISPLAY	GP HIS
PROFILES		HOTEL TRAVEL POLICIES	GP HOX
PROFILES FROM PNRS	GP CPR	IGNORE PROFILE	GP IGN
TRAVELER PROFILES	GP TRA	INDEX FIELD	GP GEX
			>MD

From the above table of contents choose the topic you want information about, e.g. GP PEM for Accessing Expert Mode.

1.3 Access Profile Expert Mode

In order to perform any function in expert mode, you must first access the mode:

PM

Profile Expert Mode

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

The indicator ***PROFILE MODE*** is displayed at the bottom of each response, to remind you that you are working in profile expert mode. In Practice Training, the indicator is ***TRN*PROFILE MODE*** at the bottom of the screen.

When you are in profile expert mode, you can only enter customer profile transaction codes, request on-line Help, or make the print (**WRA/WRS**) entries. Any other transaction code results in an error response. For example:

GG NEWS

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

1.4 Temporarily exit Expert Mode

You can temporarily exit profile expert mode if you need to perform any other Amadeus transactions, except profile entries, without first having to save the profile. Enter:

PMP

Profile Expert Mode SusPended

```
>PMP
PE MODE SUSPENDED
*TRN*
```

To re-access profile expert mode:

PM

If a profile is still active the system automatically redisplay it.

1.5 Exit Expert Mode

It is recommended that you exit profile expert mode completely when all customer profile functions are finished. To exit profile expert mode, enter:

PME

Profile Expert Mode Exit

```
>PME
PE MODE EXITED
*TRN*
```

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

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

```
FINISH LAST TRANSACTION
*TRN*PROFILE MODE*
```

If you attempt to sign out of the system using the JO transaction and there is an active profile in profile expert mode, the system automatically switches back to profile expert mode and prompts you to take the appropriate action.

1.6 Profile Data

Information stored in a profile is divided into sections shown in the determined order.

A list of all possible profile sections can be found on:

HE PRO
GP DS2
MS421

```
                                DISPLAY A PROFILE      EN 02OCT08 1006Z

SAMPLE PROFILE DISPLAY
-----
THE FOLLOWING SCREENS CONTAIN A COMPLETE TRAVELER PROFILE
ASSOCIATED TO A COMPANY.

THE DATA SECTIONS ARE DISPLAYED IN THE FOLLOWING ORDER:

1. PNR TRANSFERABLE DATA      8. GLOBAL SEARCH
2. ITINERARY                   9. TRAVEL POLICIES - AIR
3. PRE-STORED ENTRIES         10. TRAVEL POLICIES - HOTEL
4. PRIORITY                   11. TRAVEL POLICIES - CAR
5. GENERAL INFORMATION        12. TRAVEL MANAGEMENT INFORMATION
6. DOCUMENTS                  13. TRAVELER CATEGORY
7. FOLLOW-UP                   14. PROFILE NOTES
```

Only the information in the first three sections can be automatically transferred to PNR. All the other sections contain non transferable data.

You may wish to see a sample of a complete traveler profile before you start creating one yourself.

The profile on the next page is shown as one screen capture to save space. Displayed on your computer it would cover three screens.

```

*T* FORD/HENRY MR          C FORD MOTOR CO          22A38Z
----- PNR TRANSFERABLE DATA          N VNOLJ2902 M
  1 A NM 1FORD/HENRY MR
  2 A AP CHI 312 555 1212-W
  3 A OS YYVIP CHAIRMAN OF FORD MOTOR CO
  4 S FFN BA-KR635548
  5 S ST /N/W
  6 S FP CCAX370031003456784E06/0610
----- ITINERARY
  7 S SS AF123C/NYCPAR1
  8 S SO IBYNYCMAD
  9 S SI ARNK
----- PRE-STORED ENTRIES
 10 PPS/ ADNYCMAD/AIB/CY/FN
----- PRIORITY
 11 PPR/ CHECK SEATING PREFERENCES
----- GENERAL INFORMATION
  C 12 PCN/ FORD MOTOR CO
----- DOCUMENTS
 13 PAS/ FR          /I78J01923          /14SEP08/14SEP19
----- FOLLOW UP
 14 PFO/ CHECK CREDIT CARD EXPIRY DATE          /15SEP10
----- GLOBAL SEARCH
 15 PGL/ FREQUENT FLYER AF
----- TRAVEL POLICIES - AIR
 16 PPA/ OR:US      DN:NAMER A:AA      TP:PER
 17      OR:US      DN:FR      A:AF      TP:PER
 18      OR:US      DN:EUROP A:DL      TP:PER
 19 PPK/ EFT:7 LT:KC GT:KF TP:PER
 20 PPI/ S:A AI:PAX PREFERS NON-STOP FLIGHTS
----- TRAVEL POLICIES - HOTEL
 21 PPH/ DN:NAMER   CO:HE TP:PER
 22      DN:EUROP   CO:IC TP:PER
 23      DN:LON     CO:SH BT:Q-K AR:N TP:PER
 24 PHI/ CO:SH ID:34567GG FT:BA
 25      CO:** G:CCAX370031003456784E06EXP0610 SI:2ND FLOOR
          ROOM REQUIRED
----- TRAVEL POLICIES - CAR
 26 PPC/ CO:ZD VT:LSMR TP:PER
 27 PXC/ CO:SX
 28 PCI/ CO:ZD ID:1234567
 29      CO:** SQ:SUR
 30 PPI/ S:C AI:IF FORD MODEL NOT AVAILABLE DO NOT BOOK
----- TRAVEL MANAGEMENT INFORMATION
 31 PAD/ NCE/ORY * DEFAULT HOME/ARRIVAL AIRPORT
 32 PTA/ Y * PREPAID TICKET AUTHORISATION
 33 PCD/ CORPORATE
----- TRAVELLER CATEGORY
 34 PTV/ DIR
----- PROFILE NOTES
  BIRTHDAY IS 11AUG55
  END OF DISPLAY
  *PROFILE MODE*

```

1.7 Management Profile

A list of transferable PNR elements that can be stored in customer profiles is contained in the management profile of each office.

Management profile can only be displayed by agents whose sign in attribute PMR (Profile Management Retrieval) is set to Y (YES) by their LSA (Local Security Administrator):

JGU/0001AA/PMR-Y

To display the management profile enter:

PDO

Profile Display Office Management Profile

M AMADEUS LITHUANIA				
TRANSFER INDICATOR				VNOLJ2902
	COMPANY	ASSO TRA	UNASSO TRA	AGENCY
ST		S	S	
AP	A	A	A	A
TK	S	S	S	S
SR	S	S	S	S
SR*	A	A	A	A
OS	S	S	S	S
OSYY	A	A	A	A
OP	S	S	S	S
AI	S	S	S	S
RC	S	S	S	S
RM	S	S	S	S
RQ	S	S	S	S
FD	S	S	S	S
FE	S	S	S	S
FK	S	S	S	S
FM	S	S	S	S
FO	S	S	S	S
FP	S	S	S	S
FS	S	S	S	S
FT	S	S	S	S
FV	S	S	S	S
FY	S	S	S	S
FZ	S	S	S	S
RI	S	S	S	S
ES	S	S	S	S
AB	A	A	A	A
AM	A	A	A	A
AQ	S	S	S	S
SS	S	S	S	S
SO	S	S	S	S
SI	S	S	S	S
FFN		S	S	

For each transferable PNR element a transfer indicator is shown that describes the system default for transferring it to PNR:

- | | | |
|----------|------------|---------------------------------------|
| A | Automatic | Automatically transferred to the PNR. |
| S | Selectable | Transferred to the PNR if selected. |

The header line shows *M* indicator for management profile, the name of the agency and its office ID.

The transfer indicator section is divided into four columns:

COMPANY	Company profile
ASSO TRA	Traveler associated to a company
UNASSO TRA	Traveler profile
AGENCY	Agency profile

When you create customer profiles as well as when you create PNRs from profiles, the system automatically applies the transfer defaults.

The management profile is automatically created during the office profile creation process. By modifying the transfer indicators you can control customer profile creation as well as the transfer of data from a profile to a PNR. This will be explained later.

2 CREATE PROFILE IN EXPERT MODE

Customer profiles can be created:

- In the profile expert mode
- From a retrieved PNR in the reservation mode
- From an existing profile

In profile expert mode, you can create a agency profile, a traveler profile, a company profile or a traveler profile associated to an already existing company profile using cryptic entries:

The transferable data is entered and stored in three ways:

- **PNR TRANSFERABLE DATA**
You use the same formats to enter PNR elements in a profile as you use to create a PNR. The system checks the format of your entries.
- **PRE-STORED ENTRIES**
You use the PPS/ transaction code together with any central system entry. No checks are made for format.
- **ITINERARY**
For frequently used itinerary you can add standard flight segments (SS), open segments (SO) and information flight segments (SI).

The non transferable data is entered using special three-letter transactions codes.

This chapter covers creation of profiles with transferable data in expert mode. We shall revert to non transferable data and the two other ways of creating profiles later.

First of all access profile expert mode:

PM

Profile Expert Mode

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

2.1 Create Traveller Profile

To enter the traveler name and begin profile creation type:

NM 1 NUMAVICIUS/NERIJUS MR

```
*T* NUMAVICIUS/NERIJUS MR
----- PNR TRANSFERABLE DATA                VNOLJ2902 M
      1  A  NM  1NUMAVICIUS/NERIJUS MR
END OF DISPLAY
*TRN PROFILE MODE*
```

The system automatically displays the profile.

- *T* Traveler profile indicator.

- VNOLJ2902 Identification of the office creating the original profile.

- M A letter that indicates what is happening with the profile:
 - M The profile is being created, modified or updated.
 - N Free text information is being added in the notes section.

The name element is displayed in the TRANSFERABLE DATA section of the profile:

- 1 Line number

- A Transfer indicator:
 - A Automatic
 - S Selectable

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

Now enter the following PNR elements using standard PNR entries:

APM +370 698 511 11
AP VNO 22 22 22-B
FP CASH
SR * VGML
FFNBT-1234567890
FFNLH-987654231064

```
*T* NUMAVICIUS/NERIJUS MR
----- PNR TRANSFERABLE DATA                VNOLJ2902 M
      1  A  NM  1NUMAVICIUS/NERIJUS MR
      2  A  APM + 370 511 11
      3  A  AP  VNO 22 22 22-B
      4  A  SR  *VGML
      5  S  FP  CASH
      6  S  FFN BT-1234567890
      7  S  FFN LH-987654123064
```

The entry **SR*VGML** is recommended instead of **SR VGML**. When transferred to the PNR, it creates a temporary neutral SSR element, even if there is no air segment in the PNR. This element is exploded at end of transaction into separate SSR elements for each carrier.

The entry **SR VGML** will be rejected if transferred to a PNR before air segments are entered.

To redisplay the active profile after you have cleared the screen enter:

PD **Profile Display**

To end transaction and file the profile enter:

PE **Profile End of Transaction**

```
>PE
END OF TRANSACTION COMPLETE - 26P5WH
*TRN*PROFILE MODE*
```

System responds with the profile record locator.

The entries to end or ignore a profile are similar to PNR transactions:

PE	End transaction and file the profile.	(ET)
PER	End transaction, file and redisplay the profile.	(ER)
PEE	End transaction, file and exit profile expert mode.	
PI	Ignore the profile.	(IG)
PIR	Ignore the updates and redisplay the profile.	(IR)
PIE	Ignore the updates and exit expert mode.	

2.2 Dupe Warning at Traveller Profile Creation

If the profile you are creating matches exactly or partially an already existing profile, a warning message will be displayed, e.g.:

NM 1 NUMAVICIUS/NERIJUS MR

```
TRAVELLER PROFILE EXISTS - TYPE Y TO PROCEED
OR N TO DISPLAY PROFILE/LIST
*TRN*PROFILE MODE*
```

To display the existing profile enter:

N

```
*T* NUMAVICIUS/NERIJUS MR
----- PNR TRANSFERABLE DATA                VNOLJ2902 M
  1  A  NM  1NUMAVICIUS/NERIJUS MR
  2  A  AP  M +370 698 511 11
  3  A  AP  VNO 22 22 22-B
  4  A  SR  *VGML
  5  S  FP  CASH
  6  S  FFN BT-1234567890
  7  S  FFN LH-987654123064
END OF DISPLAY
*TRN*PROFILE MODE*
```

The displayed profile can prove to be:

- A duplicate of the profile that you intended to create (same person)
- A profile for another traveler

In both cases ignore the displayed profile, i.e. store it again by entering:

PI

In the latter case you have to start creating the new profile again. When you enter the name, the same warning appears as above. To continue the creation of the new profile enter:

Y

```
*T* NUMAVICIUS/NERIJUS MR
----- PNR TRANSFERABLE DATA                VNOLJ2902 M
  1  A  NM  1NUMAVICIUS/NERIJUS MR
END OF DISPLAY
*TRN*PROFILE MODE*
```

When you are ready, enter **PE** or **PEE**. As we shall not complete the new profile, enter: **PI**

2.3 Create Company Profile

The first element to be created in a company profile is the company name:

PCN/ VILNIAUS PREKYBA

Profile Company Name

```
*C* VILNIAUS PREKYBA
----- GENERAL INFORMATION                VNOLJ2902 M
      1 PCN/ VILNIAUS PREKYBA
----- TRIP AND TRAVELLER CATEGORIES
      2 PTP/ BIZ/BUSINESS
END OF DISPLAY
*TRN*PROFILE MODE*
```

The ***C*** indicates that this is a company profile. The system automatically places the company name both in the header and in the general information section of the company profile, the non transferable part of the profile.

The business trip purpose (biz) is added to the profile automatically when you create it. You can change it using the transaction code PTP

Enter transferable data connected to the company, e.g. form of payment.

FP CASH

```
*C* VILNIAUS PREKYBA
----- PNR TRANSFERABLE DATA            VNOLJ2902 M
      1 S FP CASH
----- GENERAL INFORMATION
      2 PCN/ VILNIAUS PREKYBA
----- TRIP AND TRAVELLER CATEGORIES
      3 PTP/ BIZ/BUSINESS
END OF DISPLAY
*TRN*PROFILE MODE*
```

End and file the profile:

PE

```
>PE
END OF TRANSACTION COMPLETE - 26P76A
*TRN*PROFILE MODE*
```

2.4 Dupe Warning at Company Profile Creation

Again - if the profile you are creating matches exactly or partially an already existing profile, a warning message will be displayed:

PCN/ VILNIAUS PREKYBA

```
DUPLICATE COMPANY >PCN/ VILNIAUS PREKYBA
*TRN*PROFILE MODE*
```

It is not possible to file two company profiles with the same name.

You may however add an extra attribute, e.g.:

PCN/ VILNIAUS PREKYBOS PADALINYS

```
*C* VILNIAUS PREKYBOS PADALIN
----- GENERAL INFORMATION                VNOLJ2902 M
      1 PCN/ VILNIAUS PREKYBOS PADALINYS
----- TRIP AND TRAVELLER CATEGORIES
      2 PTP/ BIZ/BUSINESS
END OF DISPLAY
*TRN*PROFILE MODE*
```

End transaction and file the profile:

PE

```
>PE
END OF TRANSACTION COMPLETE - 26P76M
*TRN*PROFILE MODE*
```

2.5 Associate Traveller to Company

You can associate a traveler to a company profile that is already stored in the system. You must create or have a traveler profile displayed before you can associate it.

Let us first create a traveler profile:

NM 1 STASKEVICIUS/IGNAS MR

```
*T* STASKEVICIUS/IGNAS MR
----- PNR TRANSFERABLE DATA                VNOLJ2902 M
      1 A NM 1STASKEVICIUS/IGNAS MR
END OF DISPLAY
*TRN*PROFILE MODE*
```

Enter other relevant information to the profile:

APM +370 698 33 33 3
AP VNO 44 44 44-B
FP CASH
FFNBT-12345678900
RM PSGR REQUEST AISLE SEAT
SR SFML

```
*T* STASKEVICIUS/IGNAS MR
----- PNR TRANSFERABLE DATA                VNOLJ2902 M
      1 A NM 1STASKEVICIUS/IGNAS MR
      2 A APM +370 533 33
      3 A AP 44 44 44-B
      4 S FFN BT-876233102123
      5 S SR SFML
      6 S RM PSGR REQUEST AISLE SEAT
      7 S FP CASH
END OF DISPLAY
*TRN*PROFILE MODE*
```

To associate the traveler to an already existing company profile, enter:

PCN/ VILNIAUS PREKYBA

Profile Company Name

```
*T* STASKEVICIUS/IGNAS MR C VILNIAUS PREKYBA 26P9D3
----- PNR TRANSFERABLE DATA VNOLJ2902 M
1 A NM 1STASKEVICIUS/IGNAS MR
2 A APM +370 533 33
3 A AP 44 44 44-B
4 S FFN BT-876233102123
5 S SR SFML
6 S RM PSGR REQUEST AISLE SEAT
7 S FP CASH
----- GENERAL INFORMATION
9 PCN/ VILNIAUS PREKYBA
END OF DISPLAY
*TRN*PROFILE MODE*
```

Vilniaus Prekyba is now inserted as an associated company in the header line and also in the general information section of the profile.

End transaction to save the association and redisplay the profile in expert mode:

PER

Profile End and Redisplay

```
*T* STASKEVICIUS/IGNAS MR C VILNIAUS PREKYBA 26P9D3
----- PNR TRANSFERABLE DATA VNOLJ2902
1 A NM 1STASKEVICIUS/IGNAS MR
2 A APM +370 698 533 33
3 A AP 44 44 44-B
4 S FFN BT-876233102123
5 S SR SFML
6 S RM PSGR REQUEST AISLE SEAT
7 S FP CASH
----- GENERAL INFORMATION
9 PCN/ VILNIAUS PREKYBA
END OF DISPLAY
*TRN*PROFILE MODE*
```

The traveler profile is displayed with record locator shown on the second line.

Ignore the redisplayed profile:

PI

Profile Ignore

2.6 Standard Itineraries and Pre-Stored Entries

Standard itineraries can be stored in the ITINERARY - section using standard PNR segment entries. Use slashes instead of dates. You can also create open segments (SO) and information segments (SI).

Other frequently used or difficult-to-remember entries (e.g. advanced sell entries for car, hotel or ground transportation) can be stored in the PRE-STORED ENTRIES - section using the PPS/ transaction.

You can add up to 15 PPS/ lines and each line can contain a maximum of 54 characters.

As the system does not check the format of the PPS/ transaction, it cannot be combined with standard PNR entries.

Access profile expert mode and create a traveler profile with the following elements:

NM1 ABISALA/ALEKSANDRAS MR
SS SK743 C / VNOCPH 1
SS SK742 C / CPHVNO 1

```
*T* ABISALA/ALEKSANDRAS MR
----- PNR TRANSFERABLE DATA                VNOLJ2902 M
      1  A  NM  1ABISALA/ALEKSANDRAS MR
----- ITINERARY
      2  S  SS  SK743 C/VNOCPH 1
      3  S  SS  SK742 C/CPHVNO 1
END OF DISPLAY
*TRN*PROFILE MODE*
```

The system checks the format of your entry but not the flight details. At transfer time the date will be appended and if the flight does not exist, for example, it will be rejected.

To store a frequent car sell entry use the PPS/ transaction:

PPS/ CSZIS. /VT-ECMN /CD-12345

Profile Pre-stored Section

```
----- PRE-STORED ENTRIES
      4  PPS/ CSZIS. /VT-ECMN /CD-12345
```

Note that the dot after CSZIS is a placeholder for the segment number that can be overtyped when the entry is transferred to the PNR.

File the profile and exit profile expert mode:

PEE

3 DISPLAY PROFILE

You can display a customer profile:

- By traveller and/or company name
- By profile index
- By frequent flyer number
- By profile record locator
- From a PNR
- From a profile list

Same display entries are used both in reservation mode and profile expert mode. The answers below are from the reservations mode.

When you display a profile the system automatically displays the data sections that contain information.

3.1 Display Traveller Profile

The entry to display a traveller profile:

PDN/ - NUMAVICIUS/NERIJUS MR

Profile Display by Name

```
*T* NUMAVICIUS/NERIJUS MR                26P5WH
----- PNR TRANSFERABLE DATA          VNOLJ2902
  1  A  NM  1NUMAVICIUS/NERIJUS MR
  2  A  APM  +370 511 11
  3  A  AP  VNO 22 22 22-B
  4  A  SR  *VGML
  5  S  FP  CASH
  6  S  FFN  BT-1234567890
END OF DISPLAY
```

The dash between the slash and name is mandatory for traveller profiles.

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

When security permits, you can retrieve a profile that belongs to another office by adding the office identification to your entry, e.g.:

PDN/ VNOLJ2153 /-NUMAVICIUS

3.2 Display Company Profile

The entry to display a company profile:

PDN/ VILNIAUS PREKYBA

Profile Display by Name

```
*C* VILNIAUS PREKYBA                26P76A
----- PNR TRANSFERABLE DATA      VNOLJ2902
      1  S  FP  CASH
----- GENERAL INFORMATION
      PCN/ VILNIAUS PREKYBA
----- TRIP AND TRAVELLER CATEGORIES
      PTP/ BIZ/BUSINESS
END OF DISPLAY
```

To display a company profile no dash is used between the slash and the name.

C in the header indicates that this is a company profile. The name of the company is displayed both in the header and in the General Information section.

When security permits, you can retrieve a profile that belongs to another office by adding the office identification to your entry, e.g.:

PDN/ VNOLJ2153 /VILNIAUS PREKYBA

3.3 Redisplay Profile

After you have cleared the screen you can redisplay the active profile by:

PD

Profile reDisplay

3.4 Display Traveller Profile Associated to Company Profile

When the traveller profile is associated to a company profile, the traveller and the company profile will be shown merged by default if your office profile has the merged indicator set to YES.

PDN/ - STASKEVICIUS/IGNAS MR

Profile Display Name

```
*T* STASKEVICIUS/IGNAS MR C VILNIAUS PREKYBA 26P9D3
----- PNR TRANSFERABLE DATA VNOLJ2902
1 A NM 1STASKEVICIUS/IGNAS MR
2 A APM +370 533 33
3 A AP 44 44 44-B
4 S FFN BT-87623310212364
5 S SR SFML
6 S RM PSGR REQUEST AISLE SEAT
7 S FP CASH
----- GENERAL INFORMATION
C PCN/ VILNIAUS PREKYBA
END OF DISPLAY
```

The source of profile information is pointed out by letter T or C:

- T** Information retrieved from the traveller profile.
- C** Information retrieved from the company profile.

From the merged profile you can display the individual profiles:

- PDC** Profile reDisplay Company profile only.
- PDT** Profile reDisplay Traveller profile only.

To redisplay the merged profile:

- PDM** Profile reDisplay Merged

When you request a profile for a very common name, it is recommended to add the company name:

PDN/ VILNIAUS PREKYBA - MARCINKEVICIUS / ZILVINAS MR

3.5 Display Profile from Similar Name List

When you request a profile, it is possible to enter only a few characters and the system will search for an exact match to the name that was entered.

If the system locates more than one profile meeting the search criteria, a similar name list will be displayed.

PDN/ - GR

Profile Display by Name

```
INPUT: PDN/-GR

SIMILAR TRAVELLER NAME LIST

      TRAVELLER          COMPANY
1 GRIGAS/JONAS MR
2 GRUNSKYTE/RIMAMS
3 GRUNSKYTE/RITA MS    SANOFI
*TRN*PROFILE MODE*
```

To request a profile from a similar name list use the PD transaction code followed by the list line number:

PD 1

Profile Display line 2

```
*T* GRIGAS/JONAS MR          YNGLJG
----- PNR TRANSFERABLE DATA      VNOLJ2902
1  A  NM  1GRIGAS/JONAS MR
2  A  APM +370 54442
3  A  AP  VNO 212332-H
4  A  OS  YPOPOP STAR OF LITHUANIA
5  A  AB  /NAUJOJI VILNIA 2,LIETUVA
6  A  AM  KREIVOJI 64,VILNIUS
7  S  RM  KONCERTUOS VILNIUJE 08SEP
8  S  FP  CASH
END OF DISPLAY
*TRN*PROFILE MODE*
```

To redisplay the list enter:

PDL

Profile Display List

```
INPUT: PDN/-GR

SIMILAR TRAVELLER NAME LIST

      TRAVELLER          COMPANY
1 GRIGAS/JONAS MR
2 GRUNSKYTE/RIMAMS
3 GRUNSKYTE/RITA MS    SANOFI
*TRN*PROFILE MODE*
```

3.6 Search on Exact Name Match

If the exact name match option is specified in the entry by simply adding a slash (/) after the profile name, only the profile having the exact matching name is displayed instead of a similar name list.

PDN/IBM/	Profile Display by Name IBM company only
PDN/-MIKSYS/SAULIUS/	Profile Display by Name traveller profile only

3.7 Display Profile by Frequent Flyer Number

If a frequent flyer number is attached to a profile, you can display the profile by using the FQTV number:

PDF/ SK - EBG000000088	Profile Display by Frequent flyer number
-------------------------------	---

3.8 Display Profile by Record Locator

You can display a company or a traveller profile (not a merged profile) using the six-character unique record locator.

The profile type (**T** for Traveler, **C** for Company) must be added to the entry.

PDRC/ 4H3K7V	Profile Display by Record locator for a Company
PDRT/ YXPWDC	Profile Display by Record locator for a Traveler

3.9 Display Selected Profile Information

Each data section of a customer profile is identified with a unique three-letter code. You can display each section separately by using its code:

PNR	PNR transferable data
FFN	Frequent flyer (traveller profile only)
ITI	Itinerary
STO	Pre-stored entries
PRI	Priority
GEN	General information
DOC	Documents (traveller profile only)
FOL	Follow up
TRA	Travel management information
PTV	Trip and traveler categories
GLO	Global search
AIR	Travel policies - Airline
HOT	Travel policies - Hotel
CAR	Travel policies - Car
NOT	Profile notes

Entry to display only FFN data of the profile:

PDN/- MARCINKEV/ZILVINAS MR, FFN

```
*T* MARCINKEVICIUS/ZILVINA C VILNIAUS PREKYBA          26PA8Q
----- FREQUENT FLYER NUMBERS                          VNOLJ2902
      5  S  FFN BT-876555532112
----- INACTIVE/DELETED FREQUENT FLYER NUMBERS
END OF DISPLAY
*TRN*PROFILE MODE*
```

To request multiple data sections, you add the three-letter codes separated by a comma:

PDN/- MARCINKEV/ZILVINAS MR, FFN, GEN

To redisplay the profile and request another section, e.g.:

PD,GEN

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

3.10 Display Profile after PNR Creation

If you have entered the name in the PNR under creation or you have retrieved a PNR, you can display the profile for any passenger in the PNR by referring to the passenger number.

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  3JUL09/1023Z  X6A2G7
1.NUMAVICIENE/LINA MRS      2.NUMAVICIUS/NERIJUS MR
3  SK 9661 C 10JAN 5 VNOC PH HK2          1340 1420  *1A/
4  SK 9662 C 12JAN 7 CPHVNO HK2          3  1030 1300  *1A/
5 AP VNO +370-5-2726869 - AMADEUS LITHUANIA - A
6 TK TL08JAN/VNOLJ2902
```

The entry to display Nerijus Numavicius profile:

PD/ 2

Profile Display for passenger 2

```
*T* NUMAVICIUS/NERIJUS MR          26P5WH
----- PNR TRANSFERABLE DATA      VNOLJ2902
1  A  NM  1NUMAVICIUS/NERIJUS MR
2  A  APM +370 511 11
3  A  AP  VNO 22 22 22-B
4  A  SR  *VGML
5  S  FP  CASH
6  S  FFN BT-1234567890
END OF DISPLAY
```

Make **IG**.

Note the difference:

PD2 Display **profile 2** from similar name list.
PD/2 Display **profile for passenger 2** in the displayed PNR.

3.11 Display Profiles within Corporation

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

Entry examples:

PDA/ BIG COMPANY	Display company profile
PDA/ - GREEN	Display traveller profile
PDA/ BIG COMPANY-GREEN	Display traveller profile associated to a company

You may also add a country code, or corporate code to you entry. This is advisable in order to reduce the system response time.

Corporate code, e.g. NA2 identifies the corporation or a part of it and is included in the office number, e.g. STONNA2127.

Entry examples:

PDA/ SE / BIG COMPANY	Display by country
PDA/ SE / - GREEN	
PDA/ STO / BIG COMPANY	Display by city
PDA/ STO / - GREEN	
PDA/ NA2 / BIG COMPANY	Display by corporate code
PDA/ NA2 / - GREEN	
PDA/ SE / NA2 / BIG COMPANY	Display by country and corporate code
PDA/ SE / NA2 / - GREEN	
PDA/ STO / NA2 / BIG COMPANY	Display by city and corporate code
PDA/ STO / NA2 / - GREEN	

3.12 Display Profile Lists

You can display a list of profiles for companies, travellers and travellers associated to a company.

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

The names are displayed in blocks of 120 names, to view additional block of names, you use the PDMD and PDMU entries. To move between screens of names, you use the normal scrolling entries.

You can display the list in reservation mode or in expert mode.

3.13 Display List of Companies

To display a list of company profiles for your own office or, if security permits, for another office, enter:

PLC - or - PLC/ OFFICE ID

Profile List Company

```
INPUT: PLC
COMPANY NAME LIST

1 AKSESUARAI
2 AVIA BALTIKA
3 BG AKSESUARAI
4 BGA AKS
```

To display a profile form the list, enter:

PD 1

Profile Display number 1

```
*C* AKSESUARAI 22E8S3
----- PNR TRANSFERABLE DATA VNOLJ2902
1 A AP 2127913
2 S RM VILNIAUS 5 LT-92001 VILNIUS
----- GENERAL INFORMATION
PCN/ AKSESUARAI
----- TRIP AND TRAVELLER CATEGORIES
PTP/ BIZ/BUSINESS
END OF DISPLAY
```

To redisplay the list, enter:

PDL

Profile Display List

3.14 Display List of Travellers

To request a list of travellers, enter:

PLT - or - PLT/ OFFICE ID

Profile List Traveler

```
INPUT: PLT

TRAVELLER NAME LIST

      TRAVELLER                COMPANY
1 ABISALA/ALEKSANDRAS MR
2 AUKSTIKALNIENE/AUKSE M
```

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

3.15 Display List of Travellers associated to Company

To display the list, enter:

PLT// SANOFI - or- PLT/ OFFICE ID / SANOFI

```
INPUT: PLT//SANOFI

TRAVELLER LIST FOR SANOFI

      TRAVELLER                COMPANY
1 BIANCO/TERESA MRS          SANOFI
2 GRUNSKYTE/RITA MS         SANOFI
```

4 ENTER NON TRANSFERABLE DATA

The following profile sections are used to store information that is not transferable to PNR:

- Priority
- General Information
- Documents
- Follow up
- Global search
- Travel policies - Airline
- Travel policies - Hotel
- Travel policies - Car rental
- Profile Notes

Some of these sections are used for traveler profiles and some for company profiles.

The information is entered using logical three-letter transactions codes.

Travel Policies are briefly mentioned in the demonstration chapter on Amadeus Travel Choice while more detailed information is included in the separate course.

4.1 Priority Information

You use the priority section of the profile to store important information. The priority elements are entered as free flow text and you can use any special characters. Up to 5 priority elements can be entered.

Display the profile in expert mode:

PM

PDN/ -GREEN/ANDY

Profile Mode
Profile Display Name

Enter priority information:

PPR/ APSISTOJA HILTON INTERNATIONAL VIESBUCIUOSE

Profile PRiority

```
*T* GUDELIS/B          C BG AKSESUARAI          22E87Z
----- PNR TRANSFERABLE DATA          VNOLJ2902
  1  A  NM  1GUDELIS/B
  2  A  AP  H223444 B550330
  3  A  AB  GEDIMINO 28 VILNIUS LT-92001
  4  A  AM  PARKO G. 50-50
  5  S  ST  /N/W
----- PRIORITY
  6  PPR/ APSISTOJA HILTON INTERNATIONAL VIESBUCIUOSE
  7      ISLAIDAS APMOKA PAVEDIMU
----- GENERAL INFORMATION
  C   8  PCN/ BG AKSESUARAI
----- DOCUMENTS
  9  PAS/LT          /LM999333          /01JAN1996/01JAN2019
 10  PIV/US          /          /01SEP2001/01SEP2019
----- FOLLOW UP
 11  PFO/ GUDELIS MUSU KLIENTAS JAU 5 METAI          /05OCT2012
END OF DISPLAY
```

When the profile is retrieved after profile end transaction, the priority information is always displayed before the PNR transferable data irrespective of how you limit your search.

4.2 General Information

The following information can be included in the General Information section of a profile.

PCN/	Company name	The company name is automatically entered when you: <ul style="list-style-type: none">• create a company profile• associate a traveler to a company profile
PCO/	Country code	Two - character country code of the passenger's nationality, or the location of the company.
PIN/	Index	Index used to retrieve profiles.
PBD/	Date of birth	Insert the date using DDMMYYYY
PLS/	Language spoken	Using 2 letter country code
PCZ/	Country of citizen ship	Using 2 letter country code
PCB/	country of birth	Using 2 letter country code

Example of an index entry:

PIN/ AAA999

Profile INdex

```
----- GENERAL INFORMATION
C      9 PCN/ BIG COMPANY
      10 PIN/ AAA999
```

The index is used to retrieve profiles without using the profile name. It provides you with the ability to create a unique system for filing and referencing your company or traveller profiles.

You can use number, letter or a combination, minimum of 3 and maximum of 20 characters, no blanks or special characters are allowed.

4.3 Documents

The document section is used to store information about a passenger's documents. You can only store documents in a traveller profile.

The type of documents are:

PAS/	Passport
PIV/	Visa
PID/	Identity Card
PCE/	Driving License

Identifiers for document entries. Allowing the user to enter each parameter in any order. Each entry must contain at least one of the following identifiers.

CO -	Country
NR -	Document number
IS -	Issue date
EX -	Expiry date

Example of a visa entry:

PIV/CO-US/NR-12345678/IS-20AUG2001/EX-20DEC2011 Profile Information Visa

```
*T* JUOZAITIS/ARVDAS MR
----- PNR TRANSFERABLE DATA                VNOLJ2902 M
      1  A  NM  1JUOZAITIS/ARVDAS MR
----- DOCUMENTS
      2  PIV/US                /12345678                /20AUG2001/20DEC2011
END OF DISPLAY
*TRN*PROFILE MODE*
```

You can store up to 10 documents per profile.

4.4 Follow up Information

You can set up to three follow up items for each profile to appear on the follow up list immediately, or at a future date, up to a maximum of two years.

When no date is specified, the profile is placed on today's follow up list at end transaction:

PFO/ CREDIT CARD EXPIRY DATE/10JAN2011

```
----- FOLLOW UP
      3 PFO/ CREDIT CARD EXPIRY DATE                /10JAN2011
```

Every 24 hours the system scans the profile database to check if there are profiles on the follow up list of your office. If yes, the system sends a message to queue 94 to remind you to check the list. The profile remains on the list until the follow up element is deleted from the profile.

End transaction, file and redisplay the profile:

PER

4.5 Follow up List

To display the follow up list enter:

PLF - or - PLF/ OFFICE ID

Profile List Follow up

```
INPUT: PLF

FOLLOW UP LIST:

      PROFILE NAME                RELATED PROFILE NAME
30MAY09
  1 T VAIGAUŠKAITE/RMS            C TOKVILA
      MEPAMIRSTI ISRASYTI GRUPINI BILIETA
  2 C BGA AKS
      ATSISKAITO PAVEDIMU
```

The follow up list contains all profiles for which a specific action needs to be taken today. It shows the profile name and the follow up text.

The profiles are listed in chronological order. You can display a profile from the list:

PD 1

Profile Display line number 1

4.6 Profile Notes

The profile notes section is used to store miscellaneous free text information related to a customer. It can contain up to 409 lines.

Such information is to be entered in profile notes mode, a separate mode that can be compared to a notepad, a simple word processing.

The profile notes mode can only be accessed from profile expert mode. The profile name must be created before you can enter profile notes.

Enter profile expert mode if necessary:

PM

Profile expert Mode

Redisplay the active traveler profile:

PDT

Profile reDisplay Traveler

To access the profile notes mode enter:

PN

Profile Notes

```
PNL
*T* GUDELIS/B
PROFILE NOTES 000                VNOLJ2902
0001* *                          *
0002* *                          *
0003* *                          *
0004* *                          *
0005* *                          *
0006* *                          *
0007* *                          *
0008* *                          *
0009* *                          *
0010* *                          *
0011* *                          *
0012* *                          *
0013* *                          *
0014* *                          *
0015* *                          *
0016* *                          *
0017* *                          *
0018* *                          *
*TRN*PROFILE MODE*PN MODE*
```

The header displays, *T* indicator for traveler profile and name of passenger. Number of lines that have been used and the office identification. After entering information in the notes section the following indicators will appear. Either the letter M for Create/Update, N for profile notes or the record locator of a retrieved profile.

PN MODE tag at the bottom of the page reminds you that you are in profile notes mode.

4.7 Edit Profile Notes Text and Qualifiers

Each text line begins with a number (0001) and two asterisks separated by a blank (* *).

```
0001* * *
```

The way to edit text in profile notes mode differs from that in reservation mode.

- You type the information on the lines between the asterisks. To modify the text, simply over-type it with the new information.
- You can use the carriage return and the arrows to move around the screen.
- The single blank between the first two asterisks is reserved for profile notes qualifiers which can help you to structure the information.

The qualifiers are optional and consist of one character - a number 0 - 9 or a letter A - Z, e.g. H = hotel, C = car.

- If you need to enter an e-mail address, use Ö instead of @ to avoid that your computer be completely locked.
- To store the entered text press the Send-key. The cursor must be placed after the latest entry. The system automatically redisplay the profile notes section and updates the header with the new number of lines used.

```
PNL
*T* GUDELIS/B
PROFILE NOTES 003 N VNOLJ2902 M
0001* *GALIMA RASYTI BET KOKIA INFORMACIJA *
0002* *TIESIOG REIKIA ATSIKOTI EILUTES PRADZIOJE IR PASPAUSTI *
0003* *MYGTUKA ENTER *
0004* * *
0005* * * (PARTIAL
DISPL)
```

- To redisplay profile notes from a cleared screen enter:

PND

Profile Note Display

- Only on-line help entries, scrolling and editing commands are allowed in profile notes.
- The following scrolling entries are available in profile notes mode:

MD Move down
MU Move up
MB Move bottom
MT Move top
MSx Move to screen (x = line number)

- To insert one or several blank lines into an existing text type the insert command in the line number field preceding the place where you want to insert them and press the Send-key.

I Insert one line
Ix Insert several lines (x = numbers of lines)

On some hardware platforms, you must press the End-key or carriage return before you press Send. If you do not do this, the current line may be deleted.

```

PNL
*T* GUDELIS/B
PROFILE NOTES 003                               N VNOLJ2902 M
0001* *GALIMA RASYTI BET KOKIA INFORMACIJA      *
0002* *TIESIOG REIKIA ATSISTOTI EILUTES PRADZIOJE IR PASPAUSTI *
0003* *MYGTUKA ENTER                             *
I204* *                                           *
0005* *                                           *
  
```

- To delete lines use following commands:

D Delete a single line
Dx Delete several lines (x = numbers of lines)
DD Delete a block of lines

You type **D** over the line number you want to delete. The system automatically deletes the marked line(s) and moves up the following line.

To delete a block of lines you type **DD** on the first line you want to delete and **DD** on the last. The system deletes all lines within that block of text.

You can also move, copy and duplicate lines, se **HE PN**.

When you have completed the profile notes section, exit profile notes mode:

PNE

Profile Note Exit

```
*T* GUDELIS/B          C BG AKSESUARAI          22E87Z
----- PNR TRANSFERABLE DATA          N VNOLJ2902 M
  1  A  NM  1GUDELIS/B
  2  A  AP  H223444 B550330
  3  A  AB  GEDIMINO 28 VILNIUS LT-92001
  4  A  AM  PARKO G. 50-50
  5  S  ST  /N/W
----- PRIORITY
  6  PPR/ APSISTOJA HILTON INTERNATIONAL VIESBUCIUOSE
  7          ISLAIDAS APMOKA PAVEDIMU
----- GENERAL INFORMATION
  C   8  PCN/ BG AKSESUARAI
----- DOCUMENTS
  9  PAS/LT          /LM999333          /01JAN2001/01JAN2019
 10  PIV/US          /          /01SEP1996/01SEP2016
----- FOLLOW UP
 11  PFO/ GUDELIS MUSU KLIENTAS JAU 5 METAI          /05OCT2012
----- PROFILE NOTES
      GALIMA RASYTI BET KOKIA INFORMACIJA
      TIESIOG REIKIA ATSISTOTI EILUTES PRADZIOJE IR PASPAUSTI
      MYGTUKA ENTER
END OF DISPLAY
```

The updated profile is displayed in profile expert mode.

Finally - end transaction, file and exit profile expert mode:

PEE

Entry to display only the profile notes section

PDN/-GREEN/ANDY MR,NOT

To redisplay the profile, profile note section with a specific qualifier

PD,NOT/A

4.8 Summary of Profile Notes Creation

- | | |
|---|------------|
| 1. Access profile expert mode | PM |
| 2. Create or display profile | |
| 3. Access profile notes mode | PN |
| 4. Edit profile notes text | Press Send |
| 5. Exit profile notes mode | PNE |
| 6. End transaction, file and exit expert mode | PEE |

5 MODIFY PROFILE IN EXPERT MODE

Access profile expert mode:

PM

Profile expert Mode

Display the profile:

PDN/ - BADOKAS /HENRIKAS MR

Profile Display Name

```
*T* BADOKAS/HENRIKAS MR                                YU5H62
----- PNR TRANSFERABLE DATA                          VNOLJ2902
  1  A  NM  1BADOKAS/HENRIKAS MR
  2  A  AP  VNO +370-5-272 68 69 - AMADEUS LIETUVA - A
  3  A  SR  *VGML
  4  A  OS  YYVIP TV STAR
  5  S  ST  /N/A
END OF DISPLAY
*TRN*PROFILE MODE*
```

All profile elements are numbered - both transferable and non transferable data - and you can cancel and modify them using the standard PNR modification entries.

You can cancel individual elements or a range of elements but you can only modify them one by one.

You cannot modify elements directly on merged display, you must display the traveller or the company profile separately.

To change the name, enter:

1/1PAULAUSKAS/HENRIKAS MR

```
*T* PAULAUSKAS/HENRIKAS MR                                YU5H62
----- PNR TRANSFERABLE DATA                          VNOLJ2902 M
  1  A  NM  1PAULAUSKAS/HENRIKAS MR                    PARTIAL DISPLAY
```

You cannot cancel the name but you can change it.

Ignore the name change

PIR

Profile Ignore and Retrieve

To modify the name in a Company profile, refer to the name element in the General Information section, e.g. 2/ NEW NAME.

5.1 Cancel Profile Element

To cancel the SR element enter:

XE 4

Cancel (X) Element line 4

```
*T* GUDELIS/B          C BG AKSESUARAI          22E87Z
----- PNR TRANSFERABLE DATA          VNOLJ2902 M
  1  A  NM  1GUDELIS/B
  2  A  AP  H223444 B550330
  3  A  AB  GEDIMINO 28 VILNIUS LT-92001
  4  S  ST  /N/W
----- PRIORITY
  5  PPR/ APSISTOJA HILTON INTERNATIONAL VIESBUCIUOSE
  6          ISLAIDAS APMOKA PAVEDIMU
----- GENERAL INFORMATION
```

5.2 Modify Profile Element

To change the business phone number enter:

2/ VNO 44 55 77-B

```
*T* GUDELIS/B          C BG AKSESUARAI          22E87Z
----- PNR TRANSFERABLE DATA          VNOLJ2902 M
  1  A  NM  1GUDELIS/B
  2  A  AP  VNO 44 55 77-B
  3  A  AB  GEDIMINO 28 VILNIUS LT-92001
  4  S  ST  /N/W
----- PRIORITY
  5  PPR/ APSISTOJA HILTON INTERNATIONAL VIESBUCIUOSE
  6          ISLAIDAS APMOKA PAVEDIMU
----- GENERAL INFORMATION
  C   7  PCN/ BG AKSESUARAI
```

5.3 Rearrange Elements

The following rules apply when rearranging data in a profile:

- Elements may only be rearranged within the same transaction code group, e.g. RM lines within the group of RM lines.
- Elements may only be placed within the same transfer indicator type, e.g. you cannot place a selectable element within a group of automatically transferable elements.

Enter two remark lines to the profile:

RM HOTEL RES ON FIRST FLOOR ONLY
RM SUPERIOR CAR ONLY

```
*T* PLACIDO/D MR                                25V9E6
----- PNR TRANSFERABLE DATA                 VNOLJ2902 M
  1  A  NM  1PLACIDO/D MR
  2  A  AP  8288116987-B
  3  A  AP  823551329-H
  4  A  TK  TL
  5  S  FFN TE-874440019052
  6  S  RM  BILIETAI SU PRISTATYMU
  7  S  RM  ATSISKAITO PAVEDIMU
  8  S  RM  HOTEL RES ON FIRST FLOOR ONLY
  9  S  RM  SUPERIOR CAR ONLY
 10  S  FP  CASH
END OF DISPLAY
*TRN*PROFILE MODE*
```

To rearrange the RM lines enter:

RS 9,8

Rearrange Segment 5 before 4

```
*T* PLACIDO/D MR                                25V9E6
----- PNR TRANSFERABLE DATA                 VNOLJ2902 M
  1  A  NM  1PLACIDO/D MR
  2  A  AP  8288116987-B
  3  A  AP  823551329-H
  4  A  TK  TL
  5  S  FFN TE-874440019052
  6  S  RM  BILIETAI SU PRISTATYMU
  7  S  RM  ATSISKAITO PAVEDIMU
  8  S  RM  SUPERIOR CAR ONLY
  9  S  RM  HOTEL RES ON FIRST FLOOR ONLY
 10  S  FP  CASH
END OF DISPLAY
*TRN*PROFILE MODE*
```

You can also insert a new element after an existing element, e.g. to add a new contact element after the existing contact element 2:

RS2,AP BLE 55 666-WEEKEND HOUSE

```
*T* PLACIDO/D MR                                25V9E6
----- PNR TRANSFERABLE DATA                 VNOLJ2902 M
  1  A  NM  1PLACIDO/D MR
  2  A  AP  8288116987-B
  3  A  AP  BLE 55 666-WEEKEND HOUSE
  4  A  AP  823551329-H
  5  A  TK  TL
  6  S  FFN TE-874440019052
  7  S  RM  BILIIETAI SU PRISTATYMU
  8  S  RM  ATSISKAITO PAVEDIMU
  9  S  RM  SUPERIOR CAR ONLY
 10  S  RM  HOTEL RES ON FIRST FLOOR ONLY
 11  S  FP  CASH
END OF DISPLAY
*TRN*PROFILE MODE*
```

5.4 Modify Profile Transfer Indicator

To change the transfer indicator for line 7 from S (selectable) to A (automatically) enter:

11/ *A

line 7 change to **A**

```
*T* PLACIDO/D MR                                25V9E6
----- PNR TRANSFERABLE DATA                  VNOLJ2902 M
  1  A  NM  1PLACIDO/D MR
  2  A  AP  8288116987-B
  3  A  AP  BLE 55 666-WEEKEND HOUSE
  4  A  AP  823551329-H
  5  A  TK  TL
  6 *A  FP  CASH
  7  S  FFN TE-874440019052
  8  S  RM  BILIIETAI SU PRISTATYMU
  9  S  RM  ATSISKAITO PAVEDIMU
 10  S  RM  SUPERIOR CAR ONLY
 11  S  RM  HOTEL RES ON FIRST FLOOR ONLY
END OF DISPLAY
*TRN*PROFILE MODE*
```

The asterisk in front of A on FP line indicates that the transfer default has been changed. Note also that the form of payment line has been moved to the group of automatically transferable lines.

To change the transfer indicator back to default enter:

6/ *D

line 5 back to **Default**

```
*T* PLACIDO/D MR                                25V9E6
----- PNR TRANSFERABLE DATA                  VNOLJ2902 M
  1  A  NM  1PLACIDO/D MR
  2  A  AP  8288116987-B
  3  A  AP  BLE 55 666-WEEKEND HOUSE
  4  A  AP  823551329-H
  5  A  TK  TL
  6  S  FFN TE-874440019052
  7  S  RM  BILIIETAI SU PRISTATYMU
  8  S  RM  ATSISKAITO PAVEDIMU
  9  S  RM  SUPERIOR CAR ONLY
 10  S  RM  HOTEL RES ON FIRST FLOOR ONLY
 11  S  FP  CASH
END OF DISPLAY
*TRN*PROFILE MODE*
```

The form of payment line has been moved to the group of selectable lines and no asterisk is shown in front of S.

End the profile and save the changes:

PE

Profile End transaction

5.5 Modify Office Management Profile

Only agents with LSA (Local Security Administrator) rights can modify default transfer indicators in the management profile to customize the profiles to meet the needs of your office. Usually only one or two agents are authorized to do such modifications. See HE PDO.

The transfer indicators that can be used for modifications:

A Automatic
S Selectable
M Mandatory

When the default transfer indicator has been updated in the management profile, all PNR elements governed by this default are updated with the new transfer indicator. PNR elements entered with their own transfer indicator (overruling the default) are not affected by that change.

Display the management profile in expert mode:

PDO Profile Display Office management profile

M AMADEUS LITHUANIA					VNOLJ2902
TRANSFER INDICATOR					
	COMPANY	ASSO TRA	UNASSO TRA	AGENCY	
ST	1	2 S	3 S	4	
AP	5 A	6 A	7 A	8 A	
TK	9 S	10 S	11 S	12 S	
SR	13 S	14 S	15 S	16 S	

To change the AP in the unassociated traveler profile column to selectable, enter:

7/ *S line 7 change to Selectable

M AMADEUS LITHUANIA					VNOLJ2902
TRANSFER INDICATOR					
	COMPANY	ASSO TRA	UNASSO TRA	AGENCY	
ST	1	2 S	3 S	4	
AP	5 A	6 A	7 S	8 A	
TK	9 S	10 S	11 S	12 S	
SR	13 S	14 S	15 S	16 S	

Once you have updated the management profile, you must end transaction to save the changes, or use the ignore transaction to ignore the updates.

Ignore the update:

PI Profile Ignore

5.6 Transfer Associated Travellers to another Company

You can transfer traveller profile from one company profile to another company profile by modifying PCN-element.

PDN/-BUDRYTE/J MS

```
*T* BUDRYTE/JMS          C MINOLTA          25V7TP
----- PNR TRANSFERABLE DATA          N VNOLJ2902
  1  A  NM  1BUDRYTE/JMS
  2  *A  ST  /N
  3  A  AP  2233322-H
  4  A  AP  221115-B
  5  A  SR  *VGML
  6  A  SR  *SFML
  7  S  RM  CC556648771128
----- PRIORITY
  8  PPR/ PATIKRINTI VIZOS GALIOJIMO LAIKA
  9          PATIKRINTI PASO GALIOJIMA
----- GENERAL INFORMATION
C   10 PCN/ MINOLTA
```

10/ MINOLTA BALTIJA

```
----- GENERAL INFORMATION
C   10 PCN/ MINOLTA BALTIJA
```

End and file the profile:

PE

Profile End transaction

You can transfer all traveller profiles from one company to another in one entry. Both the old and new company profiles must already exist in the system and in your office.

PA/ MINOLTA/MINOLTA BALTIJA

Profile Association/Old/New

```
* WARNING * 1 TRAVELLER
WILL BE REASSOCIATED TO
COMPANY MINOLTA BALTIJA

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

Confirm the transfer and exit Profile Mode:

PEE

Profile End transaction and Exit profile mode

6 TRANSFER PROFILE DATA TO PNR

A PNR can be created from a traveller, company or merged profile using transfer entries:

- PT** Transfer of PNR transferable data from a displayed profile
- PB** Blind transfer of PNR transferable data
- PO** Transfer of Pre-stored entries

6.1 Transfer PNR Transferable Data from Displayed Profile

You have the option to transfer:

- All automatic PNR elements
- All automatic and selectable PNR elements
- Select specific PNR elements to be transferred
- Append additional information

PDN/ - STASKEVICIUS/IGNAS MR

Profile Display Name

```
*T* STASKEVICIUS/IGNAS MR C VILNIAUS PREKYBA 26P9D3
----- PNR TRANSFERABLE DATA VNOLJ2902
  1 A NM 1STASKEVICIUS/IGNAS MR
  2 A APM +370 698 533 33
  3 A AP 44 44 44-B
  4 A TK TL
  5 S FFN BT-87623310212364
  6 S SR SFML
  7 S RM PSGR REQUEST AISLE SEAT
  8 S FP CASH
----- GENERAL INFORMATION
C 9 PCN/ VILNIAUS PREKYBA
END OF DISPLAY
*TRN*PROFILE MODE*
```

To transfer all the automatic PNR elements enter:

PT

Profile Transfer of all automatic data

```
--- TC-BIZ RLP ---
RP/VNOLJ2902/
 1. STASKEVICIUS/IGNAS MR
 2 AP M +370 533 33
 3 AP 44 44 44-B
 4 TK TL03APR/VNOLJ2902
```

The system automatically begins PNR creation. Only the elements with the automatic transfer indicators (**A**) were transferred to the PNR.

RLP-tag on the header line indicates that the PNR is created from a profile. Ignore the PNR:

IG

Redisplay the profile for Mr. Ignas:

PDN/-STASK

Profile reDisplay

```
*T* STASKEVICIUS/IGNAS MR C VILNIAUS PREKYBA 26P9D3
----- PNR TRANSFERABLE DATA VNOLJ2902
 1 A NM 1STASKEVICIUS/IGNAS MR
 2 A APM +370 698 533 33
 3 A AP 44 44 44-B
 4 A TK TL
 5 S FFN BT-87623310212364
 6 S SR SFML
 7 S RM PSGR REQUEST AISLE SEAT
 8 S FP CASH
----- GENERAL INFORMATION
 C PCN/ VILNIAUS PREKYBA
END OF DISPLAY
```

To transfer all PNR transferable data - both automatic and selectable - enter:

PT*

Profile Transfer of all data

```
INVALID/NOT ENTERED>>SR SFML/P1
- PNR CREATED
```

A warning message is displayed as special meal can not be transferred without confirmation of flight places.

RT

```
--- TC-BIZ RLP ---
RP/VNOLJ2902/
 1.STASKEVICIUS/IGNAS MR
 2 AP M +370 698 533 33
 3 AP 44 44 44-B
 4 TK TL03APR/VNOLJ2902
 5 SSR FQTV BT HK/ BT87623310212364
 6 RM PSGR REQUEST AISLE SEAT
 7 FP CASH
```

Ignore the PNR and redisplay the profile once again:

IG
PD

To transfer all PNR transferable data except lines 5, 7 enter:

PT*X5,7

Profile Transfer of all data eXcept elements 5 and 7

When you transfer elements from a profile to a PNR, you can add additional information, such as a date, passenger association, office ID or a free text.

You enter the additional information at the end of your PT entry as a free text, preceded and followed by an asterisk. To transfer TKTL element and add a date enter:

PT4 * 10JAN *

Profile Transfer element 4 add 10JAN

```
--- TC-BIZ RLP ---  
RP/VNOLJ2902/  
1.STASKEVICIUS/IGNAS MR  
2 TK TL10JAN/VNOLJ2902
```

We shall not end the PNR, ignore it:

IG

6.2 Transfer without Name

You can transfer PNR elements from a traveler profile to a PNR without automatically transferring the name. This can be relevant when you transfer data from a profile not belonging to the traveler.

NM 1 MARCINKEVICIUS/JULIUS MR

```
RP/VNOLJ2902/  
1.MARCINKEVICIUS/JULIUS MR
```

Display his mothers traveler profile:

PDN/ - MARCINK/ZILVINAS MR

```
*T* MARCINKEVICIUS/ZILVINA C VILNIAUS PREKYBA 26PA8Q  
----- PNR TRANSFERABLE DATA VNOLJ2902  
1 A NM 1MARCINKEVICIUS/ZILVINAS MR  
2 A APM +370 698 522 33  
3 A AP 22 55 66-B  
4 A TK TL  
5 S FFN BT-8725555532123  
6 S SR LCML  
7 S RM PSGR REQUEST WINDOW SEAT  
8 S FP CASH  
----- GENERAL INFORMATION  
C PCN/ VILNIAUS PREKYBA  
END OF DISPLAY
```

To transfer elements 2 and 3 without the name, you have to add passenger association for the name element already entered in the PNR.

PT 2-3 /P1

```
--- TC-BIZ RLP ---  
RP/VNOLJ2902/  
1.MARCINKEVICIUS/JULIUS MR  
2 AP M +370 698 522 33  
3 AP 22 55 66-B
```

We shall not finish the PNR:

IG

6.3 Transfer Pre-stored entries

Pre-stored entries can only be transferred from a displayed profile:

PDN/-ABISALA

```
*T* ABISALA/ALEKSANDRAS MR                26PA57
----- PNR TRANSFERABLE DATA                VNOLJ2902
      1  A  NM  1ABISALA/ALEKSANDRAS MR
----- ITINERARY
      2  S  SS  SK9661/VNOCPH1
      3  S  SS  SK9662/CPHVNO1
----- PRE-STORED ENTRIES
      4  PPS/ CSZIS./VT-ECMN/CD-12345
END OF DISPLAY
```

Let us first transfer the flight segments and append the travel dates:

PT2*10JAN*, 3*12JAN *

```
--- TC-PER RLP ---
RP/VNOLJ2902/
 1.ABISALA/ALEKSANDRAS MR
 2  SK 9661 C 10JAN 5 VNOCPH HK1          1340 1420   M80   0 0
   SEE RTSVC
 3  SK 9662 C 12JAN 7 CPHVNO HK1          3  1030 1300   M80   0 0
   SEE RTSVC
```

To use a pre-stored entry for car sell, select it from the displayed profile by line number:

PO 4

Pre-stored entry Over

```
>CSZIS./VT-ECMN/CD-12345
```

At transfer time the screen is cleared and the entry is displayed at the top of the screen. You can now add the segment number and send:

>CSZIS²/VT-ECMN/CD-12345

```
--- TC-PER RLP ---
RP/VNOLJ2902/
 1.ABISALA/ALEKSANDRAS MR
 2  SK 9661 C 10JAN 5 VNOCPH HK1          1340 1420   M80   0 0
   SEE RTSVC
 3  CCR ZI SS1 CPH 10JAN 12JAN ECMN/BS-00000000/ARR-SK0743-C
   10JAN VNO-1420/CD-12345/RT-0930/CF-
   **SEE RTSVCC**
 4  SK 9662 C 12JAN 7 CPHVNO HK1          3  1030 1300   M80   0 0
   SEE RTSVC
```

We shall not end the PNR, ignore it:

IG

6.4 Blind Transfer of PNR transferable data

You have the ability to transfer PNR data from a profile without first displaying the profile. To blindly transfer data, the following entries are possible:

PBN/ - GRUNSKYTE/RITA MS	Transfer all A lines by name
PBN/ - GRUNSKYTE/RITA MS *	Transfer all A and S lines by name
PBN/ SANOFI – GRUNSKYTE/RITA	Transfer all A lines by name
PBN/ SANOFI – GRUNSKYTE/RITA *	Transfer all A and S lines by name
PBF/ EBB - 000000142	Transfer all A lines by frequent flyer number
PBF/ EBB - 000000142 *	Transfer all A and S lines
PBR/ ABC123	Transfer all A lines by profile record locator
PBR/ ABC123 *	Transfer all A and S lines

Example:

PBN/ - GRUNSKYTE/RITA MS Profile **B**lind transfer by **N**ame of A lines

```
--- TC-BIZ RLP ---
RP/VNOLJ2902/
 1.GRUNSKYTE/RITA MS
 2 AP M +370 698 43644
 3 AP 2312149-B
 4 SSR SFML YY NN1
```

IG

The same entry with an asterisk will transfer both A and S lines:

PBN/ - GRUNSKYTE/RITA MS * Profile **B**lind transfer by **N**ame of A & S lines

```
--- TC-BIZ RLP ---
RP/VNOLJ2902/
 1.GRUNSKYTE/RITA MS
 2 AP M +370 698 43644
 3 AP 312149-B
 4 SSR SFML YY NN1
 5 RM ISRASYTI DRAUDIMA
 6 FP CASH
```

IG

If an exact match is not found, a similar name list will be displayed. To select a profile from a list the following entries applies:

- | | |
|-------------------|---|
| PD 1 | Display profile number one |
| PB 1 | Select a profile and transfer all A lines |
| PB 1 * | Select a profile and transfer all A and S lines |
| PB 1-2,4 | Select profiles 1,2 and 4, transfer all A lines |
| PB 1-2,4 * | Select profiles 1,2 and 4, transfer all A and S lines |

6.5 Use Multiple Profiles

If you want to transfer information to a retrieved PNR where at least one passenger name already exists, or you want to create a PNR from more than a single profile, the system passenger associates the generated PNR elements automatically.

In such case, first create an air segment in the PNR and then transfer the profile data.

Make the following entries to see how it works:

SS OK 871 C 10JAN VNO PRG 2
NM 1 RUKAVISNIKOVA/IZOLDA MRS

```
*** NHP ***
RP/VNOLJ2902/
 1.RUKAVISNIKOVA/IZOLDA MRS
 2 OK 871 C 10JAN 5 VNOPRG SS2          0555 0630 737 0 H
 9/ NON-SMOKING
```

Then make a blind transfer of all automatic PNR data from Benas Gudelis profile:

PBN/ - GUDELIS/BENAS MR

```
--- TC-BIZ RLP ---
RP/VNOLJ2902/
 1.GUDELIS/B 2.RUKAVISNIKOVA/IZOLDA MRS
 3 OK 871 C 10JAN 5 VNOPRG SS2          0555 0630 737 0 H
 9/ NON-SMOKING
 4 AP M + 370 698 223444/P1
 5 AB GEDIMINO 28 VILNIUS LT-92001/P1
 6 AM PARKO G. 50-50/P1
```

The transferred PNR elements have been correctly associated to passenger number 1.

TK OK
AP
ER

6.6 Retrieval Entries between PNR and Profile

If a profile was used at PNR creation, the record locator of that profile is stored in the PNR.

RT

```
--- TC-BIZ RLP ---
RP/VNOLJ2902/VNOLJ2902          ID/SU   3APR09/1437Z   X8DJQ5
 1.GUDELIS/B    2.RUKAVISNIKOVA/IZOLDA MRS
 3  OK 871 C 10JAN 5 VNOPRG HK2          0555 0630
 4 AP M +370 698 52234/P1
 5 AP VNO +370-5-2726869 - AMADEUS LITHUANIA - A
 6 TK OK03APR/VNOLJ2902
 7 AB GEDIMINO 28 VILNIUS LT-92001/P1
 8 AM PARKO G. 50-50/P1
```

To display record locator(s) of profiles associated to the retrieved PNR enter:

RLP

Record Locator of associated Profile

```
>RLP
RP/VNOLJ2902/VNOLJ2902          ID/SU   3APR09/1437Z   X8DJQ5
T/22E87Z/P1
```

A traveler profile was used for passenger 1.

PD/1

Profile Display passenger 1

```
*T* GUDELIS/B          C BG AKSESUARAI          22E87Z
----- PRIORITY          VNOLJ2902
  PPR/ APSISTOJA HILTON INTERNATIONAL VIESBUCIUOSE
        ISLAIDAS APMOKA PAVEDIMU
----- PNR TRANSFERABLE DATA
  1  A  NM  1GUDELIS/B
```

From a displayed profile you can retrieve all active PNRs created using this profile:

RTU

```
--- TC-BIZ RLP ---
RP/VNOLJ2902/VNOLJ2902          ID/SU   3APR09/1437Z   X8DJQ5
 1.GUDELIS/B    2.RUKAVISNIKOVA/IZOLDA MRS
 3  OK 871 C 10JAN 5 VNOPRG HK2          0555 0630
 4 AP M + 370 698 52234/P1
 5 AP VNO +370-5-2726869 - AMADEUS LITHUANIA - A
 6 TK OK03APR/VNOLJ2902
 7 AB GEDIMINO 28 VILNIUS LT-92001/P1
 8 AM PARKO G. 50-50/P1
```

To retrieve a PNR for passenger 1 enter:

IG

6.7 Transfer Frequent Flyer Numbers from Profile to PNR

You can with one simple entry - **PF** - transfer FFN numbers from one or more traveller profiles to the PNR. It can be done at any time during PNR creation or modification. A name element must already be present. This function is very useful:

- when an existing PNR (created from a profile) is modified to include new airlines
- when a traveler profile is completed with new FFN numbers after PNR creation

When airlines hold agreements to allow the use of each others frequent flyer cards, the airline codes are automatically displayed in the FFN element of the profile:

PDN/ - BO FRANSEN/ALEX MR

```
*T* BO FRANSEN/ALEX MR                                26PH89
----- PNR TRANSFERABLE DATA                        VNOLJ2902
  1  A  NM  1BO FRANSEN/ALEX MR
  2  S  FFN SK-EBG000123596                            (IH/JZ/KF/QI/WF)
  3  S  SR  KSML
  4  S  RC  UZ GERA DARBA VISADA PALIEKA DAUG ARBATPINIGIU
  5  S  RC  VISADA SKRENDA TIK BIZNIO AR PIRMA KLASE
  6  S  RC  8 298 54444
  7  S  RM  PSGR PREFERES WINDOW BULK SEAT
END OF DISPLAY
```

```
RP/VNOLJ2902/VNOLJ2902                                ID/SU  3APR09/1503Z  X8KIM5
  1. BO FRANSEN/ALEX MR
  2  SK8301 C 10FEB 1 CPHKRP HK1                      1  0700 0745  *1A/E*
  3 AP VNO +370-5-2726869 - AMADEUS LITHUANIA - A
  4 TK OK03APR/VNOLJ2902
  5 *SSR FQTV SK HK/ SKEBG000123596/2
```

Make the following changes:

XE 2

SS QI309 C 10FEB CPHKRP 1

```
RP/VNOLJ2902/VNOLJ2902                                ID/SU  3APR09/1503Z  X8KIM5
  1. BO FRANSEN/ALEX MR
  2  QI 309 C 10FEB 1 CPHKRP HK1                      1  0920 1010  ATR E 0
    DEPARTS TERMINAL 1
  3 AP VNO +370-5-2726869 - AMADEUS LITHUANIA - A
  4 TK OK03APR/VNOLJ2902
  5 *SSR FQTV SK HK/ SKEBG000123596/2
```

At end transaction the following warning message is displayed.

ET

```
WARNING: AIRLINE CODE NOT IN ITINERARY-SSR/OSI CANCELLED AT EOT  
*TRN*
```

You cannot end the PNR because of SK in the FQTV element.

To update the FQTV element enter:

PF

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  3APR09/1503Z  X8KIM5  
1.BO FRANDSEN/ALEX MR  
2  QI 309 C 10FEB 1 CPHKRP HK1          1  0920 1010  ATR E 0  
   DEPARTS TERMINAL 1  
3 AP VNO +370-5-2726869 - AMADEUS LITHUANIA - A  
4 TK OK03APR/VNOLJ2902  
5 *SSR FQTV YY HK/ SKEBG000123596/2
```

The system will change YY to QI after end transaction:

ER

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  3APR09/1503Z  X8KIM5  
1.BO FRANDSEN/ALEX MR  
2  QI 309 C 10FEB 1 CPHKRP HK1          1  0920 1010  ATR E 0  
   DEPARTS TERMINAL 1  
3 AP VNO +370-5-2726869 - AMADEUS LITHUANIA - A  
4 TK OK03APR/VNOLJ2902  
5 *SSR FQTV QI HK/ SKEBG000123596/2
```

IG

An exact match of passenger name and profile name must be found in order for FFN elements to be transferred.

7 CREATE AND UPDATE PROFILE FROM PNR

You can create a traveller profile, a company profile associated to an existing company profile, directly from a retrieved PNR or even a group PNR.

You can also update profiles directly from retrieved PNR.

Transaction codes to be used:

PC/ Profile creation

PU/ Profile update

The system automatically switches from reservation mode to customer profiles expert mode, when you create or update a profile from a PNR.

If you attempt to create or update a profile from a PNR that has been modified after retrieval, but no end transaction has been performed, the system responds with an error message.

```
FILE AND RETRIEVE PNR
*TRN*
```

7.1 Create Profile from PNR

When you create a company profile, only the elements without any passenger association will be transferred to the profile.

When you create a traveler profile, both elements without any passenger association as well as those associated to the selected passenger will be transferred to the profile.

```
RP/VNOLJ2902/VNOLJ2902          ID/SU 10NOV09/1136Z  2NC7R8
VNOLJ2902/0011ID/10NOV08
 1.BUCYS/RAIMUNDAS MR
 2 LH3253 C 10OCT 3 VNOFRA HK1 1340 1425 1530 *1A/E*
 3 LH3252 C 23OCT 2 FRAVNO HK1 1000 1 1030 1330 *1A/E*
 4 AP VNO +370 5 2726869 - AMADEUS TRAINING ROOM - A
 5 TK TL15SEP/VNOLJ2902
 6 SSR NSST LH HN1 VNOFRA/W/S2
 7 SSR NSST LH HN1 FRAVNO/W/S3
 8 SSR LCML LH HN1/S2
 9 SSR LCML LH HN1/S3
10 RC VNOLJ2902-W/SVEIKATOS DRAUDIMAS
11 RC VNOLJ2902-W/VISADA MOKA GRYN AIS/SASKAITA G4SECURITY
12 AM 8 698 23568
```

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

PC/-1

Profile Creation for passenger 1

```
*T* BUCYS/RAIMUNDAS MR
----- PNR TRANSFERABLE DATA                      VNOLJ2902 M
 1 A NM 1BUCYS/RAIMUNDAS MR
 2 A AP VNO +370 5 2726869 - AMADEUS TRAINING ROOM - A
 3 A SR *LCML
 4 A AM 8 698 23568
 5 S ST /N/W
 6 S TK TL
 7 S RC SVEIKATOS DRAUDIMAS
 8 S RC VISADA MOKA GRYN AIS/SASKAITA G4 SECURITY
END OF DISPLAY
*TRN PROFILE MODE*
```

The system automatically switches to expert mode and transfers all appropriate PNR elements to the PNR transferable data section of the profile using the transfer defaults stored in the management profile.

Now ignore this profile and exit profile expert mode to make a limited transfer of elements:

PIE

Profile Ignore and Exit expert mode

Retrieve the active PNR again :

RT

```
RP/VNOLJ2902/VNOLJ2902          ID/SU 10NOV09/1136Z  2NC7R8
VNOLJ2902/0011ID/10NOV08
 1.BUCYS/RAIMUNDAS MR
 2 LH3253 C 10OCT 3 VNOFRA HK1 1340 1425 1530 *1A/E*
 3 LH3252 C 23OCT 2 FRAVNO HK1 1000 1 1030 1330 *1A/E*
 4 AP VNO +370 5 2726869 - AMADEUS TRAINING ROOM - A
 5 TK TL15SEP/VNOLJ2902
 6 SSR NSST LH HN1 VNOFRA/W/S2
 7 SSR NSST LH HN1 FRAVNO/W/S3
 8 SSR LCML LH HN1/S2
 9 SSR LCML LH HN1/S3
10 RC VNOLJ2902-W/SVEIKATOS DRAUDIMAS
11 RC VNOLJ2902-W/VISADA MOKA GRYN AIS/SASKAITA G4 SECURITY
12 AM 8 698 23568
```

Entry to create a traveller profile and transfer all PNR elements except element 6

PC/- 1, X 6

X = eXcept

```
*T* BUCYS/RAIMUNDAS MR
----- PNR TRANSFERABLE DATA          VNOLJ2902 M
 1  A  NM  1BUCYS/RAIMUNDAS MR
 2  A  AP  VNO +370 5 2726869 - AMADEUS TRAINING ROOM - A
 3  A  SR  *LCML
 4  A  AM  8 698 23568
 5  S  ST  /N/W
 6  S  RC  SVEIKATOS DRAUDIMAS
 7  S  RC  VISADA MOKA GRYN AIS/SASKAITA G4 SECURITY
END OF DISPLAY
*TRN*PROFILE MODE*
```

End, file and exit expert mode:

PEE

Ignore the active PNR:

IG

Other possible entries:

PC/-1,4,5,9-11	Create a traveller profile for passenger 1 and transfer elements 4,5,9 to 11 only
PC/BIG COMPANY	Create a company profile from PNR
PC/BIG COMPANY-1	Create a traveller profile associated to a company for passenger 1
PC1	Choose company profile from similar name list

7.2 Update Profile from PNR

You can update a traveller profile, a company profile or a traveller associated to a company profile directly from a retrieved unchanged PNR.

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  10NOV09/1136Z  2NC7R8
VNOLJ2902/0011ID/10NOV08
1.BUCYS/RAIMUNDAS MR
2  LH3253 C 10OCT 3 VNOFRA HK1  1340    1425 1530   *1A/E*
3  LH3252 C 23OCT 2 FRAVNO HK1  1000 1  1030 1330   *1A/E*
4 AP VNO +370 5 2726869 - AMADEUS TRAINING ROOM - A
5 TK TL15SEP/VNOLJ2902
6 SSR NSST LH HN1 VNOFRA/W/S2
7 SSR NSST LH HN1 FRAVNO/W/S3
8 SSR LCML LH HN1/S2
9 SSR LCML LH HN1/S3
10 RC VNOLJ2902-W/SVEIKATOS DRAUDIMAS
11 RC VNOLJ2902-W/VISADA MOKA GRYNNAIS/SASKAITA G4 SECURITY
```

Mr. Bucys asks to add one more phone number to the reservation:

APM +370 698 54689

```
RP/VNOLJ2902/VNOLJ2902          ID/SU  10NOV09/1136Z  2NC7R8
VNOLJ2902/0011ID/10NOV08
1.BUCYS/RAIMUNDAS MR
2  LH3253 C 10OCT 3 VNOFRA HK1  1340    1425 1530   *1A/E*
3  LH3252 C 23OCT 2 FRAVNO HK1  1000 1  1030 1330   *1A/E*
4 AP VNO +370 5 2726869 - AMADEUS TRAINING ROOM - A
5 TK TL15SEP/VNOLJ2902
6 SSR NSST LH HN1 VNOFRA/W/S2
7 SSR NSST LH HN1 FRAVNO/W/S3
8 SSR LCML LH HN1/S2
9 SSR LCML LH HN1/S3
10 RC VNOLJ2902-W/SVEIKATOS DRAUDIMAS
11 RC VNOLJ2902-W/VISADA MOKA GRYNNAIS/SASKAITA G4 SECURITY
12 AP M +370 698 54689
```


8 DEACTIVATE AND REACTIVATE PROFILES

You can deactivate a profile displayed in expert mode. A blind deactivation is also possible.

The deactivated profile is placed on a deactivated profile list for 30 days. If you do not reactivate the profile within 30 days, it will be deleted by system.

You can cancel profile deactivation using the PI or PIR transaction code, before the profile is actually placed on the list.

You cannot create:

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

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

Deactivation of a profile is controlled by strict security rules. If you are not authorized to delete a profile, the system will display a warning message.

8.1 Deactivate Traveller Profile or Company Profile

Access expert mode:

PM

Display Mr.Andrikis profile:

PDN/-ANDRIKIS

```
*T* ANDRIKIS/RIMASM MR                      9SA6GA
----- PNR TRANSFERABLE DATA                VNOLJ2902
  1  A  NM  1ANDRIKIS/RIMAS MR
  2  A  SR  *LCML
  3 *A  RC  DRAUDIMAS
  4  A  AM  TOTORIU 12
  5  A  APM +370 698 12345
  6  S  FFN BT-8761234569870123
  7  S  RC  VIESBUTIS
  8  S  RC  TEL 2154689
----- DOCUMENTS
  9 PAS/                      /35203115269    /20NOV1999/
END OF DISPLAY
```

To deactivate the profile, enter:

PX

Profile cancel (X)

```
TRAVELLER ANDRIKIS/RIMASM MR
WILL BE DEACTIVATED

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

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

PE

```
TRAVELLER ANDRIKIS/RIMASM MR DEACTIVATED
```

8.2 Deactivate Company Profile with Associated Traveller Profiles

Display the company profile:

PDN/GOTO IRANGOS NUOMA

```
*C* GOTO IRANGOS NUOMA                                9U5AF9
----- PNR TRANSFERABLE DATA                          VNOLJ2902
  1  A  AM  LINKMENU 48
  2  A  AM  TEL 2300680 FAX 23654123
  3  S  RC  SEKRETORE RASA TEL 8 698 12345
  4  S  RC  ATSISKAITO 2 X PER MENESI
----- GENERAL INFORMATION
  5  PCN/ GOTO IRANGOS NUOMA
----- TRIP AND TRAVELLER CATEGORIES
  6  PTP/ BIZ/BUSINESS
END OF DISPLAY
```

To deactivate the profile, enter:

PX

```
COMPANY GOTO IRANGOS NUOMA
AND 1 TRAVELLER
WILL BE DEACTIVATED

TYPE PE TO CONFIRM OR PI TO IGNORE
```

A warning message is displayed as one traveler is associated to the company profile and will be deactivated together with the company.

To confirm enter:

PE

```
COMPANY GOTO IRANGOS NUOMA
AND 1 TRAVELLER
WILL BE DEACTIVATED

TYPE PE TO CONFIRM OR PI TO IGNORE

* WARNING * 1 TRAVELLER
WILL BE DEACTIVATED

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

Another warning appears to make sure you want to make the deactivation. Confirm the deactivation and exit expert mode:

PEE

8.3 Reactivate Profile

Access expert mode:

PM

You can display list of deactivated profiles by entering:

PLX

```
DEACTIVATED PROFILES LIST
```

PROFILE NAME	RELATED PROFILE NAME
03DEC08	
1 T ALEKSIEJUNIENE/ALMA MR	C GOTO NUOMA
2 C GOTO NUOMA	
06DEC08	
3 T JURGAITIENE/DONATA MRS	C JONOSFERA
4 T VINCIAUSKIENE/VAIDA MR	C VILNIAUS PREKYBA
5 T KOMAR/EVA MRS	C EVOS BALDAI

The dates shown to the left are the last dates for reactivation profiles.

To display a profile from the list:

PD1

```
***** DEACTIVATED *****
*T* ALEKSIEJUNIENE/ALMA MR C GOTO NUOMA          9N75HU
----- PNR TRANSFERABLE DATA                VNOLJ2902
1  A  NM  1ALEKSIEJUNIENE/ALMA MRS
2  A  SR  *ORML
3  *A RC  SEKRETORE VILMA TEL 2154678
4  A  AB  123456789
5  A  AB  LT-12345678912
6  A  AM  GOTO NUOMA
```

To reactivate the displayed profile:

PR

Profile Reactivate

```
TRAVELLER GOTO NUOMA-ALEKSIEJUNIENE/ALMA MR
WILL BE REACTIVATED

TYPE PE TO CONFIRM OR PI TO IGNORE
```

The system requests that you confirm (PE) or ignore (PI) the reactivation process.

To redisplay the list:

PDL

Profile Display List

You can also reactivate profiles directly from the list:

PR1