

# **Amadeus** Customer Profile

**March 2010**

A Customer profile is a record that contains useful information about a traveler, company, or agency that can assist you when making reservations. Customer profiles are divided into the following four categories:

- \*Traveler profiles, which contains information on the individual passenger.
- \*Company profiles, which contains information about a company
- \*Traveler profiles that are associated to a company profile
- \*Agency profiles, which contain information about agencies.

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

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

Profiles help you improve service by giving you a greater knowledge of the consistent requirements of a company passenger

In order to access profile mode to perform any function:

*PM*

The indicator "PROFILE MODE" is displayed at the bottom of each response, to remind you that you that you are working in profile mode.

To temporarily exit profile mode if you need to perform any other Amadeus transactions

*PMP*

To return again type *PM*

To exit profile mode completely

*PME*

To end transaction the entries:

Entry	Explanation
PE	End Transaction and file the profile
PER	End transaction, file and redisplay the profile
PEE	End transaction, file and exit profile mode
PI	Ignore the profile
PIR	Ignore the updates and redisplay the profile
PIE	Ignore the updates and exit profile mode
PDT	Redisplay a traveler profile
PDC	Redisplay a company profile
PDT	Redisplay profile

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 Create a traveler profile

To create the traveler name and begin the profile creation

*NM1LEWIS/ARTHUR MR*

The following table explains the components of the traveler profile

Component	Explanation
T	T Traveler profile C Company profile A Agency
Lewis / Arthur	The name of the passenger in the profile
CAIEG211D	The Office identification of the office profile creating the original profile
PNR Transferable data	The PNR transferable data of the PNR containing the elements number, the transfer indicator the two-character transaction code for the PNR element, and the PNR element data The transfer indicator you can see: A Always transfer to PNR S selectable data to be transferred to the PNR M mandatory data

The system will place the agency name under the GENERAL INFORMATION section of the company profile

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

The type of information that you can enter can be the name, contact ticketing, and remarks, OSI, SSR

The following table gives you examples of the PNR transferable data elements, you can add "S", "M", "A"

Elements	Entry
NAME	NM1ARCHER/ALEX
CONTACT –BUSINESS	
TICKETING	TKOK
REMARK	RM DELIVERY TKT RC HOME PHONE UNLISED
OS	OSYY PAX VIP
SSR	SRVGML
ADDRESS	AB BMW\ AM HELIOPOLIS
ADVANCED SEAT REQUEST	ST/N/A
FREQUENT FLYER	FFN AF-
ITINERARY REMARKS	RII RIR
OPTION	OP12DEC
FARE DISCOUNT	FDZZ
ENDORSEMENT	FE
COMMISSION	FM
FORM OD PAYMENT	FPCASH
TOUR CODE	FTIT2LH1TOUR66

VALIDATING CARRIER	FVMS
FARE PRICE OVERRIDE	FYBULK
MISCELLANEOUS	FZTKT PAID BY IBM

You can enter all the PNR elements in a single transaction by separating them with semi – colon, or using the carriage return.

### Itinerary

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

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

Itinerary segments are stored in their own section of the profile, the system checks the format of your entry but not the flight details themselves .If the flight you enter does not exist, it will be rejected at transfer time.

-To book a standard flight without any dates

*SSBA780M/NYCLON1*

-To include status codes and additional data

*SSCO891Y/LAXHPK/1230/PKLMNP*

-To enter an open segment

*SOYWYJFKSEA*

### Pre –stored entries

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

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

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

-To store an availability

*PPS/ANLON8A*

You can include dots to be used late to insert a date. these dots can be over-typed when the entry is transferred to the system

*PPS/CSZILHR.-2/VT-ECMN/RC-BEST/ARR-9A-6P*

To transfer the pre stored entry to the system; you select it from the displayed customer profile by line number

*P03*

### Priority Section

You use the priority section of the customer profile to store information.  
You can enter up to maximum of five priority elements

### *PPR/CHECK SEATING PREFERENCES*

### General information

The following information is displayed in the general section of a customer

Type	Transaction	Information
Company Name	PCN/	The company name is automatically entered
Agency Name	PYN/	The agency name is automatically entered when you create an agency profile
Index	PIN/	The index is automatically entered when you create an index using the PIN/ transaction
Country	PCO/	The two- character country code of the passenger's nationally, or the location of the company
Country Of Birth	PCB/	The traveler's country of birth
Country Of Citizenship	PCZ/	The traveler's Country of citizenship
Language Spoken	PLS/	A language that the traveler speaks
Date of birth	PBD/19 JUL2002	The date of birth of the traveler

### Travel Management Information

This section is available for traveler and company profiles, and contains additional information relating to the customer's booking preferences.

-To enter the customer default home airport and arrival airport:

*PAD/HA-NCE/AA-ORY*

-To enter the customer's default method of ticket delivery, the time-frame for ticket

*PDD/DM-XM/TF-2 DAYS BEFORE DEPARTURE*  
*PDD/DM-XM/HA-hand delivery*

-To enter the customer's department contact

*PCD/SALES*

-To enter the agent contact name in a traveler or company profile

*PCA/ John Candy*

-To enter the maximum number of travelers allowed to travel together

*PNT/10*

Document Information

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

-To enter a passport information

*PAS/CO-DE/NR-12365478/IS-19AUG1989/EX-19AUG2002*

-To enter a visa information

*PIV/CO-IN/NR-NR123654/IS-01JUL1999/EX-01DEC2001*

Follow up- section

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

-Create a follow –up item

*PFO/VERIFY EXPIRATION DATE VISA CARD/ 04FEB2003*

If you don't enter a date in the entry, the system automatically places the profile on the follow up list at end transaction

-To request a follow-up list

*PLF*

-To display a profile from the follow up list

*PD1*

-Displaying a traveler profile

*PDN-BRAUN*

Create a company profile

To create a company name profile

*PCN/COCA COLA*

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

*PCN/COCA COLA*

<i>Elements</i>	<i>Entry</i>
<i>NAME</i>	<i>NM1ARCHER/ALEX</i>
<i>CONTACT –BUSINESS</i>	
<i>TICKETING</i>	<i>TKOK</i>
<i>REMARK</i>	<i>RM DELIVERY TKT RC HOME PHONE UNLISED</i>
<i>OS</i>	<i>OSYY PAX VIP</i>
<i>SSR</i>	<i>SRVGML</i>
<i>ADDRESS</i>	<i>AB BMW AM HELIOPOLIS</i>
<i>ADVANCED SEAT REQUEST</i>	<i>ST/N/A</i>
<i>FREQUENT FLYER</i>	<i>FFN AF-</i>
<i>ITINERARY REMARKS</i>	<i>RII RIR</i>
<i>OPTION</i>	<i>OP12DEC</i>
<i>FARE DISCOUNT</i>	<i>FDZZ</i>
<i>ENDORSEMENT</i>	<i>FE</i>
<i>COMMISSION</i>	<i>FM</i>
<i>FORM OD PAYMENT</i>	<i>FPCASH</i>
<i>TOUR CODE</i>	<i>FTIT2LH1TOUR66</i>
<i>VALIDATING CARRIER</i>	<i>FVMS</i>
<i>FARE PRICE OVERRIDE</i>	<i>FYBULK</i>
<i>MISCELLANEOUS</i>	<i>FZTKT PAID BY IBM</i>

*N.B: all the above entries can be entered in the company profile as well as the Traveler profile*

Creating a Profile from a PNR

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

*PC/-1*

To create a company profile from a PNR

*PC/BMW CORP*

To create a traveler associated to a company

*PC/BMW CORP-1*

When you create a profile for a traveler associated to a company, the system may locate more than one company profile for the name entered, so it displays a similar name list.

*PC/COCA COLA-2*  
*PC3*

If you don't specify what PNR elements you want transferred in your entry, the system transfers all appropriate elements.

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

You can use options to transfer specific or exception PNR element numbers

To transfer some PNR elements in a traveler profile

*PC/-1,4,8-10*

To transfer some PNR elements in a company profile

*PC/BMW CORP, 4,9-11*

To transfer some PNR elements into the traveler profile

*PC/-1,4,9-12*

To transfer elements in the company profile

*PC/BMW, 4,6-9*

To create a customer profile from an existing customer profile

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

The Data sections you can specify are:

Code	Indicates
PNR	Transferable data
FFN	Frequent Flyer numbers
PRI	Priority Information
AIR	Air Travel Policies
HOT	Hotel Policies
CAR	Car policies
GEN	General information
DOC	Documents
SIT	Standard Itineraries
GLO	Global Search
NOT	Profile Notes
FOL	Follow Up

To specify data sectors

*PCP\*T/-WATSON/ALMR, PNR, FOL*

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To transfer all data except data sections

*PCP\*T/-WASTON /AL MR, XPNR*

To transfer the PNR elements with the transferable (A) indicator

*PCP\*T/-WASTON/AL MR, PNR/A*

To transfer the PNR elements with the selectable (S) indicator

*PCP\*T/-WASTON MR, PNR/S*

An agency profile contains information related to your own office. Only one agency profile can exist per office id

*PYN/AMERICAN EXPRESS*

### Displaying Profiles

-Displaying a profile with an office identification

*PDN/CAIEG2101/-LA CROIX*

-Displaying a company profile

*PDN/BMW CORP/*

-Displaying a company profile with an office identification

*PDN/CAIEG2101/BMW CORP*

-Displaying a similar name list

*PDN/-GR*

*PD2 (To display a traveler from the list)*

*PDL (To display a list)*

-Displaying an agency profile

*PDY/CAIEG2103*

-Displaying a traveler profile by record

*PDRT/A7WJ43*

- Displaying a company profile by record

*PDRC/255KJ1*

-Displaying a traveler profile associated to a company

*PDN/BMW-GRAF*

To read the data section:

<i>Code</i>	<i>Data Section</i>
<i>PNR</i>	<i>PNR Transferable Data</i>
<i>PRI</i>	<i>Priority</i>
<i>GEN</i>	<i>General Information</i>
<i>DOC</i>	<i>Document</i>
<i>STO</i>	<i>Pre- stored entries</i>
<i>ITI</i>	<i>Itinerary</i>
<i>FOL</i>	<i>Follow- Up</i>
<i>GLO</i>	<i>Global Search</i>
<i>AIR</i>	<i>Travel Policies- Air</i>
<i>HOT</i>	<i>Travel Policies -Hotel</i>
<i>CAR</i>	<i>Travel policies-Car</i>
<i>PTV</i>	<i>Traveler Category</i>
<i>TRA</i>	<i>Travel Management</i>
<i>NOT</i>	<i>Profile Notes</i>
<i>FFN</i>	<i>Frequent Flyer</i>

-To request multiple data sections:

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

-To display a traveler profile associated to the company

*PDT/-LARSON*

-To merge a traveler profile with the company profile

*PDM/-LARSON*

-To redisplay a company profile

*PDC*

-To redisplay a traveler profile

*PDT*

### Creating a PNR from a Customer Profile

You can create a customer profile directly from a traveler profile or company profile

-To transfer all the automatic elements from a customer profile to a PNR

*PT*

-To transfer all the transferable elements to the PNR

*PT\**

-To retrieve the records locator

*RLP*

- To transfer a range of automatic element

*PT1-3*

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Modifying a profile

You can cancel elements and modify elements in a company or traveler profile in the profile mode.

-Canceling an individual element

*XE4*

-Canceling multiple individual elements

*XE3, 5,8*

-Canceling a range of elements

*XE5-10*

-Modifying an individual PNR element

*3/PAR 23654789-B*

-To change the company association for all traveler profiles from one company to another existing company

*PA/COCA COLA/ PEPSI*

*The first one is the old company*

*The second one is the new company*

-Modifying a Company Name

*2/HAPPY TOURS*

-Modifying a follow up element

*8/VERIFY CARD NUMBER*

-Rearrange the PNR transferable data elements within the same group.

*RS5, 8*

Updating a profile

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

The system automatically switches from a reservation mode to customer mode when you update a profile from a PNR

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

-To update the traveler profile to include the new SSR request and the business contact , you make the following update request

*PU/-1*

Automatically the system updates the profile with all new data after you do PE , if you want to ignore the updates , use (PI)

-To update a company profile from a PNR

*PU/BMW CORP*

-To update a company profile associated to a company

*PU/WORLD BANK-1*

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

#### Transferring PNR Elements

-To update a elements in a company profile

*PU/BMW CORP, 4,2-12*

-To request all PNR elements with the exception of certain PNR elements in a TP

*PU/-1,X5, 7-10*

-To request all PNR elements with the exception of certain PNR elements in a CP

*PU/BMW, X5, 7*

-To update a traveler profile from another traveler profile

*PUP\*T/WASTON/AL MR*

The system will take all transferable data from the retrieved Profile and update them in the requested one.

-To update a company profile from a displayed company profile

*PUP\*C/BMW GLOBAL*

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

The data sections you can specify are as follows

Code	Indicates
PNR	Transferable Data
ITI	Itinerary
PRI	Priority Information
CAR	Car policies
HOT	Hotel policies
TRA	Travel Management Information
GEN	General Information
PTV	Trip and traveler Categories
FOL	Follow Up
GLO	Global Search
FFN	Frequent Flyer
NOT	Profile Note
STO	Pre stored Entries

-To update specific elements in a traveler profile

*PUP\*T/WASTON/AL MR, PNR, FOL*

-To update specific elements in a Company profile

*PUP\*C/BMW, PNR, GLO*

-To update with line number

*PUP\*T/WASTON/AL MR, 3,6,7*

-To update all information with exception of certain data sections

*PUP\*T/WASTON, XPNR*

### Profile History

-To display a profile History

*PH*

-To display a traveler profile history

*PHT*

-To display a company profile history

*PHC*

-To redisplay the profile from a history display

*PD*

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Deactivating a profile

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

When you deactivate a profile, you removes it from the follow up list , but it does not delete the follow up information stored in the profile

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

- To deactivate a profile

*PX*  
*PE*

- To blind deactivate a traveler profile

*PXN/-LEWIS*

- To blind deactivate a company profile

*PXN/WORLD BANK*

- To blind deactivate from a record locator

*PXRT/AFG6TY*

Reactivating a profile

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

- To request a list of deactivated profiles

*PLX*

- To display a profile from the list

*PD3*

- To reactivate a profile

*PR*

- To reactivate a profile form a deactivated list

*PR6*  
*PIE OR PER*

- To display a list of company profiles that re associated to your office

*PLC*  
*PLC/CAIEG2132*

-To display a profile from a list

*PD3*

-To redisplay a list

*PDL*

-To request a list of travelers

*PLT*

*PLT/CAIEG2132*

-To request a management profile history

*PHO*

*PH*