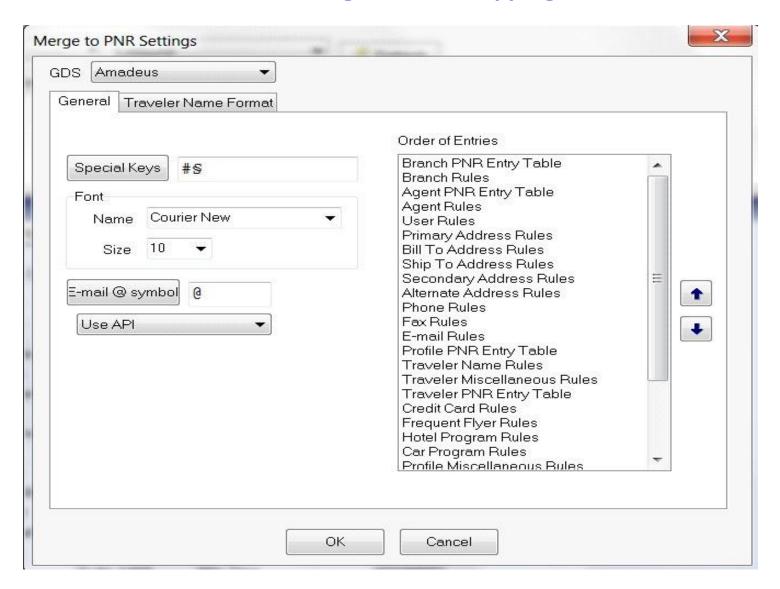
ClientBase



AMADEUS Merge to PNR Mapping Guide



The first step to setting up your merge to pnr is to go into Global defaults, Merge to pnr defaults, and PNR settings. There are two settings to choose from, Use API, and Clipboard. There is a limitation when using Clipboard where you can only cut and paste up to 15 lines at a time. If you exceed 15 lines you will need to merge more than once. If accessing one of the two programs (ClientBase Windows or Amadeus) via Terminal Services or remote desktop you will be limited to the Clipboard option only. The Use API option is only available if both programs are accessed via the same environment (Both using Terminal Services or Both from your local machine).

Global defaults/Merge to PNR defaults/Merge to PNR rules

When building your merge to PNR rules there are available fields to choose from that are hardcoded into CBW. Below is a list of those available fields as well as a note if there is a limitation to the number of rules that you are allowed to build for that specific available field.

Field Groups-Only one rule for the following field groups are allowed. **Primary Address** Bill To Address Ship To Address Secondary Address Alternate Address Phone FAX E-mail (This will change with CBW 4.0 release) Credit card Frequent flyer Hotel program Cruise program Other cards Discount card Car program User login Primary agent Branch Profile Mixed fields Traveler address Multiple rules allowed for the following field groups. Miscellaneous Traveler Miscellaneous Rescard Invoice

2 04/21

E-mail (This will allow multiple rules in CBW 4.0)

Primary Address

Bill To Address

AB [«Company Name»,] [AB«Title»] «First Name» «Last Name», «Address Line 1» [«Address Line 2»] [«Apt/Suite»], AB«City» «State» «Zip» [«Country»]

Ship To Address

AM«Title» «First Name» «Last Name» #AM«Address Line 1» «Address Line 2» «Apt/Suite» #AM«City» «State» «Zip»

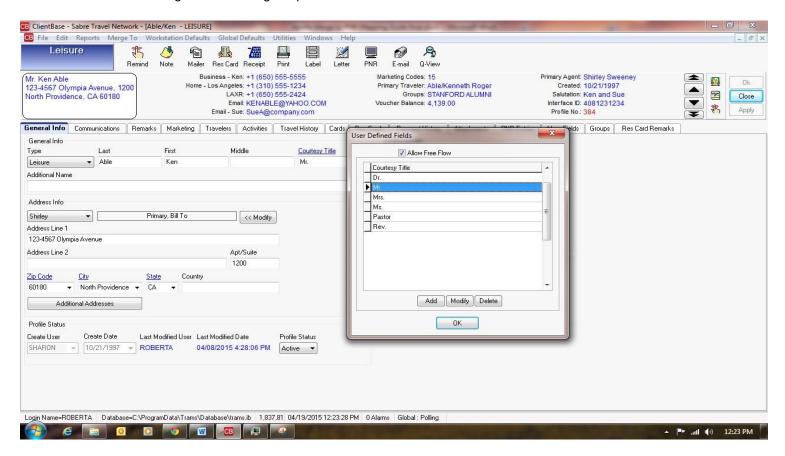
Secondary Address

Alternate Address

Available Fields

Note: The following characters are not acceptable in the available fields for the field group Address, except for the dash character in the zip code/postal code field. (,.#&!?-"").

When you see a User Defined you can preset that field, so a dropdown menu is available to your agents. To preset User Defined Fields, go to Global defaults, General setup, and User Defined Fields. Unchecking the free flow button will not allow your agents to type in their own definitions. If size is noted below it is because Amadeus requires a specific number of characters that need to go into the merge to pnr rule.



Available field	Field name in Profile	<u>Size</u>	<u>Example</u>
Title (User Defined)	Courtesy Title	2 to 4	Mr.,Mrs.,Dr., Rev.
Company Name	Company Name		ABC Manufacturing
Middle Initial	Middle Initial	1	L
Middle Name	Middle Name		James
First Name	First Name		Robert
Last Name	Last Name		Able
Address Line 1	Address Line		123 Main St.
Address Line 2	Address Line 2		Second Floor
Apt/Suite	Apt/Suite		Apt. B
City (User Defined)	City		Los Angeles
State (User Defined)	State	2	CA
Zip code/Postal code (User Defined)	Zip code/Postal code	5-10 for the US	90210 90210-1624
Country	Country		USA

Phone (Communications tab set as type PHONE)

AP«Area Code»-«Prefix/Suffix»-«First Character Description»

Fax (Communications tab set as type FAX)

AP«Area Code»-«Prefix/Suffix»-«First Character Description»

Available Field	Field in Profile	<u>Size</u>	<u>Example</u>
Country code	First field in phone entry	1-4	1 for US, 44 for UK
Area code	Second field in phone entry	3	312
Prefix/Suffix	Third field in phone entry	8	555-1212
First character description	Description	1	P,B,C,and F
First two character description	Do not use for Amadeus		
First three character description	Do not use for Amadeus		
First four character description	Do not use for Amadeus		
Description (User Defined)	Description	1	P,B,C, and F

NOTE: Prebuild your Descriptions and uncheck allow free flow option under Global defaults/General setup/User Defined Fields so agents have the first character descriptions available for phone, e-mail, and fax merge to pnr entries from a dropdown menu. Recommended first character as defined by Amadeus (P-Phone, F-FAX, B-business, C-cell).

E-mail (Communications tab set as type E-MAIL) APE-«E-Mail Entry»

<u>Available</u> Field	Field in Profile	<u>Size</u>	<u>Example</u>
E-mail Entry	Entry field		paulmcc@apple.com b_gates@msoft.com mickeymouse@disney.com
First character description			Do not use for Amadeus
First two character descriptions			Do not use for Amadeus
First three character description			Do not use for Amadeus
First four character descriptions	Description		Do not use for Amadeus

Description (User Defined) Description Set to first four characters NOTE: Character definitions used for e-mail entries per Amadeus:

@ used for @ at symbol

// used for the _ underscore symbol

- used for the - dash symbol

Field Groups

Traveler Miscellaneous

TSA Domestic Date of Birth

SRDOCSYYHK1----«BirthdateDDMMMYY»-«Gender»--«Last Name»-«First Name»[-«Middle Name»]«NAME FIELD POS»

TSA International Passport

SRDOCSYYHK1-P-«Issuing Country»-«Passport No.»-«Citizenship»-«BirthdateDDMMMYY»-«Gender»-«Passport Expiration Date»-«Last Name»-(«Middle Name») «NAME FIELD POS»

Known Traveler

[SRDOCOHK1--K-«Known Traveler Number»----«NAME FIELD POS»]

Available Field	Field in Profile	<u>Size</u>	<u>Example</u>
Courtesy Title (User Defined)	Courtesy Title	3 to 4	Dr., Mr., Miss, Mrs., Rev.
Middle Initial	First character middle name	1	L
Middle Name	Middle Name		Larry
Company Name	Company		ABC Manufacturing
First Name	First Name		John
Last Name	Last Name		Smith
Salutation	characters before the / in Salutation/Nick Name		Jr./Junior
Salutation/Nick Name	Salutation/Nick Name		Nick/Niko
Gender	Gender	1	M or F
Citizenship(User Defined)	Citizenship	2	US not USA or United States
Department	Department		Marketing, Sales, Accounting
Redress Number	Redress Number		53356568888
Known Traveler	Number Known Traveler Number		199888565623
Phone Country Code	First Entry field under communications tab	1-4	1 for US and 44 for UK
Phone Area Code	Second field in Entry communications tab		310
Phone Prefix/Suffix	Third field in Entry communications tab		555-1212
Phone First Character Description			
Phone First Two Character Description			
Phone First Three Character Description			
Phone First Four Character Description	Description	4	LAXR,LAXE, LAXC
Phone Full Description (User Defined)	Full Description		Business, Home, Cell
Fax Country Code Entry field under	First Entry field under communications tab	1-4	1 for US and 44 for UK
Fax Area Code	Second field in Entry communications tab	3	310
Fax Prefix/Suffix	Third field in Entry communications tab	8	555-1212
Fax First Character Description			

Fax First Two Character Description			
Fax First Three Character Description			
Fax First Four Character Description	Description	4	LAXR,LAXE, LAXC
Fax Full Description	Full Description		Business, Home, Cell

E mail Entry	Entry field		
E-mail Entry	Entry field		paulmcc@apple.com b_gates@msoft.com mickeymouse@disney.com
E-Mail Description	Description	4	LAXE
Birthdate	Birthdate	7	04DEC64
BirthdateDDMMMYYYY	Birthdate	9	04DEC1964
Passport No.	Passport Number		581234545
Passport Expiration Date	Expiration		MM/DD/YY 05/30/20
Issue Date	Issue Date		MM/DD/YY 04/22/15
Issuing City (User Defined)	Issuing City		Los Angeles
Issuing Country (User Defined)	Issuing Country	2	US not USA or United States
Emergency Contact Name	Name		Joe Smith
Emergency Phone Country Code	Phone		1
Emergency Phone Area Code	Phone		310
Emergency Phone Prefix/Suffix	Phone		555-1212
Emergency Contact Misc	Miscellaneous		Misc. comments
Air Class of Service Pref	Class of Service		First
Air Seat Pref	Seat type		Aisle
Air Meal Pref(User Defined)	Meal Type		Vegetarian, Kosher,Diabetic
Air Meal Pref Code(User Defined)	Meal Code		
Air Special Options (User Defined)	Special Options		Child meal, Wide body airplane
Cruise Dining Pref (User Defined)	Dining Preference		Table 6, Confirmed 6PM dining

Ship Size Pref (User Defined)	Ship Size	Small-Large, 5001000 PAX
Car Type Pref (User Defined)	Pre-existing menu	
Car Special Options (User Defined)	Special Options	Navigational System, Cell phone, airport access
Hotel Room Location Pref (User Defined)	Room location	Ocean view, First floor, wheelchair access

- 1016. O 106. DO	
Cruise Program	
Credit Card FPCC «Code» «Number»/ «Expira	tion»
Frequent Flyer FFN«Code»-«Number »«NAME I	FIELD POS»
Hotel Program	
Car Program	
Cruise Program	
Other Cards	
Discount Card	

Available Field	Field in Profile	<u>Size</u>	<u>Example</u>
Card code (User defined)	Card code	2	AX,CA, VI,DS or airline two letter code AA,DL, etc.
Description (User defined)	Card Description		Credit card company name, name of airline.
Number	Card number		
Expiration	Expiration		MM/DD/YY
Name on Account	Name on card		
Traveler Name	Traveler		
Traveler Last/First Name	Traveler		Smith/Joe
Remarks	Remarks		

Miscellaneous

Available Field	Field in Profile	Size	<u>Example</u>
Profile No.	Profile number plus interface id		3843105551212
Interface ID	Interface ID	1-10	3105551212
Profile Create User	Primary agent		Roberta
Salutation	Salutation		Ken and Sue
Referred By (User Defined)	Referred By		Yellow pages, Newpaper
Web ID	Web ID		
Web Password	Web Password		
Group (User Defined)	Group tab		UCLA Alumni,Leisure
More Fields 1	More fields tab (User Defined)		Company DK#
More Fields 2	More fields 1 thru 10 are used for Udids and other reporting remarks		Track Visa's
More Fields 3			Fuel surcharges

Field Groups

User Login

Available Field	Field in Profile	<u>Size</u>	<u>Example</u>
Login Name	My login		Roberta
Login Agent Name	Login linked to agent profile		Roberta
User Name	User Name		RE

Field Groups

Primary Agent

<u>Available Field</u>	Field in Profile	<u>Size</u>	<u>Example</u>
Primary Agent Name	Primary Agent		Shirley Sweeney
Agent Interface ID	Interface ID -in agent profile	2	RE , 22

Field Groups

Branch No. (As defined under Utilities and Branch)

Available Field	Field in Profile	<u>Size</u>	<u>Example</u>
Branch No.	Branch No.		0-249

Branch ID	Branch ID	
Branch Code		
Branch Name	Branch Name	
Branch Address	Address	
Branch City/State/Zip	City/State/Zip	
Branch Phone	Phone	
Branch Fax	Fax	
Branch ARC No		
Branch Pseudo City	Pseudo City	

Profile Mixed Fields

Available Field	Field in Profile	<u>Size</u>	<u>Example</u>
	Courtesy Title		Mr.,
Title			Mrs,Dr.
Company Name	Company Name		
Middle Initial	Middle Initial		
Middle Name	Middle Name		
First Name	First Name		
Last Name	Last Name		
Primary Address Line 1	Primary Address Line 1		
Primary Address Line 2	Primary Address Line 2		

Primary Apt/Suite	Primary Apt/Suite	
Primary City	Primary City	
Primary State	Primary State	
Primary Zip	Primary Zip	
Primary Country	Primary Country	
Bill To Address Line 1	Bill To Address Line 1	
Bill To Address Line 2	Bill To Address Line 2	
Bill To Apt/Suite	Bill To Apt/Suite	
Bill To City	Bill To City	
Bill To State	Bill To State	
Bill To Zip	Bill To Zip	
Bill To Country	Bill To Country	
Ship To Address Line 1	Ship To Address Line 1	
Ship To Address Line 2	Ship To Address Line 2	
Ship To Apt/Suite	Ship To Apt/Suite	
Ship To City	Ship To City	

Ship To State	Ship To State		
Ship To Zip	Ship To Zip		
Ship To Country	Ship To Country		
Secondary Address Line 1	Secondary Address Line 1		
Secondary Address Line 2	Secondary Address Line 2		
Secondary Apt/Suite	Secondary Apt/Suite		
Secondary City	Secondary City		
Secondary State	Secondary State		
Secondary Zip	Secondary Zip		
Secondary Country	Secondary Country		
Alternate Address Line 1	Alternate Address Line 1		
Alternate Address Line 2	Alternate Address Line 2		
Alternate Apt/Suite	Alternate Apt/Suite		
Alternate City	Alternate City		
Alternate State	Alternate State		
Alternate Zip	Alternate Zip		
Alternate Country	Alternate Country		
Primary Phone Country Code	Primary Phone Country Code		
Primary Phone Area Code	Primary Phone Area Code		
Primary Phone Prefix/Suffix	Primary Phone Prefix/Suffix		
Primary Phone First Character Description	Primary Phone First Character Description		
Primary Phone First Two Character Description	Primary Phone First Two Characters Description		
Primary Phone First Three Character Description	Primary Phone First Three Character Description		
		1	
Primary Phone First Four Character Description	Primary Phone First Four Character Description		LAXR, LAXB
Primary Phone Full Description	Primary Phone Full Description		
Primary Fax Country Code	Primary Fax Country Code		1.44
Primary Fax Area Code	Primary Fax Area Code		
Primary Fax Prefix/Suffix	Primary Fax Prefix/Suffix		

Primary Fax First	Primary Fax First Character Description	
Character Description		
Primary Fax First Two Character Description	Primary Fax First Two Character Description	
Primary Fax First Three Character Description	Primary Fax First Three Character Description	
Primary Fax First Four Character Description	Primary Fax First Four Character Description	
Primary Fax Full Description	Primary Fax Full Description	
Login Name	Login Name	
User Name	User Name	
Login Agent Name	Login Agent Name	
Primary Agent Name	Primary Agent Name	
Agent Interface ID	Agent Interface ID	
Branch No.	Branch No.	
Branch ID	Branch ID	
Branch Code	Branch Code	
Branch Name	Branch Name	
Branch Address	Branch Address	
Branch City/State/Zip	Branch City/State/Zip	
Branch Phone	Branch Phone	
Branch Fax	Branch Fax	
Branch ARC No	Branch ARC No	
Branch Pseudo City	Branch Pseudo City	
Profile No.	Profile No.	
Interface ID	Interface ID	
Primary Agent	Primary Agent	
Profile Create User	Profile Create User	
Salutation	Salutation	
Referred By	Referred By	
Web ID	Web ID	
Web Password	Web Password	
Group	Group	
More Fields 1	More Fields 1-25 used for remarks and udids.	
More Fields 2	RM*UD1 free flow	
More Fields 3		
More Fields 4		
More Fields 5		
More Fields 6		
More Fields 7		

More Fields 8		
More Fields 9		
More Fields 10		
More Fields 11		
More Fields 12		
More Fields 13		
More Fields 14		
More Fields 15		
More Fields 16		
More Fields 17		
More Fields 18		
More Fields 19		
More Fields 20		
More Fields 21		
More Fields 22		
More Fields 23		
More Fields 24		
More Fields 25		

Traveler Address

Available Field	Field in Profile	<u>Size</u>	<u>Example</u>
Title	Courtesy Title		
Middle Initial	Middle Intial		
Middle Name	Middle Name		
First Name	First Name		
Last Name	Last Name		
Address Line 1	Address Line 1		
Address Line 2	Address Line 2		
Apt/Suite	Apt/Suite		
City	City		
State	State		
Zip Code	Zip Code		
Country	Country		

Field Groups

Rescard Invoice

Available Field	<u>Field in Profile</u>	<u>Size</u>	Example
Invoice No.	Invoice No.		
Invoice Issue Date	Issued Date		
Invoice Group	Invoice Group		
Invoice Pay Method	Invoice Pay Method		
Invoice Check/CC No	Invoice Check/CC No.		
Invoice Card Code	Invoice Card Code		
	•	•	•
Invoice Card Expire	Invoice Card Expiration Date		

Invoice Card Expire Date	Invoice Card Expiration Date	
Invoice Balance Due Date	Invoice Balance Due Date	
Inside Agent	Inside Agent	
Outside Agent	Outside Agent	
Inside Agent Rate	Inside Agent Rate	
Outside Agent Rate	Outside Agent Rate	
Invoice Total Fare	Invoice Total Fare	
Invoice Base	Invoice Base	
Invoice Tax	Invoice Tax	
Invoice Commission	Invoice Commission	
Client GST	Client GST for Canadian agencies only	
Commission GST	Commission GST for Canadian agencies only	
Invoice Travel Type	Invoice Travel Type	
Invoice Remarks	Invoice Remarks	
Itinerary	Itinerary	MIA/ORD
Start City	Start City	MIA
End City	End City	ORD
Booking Start Date DDMMM	Amadeus use this for sell segments proper formatting	01JUN
Booking Start Date MMDDYY	Do Not use	
Booking Start Date MMDDYYYY	Do Not use	
Booking Start Date MM/DD/YY	Do Not use	
Booking Start Date MM/DD/YYYY	Do Not use	
Booking Start Date DDMMMYY	Do Not use	
Booking Start Date DDMMMYYYY	Do Not use	
Booking Start Date DD/MM/YY	Do Not use	

Booking Start Date DD/MM/YYYY	Do Not use	
Booking Start Date YY/MM/DD	Do Not use	
Booking Start Date YYYY/MM/DD	Do Not use	
Booking End Date DDMMM	Do Not use	
Booking End Date MMDDYY	Do Not use	
Booking End Date MMDDYYYY	Do Not use	
Booking End Date MM/DD/YY	Do Not use	
Booking End Date MM/DD/YYYY	Do Not use	
Booking End Date DDMMMYY	Do Not use	
Booking End Date DDMMMYYYY	Do Not use	
Booking End Date DD/MM/YY	Do Not use	
Booking End Date DD/MM/YYYY	Do Not use	
Booking End Date YY/MM/DD	Do Not use	
Booking End Date YYYY/MM/DD	Do Not use	
Vendor Interface ID	Vendor Interface ID	ZE
Vendor ID	Vendor ID	
Vendor Name	Vendor Name	
Confirmation No.	Confirmation No.	
Res Travel Category	Travel Category	
Reservation Start Date DDMMM	Amadeus can use this also for Passive sell segments	01JUN
Reservation Start Date MMDDYY	Do Not use	
Reservation Start Date MMDDYYYY	Do Not use	
Reservation Start Date MM/DD/YY	Do Not use	
Reservation Start Date MM/DD/YYYY	Do Not use	
Reservation Start Date DDMMMYY	Do Not use	
Reservation Start Date DDMMMYYYY	Do Not use	

Reservation Start Date DD/MM/YY	Do Not use	
Reservation Start Date DD/MM/YYYY	Do Not use	
Reservation Start Date YY/MM/DD	Do Not use	
Reservation Start Date YYYY/MM/DD	Do Not use	
Reservation End Date DDMMM	Amadeus can use this also for Passive sell segments	01JUN
Reservation End Date MMDDYY	Do Not use	
Reservation End Date MMDDYYYY	Do Not use	
Reservation End Date MM/DD/YY	Do Not use	
Reservation End Date MM/DD/YYYY	Do Not use	
Reservation End Date DDMMMYY	Do Not use	
Reservation End Date DDMMMYYYY	Do Not use	
Reservation End Date DD/MM/YY	Do Not use	
Reservation End Date DD/MM/YYYY	Do Not use	
Reservation End Date YY/MM/DD	Do Not use	
Reservation End Date YYYY/MM/DD	Do Not use	
Number of Pax	Number of Pax used for BK entry on sell segment	1,2, 3 etc.
Reservation Total Fare	Reservation Total Fare	
Reservation Tax	Reservation Tax	
Reservation Commission	Reservation Commission	
Reservation Base	Reservation Base	
Date Reserved	Date Reserved	
Record Locator	Record Locator	
Source of Booking	Source of Booking	
Status	Status	
Duration	Duration	
SEGMENT NUMBER	Segment Number	

Amadeus ClientBase Sample Res Card Invoice PNR Rules

Cruise Deposit Supplier-

RM*MS26S*TT4*VC«Vendor Interface ID»*TF«Reservation Total Fare»*CM0#RM*MS26*SD«Reservation Start Date»*ED«Reservation End Date»*NP«Number of Pax»*FP«Invoice Pay Method»

Cruise Final Supplier-

RM*MS27S*TT5*VC«Vendor Interface ID»*TF«Reservation Total Fare»*CM«Reservation Commission»#RM*MS27*SD«Reservation Start Date»*ED «Reservation End Date» *NP«Number of Pax»*FP«Invoice Pay Method»

Cruise Deposit Comm Track-

RM*MS28C*TT4*VC «Vendor Interface ID»*TF «Reservation Total Fare»*CM0#RM*MS28*SD «Reservation Start Date»*ED «Reservation End Date»*NP «Number of Pax»*FP «Invoice Card Code» «Invoice Check/CC No»

Cruise Final Comm Track-

RM*MS29C*TT5*VC «Vendor Interface ID»*TF «Reservation Total Fare»*CM «Reservation Commission»#RM*MS29*SD «Reservation Start Date»*ED «Reservation End Date» *NP «Number of Pax»*FP «Invoice Card Code» «Invoice Check/CC No»

Tour Deposit Supplier-

RM*MS30S*TT9*VC«Vendor Interface ID»*TF«Reservation Total Fare»*CM0#RM*MS30*SD«Reservation Start Date»*ED«Reservation End Date»*NP«Number of Pax»*FP«Invoice Pay Method»

Tour Final Supplier -

RM*MS31S*TT10*VC«Vendor Interface ID»*TF«Reservation Total Fare»*CM«Reservation Commission»#RM*MS31*SD«Reservation Start Date»*ED «Reservation End Date» *NP«Number of Pax»*FP«Invoice Pay Method»

Tour Deposit Comm Track-

RM*MS32C*TT9*VC «Vendor Interface ID»*TF «Reservation Total Fare»*CM0#RM*MS32*SD «Reservation Start Date»*ED «Reservation End Date»*NP «Number of Pax»*FP «Invoice Card Code» «Invoice Check/CC No»

Tour Final Comm Track -

RM*MS33C*TT10*VC«Vendor Interface ID»*TF«Reservation Total Fare»*CM«Reservation Commission»#RM*MS33*SD«Reservation Start Date»*ED «Reservation End Date» *NP«Number of Pax»*FP«Invoice Card Code»«Invoice Check/CC No»

Agency Service Fee CC Merchant-

RM*MS34S*TT11*VC«Vendor Interface ID»*TF«Reservation Total Fare»*CM«Reservation Commission»#RM*MS34*FP«Invoice Card Code»«Invoice Check/CC No»*CP4*XP«Invoice Card Expire Date»

Agency Service Fee Supplier-

RM*MS35S*TT11*VC«Vendor Interface ID»*TF«Reservation Total Fare»*CM«Reservation Commission»#RM*MS35*FP«Invoice Pay Method»