

# ***Sabre Profiles*** **Advanced Admin** **Functions**



## TABLE OF CONTENTS

Objectives.....	3
Features and Benefits .....	3
Access Sabre Profiles .....	4
Create Templates.....	5-15
Clone/Edit/Copy Templates.....	16-23
Roles and Permissions.....	24-32
Appendix .....	37
Terminology.....	34-35
Using Sabre System Formats.....	36-39

## OBJECTIVES

Upon completion of this class, you will be able to:

- Access *Sabre Profiles*
- Understand the function of a template
- Create templates
- Understand the definitions and functions of profile subject areas and data elements
- Understand the function of associated profiles
- Create associated profiles
- Understand the function of advanced Sabre formats
- Create advanced Sabre formats
- Understand the function of PNR Builders
- Create PNR Builders
- Display and edit existing templates
- Display and assign roles to your agents
- Use system references for additional help

## FEATURES AND BENEFITS

*Sabre® Profiles* is the transformational customer-centric profile solution that enhances the management and use of traveler, corporation, supplier and agency information.

By streamlining the process of creating and managing business critical information, *Sabre Profiles* is the ultimate profile management tool for agency administrators, agents and other travel arrangers.

Accommodating the needs of all *Sabre Connected<sup>SM</sup>* customers, *Sabre Profiles* not only replaces, but far **surpasses** current *Stars* customer profiles capabilities and is available at no extra charge when used with the *Sabre® Red<sup>TM</sup> Workspace*.

# Access Sabre Profiles

**Sabre**

Quick Reference

## FROM SABRE RED WORKSPACE IN CLASSIC VIEW

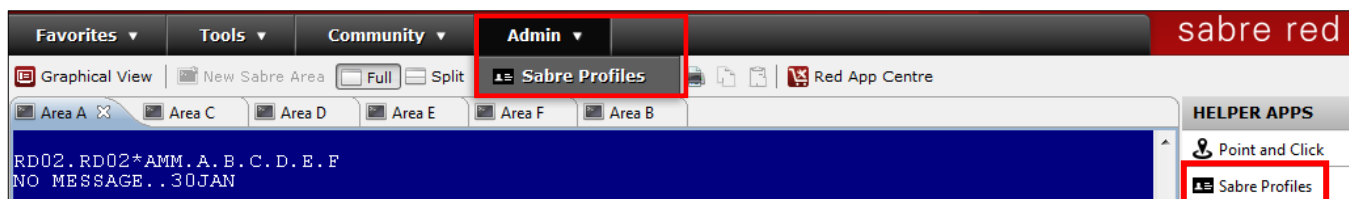
To access functions such as search, display and copy to PNR:

- Click **Sabre Profiles** from the Helper Apps side bar.

- Or -

- Enter **N\*** into the Sabre system screen.

**Note:** Sabre Profiles does **not** support all of the current Stars customer profiles formats. See the *Format Finder*<sup>SM</sup> help system for a detailed list of Sabre Profiles supported Sabre system commands.



To access functions such as create, edit and purge profiles:

- Click **Sabre Profiles** from the Admin tab.

- Or -

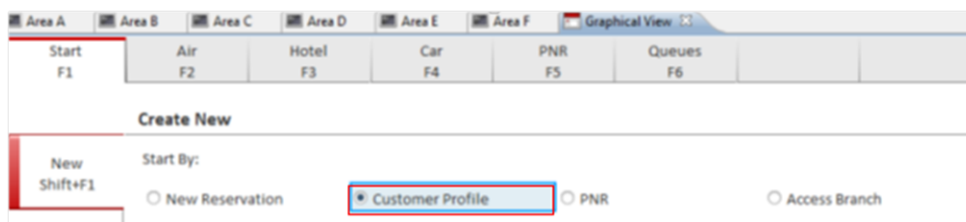
- Enter **NB** into the Sabre system screen.

## FROM SABRE RED WORKSPACE IN GRAPHICAL VIEW

To access functions such as search, display and copy to PNR:

- Click Customer Profile from the Start or PNR tab.

**Note:** Accessing create, edit and purge functions is the same as in classic view.



## ADDITIONAL REFERENCES

Additional quick references are available on the Web at <https://agencyeservices.sabre.com/> under the Training menu. You may also find additional information in the *Format Finder*<sup>SM</sup> help system. Use these keyword combinations or formats in your Search request:

**Access Sabre Profiles**

# Create Templates

**Sabre®**

Sabre Profiles  
Quick Reference

## OVERVIEW

Templates provide the basis for determining which items or data elements within the database you can view from your agency for creating or editing a profile.

## CREATE TEMPLATE

1. After accessing *Sabre® Profiles*, select **Administration**.

**Note:** This tab is visible **only** to agents with the **Unrestricted User** role.

The screenshot shows the Sabre Profiles Administration page. At the top, there are tabs for 'Profiles' and 'Administration', with 'Administration' being the active tab. The page title is '7DQ2 sabre profiles'. Below the tabs, a message states: 'On the Administration page you can Manage Templates and Manage Roles by selecting the appropriate link below. Please refer to our [Help Guide](#) if you have any questions.' Under the 'Manage Templates' section, there are three links: 'Create Templates' (with a description: 'Create Templates to define Profile structure for new Profiles'), 'Manage Templates' (with a description: 'Edit or delete existing Templates, Advanced Formats, Profile associations and PNR Builders'), and 'Copy Templates' (with a description: 'Copy selected Templates to another branch PCC'). Under the 'Manage Roles' section, there is one link: 'Access Roles Administration' (with a description: 'Assign and manage roles for your agents for Sabre Profiles').

2. Click **Create Templates**.
3. Select a **Template Type** on the left side of the screen.

### Create Template

The screenshot shows the 'Create Template' form. It has three main fields: 'Template Type:', 'Template Name:', and 'Template Description:'. The 'Template Type:' field is a dropdown menu that is currently open, showing a list of options: 'Traveler', 'Agency', 'Family Group', 'Group Other', 'Corporate', and 'Operational'. Below the form fields, there is a red text label that says '\* This field is mandatory'.

4. Enter your **template name**.
5. (Optional) Enter a brief **description** of the template if desired

**Profiles Administration** sabre profiles

**Create Template**

\* Template Type:

\* Template Name:

Template Description:

\* This field is mandatory

6. Click **Continue**.

If you select **Cancel**, from any screen in the process, you receive a warning:

- Click **Yes** to return to the Administration screen.

Click **No** to return to the template.

## ADD SUBJECT AREAS

The next screen lists the subject areas available for inclusion in the template for the template type selected. The system lists the areas in order of expected usage.

- The template name and the pseudo city code (PCC) where you are creating the template displays on the *Sabre Profiles* header.

1. The first subject area displays by default. **Click the desired subject area on the left to display it.**

- Subject areas that include standard *Sabre* system formats and will automatically copy to the PNR, display the applicable entry prefix; for example, Contact Information (9, PE¥), Agency Address (W-), etc.

**Profiles Administration** A3CE sabre profiles

**Traveler Template**

Template Information: [Traveler Information \(-\)](#) [Priority Remarks](#) [Contact Information \(9, PE¥\)](#) [Agency Address \(W-\)](#) [Address \(S/, SD/-, CC/\)](#) [Form of Payment \(S-\\*\)](#) [Customer Number \(DK\)](#) [Other PNR Move Data \(3, S, SY\)](#) [Corporate ID Number \(CID\)](#) [Corporate Travel Policy \(CTP\)](#) [Frequent Flyer \(FF\)](#) [Air Preferences](#) [Hotel Preferences](#) [Rail Preferences](#) [Rental Car Preferences](#) [SSR Preferences](#) [OSI Preferences](#) [Other Loyalty Programs](#) [Other Discounts Program](#) [General Information](#) [Reference Information](#) [Employment Information](#) [Related Individual](#) [Associated Profiles \(1\)](#) [Advanced Sabre Formats \(0\)](#) [PNR Builders \(10\)](#) [Template Preview](#)

**Traveler Information (-)** Use this area to enter all personal information for a single Traveler such as Full Name, Date of Birth, Secure Flight information, etc.

	Required	Optional
<b>Traveler Name (-)</b>		
<input type="checkbox"/> Title	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Last Name	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> First Name	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Middle Name	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Jr, Sr, III, etc.	<input type="radio"/>	<input checked="" type="radio"/>
<input type="checkbox"/> Preferred First Name	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Preferred Last Name	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Name Reference Number	<input type="radio"/>	<input checked="" type="radio"/>
<b>Traveler Information</b>		
<input checked="" type="checkbox"/> Date of Birth	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Marital Status	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Gender	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Age Range	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Redress Number	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Known Traveler Number	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Infant (Lap Child)	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Child	<input type="radio"/>	<input checked="" type="radio"/>

## Data Elements

Each subject area contains data elements where you can store information in your profiles. Some are eligible to be copied into the PNR or information is also available for you to view or use in advanced formats.

For example in the Traveler Information subject area:

- The Traveler Name section contains data elements for the traveler's last name, first name, middle name, etc.
- The Traveler information section contains data elements for the traveler's date of birth, marital status, gender, etc.

2. **Click the desired item** to select it for inclusion in the template.

**Note:** Use the scroll bar to view all available data elements included in the subject area.

### Required/Optional

These fields allow you to select profile data that is required in every profile, or data that is optional.

For example, in a Traveler's profile you may indicate:

- Last Name and First Name are required
- Middle Name is optional
- Name Reference Number is optional

	Required	Optional
<b>Traveler Name (-)</b>		
<input type="checkbox"/> Title	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Last Name	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> First Name	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Middle Name	<input type="radio"/>	<input checked="" type="radio"/>
<input type="checkbox"/> Jr, Sr, III, etc.	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Preferred First Name	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Preferred Last Name	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Name Reference Number	<input type="radio"/>	<input checked="" type="radio"/>

Some subject areas permit multiple instances of data items.

- click + **Add** to add another item or click - **Remove** to remove the item

The screenshot shows the 'Traveler Template' section in the ASCE Sabre Profiles Administration interface. The 'Contact Information (9, PEX)' section is active, displaying a table of phone numbers. The table has columns for 'Required' and 'Optional' status. A red box highlights the 'Add' button, and a dropdown menu is shown with options like Agency, Business, Cell, Company, Emergency, FAX/Facsimile, Second Home, Home, Mobile, Pager, and Unknown.

Phone (9)	Required	Optional
<input checked="" type="checkbox"/> Phone Type	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Full Phone Number	<input checked="" type="radio"/>	<input type="radio"/>
<input type="checkbox"/> City Airport Code	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Country Code	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Area Code	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Phone Number	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Extension	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Include Phone Tag (-B, -H, -F) in PNR?	<input type="radio"/>	<input checked="" type="radio"/>
<input type="checkbox"/> Phone Remark	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Device Type	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Contact Remark	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Purpose	<input type="radio"/>	<input type="radio"/>

Some subject areas also provide a drop-down list allowing you to select an item type. When you set the type in the template, then it is pre-selected in the profile.

### Occurrences

This field allows you to select the number of times you want to include the item in the profile. For example, instead of selecting +Add four times to add four phone numbers, you can select **4** under **Occurrences** and the template provides four phone numbers to include when creating the profile.



### Important Note: Form of Payment:

When you create a form of payment, the **Usage Type** **MUST be Airline, Car or Hotel;** other forms of payment **do not copy into the PNR.**

### Other PNR Move Data subject area

Use this subject area to enter other *Sabre* system formats that do **not** have their own subject area. For example, invoice remarks, itinerary remarks, historical remarks, UDIDs, etc. You may **not** enter standard formats such as credit card numbers, phone numbers, etc.; you must enter these items in the appropriate subject areas assigned to that item.

- You may have 200 instances of this subject area with each instance limited to 64 characters
- The system permits only standard alphanumeric and *Sabre* system characters.

3. When finished with **all** desired subject areas, click **Continue**.

## ASSOCIATED PROFILES (OPTIONAL)

Associated Profiles allow you to link profiles together for the purpose of copying profile data into the PNR. This provides a way to create a default association for any profile created from a specified template, as well as the order in which the system copies profiles into the PNR, in order to save you time during profile creation.

1. The decision screen displays, click **Associate Profiles**.

**Associating profiles allows you to link Profiles together. You can link Profiles together for the purpose of copying Profile data into a PNR via a single request. You can also link Profiles together for reference purposes. Profiles can be associated at the Template level so that any Profile created from that Template will automatically include that association. This avoids having to associate a Profile multiple times to multiple Profiles.**

Would you like to add any Associated Profiles to the current Template?

Skip this step

Associate Profiles

**Note:** If you do not want to associate any profiles, you may click **Skip This Step** to continue to Advanced *Sabre* Formats.

You may add associated profiles at the template level or the profile level.

- When you add associated profiles at the **template level**, the associations apply to **all** profiles created using that template
- When you add associated profiles at the **profile level**; the associations apply to that specific profile **only**

You can associate profiles to other profiles based on the following hierarchy:

- **Traveler** profiles can associate to: Traveler (TVL), Corporate (CRP), Agency (AGY), Group (GRP) and Operational (OPX) profiles
- **Corporate** profiles can associate to: Corporation (CRP), Agency (AGY), Group (GRP) and Operational (OPX) profiles
- **Operational** profiles can associate to: Operational (OPX), Corporate (CRP), Group (GRP) and Agency (AGY) profiles
- **Agency** profiles can associate to: Agency (AGY), Group (GRP) and Operational (OPX) profiles
- **Group** profiles can associate to: Traveler (TVL), Corporation (CRP), Agency (AGY), and Operational (OPX)

**Note:** This hierarchy is valid for Templates, Profiles, PNR Builders etc.

2. Select the profile type and type profile name to search for and press **Enter** or click **Find Profiles** (at the bottom left of the screen).

Profile Type:  
 Any

Profile Name: \*  
 tra

More Search Options

Profile name	Description	Type	PCC	Results 1 to 2 Actions
TRAHAN MILFORD.24378	Desc	OPX	ASCE	<input type="checkbox"/> Associate profile
Training Masters	Training Masters corporate profile, use for all em	CRP	ASCE	<input checked="" type="checkbox"/> Associate profile

Associated profiles

Profile name

Type

Actions

Training Masters	CRP	<a href="#">Remove</a>
------------------	-----	------------------------

Add new

3. Click the **checkbox** for the profile(s) you wish to associate and then click **Continue**.

The screen redisplay listing the profiles you associated.

- Click **Add new** and repeat the previous step to associate additional profiles.
- Click **Continue**.

## ADVANCED SABRE FORMATS (OPTIONAL)

Other data elements may require you to create an advanced format, according to the business processes in use by your agency, so that you can copy/move those selected data elements from a profile into a PNR. This is an **optional** step.

- When you create advanced formats in the **template**, the formats apply to **all** profiles created using that template.
  - For example, adding the UDID for all travelers at that corporation adds that format to **all** traveler profiles created with that template

1. The decision screen displays, click **Create Format** or click **Skip This Step** to continue to PNR Builder.

**Advanced Sabre Formats allow you to create custom formats which allow you to insert Profile fields as variables, or prompt the user to enter some information. Advanced Sabre Formats can be added to the PNR Builder so they can be copied to PNRs.**

Would you like to create Advanced Formats for this Template?

Skip this step

Create Format

The Formats screen consists of five sections; (displayed and defined below). When you are in the tool, **click each field or drop-down to view its contents**. The asterisk (\*) indicates mandatory fields.

- **Enter Format Label** – An easily identifiable description of the format you are creating.
- **Format Type** – A drop-down list consisting of all *Sabre* system format prefixes that you can enter in a PNR through *Sabre Profiles*.
  - If you do not see the Identification Field/Code for the format you want to use, you **cannot** enter it into the profile. For example, you can only enter 1 name field into a profile, therefore the hyphen (-) which you use to enter traveler names into a PNR does not display in the drop-down list.
- **Optional Format Qualifier** - additional qualifier choices for those format types selected that require them. For example, the remarks field can have itinerary remarks, form of payment remarks, alpha-coded remarks, etc. Some format types, such as a received from format, do not require additional qualifiers and therefore do **not** offer this option.
- **Format Builder** – a drop-down list of element types used to build the format (defined on the next page).
- **Format Result Preview Area** - Displays the format as you create it.

2. Enter your format name under **Enter Format Label**.

- You are able to enter Sabre system characters in this label.

\* Format Name:

Received From

3. Click **Format Type** and choose the format type from the drop-down list.

\* Format Type:

Received (6)

General Info - All airlines (3)

General Info - AA (4)

Remarks (5)

Received (6)

Ticketing (7)

Phone (9)

Credit Card Address verification (CC)

Customer Number (DK)

Frequent Flyer (FF)

GetThere Queuing (FNBTS)

Email (PEX)

Queue Sort (QSORT)

Agency Address (W-)

4. When applicable, select the appropriate **Optional Format Qualifier** from the drop-down list.

- Options display in alphabetical order beginning with alpha-coded remarks and continuing with other remark types such as DL-delivery address, form of payment remarks, etc.
- Use the scroll bar to view all options.

Optional Format Qualifier:

(O%) Alpha Coded Remark

(P%) Alpha Coded Remark

(Q%) Alpha Coded Remark

(R%) Alpha Coded Remark

(S%) Alpha Coded Remark

(T%) Alpha Coded Remark

(U%) Alpha Coded Remark

(V%) Alpha Coded Remark

(W%) Alpha Coded Remark

(X%) Alpha Coded Remark

(Y%) Alpha Coded Remark

(Z%) Alpha Coded Remark

(/) Client Address

(C-CORP) Corporate Number Remark

(DL-) Delivery Address

(-) Form of Payment Remark

(Q-) Future Queue Place Remark

(HR-) Hidden Remark

(H-) Historical remark

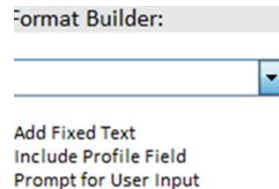
(.) Invoice Remark

(%) Itinerary Remark

(\*) Invoice Name Reference Remark

5. Select the applicable option from the **Format Builder** drop-down menu.

**Note:** Some formats **do not** require additional data in the format builder section; for example wheelchair requests.



#### Add Fixed Text

A character or set of characters that will remain constant in the format. Enter the character string in the field provided.

- For example, type to add remark text of; *Customer prefers text messages in Spanish.*
- You may also enter **Sabre system characters** such as cross of Lorraine (¥), end item (§), change key (¤).
  - For example, type *\$Print itinerary in Spanish* to add an additional remark to alert the agent of this requirement.

#### Include Profile field

Data from a profile that will be included in the format. Select the desired data field from the drop-down list.

- For example, traveler first name/last name, phone number, etc.

#### Prompt for User Input

Data that you need to enter at the time you move the format into the PNR. Enter the text the system displays to prompt you to enter the data.

- For example, to prompt for the caller's name in the received from field, type *enter caller name.*

6. Enter the appropriate data and/or text in the input field to the right of Format Builder to create your format.



- Click **+Add** to add additional fields and/or data to the format you are currently building.
- Click **Insert** to insert a line above or click **-Remove** to remove a line.
- Continue until you are satisfied all the elements of the format are complete.

**Note:** When using Fixed Text, the text you enter displays in this screen in all upper case letters regardless of whether you have the Caps Lock key on or off.

7. Verify that your format is correct by reviewing the data in the Preview Area.

**Format Preview:**  
6<enter name of person requesting travel>

8. Click **Continue** to save the format and then:



9. click **Create Another** to create additional advanced formats
10. or click **View List** to view the list of advanced formats you have created

11. Your format label and a preview of the format display under the Format Label and Preview column. The format type displays under the Type column. Use the scroll bar to view all advanced formats you created.

All Advanced Sabre Formats created for this Template are listed below. To create another, click 'Add New':

Add New

Format Name and Preview	Format Type	PNR Move Order ▼	Actions
Received From 6<enter name of person requesting travel>	Received (6)	1 ▼	<a href="#">Edit</a> <a href="#">Remove</a>

12. use **PNR Move Order** to place the formats in the order you want the system to move them into the PNR

- click the **up/down arrow** that displays to reorder the items
- You can edit or delete each format by clicking the appropriate link to the right.
- Click Add New to create additional formats.
- Click Continue at the bottom right of the screen, to continue to PNR Builder.

## PNR BUILDERS

1. (Optional) Click **Create PNR Builder** to add a PNR builder to this template. A PNR Builder allows you to select the profile information that will always move into the PNR.

A PNR Builder allows an agent to select the Profile information that will always move into a PNR. A PNR Builder can be created specifically for leisure or corporate accounts, travel types such as international vs. domestic, or destination specific, so that the information moved to the PNR supports the traveler's needs.

Would you like to create a PNR Builder for this Template?

Skip this step

Create PNR Builder

- Click **Skip This Step** if you do not wish to create a PNR builder for this template.

If you **do not** create a PNR Builder the system treats all data elements in the profile as optional move lines and will **not** automatically copy into the PNR. If you enter a blind move format (N\*PROFILENAME\$NM) **no** data from that profile copies into the PNR.

2. Enter a **name** for this PNR Builder and **select the data elements** you wish to always move into the PNR when using this PNR Builder. You may also click **Select All** to include all data elements in the PNR Builder.
- For example, if this is a Business Travel PNR Builder, you will want to **select** the traveler's business phone, e-mail address, customer reference number and form of payment. You may want to **deselect** the traveler's home email address or home address as it would apply for personal or leisure travel only.

**Profiles** **IRVING/PAUL** **RD02** **sabre profiles**

**Activity Profiles**

- [Contact Information \(9, PEY\)](#)
- [Agency Address \(W-\)](#)
- [Address \(S/, SD/-, CC/-\)](#)
- [Form of Payment \(S-\\*\)](#)
- [Customer Number \(DK\)](#)
- [Other PNR Move Data \(3, 5, 5X\)](#)
- [Corporate ID Number \(CID\)](#)
- [Corporate Travel Policy \(CTP\)](#)
- [Frequent Flyer \(FF\)](#)
- [Air Preferences](#)
- [Hotel Preferences](#)
- [Rail Preferences](#)
- [Ground Transpo...on Preferences](#)
- [Rental Car Preferences](#)
- [SSR Preferences](#)
- [OSI Preferences](#)
- [Travel Authorizer/Arranger](#)
- [Additional Profile Information](#)

**Edit this PNR builder** Skip this step

Previous Area: PNR Builder Name: BUSINESS ☒ Make this the default PNR Builder  
Next Area: (Pg. 1)

Select All

Traveler Name (-)

☒ -IRVING/PAUL

Phone (9)

☐ 9JFK598 9803456

Email (PEY)

☐ PEKPAUL.IRVING@AOL.COM

- The data elements display in the *Sabre* system format that will copy to the PNR.
- You can click on any one of the *Sabre* system formats to view the data elements that make up that format, and you may select/deselect individual data elements from there.

Use the scroll bar to view and select additional data elements.

The Associated Profiles section (at the bottom of the screen) allows you to **select the order** in which the system moves the associated profiles into the PNR.

- You may select which profile moves first, second, third, etc. This gives you more flexibility when there is more than one associated profile.
- When you associate a profile, the default PNR Builder name displays in a selection list.

**Associated Profiles**

Profile name: Order to copy to PNR: PNR Builder:

☒ **Main Street Travel** 1 Agency default

Current profile: Order to copy to PNR:

Traveler Template 2

**Note:** If more than one profile has the same rule, the system copies profiles in the following sequence based on type:

1. Agency
2. Corporate
3. Group
4. Traveler
5. Operational

**Note:** If more than one profile of the same type exists with the same rule, the application determines which profile to copy first.

3. Click **Continue**.

- Click **Yes** or **No**.
- The system copies the data in the default PNR Builder to the PNR unless you specify otherwise.

**Set as default**

**Set as default**

Do you want to make this PNR Builder default?

**YES** **NO**

The PNR Builder list displays listing the name of the PNR builder you just created.

PNR Builders list

All PNR Builders for this profile are listed below. To create additional PNR Builders, click 'Add New'.

Add New

PNR Builder Name:	Default	Actions
BUINESS	<input checked="" type="radio"/>	<a href="#">Edit</a> <a href="#">Remove</a>

- Click **Add New** and repeat the previous step to create additional PNR Builders.
  - Click Edit to modify the PNR Builder.
  - Click **Remove** to delete a PNR Builder.
4. Click **Continue**.

## TEMPLATE PREVIEW

The Template Preview screen displays.

Profiles

IRVING/PAUL

RD02    sabre profiles

[Contact Information \(9, PEX\)](#)  
[Agency Address \(IW\)](#)  
[Address \(5/, 5DL-, CC/\)](#)  
[Form of Payment \(5-\\*\)](#)  
[Customer Number \(DK\)](#)  
[Other PNR Move Data \(3, 5, 5V\)](#)  
[Corporate ID Number \(CID\)](#)  
[Corporate Travel Policy \(CTP\)](#)  
[Frequent Flyer \(FF\)](#)  
[Air Preferences](#)  
[Hotel Preferences](#)  
[Rail Preferences](#)  
[Ground Transportation Preferences](#)  
[Rental Car Preferences](#)  
[SSR Preferences](#)  
[OSI Preferences](#)  
[Travel Authorizer/Arranger](#)  
[Additional Profile Information](#)

[Associated Profiles \(0\)](#)  
[PNR Builder\(s\) \(1\)](#)  
[Profile Preview](#)

Profile Preview

Read Only. To make changes, click Back

PNR Builder: (P) BUSINESS

Print Profile

Previous Area (PgDn)

Next Area (PgUp)

Expand All

Traveler Information (-)

Traveler Name (-)

☒ [-IRVING/PAUL](#)

Traveler Information

Monday, March 11, 1991

Male

Contact Information (9, PEX)

Phone (9) Cell 1

☐ [9JFK598 9803456](#)

Email (PEX) Business 1

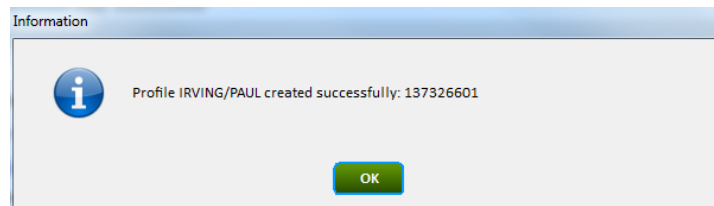
☐ [PEVPAUL.IRVING@AOL.COMV](#)

Associated Profiles (0)

- Click the **+** next to each subject area/section to review the information.
- Use the scroll bar to view all subject areas/data elements.
- To **edit** the data click the applicable subject area on the left side of the screen or click **Back**.

1. Click **Save** to complete template creation.

- The system creates the template and displays the **template name** and ID number.



2. Click **OK** to finish and return to the Administration screen.

## ADDITIONAL REFERENCES

Additional quick references are available on the Web at <http://agencyeservices.sabre.com/> under the Training menu. You may also find additional information in the *Format Finder*<sup>SM</sup> help system. Use these keyword combinations in your Search request:

- Create Templates

# Clone/Edit/Copy Templates

## OVERVIEW

There may be situations when you wish to use similar subject areas and data elements contained in a template but modify these items for use in another template. Instead of creating a new template, you can simply clone the template.

Additionally, after you have finished creating a template you may decide to add or delete some data. You can accomplish this by editing the template.

## SEARCH FOR A TEMPLATE

1. After accessing *Sabre® Profiles*, select **Administration**.

**Note:** This tab is visible **only** to agents with the **Unrestricted User** role.

On the Administration page you can Manage Templates and Manage Roles by selecting the appropriate link below. Please refer to our [Help Guide](#) if you have any questions.

**Manage Templates**

- [Create Templates](#) - Create Templates to define Profile structure for new Profiles
- [Manage Templates](#) - Edit or delete existing Templates, Advanced Formats, Profile associations and PNR Builders
- [Copy Templates](#) - Copy selected Templates to another branch PCC

**Manage Roles**

- [Access Roles Administration](#) - Assign and manage roles for your agents for Sabre Profiles

2. Click **Manage Templates**.

Search in:  PCC:

Template Name:  Description:  Type:  PCC:

Template Type:

\* Template Name:

\* This field is required.

3. Optional) Select the **pseudo city code (PCC)** and the **template type** from the drop-down lists.
4. Enter the **template name** you want to clone, edit, or delete. You may also enter the asterisk (\*) to search for all templates.

Click **Find Templates**

## CLONE/EDIT A TEMPLATE

Complete steps 1 -5 under Search for a Template.

5. A list of available templates displays. Click **Edit** next to the template you wish to clone or edit.

**Profiles**
**Administration**

sabre profiles

Search in:

Current PCC

PCC:

Template Type:

Traveler

\* Template Name:

traveler template

6. The template displays. **Select the subject areas/data elements** you need to change.

7. Make the required changes and then click **Continue**.

- Click the desired subject area/template area from the left side of the screen to edit that item. For example, click Contact Information to edit phone or email contacts, click Associated Profiles to edit profile associations.

[Rename Template](#)  
 Template Information:  
[Traveler Information \(-\)](#) >  
[Priority Remarks](#)  
[Contact Information \(9, PEX\)](#)  
[Agency Address \(W-\)](#)  
[Address \(S/, SDL-, CC/\)](#)  
[Form of Payment \(S-\\*\)](#)  
[Customer Number \(DK\)](#)  
[Other PNR Move Data \(3, 5, SV\)](#)  
[Corporate ID Number \(CID\)](#)  
[Corporate Travel Policy \(CTP\)](#)  
[Frequent Flyer \(FF\)](#)  
[Air Preferences](#)  
[Hotel Preferences](#)  
[Rail Preferences](#)  
[Rental Car Preferences](#)  
[SSR Preferences](#)  
[OSI Preferences](#)  
[Other Loyalty Programs](#)  
[Other Discounts Program](#)  
[General Information](#)  
[Reference Information](#)  
[Employment Information](#)  
[Related Individual](#)  
[Associated Profiles \[1\]](#)  
[Advanced Sabre Formats \[1\]](#)  
[PNR Builder\(s\) \[2\]](#)  
[Template Preview](#)

**Traveler Information (-)** Use this area to enter all personal information for a single Traveler such as Full Name, Date of Birth, Secure Flight information, etc.

	Required	Optional
<b>Traveler Name (-)</b>		
<input type="checkbox"/> Title	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Last Name	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> First Name	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Middle Name	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Jr, Sr, III, etc.	<input type="radio"/>	<input checked="" type="radio"/>
<input type="checkbox"/> Preferred First Name	<input type="radio"/>	<input type="radio"/>
<input type="checkbox"/> Preferred Last Name	<input type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Name Reference Number	<input type="radio"/>	<input checked="" type="radio"/>
<b>Traveler Information</b>		
<input checked="" type="checkbox"/> Date of Birth	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Marital Status	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Gender	<input checked="" type="radio"/>	<input type="radio"/>
<input checked="" type="checkbox"/> Age Range	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Redress Number	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Known Traveler Number	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Infant (Lap Child)	<input type="radio"/>	<input checked="" type="radio"/>
<input checked="" type="checkbox"/> Child	<input type="radio"/>	<input checked="" type="radio"/>

Back

Cancel

Continue

8. The PNR Builder screen displays. **Remember to edit your PNR Builder(s)** to include any modified subject areas/data elements or remove any deleted items.

[Rename Template](#)  
**Template Information:**  
[Traveler Information \(-\)](#)  
[Priority Remarks](#)  
[Contact Information \(9, PE#\)](#)  
[Agency Address \(W-\)](#)  
[Address \(5/-, SD/-, CC/\)](#)  
[Form of Payment \(5-\\*\)](#)  
[Customer Number \(DK\)](#)  
[Other PNR Move Data \(3, 5, 5#\)](#)  
[Corporate ID Number \(CID\)](#)  
[Corporate Travel Policy \(CTP\)](#)  
[Frequent Flyer \(FF\)](#)  
[Air Preferences](#)  
[Hotel Preferences](#)  
[Rail Preferences](#)  
[Rental Car Preferences](#)  
[SSR Preferences](#)  
[OSI Preferences](#)  
[Other Loyalty Programs](#)  
[Other Discounts Program](#)  
[General Information](#)  
[Reference Information](#)  
[Employment Information](#)  
[Related Individual](#)  
  
[Associated Profiles \[1\]](#)  
[Advanced Sabre Formats \[1\]](#)  
[PNR Builder\(s\) \[2\]](#)  
[Template Preview](#)

### Edit this PNR builder

\* PNR Builder Name:  ☒ Make this the default PNR Builder

**Traveler Name (-)**

☒ -1/(last name)(suffix)/(first name)(middle name)\*(reference number)

**Phone (9)**

☒ 9(full phone number)-(phone tag)

☒ 9(full phone number)-(phone tag)

☒ 9(full phone number)-(phone tag)

**Email (PE#)**

☒ PE#(E-MAIL@ADDRESS#)

☐ PE#(E-MAIL@ADDRESS#)

**Address**

☐ 5/(address line 1-4)\$(city), (state or province) (postal code)\$(country code)

\* This field is mandatory

9. The PNR Builder list displays. Click **Continue**.

All PNR Builders for this profile are listed below. To create additional PNR Builders, click 'Add New'.

PNR Builder Name:	Default	Actions
Leisure	<input type="radio"/>	<a href="#">Edit</a> <a href="#">Remove</a>
Business	<input checked="" type="radio"/>	<a href="#">Edit</a> <a href="#">Remove</a>

10. The PNR Builder screen displays. **Remember to edit your PNR Builder(s)** to include any modified subject areas/data elements or remove any deleted items.

[Rename Template](#)  
**Template Information:**  
[Traveler Information \(-\)](#)  
[Priority Remarks](#)  
[Contact Information \(9, PEY\)](#)  
[Agency Address \(W-\)](#)  
[Address \(5/-, SD/-, CC/-\)](#)  
[Form of Payment \(5-\\*\)](#)  
[Customer Number \(DK\)](#)  
[Other PNR Move Data \(3, 5, 5X\)](#)  
[Corporate ID Number \(CID\)](#)  
[Corporate Travel Policy \(CTP\)](#)  
[Frequent Flyer \(FF\)](#)  
[Air Preferences](#)  
[Hotel Preferences](#)  
[Rail Preferences](#)  
[Rental Car Preferences](#)  
[SSR Preferences](#)  
[OSI Preferences](#)  
[Other Loyalty Programs](#)  
[Other Discounts Program](#)  
[General Information](#)  
[Reference Information](#)  
[Employment Information](#)  
[Related Individual](#)  
  
[Associated Profiles \[1\]](#)  
[Advanced Sabre Formats \[1\]](#)  
[PNR Builder\(s\) \[2\]](#)  
[Template Preview](#)

### Edit this PNR builder

**\* PNR Builder Name:**

☒ Make this the default PNR Builder

Select All

**Traveler Name (-)**

☒ -/(/last name)(suffix)/(first name)(middle name)\*(reference number)

**Phone (9)**

☒ 9(full phone number)-(phone tag)

☒ 9(full phone number)-(phone tag)

☒ 9(full phone number)-(phone tag)

**Email (PEY)**

☒ PEY(E-MAIL@ADDRESS)Y

☐ PEY(E-MAIL@ADDRESS)Y

**Address**

☐ 5/(address line 1-4)IS/(city), (state or province) (postal code)Y(country code)

\* This field is mandatory

Back

Cancel

Continue

11. The PNR Builder list displays. Click **Continue**.

All PNR Builders for this profile are listed below. To create additional PNR Builders, click 'Add New'.

Add New

PNR Builder Name:	Default	Actions
Leisure	<input type="radio"/>	<a href="#">Edit</a> <a href="#">Remove</a>
Business	<input checked="" type="radio"/>	<a href="#">Edit</a> <a href="#">Remove</a>

Cancel

Continue

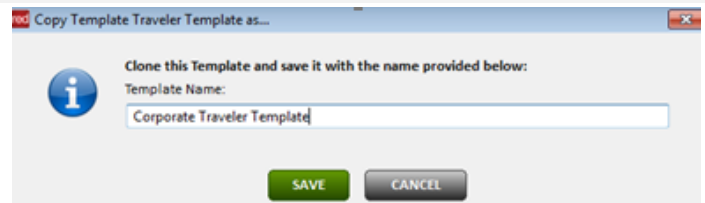
To complete the **Edit** process:

12. Click **Save** to save your changes.
13. Click **OK** to complete the edit process.

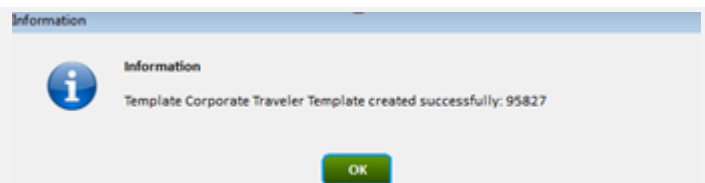


To complete the **Clone** process:

11. Click **Save As** to save your changes.
12. Type a **new template name** in the field and then click **Save**.
  - If you attempt to save the template with the same name you receive a warning message.
    - Click **OK** to return to the Save As box and enter a new name.



13. Click **OK** to complete the clone process.



## RENAME A TEMPLATE

Complete steps 1 -6 under Edit a Template.

7. The template displays. Click **Rename Template** on the left side of the screen.

	Required	Optional
<b>Traveler Name (-)</b>		
<input type="checkbox"/> Title		
<input checked="" type="checkbox"/> Last Name		
<input checked="" type="checkbox"/> First Name		
<input checked="" type="checkbox"/> Middle Name		
<input checked="" type="checkbox"/> Jr, Sr, III, etc.		
<input type="checkbox"/> Preferred First Name		
<input type="checkbox"/> Preferred Last Name		
<input checked="" type="checkbox"/> Name Reference Number		
<b>Traveler Information</b>		
<input checked="" type="checkbox"/> Date of Birth		
<input checked="" type="checkbox"/> Marital Status		
<input checked="" type="checkbox"/> Gender		
<input checked="" type="checkbox"/> Age Range		
<input checked="" type="checkbox"/> Redress Number		
<input checked="" type="checkbox"/> Known Traveler Number		
<input checked="" type="checkbox"/> Infant (Lap Child)		
<input checked="" type="checkbox"/> Child		

8. Enter your **new template name** and any optional description and then click **Continue**.

**Create Template**

\* Template Type:

\* Template Name:

Template Description:

\* This field is mandatory

9. At this point you can make any necessary changes on the remaining screens or click **Continue** to continue the process.

10. Click **Save** and then click **Ok** to complete the process.

## DELETE A TEMPLATE

Complete steps 1 -5 under Search for a Template.

6. A list of available templates displays. Click **delete** next to the template you want to delete.

Search in:  PCC:

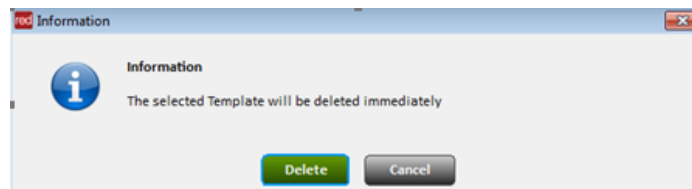
Template Type:

\* Template Name:

Template Name	Description	Type	PCC	Results 1 to 1
Corporate Traveler Template	Use this template to create all traveler profiles.	TVL	ASCE	<a href="#">Edit</a> <a href="#">Delete</a>

7. Click **Delete** to finish.

- The system deletes the template immediately and you are not able to restore it.
- If you selected the wrong template, click **Cancel**.



## COPY A TEMPLATE TO ANOTHER BRANCH PCC

1. On the **Administration** tab, click **Copy Templates**.

**Profiles** **Administration** 7DQ2 sabre profiles

On the Administration page you can Manage Templates and Manage Roles by selecting the appropriate link below. Please refer to our [Help Guide](#) if you have any questions.

**Manage Templates**

[Create Templates](#) - Create Templates to define Profile structure for new Profiles

[Manage Templates](#) - Edit or delete existing Templates, Advanced Formats, Profile associations and PNR Builders

[Copy Templates](#) - Copy selected Templates to another branch PCC

**Manage Roles**

[Access Roles Administration](#) - Assign and manage roles for your agents for Sabre Profiles

Profiles Administration 7DQ2 sabre profile

Template Type: Any

\* Template Name: Traveler Template

\* This field is required.

CLEAR SEARCH FIND TEMPLATES

Template Name	Description	Type	PCC
---------------	-------------	------	-----

1. (Optional) Select the **template type** from the drop-down lists.
2. Enter the **template name** you want to copy to another branch. You may also enter the asterisk (\*) to search for all templates.

Click **Find Templates**.

Sabre® Red™ Workspace - Sabre Travel Network

File Edit View Tools Window Help Contact Us

Favorites Tools Community Admin 7DQ2 sabre profiles

Graphical View Red App Centre

Area A Area B Area C Area D Area E Area F Sabre Profiles

Profiles Administration

Template Type: Any

\* Template Name: \*

\* This field is required.

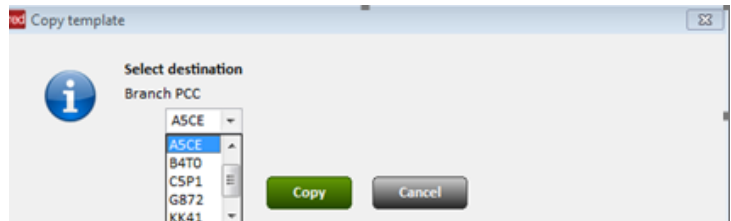
CLEAR SEARCH FIND TEMPLATES

Template Name	Description	Type	PCC	
Modelo de Passageiro	use este modelo para criar todos os perfis de pa	TVL	7DQ2	<input type="checkbox"/> Copy template
modelo de passageiro lazaar	use este modelo para criar todos os perfis de pa	TVL	7DQ2	<input type="checkbox"/> Copy template
Nouvo	Usare questa sagoma per creare tutti i profili di	TVL	7DQ2	<input checked="" type="checkbox"/> Copy template
Reisender Vorlagen	Benutzen Sie diesen vorlagen, alle Reisenden Pro	TVL	7DQ2	<input type="checkbox"/> Copy template
Traveler	Используйте этот шаблон, чтобы создать все п	TVL	7DQ2	<input checked="" type="checkbox"/> Copy template
Viaggiatore Modello	Usare questa sagoma per creare tutti i profili di	TVL	7DQ2	<input type="checkbox"/> Copy template
Viajero plantilla	Utilice esta plantilla para crear todos los perfil	TVL	7DQ2	<input type="checkbox"/> Copy template
Voyageur	Utilisez ce modèle pour créer tous les profils de	TVL	7DQ2	<input checked="" type="checkbox"/> Copy template

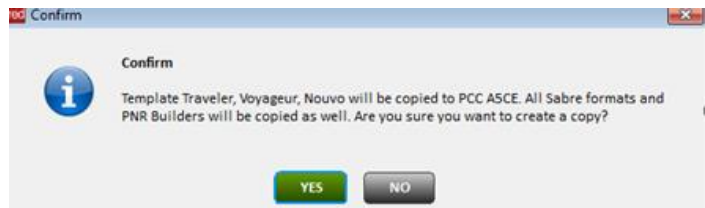
Cancel Continue

3. Click Copy Template next to the template(s) you wish to copy.
4. Click **Continue**.

5. **Select the Branch PCC** you wish to copy the template(s) to from the drop-down list and then click **Copy**.



6. The confirmation message displays the template names you are copying. Click **Yes**.



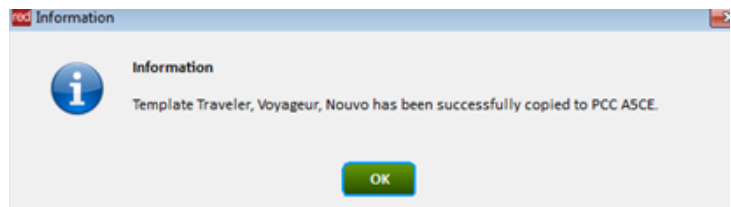
When there are profiles associated to the template you are copying, you receive this message.

- The associated profiles **do not** copy to the branch PCC, only the template(s) copy.
  - You may move the profiles to the branch PCC in a separate transaction, should you need to do so.

7. Click **OK**.



8. The Information message displays to confirm the template copy; click **OK** to complete the transaction.



## ADDITIONAL REFERENCES

Additional quick references are available on the Web at <http://agencyeservices.sabre.com/> under the Training menu. You may also find additional information in the *Format Finder*<sup>SM</sup> help system. Use these keyword combinations in your Search request:

- Clone Templates
- Edit Templates
- Rename and Delete Templates

# Roles and Permissions

## OVERVIEW

Sabre® Profiles allows you to assign roles to the agents in your home office pseudo city code (PCC) and any PCC you have branched to your home PCC or login PCC. These roles determine what each agent can do, see, etc.

Sabre Profiles roles do not read *Global Security* at this time.

## ROLE

## DEFINITION

There are 4 roles available in each PCC. You are able to sort these roles once you have defined affected users.

### Unrestricted User

Can display Profiles, PNR Builders, and Advanced Formats; can create, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs; can create, display, edit and delete Templates, PNR Builders and Advanced Formats; can copy and move Templates between Branch PCCs; can assign Roles to Agents.

### Admin User

**Note:** This is the default role. When no role is assigned, you will have the rights of an Admin User in your home PCC and all branch PCCs until your Administrator assigns a role.

Can display Profiles, PNR Builders, and Advanced Formats; can create, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs

### Regular Agent

Can display Profiles, PNR Builders, and Advanced Formats; can create, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs.

### Restricted Agent

Can display Profiles, PNR Builders, Advanced Formats

Role	Profiles				Templates				Assign Roles
	Display	Create	Edit / Purge	Move between Branch PCCs	Display	Create	Edit / Delete	Copy / Move between Branch PCCs	
Unrestricted User	✓	✓	✓	✓	✓	✓	✓	✓	✓
Admin User	✓	✓	✓	✓					
Regular Agent	✓	✓	✓	✓					
Restricted Agent	✓								

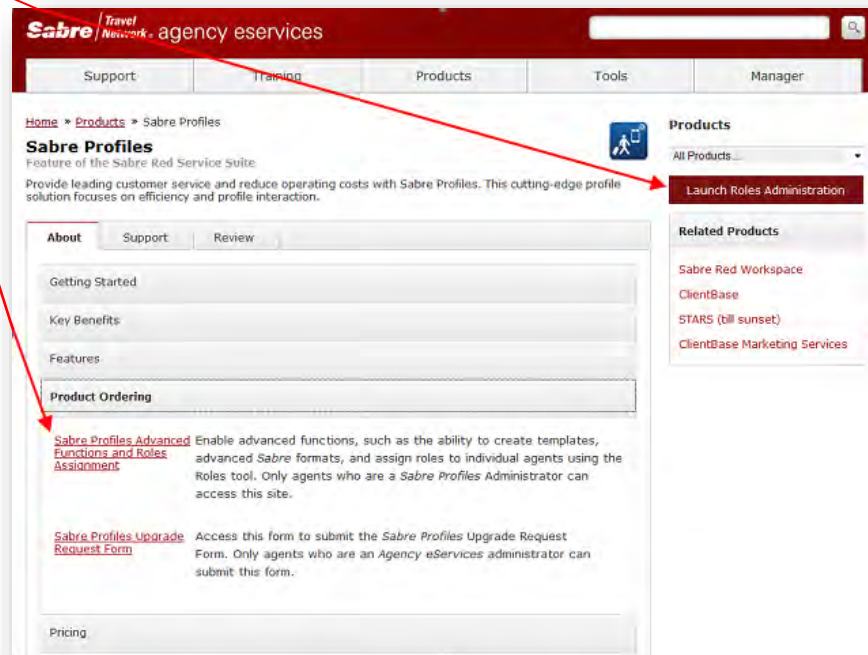
## ASSIGN ADDITIONAL PROFILE ROLE ADMINISTRATORS

Each agency should designate at least one Profile Role Administrator as the person authorized to manage profiles set-up, standards, and agent user access, including individual permission rights to view, create and edit profiles.

Agency eServices Secured Services Site Administrators have access rights to assign additional Profiles Role Administrators within applicable PCCs.

- Current Secured Services Site Administrators automatically become a *Sabre Profiles* Unrestricted User upon migration.

Access the tool from **Agency eServices, Products, Products by Suite, Service, Sabre Profiles, About, Product Ordering.**



1. Be sure **your Pseudo City Code (PCC) displays** in the drop-down box. If not, select it from the list.
2. Click **Get Agents**.

### Administrative Tools

**Sabre Profiles Administrative Role**

Each agency should designate at least one Profile Administrator as the person authorized to manage profiles set-up, standards, and agent user access, including individual permission rights to view, create and edit profiles. Secured Services Site Administrators have access rights to assign additional Profiles Administrators within applicable PCCs.

**Setup Sabre Profiles Administrator (for Sabre Red Workspace users)**

- Provides access to the Administration Tab
- Provides access to the Roles and Permissions tool to manage Sabre Profiles user rights for agents in your office and/or authorized branches

Select the PCC of the Agent login you are authorizing from the PCC drop down menu and click Get Agents to Display the active IDs under the PCC selected:

A5CE

**Setup Sabre Profiles Roles and Permissions (for Sabre Red Workspace users)**

- **Unrestricted User** – can display Profiles, PNR Builders, and Advanced Formats; can create, display, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs; can create, display, edit and delete Templates, PNR Builders and Advanced Formats; can copy and move Templates between Branch PCCs
- **Admin User** – can display Profiles, PNR Builders, and Advanced Formats; can create, display, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs
- **Regular Agent** – can display Profiles, PNR Builders, and Advanced Formats; can create, read, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs
- **Restricted Agent** – can display Profiles, PNR Builders, Advanced Formats

(Users must be a Sabre Profiles administrator to access this tool)

[Sabre Profiles Roles and Permissions Management](#)

**Note:** Only **Sabre Profiles Roles Administrators** can access this tool and assign additional Profiles Roles Administrators via this tool.

3. Click the **Sabre Profiles Admin** box next to the agent to whom you wish to give Roles Administrator rights.
4. Scroll to the bottom of the list and click **Submit**.

### ADD Agent Access

Check the box next to the appropriate agent ID who should be authorized to manage the Sabre Profiles upgrade and submit. The agent will have the appropriate access needed to manage the Sabre Profiles upgrade for their login PCC as well as any Branch PCC.

FA	Agent ID	Agent Name	Sabre Profiles Admin
1	1106	Tran K	<input type="checkbox"/>
2	0290	Adams B	<input type="checkbox"/>
3	0509	Russell G	<input type="checkbox"/>
4	0806	Sanchez J	<input type="checkbox"/>
5	1007	Braswell M	<input type="checkbox"/>
6	0500	Heidrich W	<input type="checkbox"/>
7	1212	Alford D	<input type="checkbox"/>

The Agent List Saved message displays.

### Agent List Saved

Thank you for your request. Access has now been added for the agent ID ::

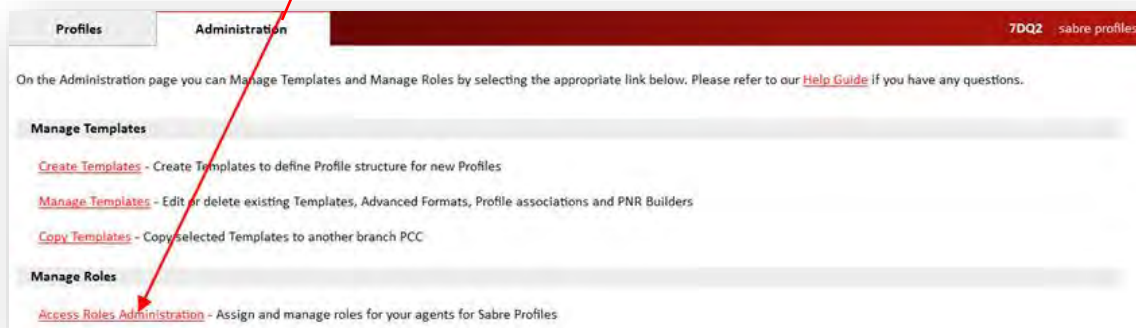
1106 Tran K

### Delete Sabre Profiles Roles Administrator

1. Be sure **your Pseudo City Code (PCC) displays** in the drop-down box. If not, select it from the list.
2. Click **Get Agents**.
3. Scroll to the bottom of the list and click **Delete Sabre Profiles Admin**.
4. **Click the Sabre Profiles Admin box** next to the agent from whom you wish to **delete** Roles Administrator rights.
5. Scroll to the bottom of the list and click **Submit**.
  - The Agent List Saved message displays.

### ACCESS THE ROLES TOOL

You may also access the **Roles Administrator** from the Administration tab.



**Note:** This tab is visible **only** to agents with the **Unrestricted User** role.

The Roles Administration screen displays. Use the scroll bar on the right side of the agent list to view all agents/assigned roles.

## Roles Administration

To change a role, select the agent(s) below and choose the desired role.

[Close](#)

217 Agent(s) found

Agent Name ^	Agent ID	PCC	Assigned Role
<input checked="" type="checkbox"/> A AMY	119432	A5CE	Admin User
<input type="checkbox"/> A JIM	182125	A5CE	No Role Assigned
<input type="checkbox"/> A JIM	182185	A5CE	No Role Assigned
<input type="checkbox"/> A NEIDEMO	3333	A5CE	No Role Assigned
<input type="checkbox"/> A NOCCVIEW	8888	A5CE	No Role Assigned
<input type="checkbox"/> A TEST	987	A5CE	No Role Assigned
<input type="checkbox"/> B AGENT	9999	A5CE	No Role Assigned
<input type="checkbox"/> B BRAD	410566	A5CE	No Role Assigned
<input type="checkbox"/> B BUCKO	209999	A5CE	No Role Assigned
<input type="checkbox"/> B CRISTINA	435058	A5CE	No Role Assigned
<input type="checkbox"/> B DEEPAK	990186	A5CE	No Role Assigned
<input type="checkbox"/> B EBLANCA	840207	A5CE	No Role Assigned
<input type="checkbox"/> B GOUSSET	25722	A5CE	No Role Assigned
<input type="checkbox"/> B GRZEGORZ	207190	A5CE	No Role Assigned
<input type="checkbox"/> B KLING	441542	A5CE	No Role Assigned
<input type="checkbox"/> B MARIANA	894005	A5CE	No Role Assigned
<input type="checkbox"/> B POLINA	890772	A5CE	No Role Assigned
<input type="checkbox"/> B SCOTT	15891	A5CE	No Role Assigned
<input type="checkbox"/> B TEST	986	A5CE	No Role Assigned
<input type="checkbox"/> C DELORME	555978	A5CE	No Role Assigned
<input type="checkbox"/> C ERDRIGO	894058	A5CE	No Role Assigned
<input type="checkbox"/> C JANET	325093	A5CE	No Role Assigned
<input type="checkbox"/> C KASI	205438	A5CE	No Role Assigned

**Available Roles**

- **Unrestricted User** - can display Profiles, PNR Builders, and Advanced Formats; can create, display, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs; can create, display, edit and delete Templates, PNR Builders and Advanced Formats; can copy and move Templates between Branch PCCs; can assign Roles to Agents; can Import and Export Profile Data; can generate reports
- **Admin User** - can display Profiles, PNR Builders, and Advanced Formats; can create, display, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs; can generate reports
- **Regular Agent** - can display Profiles, PNR Builders, and Advanced Formats; can create, read, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs
- **Restricted Agent** - can display Profiles, PNR Builders, Advanced Formats
- **Unavailable** - search failed to display role for Agent

If your office has many agents, you may want to **Search by Agent** (at the bottom right of the Roles Administration screen).

1. Click the + to open the search criteria fields.
2. Select the appropriate **PCC** (current, branch or all).
3. Enter the **agent's Sabre system ID or last name**.
4. Click **Find Agent**.

To return to the list of **all** agents in the PCC, enter an **asterisk (\*)** in the Sabre Agent ID field and click Find Agent.

**Search by Agent**

Search in:  PCC:

Sabre Agent ID:

Agent's Last Name:

## Assign Role to a single agent

- Click the box next to the name of the agent to whom you want to assign the role. View the role definitions to determine which role to assign each agent.

**Roles Administration**

To change a role, select the agent(s) below and choose the desired role.

217 Agent(s) found

Agent Name	Agent ID	PCC	Assigned Role
<input type="checkbox"/> A AMY	119432	ASCE	Admin User
<input type="checkbox"/> A JIM	182125	ASCE	No Role Assigned
<input type="checkbox"/> A JIM	182185	ASCE	No Role Assigned
<input type="checkbox"/> A NEILDEMO	3333	ASCE	No Role Assigned
<input type="checkbox"/> A NOCCVIEW	8888	ASCE	No Role Assigned
<input type="checkbox"/> A TEST	987	ASCE	No Role Assigned
<input type="checkbox"/> B AGENT	9999	ASCE	No Role Assigned
<input checked="" type="checkbox"/> B BRAD	410566	ASCE	No Role Assigned
<input type="checkbox"/> B BUCKO	209999	ASCE	No Role Assigned
<input type="checkbox"/> B CRISTINA	435058	ASCE	No Role Assigned
<input type="checkbox"/> B DEEPAK	990186	ASCE	No Role Assigned
<input type="checkbox"/> B EBLANCA	840207	ASCE	No Role Assigned
<input type="checkbox"/> B GOUSSET	25722	ASCE	No Role Assigned
<input type="checkbox"/> B ORZEGORZ	207190	ASCE	No Role Assigned
<input type="checkbox"/> B KLING	441542	ASCE	No Role Assigned
<input type="checkbox"/> B MARIANA	894006	ASCE	No Role Assigned
<input type="checkbox"/> B POLINA	890772	ASCE	No Role Assigned
<input type="checkbox"/> B SCOTT	15891	ASCE	No Role Assigned
<input type="checkbox"/> B TEST	985	ASCE	No Role Assigned
<input type="checkbox"/> C DELORME	555978	ASCE	No Role Assigned
<input type="checkbox"/> C ERODRIGO	894056	ASCE	No Role Assigned
<input type="checkbox"/> C JANET	325093	ASCE	No Role Assigned
<input type="checkbox"/> C KASI	205438	ASCE	No Role Assigned

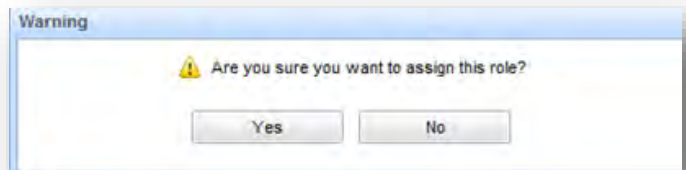
**Available Roles**

- Unrestricted User** - can display Profiles, PNR Builders, and Advanced Formats; can create, display, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs; can create, display, edit and delete Templates, PNR Builders and Advanced Formats; can copy and move Templates between Branch PCCs; can assign Roles to Agents; can import and Export Profile Data; can generate reports
- Admin User** - can display Profiles, PNR Builders, and Advanced Formats; can create, display, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs; can generate reports
- Regular Agent** - can display Profiles, PNR Builders, and Advanced Formats; can create, read, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs
- Restricted Agent** - can display Profiles, PNR Builders, Advanced Formats
- Unavailable** - search failed to display role for Agent

- Click the appropriate role at the bottom of the screen.



- Click **Yes** to confirm the role assignment or **No** to cancel the assignment.



- Click **OK** to complete the assignment.



To change an assigned role, complete these steps again selecting the new role in step 2.

### Assign Roles to multiple agents

- Click the boxes next to the agents' names to whom you want to assign the role. To select **ALL** agents, click the box next to **Agent Name** (at the top left of the screen). Or you may select all and then **click to deselect** the agents to whom you do **not** want to give that specific role. View the role definitions to determine which role to assign all of these agents.

**Roles Administration**

To change a role, select the agent(s) below and choose the desired role. [Close](#)

217 Agent(s) found

Agent Name ^	Agent ID	PCC	Assigned Role
<input type="checkbox"/> A AMY	119432	ASCE	Admin User
<input type="checkbox"/> A JIM	182125	ASCF	No Role Assigned
<input checked="" type="checkbox"/> A JIM	182185	ASCE	No Role Assigned
<input type="checkbox"/> A NELDEMO	3333	ASCE	No Role Assigned
<input type="checkbox"/> A NOCCVIEW	8888	ASCE	No Role Assigned
<input type="checkbox"/> A TEST	987	ASCE	No Role Assigned
<input type="checkbox"/> B AGENT	9999	ASCF	No Role Assigned
<input checked="" type="checkbox"/> B BRAD	410566	ASCE	No Role Assigned
<input type="checkbox"/> B BUICKO	209999	ASCF	No Role Assigned
<input checked="" type="checkbox"/> B CRISTINA	435058	ASCE	No Role Assigned
<input type="checkbox"/> B DEEPAK	990186	ASCE	No Role Assigned
<input type="checkbox"/> B EBLANCA	840207	ASCE	No Role Assigned
<input type="checkbox"/> B GUISSET	25722	ASCF	No Role Assigned
<input checked="" type="checkbox"/> B GRZEGORZ	207190	ASCE	No Role Assigned
<input type="checkbox"/> B KLING	441542	ASCE	No Role Assigned
<input type="checkbox"/> B MARIANA	894006	ASCE	No Role Assigned
<input type="checkbox"/> B POLINA	890772	ASCF	No Role Assigned
<input checked="" type="checkbox"/> B SCOTT	15891	ASCE	No Role Assigned
<input type="checkbox"/> B TEST	986	ASCE	No Role Assigned

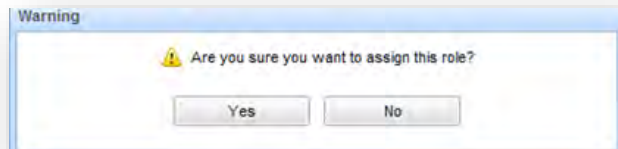
**Available Roles**

- Unrestricted User** - can display Profiles, PNR Builders, and Advanced Formats; can create, display, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs; can create, display, edit and delete Templates, PNR Builders and Advanced Formats; can copy and move Templates between Branch PCCs; can assign Roles to Agents; can Import and Export Profile Data; can generate reports
- Admin User** - can display Profiles, PNR Builders, and Advanced Formats; can create, display, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs; can generate reports
- Regular Agent** - can display Profiles, PNR Builders, and Advanced Formats; can create, read, edit and delete Profiles and PNR Builders; can move Profiles between Branch PCCs
- Restricted Agent** - can display Profiles, PNR Builders, Advanced Formats
- Unavailable** - search failed to display role for Agent

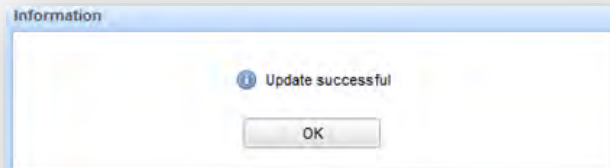
- Click the appropriate role you wish to assign to **all selected agents**.



- Click **Yes** to confirm the role assignment or **No** to cancel the assignment.

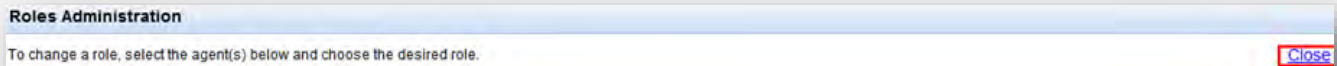


4. Click **OK** to complete the assignment.



To **change** an assigned role for multiple agents, complete these steps again selecting the **new** role in step 2.

When you have completed all role assignments, click **Close** at the top right of the screen to close the application.



## ADDITIONAL REFERENCES

Additional quick references and interactive tutorials are available on the Web at <http://agencyeservices.sabre.com/> under the Training menu. You may also find additional information in the *Format Finder*<sup>SM</sup> help system. Use these keyword combinations or formats in your Search request:

- Sabre Profiles Roles

## HELP AND REFERENCE

Format Finder displays Sabre system formats and procedures. To launch the Format Finder home page:

- From the Sabre® Red™ Workspace Application Side Bar– click Format Finder.
- From the Agency eServices Web site - under the Support tab, click Format Finder. Then click Format Finder online.

Additional format quick references and interactive tutorials are available on the Web at <http://agencyeservices.sabre.com/> under the Training menu.

# Appendix

## RELATIONAL DATABASE

*Sabre® Profiles* differs from *Stars* because it uses a relational database to store data. A relational database stores information in defined fields. It allows you to search for/find specific information and sort based on a field. It also has the ability to generate reports.

Each piece of data stored in a profile (such as a phone number) maps to a field in the database. The advantages are:

- the data is searchable (search for a profile by phone number, e-mail address or other stored data)
- easier updating of business critical information and compliance requirements such as PCI and PII data privacy requirements
- structured data allows you to manage your travelers experience consistently and efficiently

## WILDCARDS

Use the "\*" (asterisk) character as a wildcard to search for **all** profiles.

## PROFILE TYPES

There are five different profile types available in *Sabre Profiles*:

Profile Type	Display Code	Purpose
Agency	<b>A</b>	information specific to the agency
Corporate	<b>C</b>	information specific to a client corporation or company
Traveler	<b>T</b>	information specific to individual travelers
Operational	<b>O</b>	Informational data, such as vendor contacts, negotiated fare contract information, etc.
Group/Family	<b>G</b>	Information pertaining to multiple travelers who normally travel as a group or family

## SUBJECT AREAS, DATA ELEMENTS AND GROUPS

**Subject Areas** are main headings of information such as Traveler Information, Contact Information, Frequent Flyer, Address etc.

- The profile type determines the subject areas available for use. You **cannot** change the subject area name.

**Data Elements** are the smaller pieces of data within the subject areas.

- You cannot edit the data element names.
- You can select or deselect each item for inclusion in the profile as desired

Some data elements are marked with an asterisk (\*) indicating they are **mandatory** if you select the subject area for inclusion in the profile.

**Groups** are one or more sets of data that the subject area may give you the option to add.

- For example, you could add multiple Phone groups for business phone, home phone and cell/mobile phone.

## PNR BUILDER

PNR builders store the profile data that the system uses to create the PNR. You may create multiple PNR builders for the same profile.

- For example, you can create a PNR builder for both Leisure travel and Business travel in a traveler profile.
  - When the customer travels for personal/leisure and you select the Leisure PNR builder, the system uses their personal/leisure data to create a leisure travel PNR.
  - When the same customer travels for business and you select the Business PNR builder, the system uses their corporate/business data from the same profile to create a business travel PNR.

You should select a **default** PNR builder that the system will use to create the PNR.

- In the example above, if you book business travel for the customer more often than you do leisure, you would define the Corporate PNR builder as the default.
- When you enter a “blind move” command (N\*profile name\$NM) in the *Sabre* system screen without specifying a PNR builder in the move command, the system uses the default PNR builder.
- You can override the data items pre-selected by a PNR builder during the profile move process. This provides functionality which duplicates the ability to select individual lines to move with *Stars*.

## ASSOCIATED PROFILES

Associated Profiles replaces the relationship between zero, first and second level *Stars* with more robust functionality. Associated Profiles links profiles together for the purpose of copying profile data into the Passenger Name Record (PNR) and/or for reference. It also allows you to determine the order in which the system copies profiles into the PNR.

You may link multiple profiles of the same or different types together.

- For example, you may link a traveler profile (husband) to another traveler profile (wife and/or children) so you can move required content from all of the profiles into a PNR at once.
- Or, you may link a traveler profile to a corporate profile and the corporate profile to an agency profile so you can move required content from all 3 profiles into a PNR at once.

## PROFILE INDEX

The Profile Index (PI) is a field available within a PNR that provides details of all profiles the system copied into the PNR in the order it copied them. A banner displays within the PNR as a reminder that profile index data is present and provides the *Sabre* system command used to display the data.

PROFILE INDEX DATA EXISTS \*PI TO DISPLAY ALL

Enter \*PI to display the profile index. The index displays all profiles the system copied into the PNR in the order it copied them.

```
*PI<<
PROFILE INDEX DATA
1.TAGENCY
  AGY-104737059
2.CORPID
  CRP-104737095
3.TRAVELER
  TVL-104759299
1.1 TRAINMAN/JOHN
```

In this example the system copied the Agency profile (TAGENCY) first, the Corporate profile (CORPID) second and the Traveler Profile (TRAVELER John Trainman) third.

## ADDITIONAL REFERENCES

Additional quick references and interactive tutorials are available on the Web at <http://agencyeservices.sabre.com/> under the Training menu. You may also find additional information in the *Format Finder*<sup>SM</sup> help system. Use these keyword combinations or formats in your Search request:

- **Sabre Profiles**

# Using Sabre System Formats

## OVERVIEW

Sabre® Profiles supports many of the formats that were available in STARs customer profiles. This document lists:

- the **available existing formats** and their uses in *Sabre Profiles*
- new formats available **only** in *Sabre Profiles*
- formats **no longer available** in *Sabre Profiles*

## EXISTING STAR FORMATS AVAILABLE FOR USE IN SABRE PROFILES

These existing Sabre system commands are available to use after your agency completes the upgrade to *Sabre Profiles*. Note that the intended purpose of the formats **has changed**.

- For example, profile types have **replaced** profile levels (0, 1, and 2) and a basic profile search now includes results for all profile types.

Display the Search Panel.

**N\***

**Note:** Basic Search displays by default. Enter your profile name and/or additional criteria for the search.

Display your agency profile in the search results panel

N\*(change key)

**N\*␣**

**Note:** If you use a PF Key to display and then move your current level 0 star and the key is programmed as: ^SRN\*␣^E^HNM^E, this key no longer works because of the Halt command (^H). **Please change your PF Key to the following: ^SRN\*␣\$NM\*^E.**

Search for a specific profile and display it in the search results panel.

N\*(profile name)

**N\*SIMON**

**Note:** If the system finds an **exact** match to the profile name you entered, that profile displays. If there are multiple profiles with a similar name, a **list** displays in the search results panel. Click the correct profile name to display that profile.

Search for a profile using a partial name

N\*(partial profile name)

**N\*SIM**

**Note:** A **list** of profiles with names containing the data you entered displays in the search results panel. Click the correct profile name to display that profile.

Redisplay the last profile viewed

**N\***

Move the displayed profile's data into the PNR

**NM**

Move the displayed profile's data into the PNR without agency profile

NMX(change key)

**NMX␣**

**Note:** **Applicable only to those existing level 0 agency Stars upgraded to Sabre Profiles.**

Blind move - find profile and copy profile data directly to PNR (search results panel does **not** display).

N\*(profile name)\$NM

**N\*SIMON\$NM**

Blind move a profile and automatically display the PNR.

N\*(profile name)\$NM\*

**N\*SIMON\$NM\***

**Note:** You can add the §NM, §NMX or §NM\* to each of the N\* formats listed below.

Search for a specific profile from a specific branch pseudo city code. N\*-(branch pseudo city code)-(profile name)  
**N\*-B4T0-SIMON**

Search for a specific profile from all branch locations. N\*-XXXX-(profile name)  
**N\*-XXXX-SIMON**

Search for and display a *Universal Star* N\*/(universal star name)  
**N\*/TVL ADV BAHAMAS**

**Note:** Universal Stars display in the Sabre system screen **not** in the *Sabre Profiles* application.

Search for a specific profile associated to another specific profile. N\*(associated profile name)-(profile name)  
**N\*GREEN CORP-LIONS**

Search for a specific profile associated to another specific profile from a **specific** branch pseudo city code. N\*-(branch pseudo city code)-(associated profile name)-(profile name)  
**N\*-B4T0-GREEN CORP-LIONS**

Search for a specific profile associated to another specific profile from **all** branch locations. N\*-XXXX-(associated profile name)-( profile name)  
**N\*-XXXX-GREEN CORP-LIONS**

Display the administrative tool to create or modify a profile. **NB**

Display the administrative tool to create or modify a profile by name NB(profile name)  
**NBSIMON**

Create a **Traveler** profile from a PNR NJ(profile name)  
**NJSIMON**

**Note:** This function is available for **Traveler** profiles only. If you want to associate this new profile to existing profiles, you must **manually** do so. The system does **not** automatically associate this new profile to any existing profiles.

Create a **Traveler** profile from a PNR and include a name item number NJ(profile name),(name number of passenger)  
**NJJOHN SIMON,2.1**

Create a **Traveler** profile from a PNR and include the number of days until the system purges the profile NJ(profile name)¥(number of days until system purges profile)  
**NJJOHN SIMON¥60**

Search for all profiles **NLIST/ALL**

Search a list of profiles beginning with a specific letter, number or part of a word/name NLIST/(number or letter or part of a word/name)  
**NLIST/S**  
**NLIST/SIM**

## NEW SABRE PROFILES FORMATS

The following **new** Sabre system commands help you take advantage of the increased functionality within *Sabre Profiles*.

- **Note:** You can add the **\$NM**, **\$NMX** or **\$NM\*** to each of the **N\*** formats listed below.

Display your agency profile

N\*AGY(your PCC)

**N\*AGYA0B0**

**Note:** Applicable **only** to those level 0 agency *Stars* upgraded to *Sabre Profiles*. This is the **new naming convention** in *Sabre Profiles* for any level 0 agency star previously created in *Stars customer profiles*. As shown previously in this reference, you may also use **N\*** to display your agency profile in this situation.

You can display a **new** agency profile that you created in *Sabre Profiles* with the **N\*(profile name)** format.

Search for a specific profile, copy (move) it into the PNR and use the PNR builder specified

N\*(profile name)\$NM/(PNR builder name)

**N\*SIMON\$NM/PERSONAL**

Search for a specific profile in a branch PCC, copy (move) it into the PNR and use the PNR builder specified

N\*-(pseudo city)-(profile name)\$NM/(PNR builder name)

**N\*-B4T0-SIMON\$NM/MEETINGS**

Search for a specific Traveler profile associated to a specific Corporate Profile copy (move) it into the PNR and use the PNR builder specified

N\*(associated profile name)-(traveler profile name)\$NM/(PNR builder name)

**N\*GREEN CORP-LION\$NM/INTL**

Display the Profile Index information in the PNR

**\*PI**

**Note:** The Profile Index lists which profiles the system moved into the PNR and the order in which it moved them.

Display Profile Index History

**\*HPI**

Display the profile from the Profile Index

\*PI-(profile type)-(profile number)

**\*PI-TVL-104746191**

**Note:** You can only display the profile from the PI field if that profile exists in the active PCC of your work area. For example, you cannot be working in A0B0 and display a PNR from branch AA00, then try to display a profile using PI data from AA00.

## STARS CUSTOMER PROFILES COMMANDS NO LONGER AVAILABLE

The following *Sabre* system formats are **no longer available** once your agency completes the upgrade to *Sabre Profiles*. You will receive an error response when you attempt to use them.

### Star Build/Create formats

**Error Response:** This STAR command not valid, please use Sabre Profiles to Create or Update Profiles

NB□	NAS	NDC
NB(first level profile ID)-(second level profile ID)	NAA	NDU
NB-( branch pseudo city code)-(first level profile ID)	NAO	NR
	NAN	N□
	NAP	NI
	NAR	NF
	NE	
	NER	
	NH	
	NX	

### Star Display formats

**Error Response:** This STAR command not valid, please use Sabre Profiles to Display Profiles

N*(similar profile list number)	N**(first level profile ID)-(second level profile ID)* L1 or L2	N*(profile ID)*G
N*0 (zero)		N*(profile ID)*H
N*(first level profile ID)-(second level profile ID)*(A-Z)	N*(profile ID)*N or S, A, O, P, R	N*(profile ID)*(line number)
	N*(profile ID)*UN	

### Star Redisplay formats

**Error Response:** This STAR command no longer valid, please use Sabre Profiles

N**	N**(line number)	N**L1
N**(A-Z)	N**(line number)-(line number)	N**L2
N**, (A-Z)	N**UN	

### Star Purge/Restore formats

**Error Response:** This STAR command no longer valid, please use Sabre Profiles

NP	NCP	NCAP
----	-----	------

### Star Move formats

**Error Response:** This STAR command not valid, please use Sabre Profiles to Move Profiles to PNR

NM(line number)	NM(line number)/(additional information)	NM*
NMO(line number or range of line numbers)	N*(profile ID)\$NM(line number)/(free text)	NDM
NMX(line number or range of line numbers)		NDZ

### Star Count/List formats

**Error Response:** This STAR command no longer valid, please use Sabre Profiles

NC/(pseudo city code)	NL1*	NN*
	NL2*	NU(first level profile name)

## HELP AND REFERENCE

*Format Finder* displays *Sabre* system formats and procedures. To launch the *Format Finder* home page:

- From the *Sabre® Red™ Workspace* Application Side Bar– click *Format Finder*.
- From the *Agency eServices* Web site - under the Support tab, click *Format Finder*. Then click *Format Finder* online.

Additional format quick references and interactive tutorials are available on the Web at <http://agencyeservices.sabre.com/> under the Training menu.