OVERVIEW

ClientBase by TRAMS™, a Sabre® Travel Network partner, allows you to move customer information stored in a ClientBase profile into your Sabre system Passenger Name Record – PNR. This Merging functionality prevents you from having to re-type information or having to memorize formats and customer's preferences.

SELECT SABRE AS YOUR GDS

On your ClientBase screen click Global Defaults. Then select Merge to PNR Settings.

Complete the Merge to PNR Settings options as follows:

- Select SABRE as your Reservation System
- Special Sabre system characters such as ¥¬-§ populate on the Special Keys field. To have more Sabre characters available for creating PNR rules you can:
  - Click Special Keys and select characters from the available list
  - In the Sabre system, highlight a special key and copy/paste onto the Special Keys field
- We recommend using the default Font Name and Size (Courier New 10)
- Select Use MySabre API
  Note: Make sure you enable the MySabre API (Application Program Interface) under the Configuration /Options menu in the MySabre emulator.
- Enable the Send as one transmission option to have ClientBase string entries together by adding an End Item ($) symbol at the end of each line. This reduces the number of hits and potentially the delay created by sending each entry separately. If you do more than 30 entries they will be broken into multiple transmissions.
- Order of Entries: You can designate the order in which all possible PNR rules and PNR entry tables should be listed when you merge a profile into a PNR. To change to a particular order highlight the option and click U to move Up or D to move Down.

Click OK to Save.
Customer information can be formatted and sent to the PNR in the form of a rule. A rule is a way of designating how certain fields of information stored in a profile should be formatted when sent to a PNR.

To add, modify or delete a PNR rule click Global Defaults, and then select Merge to PNR Rules.

A list of existing PNR rules display. You can:
- Click Add to create a new PNR rule, or
- Highlight a rule from the list and then click Modify or Delete to edit or delete the rule

To Add a PNR rule, provide the following details:
- Enter a title or Description of Rule
- Select a Field Group from the list of types of profile data. A list of Available Fields auto-populates for the selected Field Group
- Enable the Always Move this Rule option if you want the rule to always move to your PNR
- Enable the Display on Selection Screen option to make the rule viewable later on the PNR builder screen
- On the PNR Custom Rule field, build your PNR rule. The example below adds client address remarks:
  - Type a hard bracket [ symbol.
  - Start typing the Sabre format as you would when building PNRs. In this example 5/.
  - Click “Company Name” from the Available Fields list, and then click Insert
  - After «Company Name» click the End Item § symbol to indicate you will add more Available Fields that will move to the PNR in the same single entry
  - Type a hard bracket ] symbol to close this first field
  - Repeat the applicable steps to add more Available Fields, adding [ ] only to optional fields like «Title», «Address Line 2», and «Apt/Suite»
- Click Ok when you are done

Note: A rule field added between hard brackets [ ] instructs ClientBase not to move that particular field to the PNR when no value has been entered in the ClientBase profile. Use [ ] for optional fields only. Mandatory fields like First Name, Last Name, Address Line 1, City, State, and Zip should be always filled in the profile.
SAMPLE PNR ENTRIES

In addition to creating PNR Rules, you can add PNR entries at a Branch, Agent, Profile, or Passenger Level. The following are sample PNR entries you may want to add at different levels:

Add an itinerary remark at a Branch Level:

- From the Utilities menu at the gray bar on the top select Branch
- Click Branch 0 or any other branch you are using, and then click Modify
- From the Branch PNR entries listed on the left select Remarks under Itinerary Settings
- Type 5#AFTER HOURS SERVICE CALL 800-555-1212 on the Remarks input field to add an after hour contact
- Click Insert to save the remark, and then click OK

Add invoice remarks at an Agent Level:

- Select an Agent Profile
- Click the PNR Entries tab, and then click Add
- Type 5.S*SASMM on the PNR Entry input field to override a sales agent, and then click OK
- Click Add, type 5.S*DP40 on the PNR Entry input field to add Department information, and then click OK
- Click OK on the Agent profile to save and close the profile

Add alpha coded itinerary remarks at a Profile Level:

- Select a Leisure or Corporate Profile
- Click the PNR Entries tab, and then click Add
- Type 5M¥ ALWAYS ISSUE PAPER TICKETS - NEVER ETKTS on the PNR Entry input field, and then click OK
- Click Add, type 5C¥ AAA MEMBER -USE CD 1234 FOR ZE on the PNR Entry input field, and then click OK
- Click OK on the Leisure or Corporate profile to save and close the profile
Add alpha coded itinerary remarks at a Passenger Level:

- Select a Leisure or Corporate Profile
- Click the Family Member or Employee tab, and then double click a passenger name to select a passenger
- Click the PNR tab, and then click Add
- Type 5MWNEVER BOOK A NON-JET AIRCRAFT on the PNR Entry input field, and then click OK
- Click Add, and then repeat the necessary steps to add the following PNR entries:
  - 5C¥ RQ NEVER LOST W/ZE
  - 5C¥ ZE-123456 * CD-7845612 / VICAR
  - 5C¥ CQZEXXX/DDMMM-DDMMM/HHMM-HHMM/ID-123456/CD-56789/VICAR
  - 3VGMLA-{name field position}
- Click OK on the Family Member/Employee profile to save and close the profile
MERGE DATA TO A SABRE PNR FORMAT

The ClientBase profile holds the client information that will take over the fields you specified in the PNR rule. Before you attempt to merge data from ClientBase to a Sabre PNR, make sure you have signed in the Sabre system and retrieved the PNR you will be working on.

- Select a client profile on your ClientBase application.
- Click the PNR button to merge data to a Sabre PNR.

The PNR entries and rules available for that reservation display at a Profile, Passenger, Branch, and Agent level on the PNR Builder screen.

- Check mark the PNR Entries and rules you would like to move to the PNR
- Click Preview to see a pre-view of the PNR or Send to PNR to actually merge data in your active Sabre system PNR

When you click Preview a PNR pre-view displays allowing you to review the Sabre system “formatted” profile information.

You can click Previous to go back or Send to PNR to actually move the information to the PNR.