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Objectives

- In this session we will cover some key aspects regarding the migration of your data from STARS to Sabre Profiles, and explain some key features that allow for the efficient use of your profile information, after migration.

- Sabre Travel Network® recommends this class as a pre-requisite to the Sabre Profiles – Getting Started class where you will learn to create, display, move and maintain customer profiles in the graphical interface.
Migration from STARS to Sabre Profiles

Overview

Sabre® Profiles is the graphical tool powered by a full set of web services and a relational database that moves Sabre Travel Network® into a new era in profile management. The database allows you to categorize and store thousands of unique data elements in an organized manner to provide greater security, structure, and control of customer profile data.

Why are we moving customer to Sabre Profiles?

While our existing profile management solution, STARS, stores a vast amount of data, it does not provide an appropriate level of data security, it is highly unstructured, and you cannot easily leverage the data for use outside the reservation process. Sabre Profiles leverages a new open system platform that brings the appropriate security and structure to easily enable efficiency and flexible use of your customer data.

- **Security**
  - All credit card data is stored according to PCI standards
- **Efficiency**
  - No more 200-line restriction like with STARS
  - Move won’t fail if one piece of data is not correct
- **Structure**
  - Defined profile structure makes the data useful in more ways
  - Rules based logic to define applicable structure
- **Flexibility**
  - Web service enabled for easy integration with 3rd party and proprietary applications

More search options when you do not know the STAR name

The same data available for offline/online/mobile

What has changed compared to Stars?

With Sabre Profiles you can still accomplish what you do with STARS today, but there are some new ways to enable this functionality.

- **You handle STAR level 0, 1, 2 hierarchy using Profile Associations.**
  - You store Profiles with a Type designation to distinguish corporations, individuals, and groups.
  - You can link Profiles together as needed and then see these Associations in the graphical interface.
- **Most Sabre system formats are still available.**
- **Branch Access, Corporate Travel Policy and Flex Edits**
  - still work like they do with STARS.
- **You accomplish Now Move functionality with PNR Builders.**
  - You create PNR Builders to move the data you want to a PNR. PNR Builders are very flexible and you can build them for different trip types or other specific situations.
  - Replaces the way you move data from specific lines of the STAR today. For your optional move lines, you can create a PNR Builder, so you don’t have to remember which line items to use in the move entry.
  - Eliminates extra and irrelevant information in the reservation.
What happens to my data?

In this section we will cover the most common questions about how the migration process moves your STARS data into Sabre Profiles and how you can use Sabre Profiles to accomplish the same work you do with STARS today. As you review this information you should consider what changes or updates you can do to your existing STAR data, to minimize disruption to your existing processes and to make the most of this upgrade to Sabre Profiles.

What happens to credit card data and security codes I have stored in my STARS today?

We realize how important credit card numbers and security codes are in your reservation processes. But when handling your credit card data and security codes we are required to follow some strict data security standards set forth by the Payment Card Industry (PCI). These standards are a part of the PCI Data Security Standards (PCI DSS) and any company that processes credit card payments is required to adhere to them.

Credit Cards move from STARS into Sabre Profiles using specific rules.

- We will migrate only full credit card numbers and valid expiration dates into Sabre Profiles and store this data in the form of payment subject area.
- If you added credit cards to the STAR as a form of payment (5/50- or in a 5HV/G (hotel) and 5CV/G (car) remark, the form of payment usage type is appropriately set to Airline, Hotel, or Car and the Sabre system masks the credit card. You may unmask it if you have the CCVIEW keyword.
- If you did not add credit card information to the STAR using these formats, the migration tool puts the credit card information into the form of payment subject area with a payment type of Other, and masks the number. You can unmask this if you have the CCVIEW keyword, however you cannot move this data into the PNR.
  - For more information, refer to the section below Can I move credit card information to the PNR like I did with STARS?
- Will Not migrate any partial credit card information into Sabre Profiles.
- Will Not migrate any expired credit cards.

When found, the migration tool replaces expired credit cards with the message **CC EXPIRED NOT MIGRATED**.

Security Codes cannot be migrated or stored in Sabre Profiles

Due to PCI restrictions, we are unable to migrate security codes and you are not to store them in Sabre Profiles. You should consider how to change your current processes since the Sabre Profile system cannot store this data. To assist you, the Sabre migration team sends your original STAR data to you via email, at the time of your upgrade. The data is contained in a zip file attached to the email and it contains all the original STAR data, including credit card security codes.

- Will Not migrate any recognizable credit card security codes/card validation codes into Sabre Profiles.
  - When found, the tool creates a remark field and replaces the numbers with asterisks (*).
  - You are not able to unmask the security code even if you have the CCVIEW keyword. Data added under a remark cannot be unmasked.

PCI regulations forbid the storing of any of the following cardholder data. To remain compliant with the PCI regulations, Sabre Travel Network runs periodic audits of our systems and will remove any of this data when found:

- Unencrypted credit card numbers
- CVV or CVV2
- PIN numbers
How can I work with credit cards after the migration process masks them in Sabre Profiles?

Sabre Profiles always masks the credit card information and stores it in the form of payment subject area.

- When the credit card in the form of payment area is payment usage type of Airline, Hotel, or Car, you can click Unmask to view the credit card number.

You must have the CCVIEW keyword in your EPR to be able to unmask the credit card.

Note: The (XN) at the end of the format Is no longer needed. In accordance with PCI standards, all Credit Card information will be masked.

If the user enters the –XN format, the Invoice and Itinerary will read “BILLED TO MASTERCARD”.

Without –XN, the I/I will read “BILLED TO AXXXXXXXXXXXXX0098”

Can I move credit card information to the PNR like I did with STARS?

- At the time of adding the credit card information into the profile, the system asks you to select a Payment Usage Type.
- The only credit cards that copy into the PNR are payment usage type set as “Airline”, “Hotel”, or “Car”.

All other credit card payment usage types remain in the profile as information only.
**My STARS have multiple names and information for multiple people. How does this data migrate?**

**Step 1:** If you have stars with multiple names, your stars will be updated with a prefix in multiple name fields beginning with the second traveler (e.g. 5Z#-SMITH/SHERYL) and all subsequent STAR lines.

**Step 2:** STARS that contain multiple name fields will be migrated as a Sabre Profile. In some cases, depending on the original data in the STAR, a corporate or a traveler profile will be created.

- The first name in the STAR and its data will be parsed into the correct fields in Sabre Profiles
- All remaining names and their data will be migrated as OPMD fields (any name after the first one)
- The first name field in the STAR will be added to the TRAVEL NAME (-) field section within the Sabre Profile

**Step 3:** Sabre Profiles

- Starting with the second traveler name field, the data will be preceded with a coded remark (5Z#) and added to the OTHER PNR MOVE DATA section of the profile.
- All multiple name fields and data will therefore be contained within a single Sabre Profile, similar to how they are contained within a STAR today.
- You can move the data into the PNR and then remove the applicable coded remark fields to create the PNR or modify the Sabre Profile to remove the 5Z# prefix. You also have the option of creating their own Group, Corporate and Traveler Sabre Profiles.
Will my PF keys still work on Sabre Profiles?

You can still use your PF keys to move specific profiles into a PNR. However, you must make some minor changes to use them with Sabre Profiles. The ^H (which instructs the system to halt until a Sabre system host response returns) is not needed for Sabre Profiles display entries because the response no longer comes from the host, but from a database instead. Please use the examples below to modify your PF keys.

<table>
<thead>
<tr>
<th>Function</th>
<th>Old PF Key</th>
<th>New PF Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency info</td>
<td>^SRN*¤^E<em>HNM</em>^E<em>H</em>A*E</td>
<td>^SRN*¤§NM*E</td>
</tr>
<tr>
<td>Agency info and retention line</td>
<td>^SRN*¤^E<em>HNM</em>^E<em>H00THYYGK1GYE28FEB-RETENTION</em>E</td>
<td>^SRN*¤§NM<em>E00THYYGK1GYE28FEB-RETENTION</em>E</td>
</tr>
<tr>
<td>Customer info and retention line</td>
<td>^SRN<em>SMITH</em>^E<em>HNM</em>^E<em>H00THYYGK1GYE28FEB-RETENTION</em>E</td>
<td>^SRN<em>SMITH§NM</em>E00THYYGK1GYE28FEB-RETENTION*E</td>
</tr>
</tbody>
</table>

Can I use Sabre System formats?

Most Sabre system formats that you use with STARS are still available when working with Sabre Profiles. These allow you to continue to work efficiently with your customer data.

<table>
<thead>
<tr>
<th>Function</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display a profile</td>
<td>N*(profile name)</td>
</tr>
<tr>
<td></td>
<td>N*SIMON</td>
</tr>
<tr>
<td>Blind move a profile</td>
<td>N*(profile name)§NM</td>
</tr>
<tr>
<td></td>
<td>N*SIMON§NM</td>
</tr>
<tr>
<td>Blind move a corporate profile</td>
<td>N*(corporate profile name)-(traveler profile name)§NM</td>
</tr>
<tr>
<td>and a traveler profile</td>
<td>N*ABC-SMITH§NM</td>
</tr>
<tr>
<td>Blind move with PNR Builder</td>
<td>N*(profile name)§NM/(PNR builder name)</td>
</tr>
<tr>
<td>specified</td>
<td>N*SIMON§NM/PERSOAN</td>
</tr>
<tr>
<td>Create a traveler profile from a</td>
<td>N*(profile name)</td>
</tr>
<tr>
<td>PNR</td>
<td>NJSIMON</td>
</tr>
<tr>
<td>Note: This creates traveler</td>
<td></td>
</tr>
<tr>
<td>profiles only.</td>
<td></td>
</tr>
<tr>
<td>Display a list of all profiles</td>
<td>NLIST/ALL</td>
</tr>
<tr>
<td>Display profiles starting with a</td>
<td>NLIST/(letter)</td>
</tr>
<tr>
<td>specific letter</td>
<td></td>
</tr>
</tbody>
</table>

For a full list of supported commands, see the “Using Sabre System Commands” quick reference guide.
How do you determine the new profile types when migrating my STARS?

The Sabre migration tool reads the data in your STARS and determines the new profile type and the new profile name, according to the rules in the below table.

<table>
<thead>
<tr>
<th>Original STAR</th>
<th>Profile Type</th>
<th>Profile Name</th>
<th>Association Logic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 0 STAR (N*α)</td>
<td>Agency Profile</td>
<td>AGYA2FE (A2FE = PCC)</td>
<td>All Profiles in PCC</td>
</tr>
<tr>
<td>Level 1 or 2 STARS with any of the following traveler information:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Traveler Name Field</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Frequent Flyer Number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Official Documents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Level 1 STAR with always move (A) or optional move (O) lines and no traveler Information</td>
<td>Corporate Profile</td>
<td>Same as STAR name for example, ABCCORP</td>
<td>All traveler profiles created from L2 STARS, if present</td>
</tr>
<tr>
<td>Level 1 STAR with all never move (N) lines</td>
<td>Operational Profile</td>
<td>Same as STAR name for example, QUEUES</td>
<td>None</td>
</tr>
</tbody>
</table>

How will you maintain the STAR level 0, 1, 2 hierarchies of my data?

Sabre Profiles handles the hierarchy you are accustomed to with STARS differently. The combination of the new Profile Type and the Association feature replaces the STARS hierarchy and allows you to link profiles together as needed. The table above details the association logic the system uses when migrating your data to Sabre Profiles.

Working with Sabre Profiles

In this section, you will learn some tips and tricks on how to use Sabre Profiles in a more efficient way.

Working with Agent Panel

Click Sabre Profiles on the Helper Apps in the Sabre Red Workspace to open the Agent Panel.
From the Agent Panel you can start your Search, go into the Admin page, or create a new Sabre Profile.

You can specify the Profile Type you are looking for to narrow your search response.

When selecting a specific profile type, begin your search using the passenger last name or first name.

If you can't remember the profile name click More Search Options to search a profile using Associated Profile Names, or Template Association ID.
Expanding Data Elements

Sabre Profiles stores information in data elements or “pieces”, which gives you the possibility of choosing what data you wish to copy into the PNR. For example, this passenger has a reference number (*1234).

On the profile display screen

- Click the plus sign (+) of the Traveler Name field, the data expands to show all parts of the format.
  - Now you have the option to uncheck the number and move the name information only.

You can do the same on the PNR Builder screen when creating or editing the profile.

- Click the underlined format preview to view the individual data elements that make up the format.
  - Now you have the option to uncheck the number and move the name information only.

Working in Create/Edit modes

More Options

While in the create/edit modes, most subject areas give you the possibility of displaying more options that are not commonly used.

Since there are areas that are not commonly used, Sabre Profiles hides them under More Options.
Corporate Travel Policy (CTP)

You still build all CTPs in the native Sabre system screen, just as you used to. The association that we have with STARS is also the same for Sabre Profiles. We have a subject area created to include the CTP name and create the link.

1. Create CTP in the Sabre system with the regular format PGBPNR.(CTP name)
2. Add the CTP name in the above subject area.
3. This automatically creates the association of the profile to the CTP.

PNR Builders

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 and Business travel in a traveler profile.

- When the customer travels on vacation and you select the Leisure PNR Builder, the system uses their personal/leisure information.
- When the customer travels on a business trip and you select the Business PNR Builder, the system uses their business travel information from the same profile and copies it into the PNR.

Note: You should select a default PNR Builder that the system uses to create the PNR.

- When you enter a blind move command, the system uses the default PNR builder to move the information into the PNR.
- You can override the data items pre-selected by a PNR Builder during the move process.

The PNR Builders are also very useful when you have optional move lines you use for specific types of travels. There might be specific data you need for international travel and other that’s needed for domestic. With the PNR Builder, you can specify what data you want to move.
Original STAR – this STAR has optional move lines that the user moves depending on the travel type.

1P CARIBBEAN/CANADA – NM6-10
2P MEXICO – NM12-16........ WITH CHILDREN NM17-20
3P ALL INTL – NM21-27
4P ..........ND TO SEE ADDITIONAL MISC INTL REMARKS
5O 5¥
6O 5¥............CARIBBEAN-CANADA INFORMATION............
7O 5¥PROOF OF CITIZENSHIP IS REQUIRED. A PASSPORT WILL
8O 5¥BE NEEDED OR BOARDING WILL BE DENIED. ALL AIRLINES
9O 5¥REQUIRE VALID PASSPORTS FOR ENTRY INTO CANADA
10O 5¥MEXICO AND THE CARIBBEAN
11O 5¥
12O 5¥............MEXICO INFORMATION......................
13O 5¥PROOF OF CITIZENSHIP IS REQUIRED. A VALID PASSPORT
14O 5¥WILL BE NEEDED AT CHECKIN OR BOARDING WILL BE DENIED
15O 5¥US CITIZENS WILL RECEIVE A MEXICAN TOURIST CARD FROM
16O 5¥THE AIRLINE TO TURN IN AT DEPARTURE FROM MEXICO
17O 5¥............CHILDREN UNDER 18 YEARS OF AGE
18O 5¥IF ONLY ONE PARENT IS TRAVELING WITH A CHILD A
19O 5¥NOTARIZED LETTER OF CONSENT FROM THE ABSENT PARENT

In Sabre Profiles, you create a PNR Builder to choose what lines to move.

In this example, we created several PNR Builders; each contains the specific lines we wish to move according to the traveler’s destination.

• You can see that for the CANADA PNR Builder, we checked only the first 4 lines in the Other PNR Move Data subject area.
  – This corresponds to the optional move lines in the original STAR for Caribbean-Canada Information.