

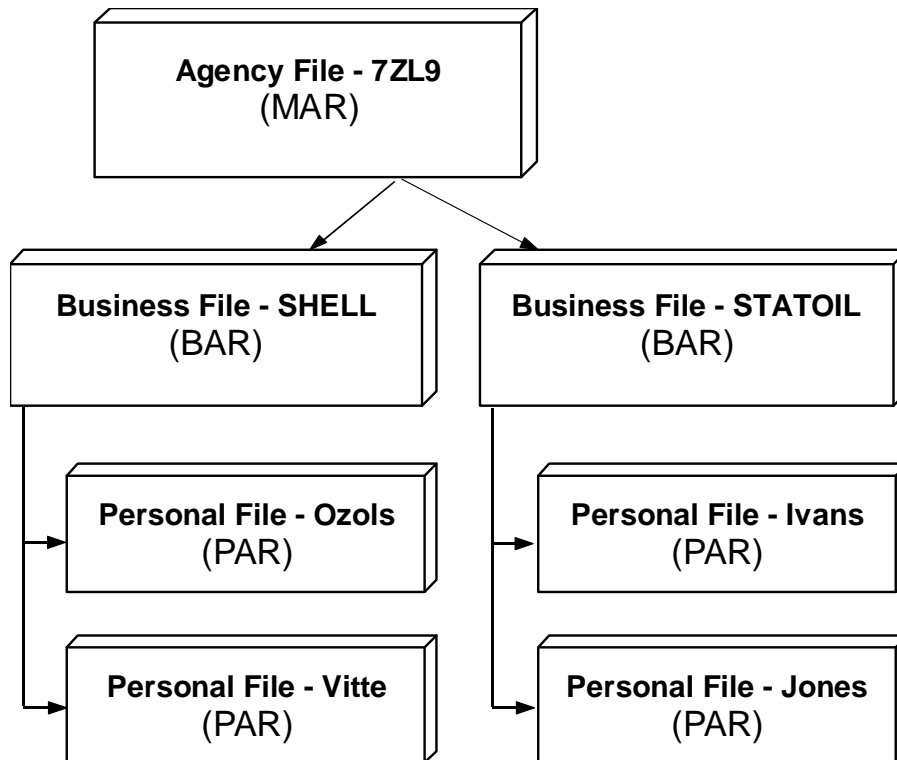
## Customer Data Client File

The **Agency File** is the highest Customer Data Client File level and the **Personal File** is the lowest level.

All **Business Files** are automatically indexed to the creating agent's **Agency File**.

All **Personal Files** are automatically indexed to a specific **Business File**. A **Business File** must therefore exist before an associated Passenger file can be built.

### CLIENT FILE FAMILY TREE



**MAR** Each Pseudo City is allocated an Agency File by Galileo.

Display	Move (to Booking File)
<b>C*</b>	<b>CMT/+*Agent</b>

**BAR** Is built by the agency and belongs to MAR.

Display	Move (to Booking File)
<b>C*BusnFile</b>	<b>CMT/BusnFile/+*Agent</b>
<b>CLB</b> (list of business files)	

**PAR** Is built by the agency and belongs to BAR.

Display	Move (to Booking File)
<b>C*BusnFile-PersFile</b>	<b>CMT/BusnFile-PersFile/+*Agent</b>
<b>CLP/BusnFile</b> (list of personal files)	

You would typically build a Personal File for each individual traveller and that would belong to the Business File. You **CANNOT** have a Personal File without a Business File.

### **BUSINESS FILE (BUSINESS ACCOUNT RECORD-BAR)**

**CFB/BUSINESS** - create a new Business File

**C\*R** - during data input, the Client File may be redisplayed

**CE** – saving data

Data is stored in a Client File on line numbers.

Information is stored in a customer data Client File for two reasons:

- To be transferred to a Booking File e.g. a telephone number
- For information purposes only, e.g. a secretary's name

To advise the system which information is to be transferred to a Booking File and which is not, when the data is being stored in the Client File, it must be preceded by a **transfer code**.

There are **5** transfer codes:

Code	Description	
<b>N</b>	<b>No (never)</b>	This data is for <b>information purposes ONLY</b> , and should <b>never</b> be transferred/moved to a Booking File.
<b>Y</b>	<b>Yes (always)</b>	The data should <b>always be transferred</b> automatically to a Booking File.
<b>O</b>	<b>Optional</b>	The data may <b>optionally</b> be transferred/moved to a Booking File.
<b>R</b>	<b>Related</b>	This transfer code <b>must be used for the following Booking items</b> , which can be passenger and/or segment related e.g: <b>Programmatic SSRs (SI.VGML)</b> <b>Associated Remarks (RI.S2*)</b>
<b>B</b>	<b>Blank</b>	This transfer code is used to store blank lines (for clarity) within a Client File.

BUSINESS FILE BUILD THREE STEP PROCESS SUMMARY

**1.**  
CFB/HRD  
PROCEED BUSINESS FILE

**2.**  
1N/HARRDODS INTERNATIONAL STORE  
2Y/P.LONB\*HARRODS DIRECT 0181 333 111 EXT261  
3Y/P.LONF\*HARRODS FAX 0181 26134  
4Y/P.LONE\*MARY.SMITH//HARRODS.UK  
6Y/D.HARRODS STORE  
    261 KNIGHTSBRIDGE  
    LONDON  
7O/W.HARRODS PLC  
    621 FLEET ST  
    LONDON  
    P/.  
9O/T.TAU/.....  
15O/F.CK

**3. CE**  
BUSINESS FILE CREATED

**PERSONAL FILE (PERSONAL ACCOUNT RECORD-PAR)**

**CFP/BUSN-PERSON** - Start creating Personal File under Business File

PERSONAL FILE BUILD THREE STEP PROCESS SUMMARY

**1.** CFP/HRD-ODONAVAN  
PROCEED PERSONAL FILE

**2.** 1Y/N.1ODONAVAN/JEAN MISS  
2O/P.MANH\*MOBILE 0206 412431  
15O/F.NONREF AGT  
20YH/NP.NP.H\*ALWAYS STAY WITH HILTON  
30YC/NP.C\*HERTZ GROUP C

**3. CE**  
PERSONAL FILE CREATED

### **Build:**

CFB/BUSN	Start creating Business File
CFP/BUSN-PERSON	Start creating Personal File under Business File
1N/SIMPLE CF HEADER	Insert free text comment or header line
10Y/N.PERON/OLEGSMR	Add “always move” line (pax name)
20Y/P.RIXB*371 2 1234567 MR AIVARS	Add business phone to client file
50R/SI.DOCS*P/GB/S12345678/GB/12JUL66/M/23OCT09/SMITH/JOHN/RICHARD	Add “related move” line (passport data)
60R/SI.DOCO*PARIS FR/V/12345123/LONDON GB/14MAR05/US	Add “related move” line (visa data)
CE	Finish creating Business or Personal File (Save)
C@10Y/N.PERSON/OLEGSMR	Modify any line after CF had been finished in the past
C@100Y/MT.PAX@BUSPLACE.LV	Add “forgotten” email to displayed/current client file

### **CLIENT FILE MOVES**

The move function allows lines of data stored in Customer Data Client Files to be transferred into a Booking File.

It is possible to move

- Data from multiple Client Files into one Booking File
- Data from a displayed Client File-known as a ***displayed move***
- Data from one level of a Client from a client file without displaying the Client File first (known as a ***blind move***)
- Data from multiple levels of a Client File e.g. from the Personal File as well as the associated Business and Agency File – known as a ***multiple move***.
- Only selected lines of data from a Client File - ***select move***
- Data stored as related **R** data in a Client file may be passenger or segment related - ***related move***.
- Data or selected clients within a multi-passenger Client File – ***client specific move***

### **Most useful entries:**

<b>C*BUSN</b>	Display Business File
<b>C*BUSN-PERSON</b>	Display Client File
<b>CM/+*PERSON</b>	Move all Y lines and add agent’s name to agency phone field

<b>CMP/+7.9.11</b>	Move all Y lines, optional lines 7,9 and 11 from Personal File only
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**Move (blind):**

CMT/BUSN-PERSON	Move all levels starting from Person level
CMT/BUSN-PERSON+*AGT ANITA	Move (as above) adding agent reference to agency phone line
CMPT/ BUSN-PERSON/R/P-1/S-1-3	Move only “related” lines adding SSRs to specific pax/segs
C*BUSN-PERSON	Display personal file