

Client File



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1. OVERVIEW

Client File provides the capability to build a Booking File within 60 seconds, including name, ticketing, phone, address, form of payment and delivery fields.

Unlimited information, frequently used regarding your client can be stored.

Information stored in Client Files may or may not be used in conjunction with a Booking File.

Client File's unique structure allow agencies to store not only customer data, but frequent sold itineraries as well.

2. CLIENT FILE STRUCTURE

There are three levels of Client File:

- **Agency File (MAR – Master Account Record)**

The Agency File can only be initialized by Galileo Service Centre but once initialized the agent can then add/change information in the Agency File.

The agency Pseudo city code acts as the Agency File title.

- Only ONE agency file in a PCC
- Maximum 200 lines
- Each line maximum with 64 characters

- **Business File (BAR – Business Account Record)**

Business File is used to store information regarding Business accounts and their corporate policies.

All Business Files are automatically indexed to the Agency File, therefore a Agency File must exist before a Business File can be built.

- Unlimited Business Account Records may be created
- Maximum 200 lines
- A line may contain a maximum of 58 characters after the slash (/)
- You may enter multiple lines into a file by using the plus symbol (+)



- **Personal File (PAR – Personal Account Record)**

Personal File is used to store information regarding the client.

All Personal Files are automatically indexed to the Business File, therefore a Business File must exist before a Personal File can be built.

- Unlimited Personal Account Records may be created.
- Maximum 200 lines
- A line may contain a maximum of 58 characters after the slash (/)
- You may enter multiple lines into a file by using the plus symbol (+)

Points to note:

a/ For BAR and PAR creation, avoid use character % “ ‘ : ,

b/ For BAR and PAR ID, minimum 2 characters and maximum 21 characters, avoid use characters
% “ ‘ : , -

3. TYPES OF CLIENT FILES

Within Client File, there are two types of Business File:

- **Passenger Data**
Business Files which contain company data. These Business can have Personal Files beneath them containing company employee data.
- **Information**
These Business Files contain information only and are never moved into the Booking File.



3.1 Sample of Information Client File

Client Files may also be built for informational purposes.

e.g. company policy on accepting cheques, emergency phone contacts, opening and closing procedures etc.

e.g. **C*VEND**

```
EA7/GALILEO TRAINING/VEND                                08JUN93
1N/*****STEPS FOR USING THE VENDING MACHINE*****
2N/-----
3N/STEP 1
4N/-----
5N/FIRST FIND A MACHINE THAT IS WORKING - THIS IS DIFFICULT
6N/IF NECESSARY OBTAIN LEAVE AND SEE TRAVEL OFFICE FOR
7N/EMERGENCY RATIONS AND SURVIVAL KIT
8N/STEP 2
9N/-----
10N/INSERT VENDING CARD - UPSIDE DOWN
11N/THAT IS THE CARD - NOT YOU
12N/STEP 3
13N/-----
14N/TAP IN YOUR DRINK REQUIREMENTS
15N/STEP 4
16N/-----
17N/TAP IN STRONG OR NORMAL - THIS IS ALSO REQUIRED FOR
18N/WATER. THE MACHINE WILL THEN EITHER DEVOUR THE CARD OR
19N/IT MAY ASK YOU TO INSERT IT AGAIN
20N/MAKE SURE THE CARD IS IS ONE PIECE
41N/STEP 5
42N/-----
43N/READ A GOOD BOOK WHILST WAITING FOR YOUR DRINK
44N/PROBABLY WAR AND PEACE WOULD BE THE RIGHT LENGTH
45N/-----
46N/REMOVE CUP FROM MACHINE
47N/STEP 6
48N/-----
49N/EXAMINE BEVERAGE CAREFULLY - IF IT IS NOT WHAT YOU
50N/EXPECTED REPEAT STEPS 1 - 6
51N/DRINK SAID BEVERAGE
52N/MAKE EARLY DOCTORS APPOINTMENT FOR PROBLEMS ARISING
END OF DISPLAY
```

The Client File is built just as the ones we have done earlier using "N" (never move lines) and freeform text.



4. CLIENT FILE RETRIEVAL

C*	Retrieve Agency File
C*GUCCI	Retrieve Business File
C*GUCCI-CHAN ANDY	Retrieve Personal File under Business File
CLB	Display list of Business File
CL*1	Select number from Client File list
CLP/GUCCI	Display list of Personal File associated with Business File GUCCI
CL*1	Select number from Client File list
CL*L	Redisplay Client file list
CL*PD	Display more under Client File
CLB/PCC/Business Title	Display Branch's Business Client File
CLP/PCC/Business Title - Name	Display Branch's Personal Client File
C* Business Title *ALL	Display all business and agency files
C* Business Title-Personal Title *ALL	Display all personal, business and agency files
C*R	Redisplay Client File
C*B	Redisplay last referenced Business File
C*P	Redisplay last referenced Personal File
Wildcard display - use *	(At least 02 characters to retrieve)
C*AB*	Display Business File
C**-MCHAN	Display Personal File
	The 2 nd * means use Wildcard
CUN	Delete client file numbering
CNM	Add client file numbering (Before client file end)
C@CUN	Delete client file numbering
C@CNM	Add client file numbering (After client file store)



5. CLIENT FILE TRANSFER CODES

- Y** - Always move. Any information stored on a “Y” line will ALWAYS move into the Booking File (Must use Galileo entries)
- O** - Optional move. Any information stored on an “O” line may be moved, as long as the line number is specified in the move entry. (Must use Galileo entries)
- N** - Never move. Any information that is never moved into a Booking File is coded “N”. Therefore, freeform text can be entered.
- R** - Related move. It is mandatory to use for SI., M. and RI. data. These items can be passenger and/or segment related.
- B** - Blank line. Blank lines are stored within Client Files for the purpose of clarity.

All three record levels of Passenger Data Client Files are created in the same way.

- line number
- transfer code
- separator (slash)
- text or entry

Secondary Qualifier

- Group together lines containing similar information
- does not affect the move of information into booking file
- must input after transfer code
- not recommend to use Y, O, N, R to avoid confusion

Example: 1YP/

1 = line number
Y = always move indicator
P = secondary qualifier



6. Client File Build

6.1 Creating Business File

Step 1: Initialize title (Min 2 characters / Max 21 characters)

CFB/ACMO For example Acme Co.

RESPONSE: PROCEED BUSINESS FILE

Note: If build with space including, space need to be included when retrieve

Step 2: Build lines with transfer code. It is suggested to use same line numbers for the same types of information in each client files.

Up to 12 lines can be input at once using end items (+). However, it is recommended that you start with 1!

After the End item, press the RETURN key before typing your next line. This makes your inputs easier to read if an error response is received.

Lines do not need to be entered in sequential order.

For example

```
1N/Company name in full
2YP/P.HKGB*.....
3NP/Fax number .....
6O/W. Address ..... * ..... * ..... * P/
7O/T.TAU/.....
```

Points to note:

- a/ Remember information stored on "Y" or "O" lines must be entered in Galileo format.
- b/ Max 58 characters after but Max 84 characters for **DI.FT-** in Y line
- c/ Max 122 characters with 4* and each line max 37 characters in **W**.
- d/ Max 122 characters with 5* and each line max 37 characters in **D**.
- e/ Can link 5 FQTV in one line e.g M.SQ123456789-UA123456789-CX123456789-KA123456789-MH-123456789
- f/ Use character // represent @ and - - represent _ (underscore) for **P**. and **SI**. Email address format
E.g. PHKGE*MARWITZ- -LAU//TRAVELPORT.COM



SI.CX*CTCM MARWITZ- -LAU//TRAVELPORT.COM

Except MT. Email address can use @ character

E.g. MT.MARWITZ- -LAU@TRAVELPORT.COM

If a mistake is made while in the create mode, corrections can be easily amended by repeating the line number and the correct input, it would override any pre-stored information located on the specified line number.

Pressing I and enter (IGNORE) will abandon the create process and you would have to start from the beginning by initializing the record.

To display the profile while in the create mode: **C*R**

Step 3: Save the file **CE (CREATE END)**

6.2 Creating Personal File

Step 1: Initialize title (Min 2 characters / Max 21 characters)

CFP/ACMO-WONG PETER For example Peter Wong under company Acme Co.

Step 2: Build lines with transfer code

Step 3: Save the file **CE (CREATE END)**

Same 3 steps that apply to creating a Business File apply to creating a Personal File.

MISC

Create "Tab" under Client File

Step 1: Sine into format mode

C@FMT

Note: need to re-enter if done "ignore"

Step 2: Create tab position of personal client file under business file



Before Client File end:

C (line nbr) N/ (free text) : * C*GUCCI - W CHAN : -

After Client File end:

C@ (line nbr) N/ (free text) : * C*GUCCI - W CHAN : -

Points to Note:

:* equals to > :- equals to **Tab Stop**

7. Modification of Client File

7.1 During Creation

Modify

Re-input the line with new information

Add

If the new line is available, use the same format to add information, e.g. **4N/.....**. Otherwise, use the Insert format.

Delete

Type line number and enter, e.g. **3** (enter)

Insert

You may insert a new line between current consecutive lines, e.g. if you want to add a line between 2 and 3

/2 (enter)

3Y/.....

Change Transfer code

Type the line number with the new transfer code, e.g. change the transfer code of line 6 from O to Y by **6Y/**



7.2 After Creation

Modify

C@2Y/.....

Add

e.g. if line is available to add

C@4N/.....

Delete

C@3

Insert

e.g. if add line between 2 and 3

C@/2 (enter)

C@3Y/.....

Change Transfer code

e.g. if line 6 (O line change to Y line)

C@6Y/

Note: Applied on all client file lines and no need to End



8. Quick Build Client File

8.1 Quick Build - Business Client File

BQB/Title + 1N/Co Name + 2Y/P.HKGB* + +

Note:

- *No need to end Client File*
- *Maximum 12 lines*

8.2 Quick Build - Personal Client File

BQP/BF Title - PF Title + 1Y/N.SMITH/MAGGIEMS + +

Note:

- *No need to end Client File*
- *Maximum 12 lines*

9. Rename Client File

9.1 Rename Business Client File

Step 1: Retrieve client file

Step 2: **CRB/old BF title : new BF title**

Response: E.g.**CRB/old BF titles : new BF titles CONFRIM RENAME - Y or N _**

Note: If confirm to change type Y under cursor place position

9.2 Rename Personal Client File

Step 1: Retrieve client file

Step 2: **CRP/old PF : new PF**

Response: E.g.**CRP/old PF titles : new PF titles CONFRIM RENAME - Y or N _**

Note: If confirm to change type Y under cursor place position



10. Copy Client File

10.1 Copy Business Client File

Step 1: **C*BF**

Step 2: **CFB / C / New BF title**

Response: Proceed with copy

Step 3: **CE**

10.2 Copy Personal Client File

Step 1: **C*BF-PF**

Step 2: **CFP/ C / New PF title**

Response: Proceed with copy

Optional: **CFP / C / BF - new PF title: 2.5 - 7**

(Copy with specified lines)

Step 3: **CE**

C*R To retrieve after copy

Copy Client File from Branch

Step 1: Retrieve branch client file

Step 2: **CFB / C / 8ZZ / new BF title**

8ZZ - new PCC to build a copy

Step 3: **CE**



11. Delete Client File

The delete function allows the system to purge any unwanted or currently unused Client Files. Extreme caution must be used when using the delete function. You can delete any current Client File that belongs to the agency or an associated branch office.

11.1 Deleting a Business File

Deleting a Business File automatically deletes all associated Personal Files.

Deleting a Business File is a three-step process:

1) Display the Business File

2) Enter the delete input **CXB/Business File TITLE**

Response: **CXB/RENAME CONFIRM DELETE REQUIRED- Y OR N**

3) Confirm the delete entry by entering Y at the prepositioned cursor.

Response: **Business File AND ASSOCIATED RECORD/S DELETED**

If the agent ignores before the second enter, no action takes place.

11.2 Deleting a Personal File

Personal File records can be deleted individually or in groups by a one-step keyboard command.

Step 1: Display the Personal File.

Step 2: Enter the delete input. **CXP/Business File TITLE-Personal File TITLE**

No agent prompt to confirm deletion is necessary.

The Personal File is immediately deleted.

CXP/Business File TITLE-Personal File TITLE : Personal File TITLE : Personal File TITLE



12. Move Client File

2 Methods of Move: **1. Display Move**
(**must** retrieve CF first before move)

2. Blind Move
(**without** retrieve CF to move)

2 Types of Move: **1. Multiple Move**
e.g. If retrieve PF, move all Y lines relate with business, agency file

Entry Level: Agency → Business → Personal
Note: Move up base on entry level above client file

2. Single Move
Only one entry level Y lines and Agency file (phone field, NO other Y lines move)

	DISPLAY	BLIND
Multiple Move	Retrieve by C*CF	
Business client file	CM/+ *Name	CMT/BF
Personal client file	CM/+ *Name	CMT/BF-PF/+ *Name
	Move all Y lines and append agent's name to agency phone field	
Single Move		
Business client file	CMB/	CMBT/BF+*Name/+6+7*Date
Personal client file	CMP/	CMPT/BF-PF+*Name
	Move all Y lines and append agent's name to agency phone field	

The following symbols can be used to append dates and data to Client Files:

- / appends dates to lines
- * appends freeform data to lines
- + Appended data or dates to a line number
- . Link non-consecutive lines



Sample Move Client File:- Display Move

A. Personal File with one passenger only

```
79E4/GUCCI-ASH JOHN WILLIAM                                23AUG20
PERSONAL FILE
  1Y/N.1ASH/JOHNWILLIAMMR
  2Y/W.33/F VICWOOD PLAZA
    199 DES VOEUX ROAD CENTRAL
    HONG KONG P/
  3Y/M.CX1044756800
  4R/SI.VGML
END OF DISPLAY
```

CM/+*EVA Move client file to booking file and add agent's name to agency phone field

CM/+*EVA/+DI.AR-EVA Move Client File and add agent's name to agency phone field and agent's name to print on itinerary

Response: Only passenger name and mileage number will be moved

```
  1.1ASH/JOHNWILLIAMMR
** CLIENT FILE REFERENCES EXIST **      >*CF
** MEMBERSHIP DATA EXISTS **          >*MM
FONE-HKGT*GALILEO TRAVEL 3806 9892-EVA
ADRS-33/F VICWOOD PLAZA*199 DES VOEUX ROAD CENTRAL*HONG KONG P/
DOCI-AGT INF-EVA
```

Must add Air segments before moving SI request from Personal File

```
  1.1ASH/JOHNWILLIAMMR
  1. CX  711 Y  01OCT HKGSIN HS1  1605  1940  0          E FR
```

CM/R/S-1 Move "R" line associated to Segment 1 (S-1)

CM/R/S-1.2 Move "R" line associated to Segment 1 and 2 (S1-2)



Example: **SCF CHAN TAI MAN TONY**

1 MATCHES FOUND

BUSINESS PROFILE: PRADA
- PERSONAL TITLE: CHAN TAI MAN TONY

«BOTH» 3

MOVE **«BAR»** 1 **«PAR»** 2

1/ Selection of <BAR>, only business file with transfer code Y lines move

2/ Selection of <BAR>, only personal file with transfer code Y lines move

3/ Selection of <BOTH>, all related business file and personal files with transfer code Y lines move

Quote example for selection of <BOTH>, response:

Travelport Smartpoint - Application Window 1

PNR-CHAN

*ALL *P *TD *CF *NP *SI *MM *RV *PI

*RU

1.1CHAN/TAIMANTONYMR
** CLIENT FILE REFERENCES EXIST ** >*CF
01>C*PRADA-CHAN TAI MAN TONY

** SERVICE INFORMATION EXISTS ** >*SI
*** MEMBERSHIP DATA EXISTS *** >*MM
*** CUSTOM CHECK RULES EXISTS *** >*RU

FONE-HKGT*GALILEO TRAVEL-3008 2152
2. HKGB*2122 3324 C/O SECRETARY MAY LEE
TKTG-T*
01>C*PRADA-CHAN TAI MAN TONY

NOTE -*S*NON-SMOKING AISLE* 61 17MAY 1014Z

1 C*GALILEO COMPANY-EMILY CHOM

>|

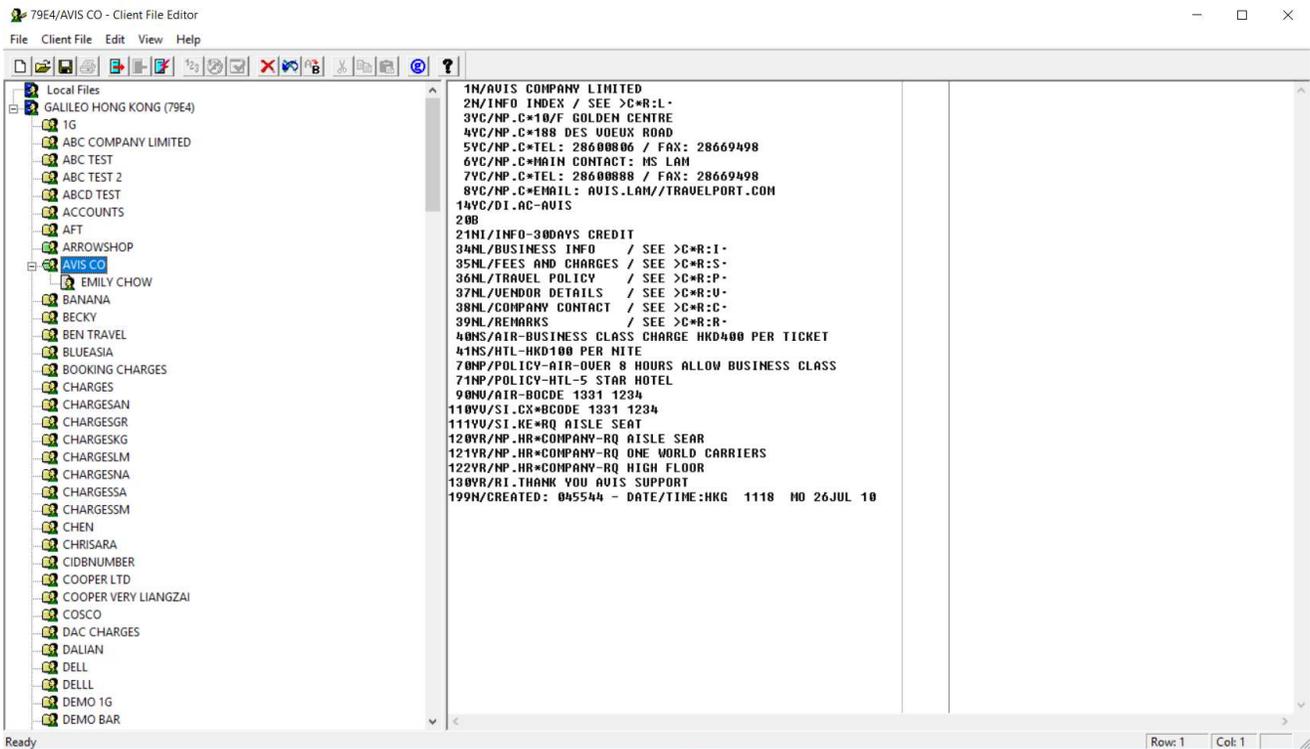
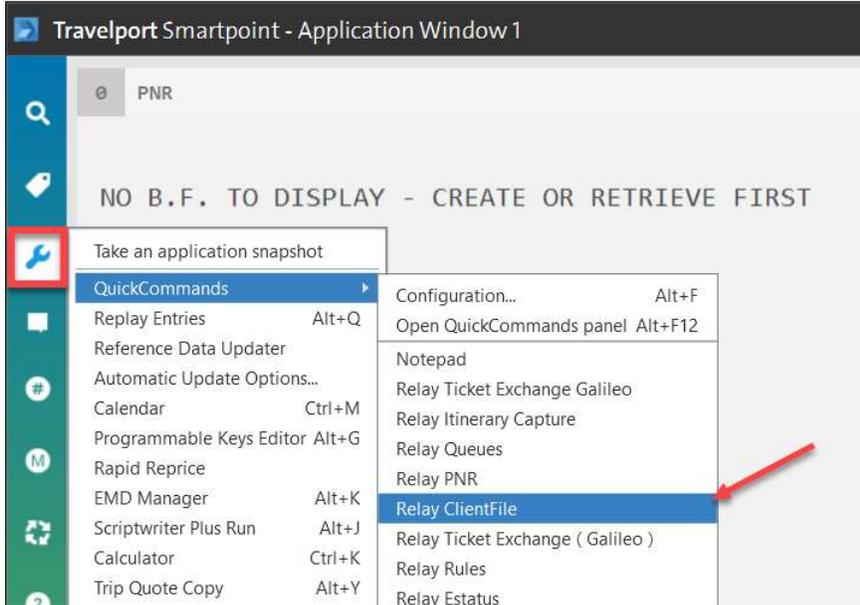
79E4/GALILEO HONG KONG/PRADA-CHAN TAI MAN TONY
05JUN17
PERSONALFILE
1Y/N.1CHAN/TAIMANTONYMR
2Y/P.HKGB*2122 3324 C/O SECRETARY MAY LEE
3N/NP.EMAIL: TONYCHAN//PARDA.COM.HK
10Y/M.CX1000000115
11Y/M.UA52531100
12R/SI.VGML
13YS/NP.S*NON-SMOKING AISLE*
30N/***** PASSPORT INFORMATION *****
31N/NATIONALITY: CHINESE
32N/PASSPORT NO.: HB876463 EXP DATE: 10/10/2022
33N/DATE OF BIRTH: 01/06/1980
40NV/***** VISA INFORMATION *****
41NV/VISA/COUNTRY: USA TYPE: MULTIPLE
42NV/VALID FROM: 01/04/17 VALID TO: 30/05/18
43NV/VISA/COUNTRY: AUSTRALIA TYPE: MULTIPLE
44NV/VALID FROM: 01/06/17 VALID TO: 30/07/18

>



13. Client File Editor

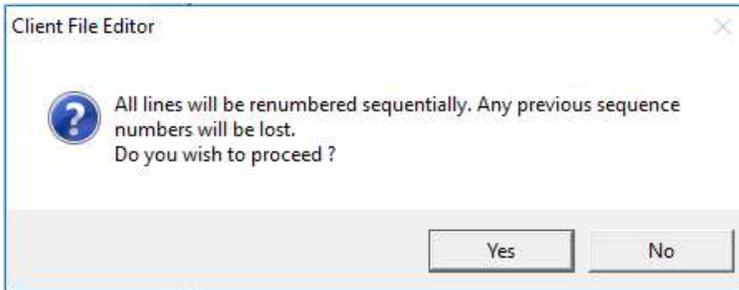
Access: Tools → Quick Commands → Relay ClientFile



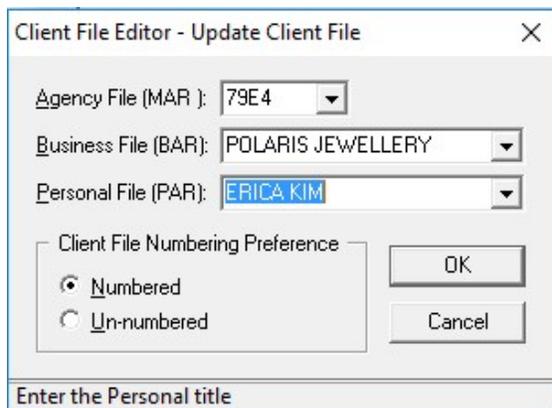


13.1 Create a new Business or Personal File

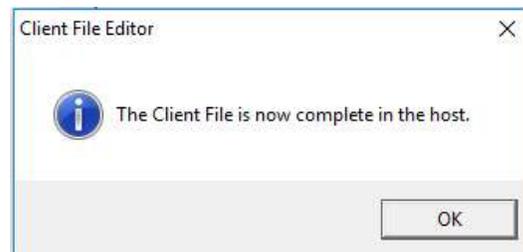
- Step 1: File -> New or click on the  icon
- Step 2: Type each line with "Transfer Code" that you wish to add
- Step 3: Client File -> Number Client File or click on the  icon allow system to rearrange the line number



- Step 4: Client File -> Host update or click on the  icon to save



- Step 5: Input agency PCC code, fill in Business File or Personal File name. Remind that existing business file must be created first before create a personal file. Choose OK to save



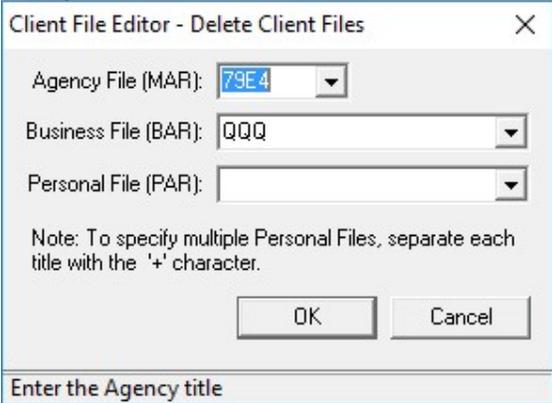


13.2 Modify Business or Personal File

- Step 1: Selected the business or personal profile, overtype the amended text or add line to add text.
- Step 2: Client File → Number Client File or click on the  icon allow system to rearrange the line number
- Step 3: Client File → Host update or click on the  icon to save

13.3 Delete Business or Personal File

- Step 1: Selected the business or personal profile
- Step 2: Client File → Delete or click on the  icon



Client File Editor - Delete Client Files

Agency File (MAR): 79E4

Business File (BAR): QQQ

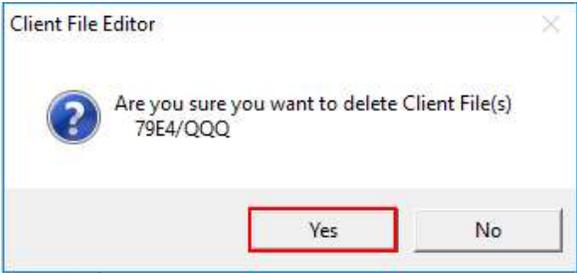
Personal File (PAR):

Note: To specify multiple Personal Files, separate each title with the '+' character.

OK Cancel

Enter the Agency title

- Step 3: Review the deleted file name and choose OK to continue

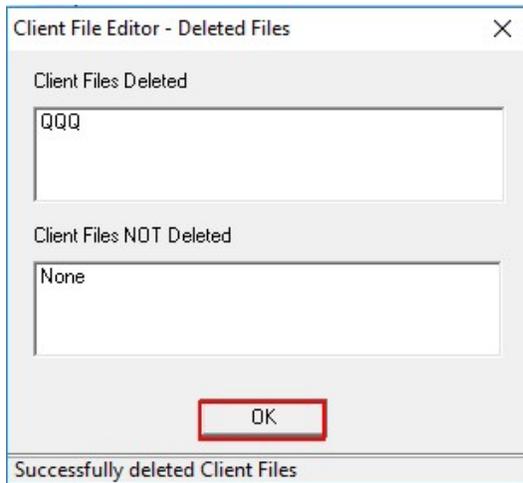


Client File Editor

Are you sure you want to delete Client File(s)
79E4/QQQ

Yes No

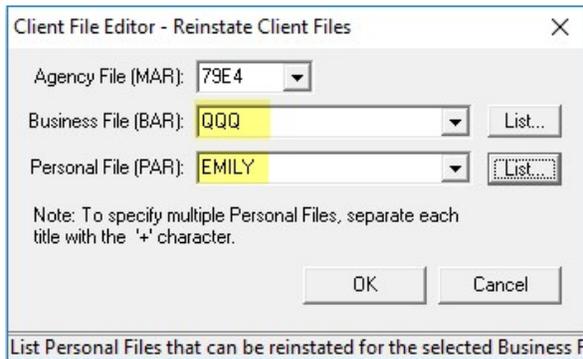
- Step 4: Click on “Yes” to confirm the deletion



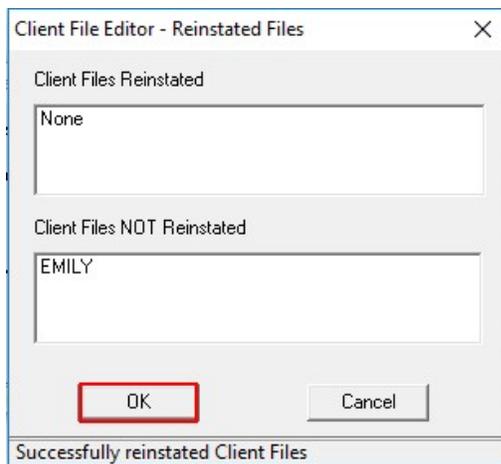
Step 5: Press "OK" to exit and the file will be deleted

13.4 Reinstate Business or Personal file

Step 1: Client File → Reinstate or click on the  icon



Step 2: Type the reinstate business and personal file and click OK to proceed

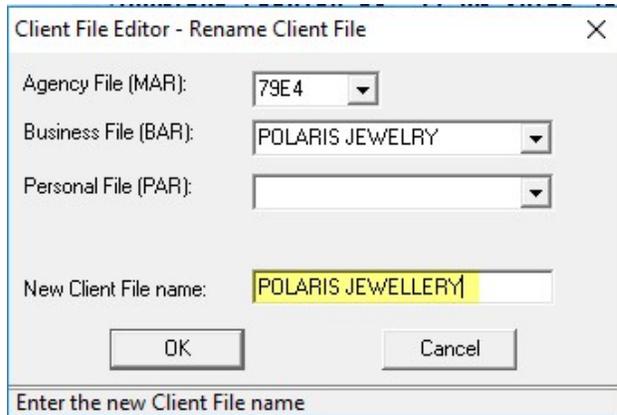


Step 3: Press "OK" to exist and file has been reinstated



13.5 Rename Business or Personal file

Step 1: Client File -> Rename or click on the  icon



Client File Editor - Rename Client File

Agency File (MAR): 79E4

Business File (BAR): POLARIS JEWELRY

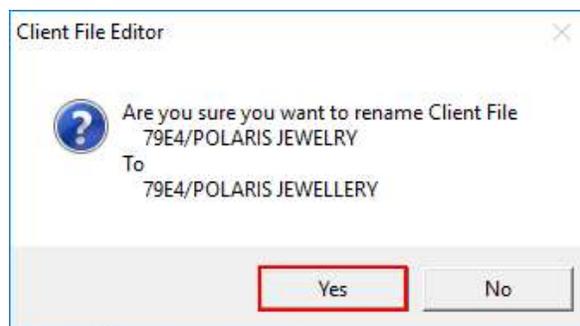
Personal File (PAR):

New Client File name: POLARIS JEWELLERY

OK Cancel

Enter the new Client File name

Step 2: Type the original Business File or Personal File in the upper part that wish to be renamed and add the NEW Client File name underneath. Press OK to continue to proceed



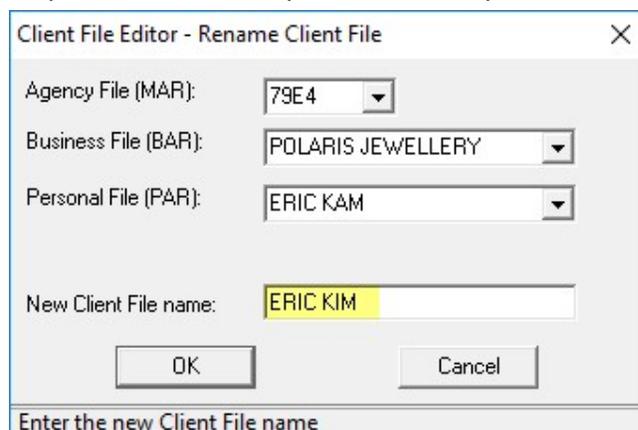
Client File Editor

Are you sure you want to rename Client File
79E4/POLARIS JEWELRY
To
79E4/POLARIS JEWELLERY

Yes No

Step 3.1: Above example is to rename a business file. Press “Yes” to confirm

Step 3.2: Example to rename a personal file



Client File Editor - Rename Client File

Agency File (MAR): 79E4

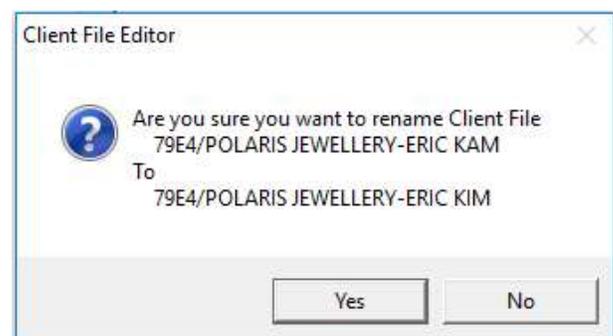
Business File (BAR): POLARIS JEWELLERY

Personal File (PAR): ERIC KAM

New Client File name: ERIC KIM

OK Cancel

Enter the new Client File name



Client File Editor

Are you sure you want to rename Client File
79E4/POLARIS JEWELLERY-ERIC KAM
To
79E4/POLARIS JEWELLERY-ERIC KIM

Yes No



Appendix A

Sample of Business Profile

```
79E4/GALILEO HONG KONG/PRADA                                «Hide Line Numbers»
BUSINESSFILE                                                05JUN17
  1N/COMPANY NAME-BILLING: PRADA COMPANY LIMITED
  2N/***** COMPANY INFORMATION ****
  3N/ADDR: 1/F HIGH BLDG*100 HIGH ROAD*CAUSEWAY BAY*HONG KONG P/
  4N/CO. TEL: 2122 3322 / CO. FAX:2122 4444
  5N/EMAIL ADDR: SALES--HK//PRADA.COM.HK
  6N/CONTACT PERSON: MAY LEE / DIRECT PHONE: 2122 3324
 10N/PAYMENT CODE CREDIT CARD
 11N/CREDIT TERMS: 60 DAYS
 12N/CREDIT LIMIT: HKD 500000 PER MONTH
 15N/* * * TEAM / SALES / POLICY INFO * * *
 16N/ACCOUNT SVC SALES PERSON : NEW SALES/RICHARD LEE
 17N/TRAVEL POLICY: FLYING OVER 10 HRS - TRAVEL PREMIER ECONOMY
 18N/TRAVEL POLICY: FLYING LESS THAN 10 HRS - TRAVEL ECONOMY
 30N/HOTEL POLICY: NEGOTIATED RATE WITH HOLDIAY INN / BEST WESTE
    RN
 31N/HOTEL POLICY: GRAND HYATT / LE MERIDEN / MARRIOTT COURTYARD
 40N/CAR POLICY: NEGOTIATED RATE WITH HERTZ / AVIS / BUDGET
 41N/AIRPORT TRANSFER: LIMOUSINE OR CAR TRANSFER TO AND FROM HOT
    EL
 50N/TRAVEL REQUIRED: AIG / BLUE CROSS / CHUBB
```

Note: If you do not required data to be moved into booking file, you are recommended to use “N” transfer code during the creation



Appendix B

Sample of Personal Profile (*Single Passenger Name*)

```
«Back to Client File list»           «Hide Line Numbers»
79E4/GALILEO HONG KONG/PRADA-CHAN TAI MAN TONY
05JUN17
PERSONALFILE
  1Y/N.1CHAN/TAIMANTONYMR
  2Y/P.HKGB*2122 3324 C/O SECRETARY MAY LEE
  3N/NP.EMAIL: TONYCHAN//PARDA.COM.HK
  10Y/M.CX1000000115
  11Y/M.UA52531100
  12R/SI.VGML
  13YS/NP.S*NON-SMOKING AISLE*
  30N/***** PASSPORT INFORMATION *****
  31N/NATIONALITY: CHINESE
  32N/PASSPORT NO.: HB876463   EXP DATE: 10/10/2022
  33N/DATE OF BIRTH: 01/06/1980
  40NV/***** VISA INFORMATION *****
  41NV/VISA/COUNTRY: USA       TYPE: MULTIPLE
  42NV/VALID FROM: 01/04/17    VALID TO: 30/05/18
  43NV/VISA/COUNTRY: AUSTRALIA TYPE: MULTIPLE
  44NV/VALID FROM: 01/06/17    VALID TO: 30/07/18
```



Appendix C

Sample of Personal Profile (*Multi Passenger Names*)

```
79E4/PRADA-WONG SIU LING SALLY                                05JUN17
PERSONAL FILE
 1Y      /N.1WONG/SIULINGSALLYMS
 20      /N.1LAU/SIUKEIMR
 30      /P.HKGB*2122 3324 C/O SECRETARY MAY LEE
 4Y      /NP.EMAIL: SALLY.WONG//PRADA.COM.HK
 7RC1    /M.CX105222560
 8RC2    /M.CX105563410
 9RC1    /SI.VGML
10RC2    /SI.SFML
11Y S    /NP.S*NON-SMOKING AISLE*
30N      /***** PASSPORT INFORMATION *****/
31N      /NATIONALITY: CHINESE
32N      /PASSPORT NO. : HQ7855899   EXP DATE: 10/09/2024
33N      /DATE OF BIRTH: 10/07/1978
40N V    /***** VISA INFORMATION *****/
41N V    /VISA/COUNTRY: USA           TYPE: MULTIPLE
42N V    /VALID FROM: 01/04/15        VALID TO: 20/05/18
43N V    /VISA/COUNTRY: AUSTRALIA     TYPE: MULTIPLE
44N V    /VALID FROM: 01/06/17        VALID TO: 30/0718
END OF DISPLAY
```

Note: Passenger 2 name built with Transfer Code "O" and move into booking file by **CMP/S/+2**, then move related service request by **CM/R/C-2/P-2I**