Freedom To Fly
The Way You Want

Time	To	Flight		Gate	Remarks
2310	Frankfurt	LH	524	C24	Boarding
2320	London-Heath	BA	16	C18	Boarding
2325	Tokyo-Narita	NH	902	D35	Boarding
2325	London-Heath	QF	9	C13	Boarding
2340	Paris-CDG	DL	8377	C22	On Time
2345	Tokyo-Narita	AA	5832	D44	Boarding
0025	Osaka/Kansai	JL	722	D40	On Time
0055	London-Heath	QF	31	C26	On Time
0130	Beijing	CA	970	D30	On Time
0145	Moscow-Domode	UA	516	C23	On Time

Release Notes: Release Ready

SabreSonic CSS Digital Connect

Shop & Book, Manage Your Booking, Modify Trip Options

Check-In

Version 1.0

Sabre

Software version 1.0

Document Edition 1.0 (January 2016)

Template Version 4.5

Committed to minimizing the environmental impact of our global operations and to promoting sustainable business practices in travel and tourism. **www.sabre-holdings.com**

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Introduction

<div style="text-align: right; font-size: xx-large;">1</div>

SabreSonic® CSS Digital Connect exposes key capabilities of Sabre's eCommerce platform like shopping, booking, ancillaries, payments, seat selection and ticketing whilst abstracting its underlying booking engine business, architecture and infrastructure, to enable an optimized data set via JSON for airlines to consume and create their own user experiences.

This document contains "Release Ready" Release Notes information for *SabreSonic® CSS Digital Connect v1.0*.
It contains high-level information to enable advanced identification of new features and preparation for readiness and deployment.

1.1   Document Overview

This document identifies the functionality provided by the release ready release of *SabreSonic® CSS Digital Connect v1.0* and the specific services that gives airlines to that functionality. For details, see the *Digital Connect v1.0* API documentation.
Read this document so that you are aware of changes to the solution.

1.2   Release Identification

Release Version	Type (Version, Update, or Update with Patch)	Date	Approved By	Description of Change
1.0	Version	January 2016		

Release Features

2

Digital Connect v1.0, includes services that give airlines access to major shopping and booking functionality.

2.1 Summary of Features

The functionality provided by *Digital Connect v1.0*, includes:

- Requesting information that airlines can use to populate flight search, flight selection, ancillary shopping, seat selection, payment options, purchase confirmation, and other displays for passengers.
- Submitting information supplied by passengers in order to build an itinerary, purchase the itinerary, and ticket the itinerary.

2.2 The Ancillaries Shopping (/products/ancillaries) Service

Products in the context of *Digital Connect v1.0* services, means air transportation, ancillaries, bags, and seats (including paid seats). Use the /products/ancillaries service to obtain a list of ancillary products that are available for any flights that the passenger has selected. Use the information to populate a display of available ancillary products for the passenger. Also use the POST operation to add any ancillary products selected by the passenger to the itinerary.

Note that itineraries built with the /products services are held in session until you use the /purchase service to book the itinerary and create a PNR. This service can only be used after the flights have been selected and added to the itinerary with the Select Flights (/products/air) service.

2.2.1 Prerequisites

In order to use this service, the ancillaries must be defined in advance.

2.2.2 API Modifications

Service Name	Business Function	Operations
/products/ancillaries	Obtains a list of ancillary products available on the passenger-selected flights, and adds any ancillaries selected by the passenger to the itinerary.	GET – returns a list an ancillary products available on flights that have been selected by the passenger. POST – adds any ancillary products selected by the passenger to the itinerary. Note that the itinerary remains in the session.

2.3   Baggage Allowance (/products/air/bags) Service

"Products," in the context of *Digital Connect v1.0* services, means air transportation, ancillaries, bags, and seats (including paid seats). Use the /products/air/bags service to obtain information about bag allowances for any flights that the passenger has added to the current itinerary. Use the information to populate a display of bag allowance information for the passenger.

Note that itineraries built with the /products services are held in session until you use the /purchase service to book the itinerary and create a PNR. This service can only be used after the flights have been selected and added to the itinerary with the Select Flights (/products/air) service.

2.3.1   Prerequisites

Bag allowances must be set up in advance.

2.3.2   API Modifications

Service Name	Business Function	Operations
/product/air/bags	Obtains information about bag allowances on flights the passenger has selected.	GET – returns information about bag allowances for flights in the current itinerary; includes the number of free bags allowed on the selected flights, the number of carry-ons allowed, and the availability of additional paid bags and carry-ons.

2.4   Book Now Pay Later (/products/bnpl) Service

"Products," in the context of *Digital Connect v1.0* services, means air transportation, ancillaries, bags, and seats (including paid seats). Use the /products/bnpl service to determine which of the products selected by the passenger and held in the current itinerary (in the current session) are eligible for book now pay later (BNPL) and what the applicable BNPL fee would be. Use this information to populate a display for the passenger. Also, use this service to update the itinerary when the passenger chooses to book now and pay later.

Itineraries built with the /products services are held in session until you use the /purchase service to book the itinerary and create a PNR.

2.4.1   Prerequisites

- BNPL options must be set up in advance.
- Passenger information must be added to the itinerary via the /passengers service before this service is called.

- The BNPL service must be enabled.

2.4.2 API Modifications

Service Name	Business Function	Operations
/products/bnpl	Obtains a list of BNPL option for the products in the current itinerary. Also updates the itinerary if the passenger opts to use BNPL.	POST – updates the itinerary if the passenger opts to use BNPL. GET - returns BNPL options and payment options that

2.5 The Configurations for Storefront (/configurations) Service

The /configuration service allows an airline to obtain all configurations for a storefront, including available routes and services. The airline can use this information to populate a flight search page by displaying the available routes and services to passengers.

2.5.1 Prerequisites

In order to use this service, an airline must have routes and services established in STAN.

2.5.2 API Modifications

Service Name	Business Function	Operations
/configuration	To display all the configurations (such as routes and services) for a specific implementation of the *Digital Connect* services. Used to populate a flight search page by displaying available routes, etc., to passengers for their selection.	GET - Returns information suitable for populating a flight search page.

2.6 Fare rules - Enhanced Online Display

This service allows an airline to obtain the fare rules for flights that have been selected by a customer and added to the itinerary (via the Select Flights, /products/air service). The airline can use this information to populate a display of fare rules.

2.6.1 API Modifications

Service Name	Business Function	Operations
/product/air/farerules	To display the fare rules that apply to flights selected by the passenger and held in the session.	GET - Returns information suitable for populating a fare rules display.

2.7 The Flight Search/Flight Shopping (/products/air/search) Service

"Products," in the context of *Digital Connect v1.0* services, means air transportation, ancillaries, and seats (including paid seats). Use the /products/air/search service to obtain lists of available flights that match search criteria supplied by passengers and display those flights to passengers for their selection. Also, use the POST operation to build an itinerary based on passenger selections.

Itineraries built with these services are held in session until you use the /purchase service to book the itinerary and create a PNR.

2.7.1 API Modifications

Service Name	Business Function	Operations
/products/air/search	Obtains a list of air transport products (available flights) that meet the passenger's search criteria.	POST – performs a search of itineraries using the search criteria supplied in the parameter; the response contains a list of matching itineraries with fare offerings and detailed price breakdowns GET /products/air/search/latest

2.8 The Frequent Flyer Login and Profile Display (/login) Service

The /login service enables an airline to give passengers access to their accounts and display their account information. The airline prompts passengers for their user IDs and passwords and then uses the service to log the passenger in and display account details.

2.8.1 API Modifications

Service Name	Business Function	Operations
/login	Allows passenger to log in to their frequent flyer accounts and view current account information.	POST – submits passenger frequent flyer ID and password for authentication. GET – returns current account information for any authenticated passenger.

2.9 The Passenger Information (/passengers) Service

Use this service to add and modify passenger information associated with the current itinerary. Note that the current itinerary is the itinerary in the current session.

2.9.1 Prerequisites

An itinerary must have been created, via the Select Flights (/products/air) service, before any passenger information can be added.

2.9.2 API Modifications

Service Name	Business Function	Operations
/passengers	List and add passengers associated with an itinerary; modify passenger details. To add passengers to an itinerary, use the POST operation, supplying details for every passenger in the itinerary. To update passenger data, use the POST operation, supplying details for every passenger in the itinerary, including the modified information.	GET – returns current passenger information for the current itinerary. POST – adds passenger information to the current itinerary

2.10 The Payment Options (/paymentOptions) Service

The airline uses the /paymentOptions service to determine which forms of payment are applicable to the products the passenger has selected and added to the itinerary, and to obtain payment combinability information.

2.10.1 API Modifications

Service Name	Business Function	Operations
/paymentOptions	Books the flights identified in the itinerary and purchases any other products selected by the passenger. Authorizes the passenger's payment and issues a PNR and any other needed documents. Note that the itinerary built with the /products services is held in session until this service is called.	GET - returns combinability mapping. This provides information the airline can use to populate a display of allowable payment methods and combinable forms of payment in a multiple forms of payment situation. It also provides information which products and be paid separately so we can provide more flexibility to a passenger. POST – maps payment types to products. Will return any leftover amount with possible payment methods. Use this operation to record the payment types the passenger has selected for products in the itinerary.

2.11 The Purchase Itinerary and Create PNR (/purchase) Service

The airline uses the /purchase service to actually book the flights and purchase any other products identified in the itinerary. Obtain the passenger's payment details and then use this

service to authorize the payment, and, after authorization, issue a PNR and any other needed documents.

2.11.1 API Modifications

Service Name	Business Function	Operations
/purchase	Books the flights identified in the itinerary and purchases any other products selected by the passenger. Authorizes the passenger's payment and issues a PNR and any other needed documents. Note that the itinerary built with the /products services is held in session until this service is called.	POST – submits payment details provided by the passenger for authorization, and if authorization is successful, issues a PNR and any other needed documents.

2.12 The Retrieve PNR Details (/pnr) Service

The /pnr service retrieves PNR information for an existing booking. Allows the airline to prompt a passenger for PNR identifiers and then display the corresponding PNR to the passenger

2.12.1 Prerequisites

- This service must be enabled before it can be used.
- An itinerary must have been purchased and a PNR created before this service can be used.

2.12.2 API Modifications

Service Name	Business Function	Operations
/pnr	Obtains PNR details for an existing booking.	GET – returns PNR details for a booking, which can be displayed to the passenger. (Booking can be identified by PNR number, or by some combination of passenger first name, passenger last name, and passenger email address. Which of these are required can be configured.)

2.13 The Seatmap and Seat Selection (/products/seats) Service

"Products," in the context of *Digital Connect v1.0* services, means air transportation, ancillaries, bags, and seats (including paid seats). Use the /products/seats service to obtain information about seats that are available for any flights that the passenger has selected. Use the information to populate a seatmap for the passenger. Also use the POST operation to add any seats the passenger selects to the itinerary.

Note that itineraries built with the /products services are held in session until you use the /purchase service to book the itinerary and create a PNR. This service can only be used after the one or more flights have been selected and added to the itinerary with the Select Flights (/products/air) service.

Itineraries built with these services are held in session until you use the /purchase service to book the itinerary and create a PNR.

2.13.1 Prerequisites

Seatmap information must be set up in advance.

2.13.2 API Modifications

Service Name	Business Function	Operations
/products/seats	Obtains a list of seat products available on the passenger-selected flights, and adds any seats selected by the passenger to the itinerary.	GET – returns information used to populate a seatmap for display to the passenger POST – adds any seats selected by the passenger to the itinerary. Note that the itinerary remains in the session until the /purchase service is used to book the itinerary.

2.14 The Select Flights Service (/products/air) Service

"Products," in the context of *Digital Connect v1.0* services, means air transportation, ancillaries, bags, and seats (including paid seats). Use the/products/air service to add air transportation products to an itinerary (this includes adding the first flight and creating the itinerary). Also, use this service to retrieve the current state of the itinerary from the session.

Note that itineraries built with these services are held in session until you use the /purchase service to book the itinerary and create a PNR.

2.14.1 API Modifications

Service Name	Business Function	Operations
/products/air	Add any flights selected by the passenger to the itinerary; obtains a list of flights already selected.	POST - adds one or more flights selected by the passenger to the session; the first step in building an itinerary. GET - returns a list of flights that have been selected by the passenger.

2.15   The Shopping Cart (/products/cart) Service

"Products," in the context of *Digital Connect v1.0* services, means air transportation, ancillaries, and seats (including paid seats). Use the /products/cart service to obtain a list of all products that have been selected by passengers and a price breakdown for all of the selected products. Use this information to build a shopping cart display.

Note that itineraries built with the /products services are held in session until you use the /purchase service to book the itinerary and create a PNR.

2.15.1   API Modifications

Service Name	Business Function	Operations
/products/cart	Gets a price breakdown of all products already selected by the passenger and held in the session; use this information to format and display a shopping cart. The airline can call this service and format a shopping cart on each page displayed to the passenger.	GET - returns a list of all products that have been selected by the passenger with a price breakdown; suitable for populating a shopping cart display.

2.16   The Text Translations (/translations) Service

The Translations service returns all of the translations for the specified language.

2.16.1   Prerequisites

Translation keys must be set up in advance.

2.16.2   API Modifications

Service Name	Business Function	Operations
/translations	Obtains all of the translation text for a specified language. The airline can use the translation texts to populate various displays for passengers. For example, the list of translations will include the text that maps equipment-type codes to aircraft names for display to passengers.	GET - returns a list of all translation text for a specified language.

2.17   The Upgrade (/products/upgrade) Service

The /products/upgrade service returns information about cabin classes higher than those originally selected by the passenger in current itinerary. The airline can format this

information and display it to the passenger in order to offer the passenger the opportunity to move to a higher cabin class. The airline can set a "threshold" amount, which limits the fare increase that will be included in the upgrade offers.

Note that if the passenger has already selected the highest cabin class available on the flights, there will be no available upgrade information.

2.17.1   Prerequisites

- The airline must be using low fare shopping.
- The upgrade service must be enabled.

2.17.2   API Modifications

Service Name	Business Function	Operations
/products/upgrade	Obtains a list of higher cabin classes for display to the passenger, including the fare difference. Also modifies the itinerary if the passenger accepts an upgrade offer.	GET - returns a list higher cabin classes available to the passenger on the flights in the current itinerary. POST - if the passenger accepts an upgrade offer, updates the itinerary with the newly selected cabin class.

2.18   The Upsell (/products/upsell) Service

This service returns information about brands higher than those originally selected by the passenger in current itinerary. The airline can format this information and display it to the passenger in order to offer the passenger the opportunity to move to a higher brand. The airline can set a "threshold" amount, that limits the fare increase that will be included in the upsell offers.

Note that if the passenger has already selected the highest brand available on the flights, there will be no available upsell information.

2.18.1   Prerequisites

- The airline must be using branded fare search, and brand definitions must established in advance.
- The upsell service must be enabled.

2.18.2   API Modifications

Service Name	Business Function	Operations
/products/upsell	Obtains a list of higher fare brands for display to the passenger, including the fare difference. Also modifies the itinerary if the passenger accepts an upsell offer.	GET - returns a list higher brands available to the passenger on the flights in the current itinerary. POST - if the passenger accepts an upsell offer, updates the itinerary with the newly selected brand.

Release Features (Web Check-in) 4

Digital Connect v1.0, includes the following new and enhanced features for Web Check-in services.

3.1 Summary of Features

The functionality provided by *Digital Connect v1.0*, includes:

- Obtaining the information needed to populate various CheckIn displays, including passenger information, document information, and seatmaps.
- Processing information submitted by the passenger, including documents, seat selections, and payments.

3.2 The CheckIn Confirmation and Boarding Pass (/paxcheckin) Service

The /paxcheckin service submits a check-in request for all passengers in the current PNR.

3.2.1 API Modifications

Service Name	Business Function	Operations
/paxcheckin	Submits a check-in request and returns PNR data including boarding pass.	POST – submits a check-in request for all passengers in the current PNR; response includes boarding passes.

3.3 The CheckIn Purchase (/pay) Service

The /pay service submits a payment request for any unpaid seats (paid seats not yet paid for) selected by the passenger in the current PNR.

3.3.1 API Modifications

Service Name	Business Function	Operations
/pay	Submits a payment request for all unpaid seats in the current PNR.	POST – submits a payment request for all unpaid seats in the current PNR.

3.4   The Document Information (/documents) Service

The /documents service updates the PNR with information about documents submitted by the passenger, which can include passport, frequent flyer, address and gender.

3.4.1   API Modifications

Service Name	Business Function	Operations
/documents	Updates PNR with information from the submitted documents.	POST – updates PNR with information from submitted documents.

3.5   The Passenger Lookup and Eligibility (/pnrlookup) Service

The /pnrlookup service returns current information about a booking, including flight details and passenger eligibility.

3.5.1   API Modifications

Service Name	Business Function	Operations
/pnrlookup	Obtains current information for all passengers in the specified PNR.	GET – returns seat information for all segments in the PNR.

3.6   The Seatmap/Seat Assignment (/seats) Service

The /seats service returns seat information, including available seats, for all segments in the PNR. The airline can use this information to format a seatmap for display to the passenger. The service also updates the PNR if the passenger makes a seat selection, for either paid or unpaid seats.

3.6.1   API Modifications

Service Name	Business Function	Operations
/seats	Obtains seat information for all segments in the current PNR. Also modifies the PNR if the passenger opts to select a seat.	GET – returns seat information for all segments in the PNR... POST – updates the PNR if the passenger selects a seat.

Contacting Customer Care   6

4.1 About Sabre Airline Solutions Customer Care

Sabre Airline Solutions® maintains the *Sabre*® *Global Customer Care* help desk that is available for all customers 24 hours a day, 7 days a week. *Customer Care* analysts facilitate the resolution of issues, questions, and requests for *Sabre Airline Solutions* products and services.

When you contact *Customer Care*, an analyst collects specific information about the issue, opens a service request in the tracking system, and then documents the issue to track handling and resolution. This logging and tracking process facilitates complete and accurate communication, which improves the resolution process, implementation process, and design of future enhancements to ultimately prevent recurrence of the issue.

Customer Care analysts manage all service requests throughout the service request's life cycle, from beginning to end. The analysts are committed to resolving all service requests in a professional and timely manner. They coordinate with subject matter experts to resolve issues and escalate as needed to ensure resolution. The analyst does not close a service request until it is fully resolved and communicated back to you.

4.1.1 Sabre Community Portal / eService Tool

Sabre Airline Solutions maintains the *Sabre*® *Community Portal* at community.sabre.com that offers:

- Access to the eService tool, from which you can submit and track service requests.

- Access to Sabre hosted applications.

- Training and documentation information.

- Application release notes and patches.

- User forums, news, and events.

4.1.1.1 Registering for Community Portal Access

Access to the *Community Portal* is generally provided within 24 to 48 business hours. If your organization has a Delegated Administrator to approve the request, your access may be granted faster.

To register for Community Portal access

1. Go to community.sabre.com.

2. Click **New Account**.

   The New User Registration page appears.

3. Enter required information.

4. Click **Submit**.

   Once your request is approved, you will receive an email with additional information. Follow the instructions within this email to complete the registration process.

4.1.1.2   Requesting Access to eService

Access to eService is generally provided within 24 hours.

Note You should only enter low or medium impact issues in the eService tool. If you have a high or critical impact level issue, you must call *Customer Care* for immediate attention. If you use eService to submit a critical impact level request, the service request will be excluded from time-to-resolution calculations.

To Request Access to eService

1. Login to community.sabre.com.

2. On the Home page, in the **Support Services-eService tool** area, click **Request Access**.

4.1.2   Telephone

Note To ensure the most expedient response, you must submit all critical and high impact issues directly by phone to *Customer Care*.

Call *Customer Care* at the following toll free number for your country:

Country	ITFS Number
Antigua	888-832-4738
Argentina	0800-666-1664
Australia	1-800-081-993
Austria	800291705
Bahamas	1-800-389-0417
Bahrain	800-00-002 (WSC 5050)
Belarus	880-0114 PIN 375
Belgium	0800.77.029
Bolivia	800-10-0350
Brazil	0800 891 9210
Brunei	800-013 PIN 673
Canada	1-866-598-1706
Chile	800 412555

Country	ITFS Number
China Telecom	4001.202.315
China Network Co.	4001.202.315
Cyprus	800-96110
Colombia	01 800 954 1326
Czech Republic	800-700-117
Denmark	80885884
Egypt - Cairo	8000000491
Egypt - Other	8000000491
El Salvador	800-0000-0011
Estonia	800.0111.665
Finland	0800 914 860
France	0800-909-657
Germany	0800-181-7245
Greece	00800-16-122-055-533
Hong Kong	800-908-742
Iceland	800 8667
India	000 800 100 6116
Indonesia	001-803-016-1722
Ireland	1-800-657-198
Israel	1809 246 033
Italy	800-787-417
Jamaica	18664026835
Japan	0053-116-0811
Korea	0030 813 1943
Malaysia	1800 813 609
Malta	800-90112 PIN 356
Mexico	1-800-123-8537
Netherland Antilles	US ATT Direct Access, then 888-832-4738
The Netherlands	0800-023 2237
New Zealand	0800-450-960

Country	ITFS Number
Norway	800-18-798
Pakistan	00 800 12 001 PIN 5046
Paraguay	009 800 598 1 0004
Peru	0800-52-226
Philippines	1-800-111-00338
Philippines	1-800-111-00339
Russia	810-800-240-31012
Saudi Arabia	1800-11 PIN 5671
Serbia	0-800-190-138
Singapore	800-101-1651
Spain	900-995-926
Sweden	0200-285-836
Switzerland	0800 894 534
Tahiti	888-832-4738
Thailand	1800 156 203 7722
Trinidad and Tobago	888-870-9002
UK	8000288446
Uruguay	2-518-6642
USA	1-888-421-8889
Venezuela	0800-100-3851
Vietnam	1-201-0288, wait for ATT recording, then 866-947-9059

You can also use the **Call Me** button when you need a *Customer Care* analyst to call you back. You can access the **Call Me** button from the following two locations on the *Community Portal*:

• On the **Home** page, in the **Support Services-eService tool** area.

• On the Contacts page, in the **Customer Care** area.

When calling in an issue, the *Customer Care* analyst will ask a number of basic questions to initiate a diagnosis of the issue. Questions may include:

• What is your name and telephone number?

• What is a valid email address?

• What is an alternate contact name and telephone number?

- What is your company name?

- What is the issue description?

- Which application and module were you using when the error occurred?

- What is the applications version number?

- What is the impact on your company's operations?

- Is the application completely disabled?

- Have you restarted the application?

- What error messages are you encountering, if any?

- What sequence of events (keystrokes/button clicks) led to the issue?

- Has the issue occurred before? If Yes, when?

- Does the issue occur on other workstations?

- Have you rebooted the workstation? (Cold/Warm)

- What logon ID were you using?

4.2   Customer Impact Levels

When you submit a service request, you specify the level of impact that the issue causes to your business. The following table defines the customer impact levels:

Impact Level	Conditions
1 – Critical	- System failure causes extreme business impact to operationally critical procedures. - Key personnel are unable to perform operational tasks due to system outage. - Current business practices cannot be performed due to system failure and continued work stoppage has severe financial consequences. - Time critical functionality necessary to continue operations and resolution must be made as soon as possible. - 90 – 100% of users are impacted by system failure.
2 – High	- System failure causes significant business impact. - Workaround exists, but is impractical or labor intensive for extended outage duration. - The financial consequence is significant. - 50 – 90% of users are impacted by system failure.
3 – Medium	- Impact to system is noticeable, but has little or no consequence to productivity. - Issue exists in a non-business critical function. - Workaround exists or is not necessary. - Less than 50% of users are impacted.

Impact Level	Conditions
4 – Low	• Functional impact is negligible or non-existent. • Functionality (or system change) not necessary for business to continue.

4.2.1   Severity Levels

After you submit a service request, a *Customer Care* analyst reviews it and sets the severity level according to the following guidelines:

Severity Level	Description
1	A complete loss of service. The system is inoperable. Work cannot continue.
2	A severe loss of service. Issue affects a critical business function. However, work can continue in a restricted operating mode.
3	A moderate loss of service. A workaround is available.
4	No loss of service. Issue is minor. No workaround is required.

4.2.2   Product Availability Levels

All products are classified into the following product availability levels:

Availability Level	Application Type	Description
High	Real time and operational (such as, crew tracking/assignment applications).	Any outage or issue that has a major impact on a customer's ability to conduct day-to-day business operations.
Normal	Business management/planning (such as, planning and scheduling and yield management applications).	Any outage or issue that can potentially affect a customer's ability to conduct day-to-day business operations.