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

Version 3.4

Sabre

Software version 3.4

Document Edition 1.0 (November 2017)

Template Version 4.9

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Introduction 1

1.1 Document Overview

This document contains release notes information for *SabreSonic® CSS Digital Connect v3.4.* Read this document so that you are aware of changes to the solution.

1.2 Release Identification

Release Version	Type (Major, Minor, Maintenance, or Patch)	Date	Approved By	Description of Change
3.4	Minor	November 2017	Joyce Schofield	

Release Features

2

2.1 Summary of Features

Digital Connect v3.4 includes the following new and enhanced features by using *Digital Connect* 3.4 services:

- Cars;

- Flight Promotions;

- Loyalty;

- Payment and Ticketing Operations;

- Pricing;

- Shopping.

2.2 Cars

Digital Connect offers airlines the ability to book car rentals for passengers. With this feature airline can search for rental cars that are available at the passenger's destination, display the available cars to the passenger, and if the passenger decides, book a car rental.

2.2.1 Car search enhancements

Digital Connect v3.4 introduces fallowing enhancements to car search and book functionalities:

2.2.1.1 Location service changes

Digital Connect v3.4 corrects the behavior in which during car search when origin and destination are provided by the passenger, offers for the entire country are returned. New enhancement offers two types of search:

- Itinerary based in which ItineraryOrigin and DestinationReferenceCode should be provided;

- Country and city based in which CountryCode, Currency and City should be provided.

Based on above search types *Digital Connect* returns data for requested location or for requested itinerary.

2.2.1.2 'Per day price' in Response

Digital Connect v3.4 adds dailyEstimatedTotal field in /products/car/book Service which allows airlines UI to display daily rental charges that include additional mandatory charges to the passengers.

2.2.1.3 Specific error code for no locations found

Digital Connect v3.4 improves error handling by adding specific error code for no locations found in /products/car/location Service. It is returned when /products/car/location Service doesn't find any location for provided request.

2.2.1.4 Error Handling

New 500 type error was added:

```
{
    "status": "Complete",
    "type": "BusinessLogic",
    "errorCode": "ERR.SSW.APP.NO_LOCATIONS_FOUND",
    "timeStamp": "2017-08-31T08:56:07",
    "message": "1-Search returned no records:BUSINESS_ERROR"
}
```

2.2.1.5 API Modifications

Service Name	Operation	Change
/products/car/book	POST	Added class: dailyEstimatedTotal (Amount, optional): Daily rental charges that include also additional mandatory charges e.g. taxes.
/products/car/search	POST	Added class: dailyEstimatedTotal (Amount, optional): Daily rental charges that include also additional mandatory charges e.g. taxes.

2.3 Flight Promotions

Airlines create promotions to increase sale and acquire new customers. By discounting existing fares, they encourage people to travel. Certain routes or flights can be managed better and create higher revenue if they get promoted. *Digital Connect* v3.4 introduces following enhancement to this functionality:

2.3.1 Flight Discount per Passenger

Digital Connect v3.4 introduces support of multiple promo codes in one booking. This functionality allows airlines to improve tracking promotions and gain better control over promotional fares. It also allows airlines to offer passengers single use multi promo codes, not only multi use single promo codes. The promo codes (both: multi use single promo codes or single use multi promo code) must be tied to the same promotion.

Passengers must provide promo code for every person in a booking to obtain modified fare. The same price modifier is applied to every passenger in the booking regardless of passenger type (ADT, CHD), excluding

or including infants – depending on the configuration, however the final value might be different due to a difference in the original fare.

Supported price modifiers:

- Discounts

- Markups

- Account codes

Supported types of discount:

- Amount discount;

- Percentage discount.

If on the same flight a markup, discount and/or account code is applied an airline can use a configuration to set priorities up. The price modifier with the highest priority will be applied.

Promo code per passenger provided during purchase is added to an electronic ticket (VCR) and to the booking in remarks.

This functionality applies to the following flows:

- The Revenue Flow (B2C);

- Book Now Pay Later Flow (B2C: BNPL);

- Manage Your Booking – Book Now Pay Later Flow (MYB: BNPL).

2.3.1.1 Prerequisites

Airline must use Flight Promotions application to create promotions and set up rules.

2.3.1.2 Limitations

1. Flight Promotions or discounts capability are currently not supported in the Redemption Flow (RBE).

2. All promo codes in the same booking must belong to the same promotion.

3. One promo code must be provided for each passenger (excluding or including infants - depending on the configuration). If promocode is not provided for all passengers in the booking, reservation will be priced without any price modifiers. In case of single use multi promo code if any promo code is invalid none of the other valid promo codes will be applied.

4. The same price modifier is applied regardless of passenger type therefore there is no possibility to match promocode with a specific passenger or passenger type.

2.3.1.3 Error Handling

Digital Connect validates code(s) entered by a passenger. In /products/air/search POST response a flag indicating if given promocode is valid is returned. *Digital Connect* will send a warning if any of the promo codes is in the status:

- Used

- Invalid

- Inactive

- Incompatible (new status).

In any of the above cases passenger may either choose to correct a promo code or proceed with the booking and issue ticket(s) without discount.

2.3.1.4 Highlights

2.3.1.4.1 The Revenue Flow (B2C)

1. The airline calls /products/air/search POST to obtain the list of available flights.

   a. New feature: Passenger must provide promo code for every person in a booking.

2. The passenger selects a flight.

3. The airline submits /products/air POST to add selected flight to the itinerary.

4. The airline prompts passenger for passenger details: first name/name/gender, date of birth, phone number, email address etc.

5. The airline uses /passengers POST to add passenger to the itinerary.

6. The passenger can continue shopping by selecting seats and ancillaries, according to the airline's shopping sequence.

7. Product cart is updated.

8. When the passenger indicates that shopping is completed the airline obtains available payment options for the current itinerary by calling /paymentOptions GET. The airline can format the information for display to the passenger.

9. When the passenger selects form of payment, completes the payment and decides to purchase, the airline initiates the purchase and ticketing process by calling /purchase POST. If authorization is successful, the /purchase service will create a PNR, EMD(s), etc.

   a. New feature: After successful purchase the promo code is marked as redeemed, historical SSR's with applied discount are added to the PNR. Used promo codes are added to the VCR in the Tour Code box unless an airline decides to have a different information there.

10. The response indicates whether the purchase is successful. The airline formats this information for display to the passenger.

2.3.1.5 API Modifications

Service Name	Operation	Change
/products/air/meteasearch	POST	Added class: promoCodes (Array[string], optional): Promo codes associated with the trip/passengers. Example: `[\"PROMO_1\", \"PROMO_2\"]`

Note /products/air/search Service was modified in a previous release to showcase multiple promo codes associated with the trip/passengers.

2.3.2   Pseudo City Code (PCC) in Flight Promotions

Pseudo City Code (PCC) was added to the Flight Promotions criteria to ensure the promotion is applied according to PCC:

- correct PCC - promotion applied;
- incorrect PCC - promotion not applied.

2.4   Loyalty

2.4.1   Exchange seat - partial exchange flow without new seat selection

In *Digital Connect* when the re-association in the Manage Your Booking – Change Itinerary Flow (MYB: CI) is successful and "sat.seats.checkPaidSeatsDuringExchangeEnabled" is set to true, the paid seats count is checked and compared with the Revenue Flow (B2C) paid seats count. If it's less than in B2C, message is returned via POST /pnr/exchange/products/seats call.

Digital Connect v3.4 introduces enhancement to this functionality. When no seat is selected during partial exchange GET /pnr/exchange/products/seats will also expose a flag informing that the passenger previously purchased a seat and the re-association was successful. This enhancement is needed as paid seats are issued for outbound/inbound on a single EMD and for partial exchanges UI needs to enforce user to select the seat of the same type (i.e. if user purchased a paid seat during the original B2C process, they also need to select a paid seat during the partial exchange).

2.4.1.1   Prerequisites

The passenger purchases a paid seat in the Revenue Flow (B2C) and re-association criteria are met.

2.4.1.2   Limitations

Exchanges for Multicity scenarios (MC) are not supported.

2.4.1.3   Highlights

1. Logic was moved from POST / pnr/exchange/products/seats to GET /pnr/exchange/products/seats.

   a. New feature: GET /pnr/exchange/products/seats response now includes the new flag "paidSeatSelectionRequired" that indicates if the paid seat needs to be re-selected.

2. In case bread crumb is used after premium seat selection and passenger returns to seat map the new flag "paidSeatSelectionRequired" will be set to false as the passenger already selected a premium seat and selecting another is not necessary.

2.4.1.4   API Modifications

Service Name	Operation	Change
/pnr/exchange/products/seats /pnr/exchange/products/seats/preview	GET	New class at passenger's level.

		paidSeatSelectionRequired (boolean, optional): Flag indicating if the paid seat needs to be re-selected after reassociation. Possible values: ['true', 'false']

2.5   Payment and Ticketing Operations

This section covers the services that airlines use to present passengers with the forms of payment that are available for an itinerary, to collect payment information, to authorize the payment information, and to ticket the booking. These services are available to both initial booking and post-booking (such as exchanges) situations.

The service that returns a detailed price breakdown of all products and passenger details in the itinerary currently held in the session has the following additions and enhancement:

2.5.1   Indian Goods and Service Tax (GST)

Digital Connect v3.4 addresses a mandate to support new General Sales Tax (GST) in India that applies to State Goods and Services. For any tickets issued worldwide where travel originates in India, regardless of point of sale, the airline must send a GST invoice within 30 days of the date of ticket issuance regardless of the form of payment.

This change in tax impacts all airlines issuing tickets within India and Ex-India, hence airlines need to apply the tax at time of pricing and adhere to this Indian tax mandate to avoid any penalties for Non-Compliance. *Digital Connect* will require from passengers to supply their Indian tax registration details (GST number, Company name, Address of business, phone number and email), these will be added as SSR's to the PNR. The purpose of these SSRs is to store and transmit (if applicable) the GST Number, Name and Address of the business entity registered for GST. These will differ from the passenger's own name and address.

This feature will be activated by default if application identifies that K3 tax is returned in shopping response then *Digital Connect* will request UI to provide Indian tax details if applicable for Business persons (passengers possessing an Indian tax registration number).

This functionality applies to the following flows:

•   The Revenue Flow (B2C);

•   Book Now Pay Later Flow (B2C: BNPL);

•   The Redemption Flow (RBE);

•   The Change Passenger Details Flow (MYB: CPD).

2.5.1.1   Limitations

•   General sales tax data can only be provided if a configured tax is present in the pricing response.

•   If airline will try to change passenger's GST data in response they will receive an error with all details about data that was changed, therefore airline should not even try to change the data. UI should be responsible for blocking modification general sales tax in post booking paths.

•   If passenger does not provide Indian tax registration number and other mandatory details then they can only add the Indian tax data in the change passenger details path.

- Passenger will not be able to remove or modify Indian tax data once it is provided.

- This functionality does not apply to the post booking paths:

  o   Manage Your Booking – Change Itinerary Flow (MYB: CI);

  o   Manage Your Booking – Modify Trip Options Flow (MYB: MTO);

  o   Upgrade Flow (MYB:FFU, MYB:FQTU).

  may not rectify the validation for each field as this GST data will not be accepted in the service /pnr/exchange/passengers.

2.5.1.2 Error Handling

- In the post booking flows, general sales tax data can only be provided in /pnr/passengers service Change Passenger Details Flow. If *Digital Connect* receives request to add Indian tax details an error message will be returned.

- If passenger provides Indian tax registration number for infant then Digital Connect will return an error. This functionality is configurable, airline can decide which passenger type(s) they want to exclude.

2.5.1.3 Highlights

1. IATA has introduced 4 new IATA Standard SSR codes to communicate GST data to the validating carrier when required. These SSRs are:

    a.   GSTN - Goods and Services Tax Number

    b.   GSTA - Goods and Services Tax Business Address

    c.   GSTP - Goods and Services Tax Business Phone Number(s)

    d.   GSTE - Goods and Services Tax Business Email

The SSRs are name number associated and once added to the PNR looks as follows:

```
 9.SSR GSTN VA HK1/IN/22AAAAA0000  1.1 SLODOWY/ADAM MAJSTER MR
   A1Z5/COMPANY
10.SSR GSTA VA HK1/IN/STREET1/STR  1.1 SLODOWY/ADAM MAJSTER MR
   EET2/MUMBAI/STATE/08213
11.SSR GSTP VA HK1/IN/1234567890/  1.1 SLODOWY/ADAM MAJSTER MR
12.SSR GSTE VA HK1/IN/GSTINFO//IB  1.1 SLODOWY/ADAM MAJSTER MR
   MGST.IN
```

2. In /pnr service response a special message is provided if the tax is present ("General Sales Tax Code found in the reservation.").

3. A rule has been created (GST_DATA) which is used to inform if the configured tax is present (before /passengers service).

2.5.1.3.1   The Revenue Flow (B2C)

1. The airline calls /products/air/search POST to obtain the list of available flights to the passenger.

2. The passenger selects a flight.

3. The airline submits /products/air POST to add selected flight to the itinerary.

4. The airline fills shopping cart data /products.

5. The airline prompts passenger for passenger details e.g. passport information.

    a. New feature - SSR of Indian tax details If applicable will be added in POST /passengers.

6. The passenger can continue shopping by selecting seats and ancillaries, according to the airline's shopping sequence.

7. Product cart is updated.

    a. New feature - SSRs for Indian are shown in the shopping cart - GET /products.

8. When the passenger indicates that shopping is complete the airline obtains available payment options for the current itinerary by calling GET /paymentOptions. The airline can format the information for display to the passenger.

9. When the passenger selects form of payment, completes the payment and decides to purchase, the airline initiates the purchase and ticketing process by calling /purchase POST.

    a. New feature - SSRs for Indian tax can be added in POST /purchase or POST /products/bnpl/purchase.

10. The response indicates whether the purchase is successful. The airline formats this information for display to the passenger.

11. The passenger specifies a PNR for review.

12. The airlines submit a /pnr GET request. The airline can format the information for display to the passenger. The response will now contain:

    a. SSRs for Indian tax.

2.5.1.3.2   The Change Passenger Details Flow (MYB: CPD)

1. The airline displays the profile information to the passenger.

2. The passenger clicks a link to Change Passenger Details. The airline calls /pnr GET to obtain SSR data.

3. The airline displays the PNR information to the passenger.

4. The passenger updates the passenger data (e.g. passport number).

    a. New feature – passenger can add SSR's of Indian tax details but only if no SSR details are returned for this passenger during PNR retrieval in addition they cannot delete or modify SSR data related to General Sales Tax (GST) data.

    b. If 1st passenger already provided GST data, the 2nd passenger still can add it in the Change Passenger Details Flow.

5. The airline updates the passenger's PNR with a /pnr/passengers POST request.

2.5.1.4 API Modifications

Service Name	Operation	Change
/passengers	POST GET	Added class: generalSalesTaxData - Passenger's General Sales Tax (GST) data. During Exchange - GST Data can't be changed.
/products	GET	Added class: generalSalesTaxData - Passenger's General Sales Tax (GST) data. During Exchange - GST Data can't be changed.
/products/cart	GET	Added class: generalSalesTaxData - Passenger's General Sales Tax (GST) data. During Exchange - GST Data can't be changed.
/products/seats	GET	Added class: generalSalesTaxData - Passenger's General Sales Tax (GST) data. During Exchange - GST Data can't be changed.
/purchase	POST	Added class: generalSalesTaxData - Passenger's General Sales Tax (GST) data. During Exchange - GST Data can't be changed.
/pnr	GET	Added class: generalSalesTaxData - Passenger's General Sales Tax (GST) data. During Exchange - GST Data can't be changed.
/pnr/passenger	POST	Will allow user to only ADD SSR's for Indian Tax data. Added class: generalSalesTaxData - Passenger's General Sales Tax (GST) data. During Exchange - GST Data can't be changed.

2.5.2 Installments with Interest

Digital Connect v3.4 introduces an enhancement of the current installment feature. This solution allows airlines to offer installment payment plan offerings based upon the credit card used and the associated interest rate.

It fulfills a need in the Latin American market that has a long history of offering customers the ability to pay for goods and services via installment credits, allowing buyers the flexibility to finance their purchases with partial payments made over a period of time. With the growth of credit, debit card usage as well as on-line purchases, merchants must offer the ability to pay with installments across all of their sales channels and forms of payment.

This customization uses Payment Query to return:

- installment options including interest rate,

- interest amount and

- installment (payment) length.

This feature is available in the Revenue Flow (B2C).

2.5.2.1 Prerequisites

- Configuration for (local) credit cards offered for installment arrangements.

- Configuration in MM the installment ancillary.

- The carrier must use Payment Web Services (PWS).

- The carrier must provide Sabre with installment details they wish to offer passengers.

2.5.2.2 Limitations

The carrier must use Sabre Payment Web Services (PWS) to use this functionality for both query and authorization.

2.5.2.3 Highlights

2.5.2.3.1   The Revenue Flow (B2C)

1. The airline calls /products/air/search POST to obtain the list of available flights to the passenger.

2. The passenger selects a flight.

3. The airline submits /products/air POST to add selected flight to the itinerary.

4. The airline prompts passenger for passenger details e.g. passport information.

5. The airline uses /passengers POST to add passenger to the itinerary.

6. The passenger can continue shopping by selecting ancillaries using /products/ancillaries, according to the airline's shopping sequence.

7. The airline uses /products/seats operations to display available seats for selection and to add any seats selected by the passenger to the itinerary

8. Product cart is updated.

9. When the passenger indicates that shopping is complete the airline obtains available payment options for the current itinerary by calling /paymentOptions GET. The airline can format the information for display to the passenger.

   a. New feature: One of the payment options is installment payment. There are two kinds of installments options.

      i. *Digital Connect* configurations (AM airline) or

      ii. Payment query provider (AR airline).

10. New feature: Passenger decides on paying with installments. The airline obtains the installments offers by calling POST /paymentOptions/installments.

11. When the passenger selects form of payment, completes the payment and decides to purchase, the airline initiates the purchase and ticketing process by calling /purchase POST. If authorization is successful, the /purchase service will create a PNR, EMD(s), etc.

    a. New feature - Valid installmentId can be passed in purchase request. Installment interest is collected via standalone installment ancillary(ITC) only if it is available or interest is non zero and positive amount.

12. The response indicates whether the purchase is successful. The airline formats this information for display to the passenger.

    a. New feature - After successful purchase, installment details are available in /purchase response.

13. The passenger specifies a PNR for review.

14. The airline submits a /pnr GET request. The airline can format the information for display to the passenger.

    a. New feature - After successful purchase, installment details are available in /pnr response.

2.5.2.4   API Modifications

Service Name	Operation	Change
/paymentOptions	GET	New class. additionalPaymentDetails (AdditionalPaymentDetailsWrapper, optional): Additional payment details like alternative form of payment, installment options etc.
/paymentOptions/installments	POST	Added new service.
/purchase	POST	New class. installmentDetails (PaymentQueryInstallmentDetails, optional): Information about used payment query installment option details.
/pnr	GET	New class. installmentDetails (PaymentQueryInstallmentDetails, optional): Information about used payment query installment option details.

2.5.3   Ticket Field Expansion

Digital Connect v3.4 enhances Ticketing by changing background handling of the fare value. Ticketing currently has limitations of 8 characters for base, equivalent, and total amounts and 7 characters for tax amounts. Decline of currency values is causing carriers to experience errors at time of ticketing because of the digit limitation. New enhancement to Ticketing provides an accurate display of large value currencies in *Digital Connect* and assures their proper handling in processing. Form of Payment (FOP) is now changed to allow both forms of payment to be 9 characters in length.

This enhancement affects below paths:

- The Revenue Flow (B2C);

- Manage Your Booking – Change Itinerary Flow (MYB: CI);

- Manage Your Booking – Book Now Pay Later Flow (MYB: BNPL);

- Business to Business (B2B).

The proper error message will be provided in the case of Multiple Form of Payment (MFOP).

No special setup is required for this enhancement it will be activated automatically.

2.5.3.1 Limitations

This feature will only be available in conjunction with a "normal" fare. What is meant by a "normal" fare is one which is not CAT35 (of any type) or contains any "net" data.

2.5.3.2 API Modifications

There were no API modifications.

2.5.4   Dynamic 3DS Error Messaging

Digital Connect v3.4 replaces generic error message during failure of dynamic 3DS payment with more insight as to the reason for the failure. The error responses from 3DS will be mapped into categories as returning the raw result may violate PCI and security. This functionality is enabled by default but it can be disabled through the configuration

This enhancement affects below paths:

- The Revenue Flow (B2C);

- The Redemption Flow (RBE);

- Book Now Pay Later Flow (B2C: BNPL);

- Manage Your Booking – Book Now Pay Later Flow (MYB: BNPL).

2.5.4.1 Highlights

2.5.4.1.1   Sample soft fail message:

```
service": "POST: /purchase",
"status": "200: OK",
−
"response": {
        −
    "messages": [
            −
        {
            "level": "warn",
            "code": "unticketedWarning"
        },
        −
        {
            "level": "info",
```

```
                    "code": "confirmationsuccess"
            },
            _
            {
                    "level": "warn",
                    "code": "payment3dsDetailFail",
                    _
                    "details": {
                            "@type": "ListMessageDetails",
                            _
                    "value": [
                                    _
                            {
                                            "@type":
                                            "CardsAuthorizationFailureDetails",
                                            _
                                    "cardsDetails": [
                                                    _
                                    {
                                                            "maskedNumber":
                                                            "XXXXXXXXXXX1234",
                                                            "code": "IK",
                                                            "status": "DECLINED",
                                                            "failureReason":
                                                            "card.not.approved"
                                    }
                                    ]
                            }
                    ]
                    }
            }
    ],
```

2.5.4.1.2   Sample hard fail message:

```
    [

    {
            "service": "POST: /purchase",
            "status": "500: Internal Server Error",
            _
            "response": {
                    "status": "Complete",
                    "type": "BusinessLogic",
                    "errorCode": "ERR.SSW.PURCHASE.PWS_GET_TRANSACTION_PAYMENT_FAILURE",
                    "timeStamp": "2017-10-09T11:42:44",
                    "message": "Get status transaction failure.",
                    _
                    "details": {
                            _
                            "cardsDetails": [
                                    _
                            {
                                            "maskedNumber": "XXXXXXXXXXX1234",
                                            "code": "IK",
                                            "status": "DECLINED",
                                            "failureReason": "card.not.approved"
                            }
                            ]
                    }
            }
    }
```

```
        }
    ]
```

2.5.4.2   API Modifications

Service Name	Operation	Change
/purchase /products/bnpl/purchase	POST	Expanded 3DS error messaging.

2.6   Pricing

Digital Connect v3.4 introduces a new enhancement to pricing:

2.6.1   Air Custom Pricing

Digital Connect v3.4 introduces an enhancement of the current re-price functionality. New feature supports the ability for airlines to reprice whole itinerary with:

• base fare discount percent or a base fare discount amount,

• specified amount of the YQ/YR Tax amounts parameter,

• endorsements that will be stored and added in purchase.

The discounted fares/taxes are added to electronic ticket (VCR) and to the booking in the remarks. With this new functionality airlines will also be able to waive change or cancel fees on a per booking basis.

Air Custom Pricing is supported in following paths:

• Discount Pricing and Tax override is supported in:

   o   The Revenue Flow (B2C);

   o   Book Now Pay Later Flow (B2C: BNPL);

   o   Manage Your Booking – Book Now Pay Later Flow (MYB: BNPL).

• Waiving of Change/Refund Fee is supported in:

   o   Manage Your Booking – Cancel and Refund Flow (MYB: C

   o   Manage Your Booking – Change Itinerary Flow (MYB: CI).

2.6.1.1   Prerequisites

In order to waive a fee, the carrier must have `WAIVING FEE REQUIRES CODE=YES` configured in the multi host table

Each service is individually enabled for custom pricing.

1. Air Custom Pricing is not supported in following paths:

    a. The Redemption Flow (RBE);

    b. Manage Your Booking – Modify Trip Options Flow (MYB: MTO);

    c. Upgrade Flow (MYB:FFU, MYB:FQTU).

2. This functionality is not applicable to T2 reprice.

3. Negotiated fares are not supported.

4. If DR/DM discounts are being applied then *Digital Connect* will not allow the carrier to use this custom override.

5. Custom Discount is not applicable to Infant, because of host limitation.

6. Custom tax override by default is not applicable to Infant. However, there is configuration to control this "sat.airCustomPricing.tax.override.passengerTypes.not.allowed".

7. FixedBaseFare discount can only be applied for the whole itinerary.

8. FixedBaseFare discount is not supported in Metasearch.

9. For 'Price by Brand' feature it is not possible from the host level to discount on a whole itinerary level. If a carrier sends a discount percentage or amount for the whole itinerary then we will distribute the value equally among all Itinerary Parts.

10. Pay with points feature (sat.loyaltyPointsAsFopEnabled) is not supported for custom pricing. If an Airline enables the pay with points feature along with custom pricing and if there is a custom discount/tax provided then the passenger can't pay with points for that particular transaction and points will not be returned as a form of payment. However, if the airlines do not pass a custom discount/tax, then they can choose to pay with points.

2.6.1.3   Highlights

Air Custom Pricing can be done in the following services:

1. POST /products/air/metasearch:

    a. Endorsement text which will be added to the booking.

    b. List of overridden taxes.

    c. Discount applied to whole Itinerary.

2. POST /products/air (flight selection):

    a. Custom pricing details for selected itinerary supporting custom discount at itinerary part/itinerary level, tax override and endorsement text addition to booking.

3. PUT /products:

    a. Custom pricing details for selected itinerary supporting custom discount at itinerary part/itinerary level, tax override and endorsement text addition to booking.

4. GET /pnr/cancelAndRefund/cancel to waive refund fee:

a. Code used to waive reservation cancel fee.

5. POST /pnr/exchange/products/air to waive change fee:

a. Code used to waive change fee.

2.6.1.4 API Modification

Service Name	Operation	Change
/products/air	POST	New class. airCustomPricing (AirCustomPricing, optional): Custom pricing details for selected itinerary supporting custom discount at itinerary part/itinerary level, tax override and endorsement text addition to booking.
/products/air/metasearch	POST	New class: metaSearchAirCustomPricing (MetaSearchAirCustomPricing, optional): Metasearch air custom pricing details.
/products	PUT	New class. airCustomPricing (AirCustomPricing, optional): Custom pricing details for selected itinerary supporting custom discount at itinerary part/itinerary level, tax override and endorsement text addition to booking.
/pnr/cancelAndRefund/cancel	GET	New parameter. waiverCode: Code used to waive reservation cancel fee.
/pnr/exchange/products/air	POST	New parameter. waiverCode: Itinerary selected for the exchange.

2.7 Shopping

This section covers the services airlines use to display available flights and other products to passengers and to build itineraries from passenger selections. *Digital Connect* v3.4 adds and enhances the functionality in this area in the following ways.

2.7.1 Star alliance partner United Airlines (UA) redemption fares

New shopping enhancement allows airlines to receive flight shopping results for alliance partners or specific alliance partner.

This feature is implemented in below paths:

• The Redemption Flow (RBE).

2.7.1.1 Limitations

This functionality is not supported with CALENDAR30 or with legacy shopping redemption calls.

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2.7.1.2 Change in configuration

New configuration property key was added:

```
sat.awardBooking.useRedemptionAvailabilityService.enabled
Default: false
Possible values: true | false
```

If property is set to true, the "UseRedemptionAvailabilityService" will be sent in QueryProducts every time in award shopping request in order to receive flight shopping results for alliance partners. If set to false functionality will work as today.

Contacting Customer Care 3

3.1 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.

3.1.1 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.

3.1.1.1 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

6. Go to community.sabre.com.

7. Click **New Account**.

   The New User Registration page appears.

8. Enter required information.

9. 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.
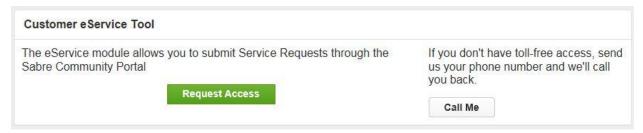
3.1.1.2 Requesting Access to eService

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**.

3.1.2 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	Toll Free Number
Antigua	888-832-4738
Argentina	0800-666-1664
Australia	1-800-081-993
Austria	800-291-705
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
China	4001-202-315

Country	Toll Free Number
Colombia	01-800-954-1326
Cyprus	800-96110
Czech Republic	800-700-117
Denmark	808-85884
Egypt - Cairo	7955-770 PIN 5670
Egypt - Other	02-7955-770 PIN 5670
El Salvador	800-0000-0011
Estonia	800-12-122 PIN 5047
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	1-809-246-033
Jamaica	1-866-402-6835
Japan	0053-116-0811
Korea	0030-813-1943
Malaysia	1-800-813-609
Malta	800-90112 PIN 356
Mexico	01-800-123-8537
Netherlands	0800-023-2237
New Zealand	0800-450-960
Norway	800-18-798
Pakistan	00800-9004-4226
Panama	00800-226-0662
Paraguay	009-800-598-1-0004
Peru	0800-52-226
Philippines	1-800-111-00338 or 1-800-111-00339
Poland	800-900-807

Country	Toll Free Number
Russia	810-800-240-31012
Saudi Arabia	1-800-11 PIN 5671
Singapore	800-101-1651
South Africa	0800-980-981
Spain	900-995-926
Sweden	0200-285-836
Switzerland	0800-894-354
Tahiti	888-832-4738
Thailand	1. Dial 1-800-000-133 (AT&T) 2. Wait for the recording asking for the number you are dialing. 3. Dial 888-832-4738.
Trinidad and Tobago	888-870-9002
UAE	800-035-702-569
UK	0800-0288446
Uruguay	2518-6642
USA	1-888-421-8889 or 1-800-677-0856
Venezuela	0800-100-3851
Vietnam	1. Dial 1-201-0288 (AT&T Toll Free Number). 2. Wait for the recording asking for the number you are dialing. 3. Dial 866-947-8059.
Countries with no-toll free service	+1 770 261 0080 (toll call).

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?

3.2 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.
4 – Low	• Functional impact is negligible or non-existent. • Functionality (or system change) not necessary for business to continue.

3.2.1 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.

3.2.2 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.

Contacting Customer Care

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