



Release Notes: Release Ready

SabreSonic CSS Digital Connect

Shop & Book, Manage Your Booking, Modify Trip Options

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Introduction

1.1 Document Overview

This document contains “Release Ready” Release Notes information for *SabreSonic® CSS Digital Connect v4.0*. Read this document so that you are aware of changes to the solution.

1.2 Release Identification

Release Version	Type (Version, Update, or Patch)	Date	Approved By	Description of Change
4.0	Version	April 2019	Joyce Schofield	

Release Features

2.1 Summary of Features

- Configuration Support via Site Administration Tool
- Flight Shopping
- Insurance
- Loyalty
- Payment and Fulfillment
- Pricing
- Seat Map Shopping

2.2 Configuration Support via Site Administration Tool

2.2.1 Categorization of Configurations for Site Administration Tool to Consume

Site Administration Tool (formerly known as Adobe Experience Manager) is a successor of STAN.

Digital Connect v4.0 brings the categorization of configurations in Site Administration Tool. The categorization together with configurations description improves efficiency and provide better support to the overall user experience of the airline user.

Successful implementation of configurations categorization in Site Administration Tool enables airlines to navigate categories to find required configurations and their descriptions including default vales, allowed values, tags and types.

2.2.1.1 Prerequisites

- Airlines must have access to Site Administration Tool (SAT), which will replace STAN.
- *Digital Connect* 4.0 is certified to work with Site Administration Tool 4.0 (or higher) PROD instance being in the place.

2.2.1.2 Limitations

- Currently, all service configurations are exposed to Sabre site administrators only. An airline who is *Digital Connect* customer needs to request configuration changes using the current request process.
- *Digital Connect* customers will not be able to take advantage of the configuration capability until the following (i.e. DC v4.1) release.

2.2.1.3 Highlights

Site Administration Tool (SAT) improves the usability for both the Airline and Sabre to manage the content and configurations. SAT provides a great degree of control of configurations (e.g. sharing them across products) and the flexibility to manage the configurations.

2.2.1.3.1 Categorization of *Digital Connect* configurations

The following list contains all *Digital Connect* categories:

- Agency;
- Ancillaries;
- BNPL (Book Now Pay Later);
- Cancel and Refund (MYB:CR path);
- Car Rentals;
- CheckIn;
- Dynamic Retailer;
- Exchanges (MYB:CI path);
- Flight Promotions;
- Hotels;
- Insurance;
- IROPs (Irregular Operations);
- LCS (Loyalty Conversion Service);
- Modify Trip Options (MYB:MTO path);
- Passenger;
- Payment;
- Platform;
- PCC (Pseudo City Code) and OAC (Office Accounting Code),
 - including Point of Sale (POS) configurations;
- Profile;
- Redemption;
- Seats;
- Shopping,
 - including Flight Advisory Messages (FAM) configurations,
- Upgrade and Upsell,
 - including the Revenue Flow and Post Booking,
- MISC (for configurations which do not fit in other categories).

2.2.1.3.2 Description of *Digital Connect* configurations

During categorization of configurations this additional information has been added to properties:

- Description;
- Configuration category;
- Configuration type;
- Tags.

2.2.1.4 API modifications

None.

2.3 Flight Shopping

2.3.1 Consume Rule ID (Promotion Tag) for Flight Promotion

Today, Dynamic Retailer (DR) creates a Rule ID (Offer ID) which is numeric and generated by the system. This Offer ID is then passed into *Digital Connect*. The gap is that airlines want to display the marketing text stating the reason for the given offer, i.e. for each promotion offered to the customer while they are shopping to create engagement and increase conversion rate, e.g. Frequent Flyer Benefit.

Digital Connect v4.0 exposes Rule ID (offer name) and Promotion Tag and displays them by Digital Experience (DX).

Within Dynamic Retailer (DR) a new field is added for a text description that can be populated by the user (airline user) when the Rule ID is created. DR then, similarly as it does for Offer ID today, passes the marketing text to DC so that the front end can consume and display it as is, or create different indicators that the UI can map to text keys on the UI level for display on the UI.

This functionality addresses the issue where today the Rule ID is dynamic. There is a requirement for a static tag that can be used for Flight, so a campaign can be tied to it and it can be exposed on the UI for consistent marketing messaging to the customer.

This feature applies to the following paths:

- The Revenue Flow (B2C);
- Book Now Pay Later Flow (B2C: BNPL);
- Manage Your Booking – Book Now Pay Later Flow (MYB: BNPL);
- Also:
 - Single promotion code multiple uses;
 - Multiple promotion codes single uses;
 - Pre- (whole Itinerary) and post- (Itinerary Part) shopping discounts;
 - BRANDED, CALENDAR30 and MATRIX search types.

2.3.1.1 Prerequisites

Dynamic Retailer Flight Promotions activation is required.

2.3.1.2 Limitations

Not applicable to Markup.

2.3.1.3 Highlights

This feature aims at exposing additional data, i.e. Rule ID (offer name) and Promotion Tag, and displaying it by Digital Experience (DX).

2.3.1.3.1 Example of fare discount display

1. The original price is stroke through;
2. A promotional price is provided;
3. A marketing text/Promotion Tag is displayed, e.g. “Weekend Sale”.

2.3.1.3.2 The Revenue Flow – B2C

1. The airline obtains search criteria from the passenger and submits a /products/air/search request, POST operation to get a list of flights matching the search criteria.
 - a. The airline UI displays the returned flights to the passenger on the Flights page.
 - b. Enhancement: additional data is exposed, i.e. PromoID, PromoTag and OfferName.
2. The passenger selects one or more flights. The airline submits the /products/air POST operation to add the flight(s) to the itinerary and store the itinerary in the session.
3. The airline prompts passenger for passenger details: first name/surname/gender, date of birth, phone number, email address etc.
4. The airline uses /passengers POST to add passenger to the itinerary.
5. The passenger can continue shopping by selecting seats and ancillaries, according to the airline’s shopping sequence.
6. The airline calls /products/ancillaries GET to obtain list of ancillaries available for the currently selected itinerary.
7. After a user selects an ancillary, the airline calls /products/ancillaries POST to add selected ancillaries to the itinerary.
8. The airline calls /products GET operation to obtain current list, with prices of products that the passenger has added to the itinerary and use this information to build and display a shopping cart.
9. The shopping cart is updated.
10. 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.

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 creates a PNR, EMD(s), etc.
12. The airline returns a /purchase service POST operation response and the confirmation page is displayed.
13. The airlines submit a /pnr GET request. The airline can format the information for display to the passenger.

2.3.1.4 API modifications

Service Name	Operation	Change
/product/air/search	POST	Additional data is exposed: <ul style="list-style-type: none"> • PromolD • PromoTag • OfferName

2.3.2 Flexible Calendar Search – phase 2

Today, *Digital Connect* allows to shop for flexible dates by showing the 30-Day Calendar. It returns the lowest branded, combinable fare for each date. These fares are available for selection on the flight selection process. The Flexible Calendar feature also shows a round-trip fare with an indicator about the return option that was used for pricing.

The calendar provides either seven (7), fifteen (15), or thirty-one (31) days for outbound travel based on a flexibility indicator set by the airline. Each outbound date can be coordinated with an inbound date within plus or minus the tolerance range. This allows the lowest round-trip fare to be returned, and provides the traveler with additional return options.

Digital Connect v4.0 adds the support of shopping by itinerary part and supports flight promotions by itinerary part.

The Flexible Calendar enables shopping for:

- bundled offers with bundled offers price display with discounts (already available in release 3.6);
- unbundled offers with unbundled prices while displaying discounts;
- unbundled offers with bundled prices while not displaying discounts.

This functionality applies to the Revenue Flow (B2C).

2.3.2.1 Prerequisites

2.3.2.1.1 Introduced in release 3.6

- sat.search.flexibleCalendar.enabled – must be set to true; false uses existing.
 - This configuration is to prevent an airline from using this search if they are not eligible for it.

- `sat.search.flexibleCalendar.search.plusMinus` – the value that the airline uses in their searches. The default value is 3.
 - This configuration is to prevent the airline from using a larger flexibility range if it is sold as a premium service.
- `gds.sabre.routeMustBeConfigured` – must be set to false;
- `sat.search.calendar.brandedShoppingEnabled` – must be set to true;
- `sat.search.fareBrandFiltering.enabled` – must be set to true;
- `sat.search.calendarFareBrandFiltering.enabled` – must be set to true.
- `sat.search.flexibleCalendar.oneWay.enabled` – must be set to true if the feature is supposed to apply to one way trip.

2.3.2.1.2 Introduced in release 4.0

- `sat.search.flexibleCalendar.oneWay.enabled` – define if one way for 'FLEXIBLECALENDAR' search type is allowed. The possible values are: true/false. The default value is false.
- `sat.search.flexibleCalendar.splitByItineraryPart.enabled` – the value used to determine if the request should be Bundled or Unbundled. The possible values are: true/false. The default value is false.

2.3.2.2 Highlights

This enhancement allows to shop for unbundled offers with unbundled (discounts display) or bundled prices (no discounts display).

2.3.2.3 API modifications

Service Name	Operation	Change
/products/air/search	POST	1 st call: <ul style="list-style-type: none"> • New searchType = FLEXIBLECALENDAR; • Client provides both inbound and outbound dates; • Client sends flexibility range in plusMinusDays element. 2 nd call <ul style="list-style-type: none"> • New searchType = FLEXIBLECALENDAR; • Client provides both inbound and outbound dates; • Client sends the selectedOfferRef element set up “-1” to differentiate between first and second request.

2.3.3 Price Jump in Context Shopping – phase 2

Today in *Digital Connect* Price Jump feature provides price adjustments during the shopping flow to prevent price discrepancies. Price Jump with Interline Branded Fares (IBF) Calendar shopping using the 7-day ribbon offers prices for both requested and alternate dates returning the lowest fare for each flight/brand. Based upon configuration, prices can be presented as either split per leg or as total itinerary price referred to as bundled.

The Airline ticketing fees, also called OB Fees, are defined and collected by the validating Carrier, and charged to the passenger when a ticket is issued (at first ticket issuance only). These OB Fees are non-refundable and are imposed to cover charges for Requested Services, Ticketing Fees, or for the specific Form of Payment (credit card).

- R-type: Requested Services with a sub code starting with an R. (optional fees)
- T-type: Ticketing Fees with a sub code starting with a T. (mandatory fees)

OB fees have been completed in *Digital Connect* v3.6 in split by itinerary part view.

Digital Connect v4.0 release offers an enhancement for those carriers configured to offer their fares in bundled view (total trip price) to send available OB Fees (T&R types) bundled (sum for both T&R) as a part of the bundled fare response.

This functionality applies to the following paths:

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

2.3.3.1 Prerequisites

The Carrier is required to be a Context Shopping and Interline Branded Fares (IBF) Shopping customer with Bundled price configuration enabled.

2.3.3.2 Limitations

The Airline needs to enable bundled fare view as preference for displaying fares.

2.3.3.3 Highlights

Price Jump provided by *Digital Connect* v4.0 ensures the OB Fees are included in the bundled total trip view for T (Ticketing) and R (Requested Services) type fees.

2.3.3.3.1 The Revenue Flow (B2C) for the CM 200 – Display Connection Time

1. The airline obtains search criteria from the passenger and submits a /products/air/search request, POST operation to get a list of flights matching the search criteria.
 - a. The airline UI displays the returned flights to the passenger on the Flights page.
 - b. New feature: response includes sum and breakdown of the OB Fees returned from shopping in bundled fare view.

2. The passenger selects one or more flights. The airline submits the /products/air POST operation to add the flight(s) to the itinerary and store the itinerary in the session.
3. The airline prompts passenger for passenger details: first name/surname/gender, date of birth, phone number, email address etc.
4. The airline uses /passengers POST to add passenger to the itinerary.
5. The passenger can continue shopping by selecting seats and ancillaries, according to the airline's shopping sequence.
6. The airline calls /products/ancillaries GET to obtain list of ancillaries available for the currently selected itinerary.
7. After a user selects an ancillary, the airline calls /products/ancillaries POST to add selected ancillaries to the itinerary.
8. The airline calls /products GET operation to obtain current list, with prices of products that the passenger has added to the itinerary and use this information to build and display a shopping cart.
9. The shopping cart is updated.
10. 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.
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 creates a PNR, EMD(s), etc.
12. The airline returns a /purchase service POST operation response and the confirmation page is displayed.
13. The airlines submit a /pnr GET request. The airline can format the information for display to the passenger.

2.3.3.4 API modifications

Service Name	Operation	Change
/products/air/search	POST	Response includes sum and breakdown of the OB Fees returned from shopping in bundled fare view.

2.4 Insurance

2.4.1 Insurance offers with Airline as the Merchant of Record (MOR)

Today in *Digital Connect* only insurance offers when the vendor is the Merchant of Record (MOR) is supported.

Digital Connect v4.0 provides a new feature that enables carriers who wish to be to Merchants of Record to offer and sell Insurance within the initial shop and book flow.

This functionality applies to the Revenue Flow (B2C).

2.4.1.1 Prerequisites

- The Airline must be a Merchant of Record (MOR);
- The Vendors must be configured and activated via Merchant Travel Solution (MTS).
- An Ancillary must be configured for fulfillment.
- The Airline will need to configure an AE item that we will issue an Electronic Miscellaneous Document (EMD) on for them to collect the money.
 - If MTS returned the rate as I (Individual) – *Digital Connect* adds one AE per passenger and each AE will have the same price
 - If MTS returned rate as T (Total) – issue just one EMD for grand total and assign the document to passenger number 1 (same as DC does with FOP surcharge).
 - If `sat.mts.AncillaryServices.InsuranceIncludeInfantsInTripCost=TRUE` – INF should be included in MTS shop and sell (which is already implemented) and *Digital Connect* should add AE for INF passenger as well.

2.4.1.2 Limitations

None.

2.4.1.3 Highlights

Digital Connect supports the Airline being the Merchant of Record (MOR) for Insurance in the Revenue (B2C) Flow via the current Stateful Insurance flow.

2.4.1.3.1 The Revenue Flow – B2C

1. The airline obtains search criteria from the passenger and submits a `/products/air/search` request, POST operation to get a list of flights matching the search criteria.
 - a. The airline UI displays the returned flights to the passenger on the Flights page.
2. The passenger selects one or more flights. The airline submits the `/products/air` POST operation to add the flight(s) to the itinerary and store the itinerary in the session.
3. The airline prompts passenger for passenger details: first name/surname/gender, date of birth, phone number, email address etc.
4. The airline uses `/passengers` POST to add passenger to the itinerary.
5. The passenger can continue shopping by selecting seats and ancillaries, according to the airline's shopping sequence.
6. The airline calls `/products/ancillaries` GET to obtain list of ancillaries available for the currently selected itinerary.
7. After a user selects an ancillary, the airline calls `/products/ancillaries` POST to add selected ancillaries to the itinerary.
8. New feature:
 - a. *Digital Connect* calls `/products/Insurance` GET to get Insurance offers.

- b. The Airline calls POST /products/Insurance POST to post the selected Offer.
9. The airline calls /products GET operation to obtain current list, with prices of products that the passenger has added to the itinerary and use this information to build and display a shopping cart.
10. The shopping cart is updated.
11. 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.
12. 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 creates a PNR, EMD(s), etc.
13. The airline returns a /purchase service POST operation response and the confirmation page is displayed.
14. The airlines submit a /pnr GET request. The airline can format the information for display to the passenger.

2.4.1.4 API modifications

Backend changes only.

2.5 Loyalty

2.5.1 Open System Payfields

All airlines that enable points/miles payment option require payfields to be able to read and write necessary data, otherwise they would be unable to access accounting data that is required during PNR retrieval and post booking processes.

Currently in *Digital Connect*, Host payfields can store limited data only.

The payfields contain payment data that are not available in ticketed documents, i.e. Virtual Coupon Record (VCR) and Electronic Miscellaneous Document (EMD). The payfields enable finer data granularity storage, which allows the airline to retrieve and reconcile payment data for various purposes, e.g. refunds.

Digital Connect v4.0 offers an alternate option to current Host payfields, by using Get/Update Reservation to store more data applicable to specific Loyalty transactions. New Open System Payfields supports all loyalty/redemption combined with non-redemption payment data (payment transaction fully paid in points/miles, or payment transaction partially paid with points/miles and partially cash), so that airlines can read and add payment data, as well as store and track history of the payment transactions.

The new Payfields data structure is designed to improve support for all the data associated with redemption transactions that are not available in any other system. Payfields for fixed rewards “look up model” is stored on an Itinerary part basis, payfields for dynamic rewards are stored on a Fare Component basis.

Ancillaries (dependent on ancillary filling) and Seats are added on a segment/Itinerary part level.

This functionality applies to the following paths:

- The Redemption Flow (RBE);
- Manage Your Booking – Modify Trip Options Flow (MYB: MTO);
- Upgrade Flow (MYB: FFU, MYB: FQTU);
- Points in the Revenue Flow (B2C);
- Pay at Agent;
- Cancel and Exchange paths:
 - Legacy Cancel;
 - Loyalty Phase 3 (LP3): Cancel;
 - Legacy Exchange;
 - Loyalty Phase 3 (LP3): Exchange.

2.5.1.1 Prerequisites

- A configuration key to enable Open System Payfields is needed.
- An airline needs to utilize Get/Update reservation version 1.19.
- No rule or deals are required.
- No URL and ID to access 3rd party service is needed.

2.5.1.2 Limitations

- Solution is not available for *VI2* customers (*Digital Connect* only).
- Enabling Open System Payfields for the combination of Itinerary with mixed award and Pay at Agent is not be supported at this point.
- If a user has Host payfields in the booking and goes through Loyalty Phase 3 (LP3) path, then he needs to contact the call center if he wishes to any cancellations or exchanges to his booking.

2.5.1.3 Highlights

Host payfields could store only limited data. Get/Update Reservation is used to extend the OpenSystem Payfields storage capabilities.

2.5.1.4 API Modifications

The calls and sequence of JSON calls do not change as this is a backend feature. Get/Update Reservation is used to store the Open System Payfields.

Service Name	Operation	Change
/products	PUT	A new error is added while switching to points in the Revenue (B2C) path: <ul style="list-style-type: none"> • ERR.SSW.APP.AWARD_FOP_NOT_AVAILABLE

		<ul style="list-style-type: none">message: Award form of payment is not available for the itinerary you have selected, please select an alternative form of payment.
--	--	--

2.6 Payment and Fulfillment

2.6.1 Tour Code persistence for Continual Promotions

Currently in *Digital Connect*, Tour Codes are not persisted for promotions during ticketing, which prevents the Tour Code being captured for post ticketing offline reports.

Digital Connect v4.0 offers an enhancement that enables the ability to populate Tour Code in the ticketing entry at the time of ticketing.

This functionality applies to the following paths:

- Revenue Flow (B2C);
- Book Now Pay Later Flow (B2C: BNPL);
- Manage Your Booking – Book Now Pay Later Flow (MYB: BNPL).

2.6.1.1 Prerequisites

Dynamic Retailer Flight Promotions activation is required.

2.6.1.2 Limitations

None.

2.6.1.3 Highlights

This feature enables the Airlines to persist tour codes for continual promotions, and create reports.

It applies to:

- Promotions;
- Single promotion code multiple use;
- Multiple codes single use;
- Pre- (whole Itinerary) and post- (Itinerary Part) shopping discounts;
- Rule: one tour code per promotion, not per offering.

2.6.1.4 API modifications

Backend changes only.

2.7 Pricing

2.7.1 Support All ATPCO Passenger Types

Currently, *Digital Connect* services make use of a defined list of standard Passenger Types.

Digital Connect v4.0 offers a feature which enables airlines to configure additional Passenger Types and give them access to special offers and/or fares.

With this extension to existing standard Passenger Types, carriers are able to offer special fares/ tax deductions for passengers eligible for special discounts, e.g. children under 15 who are traveling from United Kingdom are eligible for GB tax deduction.

New passenger types are used both in Shopping and Pricing, while in other services (such as Seats, Ancillaries, Insurance etc.), the passenger type is taken from the mapping.

This functionality applies to the following paths:

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

2.7.1.1 Prerequisites

- Configuration and mapping in *Digital Connect*;
- Appropriate fare rules data upload to ATPCO.

2.7.1.2 Limitations

- This is the 1st phase of all ATPCO Passenger Types functionality, therefore, it covers the Revenue (B2C) path only.
- When special passenger type is used for pricing:
 - and an AWARD flag is sent in a single request, *Digital Connect* returns an error (ATPCO not offered for the Redemption flow);
 - the ability to use Loyalty Points in the B2C path is blocked;
 - the Post Booking Flows are blocked.

2.7.1.3 Highlights

2.7.1.3.1 Configuration keys and activation scripts

Configuration key	Type	Sample	Description
sat.passenger.atpco.paxTypesMapping	String	OFW:ADT, C17:CHD, C14:CHD	Mapping of extended passenger types to base types.
sat.passengerTypesOrder	String	ADT, OFW, C17, C14, INF	Order type need to be extended with new passenger types.

sat.passenger.validation.type	String	ADT, OFW, C17, C14, INF	Extend validation passenger types with new passenger types.
sat.atpco.supportedPassengerTypes	String	ADT, OFW, C17, C14, INF	Extend support passenger types with new passenger types.

2.7.1.4 API modifications

Backend changes only.

2.8 Seat Map Shopping

2.8.1 Integrate SeatMap OfferID into SelectSeatRQ during Airport Seat Assign

Currently, Paid Seats functionality integrates pricing (Ancillary Pricing and Dynamic Retailer) into the Seat Map response, as well as into the Seat Select process. However, having two separate pricing processes does not guarantee that the seat is priced during selection at the same price that it was priced at during seat map display.

Digital Connect v4.0 offers a solution for price discrepancies which occur for a seat that is calculated during seat selection. The price needs to be at the same price as offered in the seat map and the seat selection process needs to reference the seat map price information so that the seat can be selected at the same price as displayed in the seat map.

GetSeatMap and DcSeats contract has been upgraded to EnhancedSeatMap version6 as it is the only version that returns OfferID and OfferIDItem.

OfferID is returned per SeatMap, and OfferIDItem is returned per seat, price and passenger.

This functionality applies to the Check-In path only.

2.8.1.1 Prerequisites

- The Carrier is required to have “passenger price enabled” which means all prices are obtained from Ancillary Pricing v3 (ANCS&DR).
- To book a seat, SeatSelect service needs to be used as SabreCommand LLSRQ 4GX is not supported.

2.8.1.2 Limitations

None.

2.8.1.3 Highlights

The enhancement allows the price for a seat that is calculated during seat selection to equal the one offered in the seat map. The seat select process references the seat map price information so that the seat can be selected, and the AE created at the seat map price.

2.8.1.4 API modifications

Service Name	Operation	Change
dc/seats/shop	POST	Response includes OfferId and OfferIdItem in case of chargeable seats coming from ESM.

Defect Fixes

3.1 Summary of Defect Fixes

- Technical Error Message.
- Payment Failure.
- Missing actual departure/arrival info from the Flight Status response.

3.2 Defect 1

iCRM/Siebel SR#: 1-26WZRO2
Title: Technical Error Message
Description: Due to Flight Promotions with different discount amounts for the inbound and the outbound, passenger is unable to complete payment and, as a result, no PNR is generated. The flow is interrupted, and technical error screen is displayed.
Resolution: The code has been fixed by providing Deal element for each of the Itinerary Part (Outbound and Inbound), such as discount of Outbound and Inbound in Deal type element.

3.3 Defect 2

Title: Payment Failure
Description: Upgrade Purchase fails with ERR.SSW.PURCHASE.FOP_APPLICATION_FAILURE.
Resolution: The required check to populate the Confirmed Upgrade Info has been added. This change is done as a part of the fix that has been introduced to handle Change in Class of Service and Update Reservation after Payment Authorization for 3DS and Non 3DS cards. Before DC 4.0, Change in Class of Service was changed before Payment Authorization, therefore, the issue was not recognized in the earlier releases.

3.4 Defect 3

iCRM/Siebel SR#:

1-2C38VDU

Title:

Missing actual departure/arrival info from the Flight Status response.

Description:

Digital Connect is not displaying the actual departure and arrival information from AirFlifoRS downline service.

Resolution:

The actual flight information is updated on host but AirFlifoRS downline service does not have this information at the *Digital Connect* expected attribute position.

Digital Connect provided a fix by populating the actual departure and arrival time by consuming the OffGate and OnGate attributes in downline response.

Contacting Customer Care

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

15. Go to community.sabre.com.

16. Click **New Account**.

The New User Registration page appears.

17. Enter required information.

18. 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**.

Customer eService Tool

The eService module allows you to submit Service Requests through the Sabre Community Portal

If you don't have toll-free access, send us your phone number and we'll call you back.

[Request Access](#)

[Call Me](#)

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	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?

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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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.