

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 5377	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 Check-In

Version 1.3

Sabre.

Software version 1.3

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Template Version 4.6

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Introduction

1.1 Document Overview

This document contains information regarding the new or updated features included in *SabreSonic® CSS Digital ConnectCheck-In* Release 1.3.

1.2 Release Identification

Release Version	Type (Version, Update, or Update with Patch)	Date	Approved By	Description of Change
1.3	Major release	Dec 6 2016		New features, Enhancements

Release Features

2.1 Summary of Features and Enhancements

The following features and enhancements are now available as part of the DCCI v1.3 release.

- Multi-Price Seat Map
- New CheckinBaggage Service
- Support select or change seat of PNR that holds Seat Ancillary Bundle
- New services to support Gate Monitor feature for agent POS applications
- FLIFO Service
- Email Boarding Pass Service
- Support adding more bags
- Non Unique PNR lookup

2.1.1 Multi Price Seatmap

Description

Airlines can now configure their seat maps so that passengers can quickly ascertain the cost of various seats based on characteristics and prices filed by the carrier.

Airlines can configure their seat map by displaying seats with specific colors depending on their price.

- Allows airlines to define the color dedicated to each seat price range
- Allows airlines to define each price range (up to nine (9) zones).
- Returns price ranges in the local currency, or currency of origin.
-
- Allows airlines to display the legend (price ranges + corresponding colors) to passengers when selecting their seats.

2.1.2 Checkin Baggage Service

Description

Airlines can now support the ability for travelers to print bag tags using personal devices. The print bagtag service for HPBT (Home Print Bag Tag) and GBT (Generic Bag Tag) – scope is limited to standard bags.

- Allows passengers to print bag tags (as inactive) at home during the check-in process
- Allows agents to print bagtag (as active) at airport
- Updates ‘pnrlookup’ service to support return baggage checkin window rules, eligibility rules, baggage rules, information on already checked baggage
- Updates ‘bags’ service to support price baggage for short check bags

2.1.3 Support checkin PNR with Seat Ancillary Bundle

Description

Airlines can now support ancillary offers that include seat bundles, including changes to seat bundles that were selected at the time of booking.

- Updates made to the ‘pnrlookup’ service to support return information about ancillary bundle reference along with child ancillaries of that bundle
- Updates made to the ‘seatmap’ service to support passengers new or changed premium seat ancillary part of seat bundle

2.1.4 New service to support Gate Monitor feature

Description

‘Gatemonitor’ services to support agent based POS applications

- Allows agents to view list of all flights, Flight details include but are not limited to items such as origin, destination, flight number, departure date and time, arrival date and time, and equipment type.
- Allows agents to view list of Passengers for given flight and passenger detail information such as name, flight number, booking class, seat number (if assigned), baggage information, special service request (SSR) codes and check-in status indicator (i.e. not checked-in, checked-in or on- board status).

2.1.5 Service to support Flight Information (FLIFO)

Description

This feature will support the ability to view flight information such as Departure Flight Leg, Airport Code Scheduled Time, Terminal, Arrival Flight Leg, Airport Code, Baggage Claim, Gate number, Scheduled Arrival Time., Departure Code

2.1.6 Service to support Email Boarding Pass

Description

This feature supports sending of rendered PDF boarding pass as an attachment and mobile barcode in the body of the email

- Supports one email address per passenger in a PNR, Same email address for all passengers in a PNR
-
- A separate Boarding Pass confirmation email will be sent for each passenger

2.1.7 Support Non Unique PNR feature in pnrlookup service

Description

This feature only applies to pnrlookup service. It does not apply to render boarding pass and email boarding pass services.

Non-unique lookup feature is configurable on storefront level and agents are primary users for this feature. Response includes non-unique PNR results for all corresponding passengers related to the request.

Non-unique lookup will not affect existing functionality of pnrlookup service.

Search criteria used by agents will contain:

- Departure Airport and Passenger's last/first name
- Flight number or passenger's destination and Passenger's last/first name

Contacting Customer Care

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

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.

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**.

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](#)

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
Italy	800-787-417
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

Country	Toll Free Number
Poland	800-900-807
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	<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.

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.