External Release Notes: Release Ready

SabreSonic CSS Digital Connect Check-In REST Services

Version 2.0

Software version 2.0

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Template Version 4.9

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Introduction 1

1.1 Document Overview

This document contains information regarding the release of version 2.0 (2017) for *SabreSonic*® *CSS Digital Connect Check-In* (*DCCI)* REST services. Read this document so that you are aware of new features and enhancements that have been implemented in this release (as applicable).

These release notes are intended for both technical and non-technical audiences because both have an interest in the content of new releases of this product. Therefore, the information in this document is written to accommodate the requirements of both audiences whenever possible.

1.2 Release Identification

Release Version	Type (Major, Minor, Maintenance, or Patch)	Date	Approved By	Description of Change
2.0	Major	October 2017	Grzegorz Kurek, Joyce Schofield	New features, code corrections, enhancements

Release Features 2

2.1 Summary of Features

Digital Connect Check-In Release 2.0 REST Services includes the business features of enhanced REST web services that describe modifications and updates made for this release.

The following business capabilities introduce updates to the API structure to better serve its new functions.

A list of these features is shown below:

- *Timatic AutoCheck* enhancements
- Configurable *Timatic AutoCheck* eligibility
- Introducing notification capability – emailing service
- Validating MCP compliance from *Digital Connect Check-In* perspective
- Adding Frequent Flyer number through PNR UpdateReservation
- Support United Kingdom passport in *Timatic AutoCheck*

2.1.1 *Timatic AutoCheck* enhancements

The *Timatic AutoCheck* solution allows airlines and other travel-related organizations to access the *Timatic AutoCheck* database, which enables them to automate the provision and verification of a passport, a visa, and health information into their internal systems.

Timatic AutoCheck enables airlines to automate this process so that all passengers have their travel document and immigration requirements verified automatically. This check is performed when a passenger first presents themselves at an airport touch-point, such as a kiosk, bag-drop, check-in desk, or boarding gate. Their travel document(s) is scanned and combined with their itinerary data, and then submitted to *Timatic AutoCheck.*

The *Timatic AutoCheck* status returned by IATA provides a detailed description of the passenger's status and any additional rules that might be necessary to apply at the time of check-in or boarding. Moreover, *Timatic AutoCheck* could also return the rules that are examined when a passenger arrives in a foreign country.

This automated process:

- Reduces inadmissible passenger fines and repatriation costs
- Reduces passenger documentation-compliance management costs
- Reduces airport operational staff and infrastructure required
- Reduces staff training costs
- Streamlines and simplifies boarding process
- Reduces system development and maintenance costs

- Expands dispersion of Self-Service Check-In (SSCI)
- Enhances a passenger's experience.

2.1.1.1 Allowing the POS to trigger *Timatic AutoCheck*

The Point of Sale (POS) determines when *Timatic AutoCheck* should be triggered, which is treated as an independent operation. The user is not required to perform any other action when triggering *Timatic AutoCheck*.

Users should be aware that each call to IATA (*Timatic AutoCheck*) is expensive and should be carefully considered before making a request without a valid requirement.

Features

- The POS can trigger *Timatic AutoCheck* for all passenger types: Adult, Child, and Infant.
- The POS receives a confirmation message when *Timatic AutoCheck* is successfully triggered.
- If there are issues triggering *Timatic AutoCheck,* the appropriate Error or Warning response is returned to the POS.

2.1.1.2 Returning *Timatic AutoCheck* status for non-agent path

Timatic AutoCheck determines whether a passenger can be checked-in or boarded for a flight through its database, which contains several rules when traveling between different countries. The *Timatic AutoCheck* response can contain sensitive information about a passenger or reservation that could generate an error or a warning. If this is the case, *Digital Connect Check-In* would determine the type of information returned to the POS (agent vs non-agent).

From a self-service application perspective, the following information determines whether a *Timatic AutoCheck* has been triggered correctly. If it has, the passenger's reservation status is provided.

For example:

- The passenger is eligible for check-in.
- The passenger is missing a Visa document that contains information about the country for which the Visa is required.
- The passenger is <u>not</u> eligible for check-in and should see an agent to resolve any issues.

If the *Timatic AutoCheck* has not been triggered correctly, but is required, this information is returned to the POS.

Regardless, if *Timatic AutoCheck* has been triggered, it can be removed when a reservation changes and re-triggered to include the new information.

Timatic AutoCheck – Add

Method: POST

Endpoint: **/v2/dcci/timatic/add**

This service is used to add *Timatic AutoCheck* details.

2.1.1.3 Updating Timatic AutoCheck data

Timatic AutoCheck determines whether a passenger fulfils all rule requirements to be successfully checked-in and boarded for a flight. The combined results are based on information related to the passenger and their itinerary.

The following is additional information that can be provided to *Timatic AutoCheck* by a passenger or an agent, such as:

- *Timatic AutoCheck* document type
- Residency document type and country
- Stay type
- Return date
- Visa-verified indicator

Notes

- It is not mandatory to store this information in a passenger's record because most of it is either optional or regarded as a default. However, it could be advantageous to retain this information if the agent is required to provide it using *Digital Connect Check-In* services. For example, if a passenger has used a self-service application to book their reservation, it is usually limited to the type of information it can provide, such as *Stay* type information only. If the information provided by *Timatic AutoCheck* is stored in the PNR, it is easily accessed and disseminated by the agent to the POS.
- The POS can provide information for all passenger types: Adult, Child, and Infant.

2.1.1.4 Returning Timatic AutoCheck data

The *Timatic AutoCheck* information stored in a passenger's record is available for the POS.

Any *Digital Connect Check-In* services that return information about a reservation can also return *Timatic AutoCheck*-specific data that is already stored in the reservation. It allows the POS to determine which information is still missing or is already provided.

The following data is available to all POSs:

- *Timatic AutoCheck* document type
- Residency document type
- Residency country
- Return date
- Stay type
- Visa-verified indicator

Note *Timatic AutoCheck* data is returned for all passenger types: Adult, Infant, and Child.

Timatic AutoCheck – Verify

Method: POST

Endpoint: **/v2/dcci/timatic/verify**

This service is used to trigger on-demand *Timatic AutoCheck* verification.

2.1.1.5 Configurable *Timatic AutoCheck* eligibility

There are three (3) responses from *Timatic AutoCheck* regarding a passenger's status:

- OK TO BOARD – Passenger can check in and board a flight.
- CONDITIONAL – Passenger can be boarded or checked in when additional requirements are satisfied (specific to passenger).
- NOT OK TO BOARD – Passenger is not checked in and cannot be boarded because of issues with the passenger's data.

The statuses above are mapped to eligibilities in *Digital Connect Check-In* and returned to the POS. When a *Timatic AutoCheck* status is returned from a downline service, it is also returned to the POS as a corresponding eligibility.

- OK TO BOARD – No eligibility
- CONDITIONAL (Visa is required) – PASSENGER_DOES_NOT_HAVE_VISA
- NOT OK TO BOARD – SELF_SERVICE_CHECK_IN_NOT_AVAILABLE

  Note *Digital Connect Check-In* allows a passenger to check in even when the *Timatic AutoCheck* status is CONDITIONAL or NOT OK TO BOARD.

Digital Connect Check-In is configured to determine which airlines or applications return a passenger's eligibility.

2.1.1.6 Making the return of *Timatic AutoCheck* eligibilities configurable

When *Timatic AutoCheck* integration is enabled for an airline, it determines whether the status should block the check-in process to make the *Timatic AutoCheck* functionality more flexible, or should not block the check-in process (CONDITIONAL/NOT OK TO BOARD).

Features

- The configuration at the storefront level determines which *Timatic AutoCheck* status should be allowed.
- An eligibility decision should be made (returned) based on the *Timatic AutoCheck* status, not on a passenger's eligibility.
- The *Timatic AutoCheck* default behavior always returns eligibilities.
- All changes are backward-compatible.

2.1.2 Introducing notification capability – emailing service

Note This functionality is intended for use by internal Sabre system users only. It is not available for external consumers.

Digital Connect Check-In can now send e-mail notifications via a *stateless* service.

Using **/notification/email,** the *Digital Connect Check-In* consumer can send e-mail providing content data within the body of the request.

2.1.3 Validating MCP compliance from *Digital Connect Check-In* perspective

Digital Connect Check-In supports airlines configured on a Multi-Carrier Partition (MCP). This means that *Digital Connect Check-In* allows all Check-In operations, regardless of the carrier, in the same MCP family.

Digital Connect Check-In MCP-compliance means that each service defines the:

- Partition it executes (based on the airline to which it refers)
- PNR locator (either MCP or Individual Airline Partition (IAP) consumed in the request and returned in the response
- MCP-specific requirements for the USG session (partitioned and open PNR) for stateful services.

Features

- *Digital Connect Check-In* cannot enable or disable this feature.
- All *Digital Connect Check-In* services work in the MCP environment.

Digital Connect Check-In services should run for all MCP airlines. This means that all MCP flights are treated as regular flights instead of Interlines, Codeshares, or *Other Airline* flights.

Note The first airline to be set up in Sabre as an MCP is LATAM. Therefore, tests for reservations prepared for or by LATAM must be performed.

2.1.4 Adding Frequent Flyer number through PNR UpdateReservation

Each passenger can add their FrequentFlyer (FF) ID to a reservation to take advantage of any additional incentives that might be offered by the airline. Based on their FF information, a passenger could be eligible for additional services that might be applied to their reservation.

It is critical that a passenger add their own FF ID to a reservation. In earlier releases, *Digital Connect Check-In* added FF identifiers. Currently, however, *Digital Connect Check-In* uses the SSCI OS service to add a passenger's FF ID to a reservation segment, but SCCI OS cannot validate whether the FF ID can be used by this passenger.

Digital Connect Check-In has moved from using SSCI OS to PNR services to add or validate a passenger’s FF ID; however, it still uses the SSCI OS GetPassengerData service to read a passenger’s FF ID.

2.1.5 Support United Kingdom passport in *Timatic AutoCheck*

The *Timatic AutoCheck* solution enables airlines and other travel-related organizations to access the *Timatic AutoCheck* database to automate the provision and verification of a passport, a Visa, and health information into their internal systems.

Timatic AutoCheck determines the type of information that is provided from a passenger's data, such as the *Timatic AutoCheck* Document Type.

If a passenger uses their passport as an identification document during the check-in process, the default *Timatic AutoCheck* Document Type sent to IATA is **Passport Normal**.

From the *Timatic AutoCheck* perspective, however, **Passport Normal** is not recognized as a valid Document Type for United Kingdom (UK) citizens. The following is a list of *Timatic AutoCheck* Document Types that could be used:

- **British Citizen** for GBR passport
- **British Overseas Territories Citizen** for GBD passport
- **British National (Overseas)** for GBN passport
- **British Overseas Citizen** for GBO passport
- **British Protected Person** for GBP passport
- **British Subject** for GBS passport

The applicable *Timatic AutoCheck* Document Type can be chosen based on a passenger's nationality, which is stored in their passport document.

For the UK, this information is stored in standard ISO 3166-1 alfa-3 (three alpha characters), and is now supported by *Digital Connect Check-In* SOAP web services as an appropriate *Timatic AutoCheck* Document Type that can be sent to IATA.

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

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.

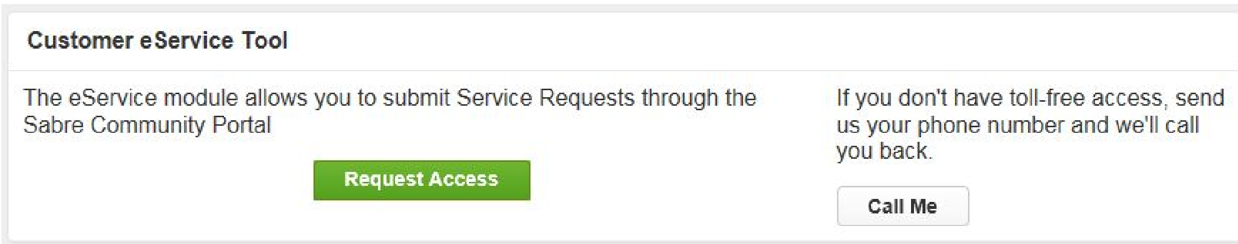
3.1.1.2 Requesting Access to eService

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**.



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.