



# External Release Notes: Release Ready

SabreSonic CSS Digital Connect Check-In  
REST Services

Version 2.1

Software version 2.1

Document Edition 1.0 (May 2018)

Template Version 4.9

This documentation is the confidential and proprietary intellectual property of the *Sabre Airline Solutions*<sup>®</sup> business. Any unauthorized use, reproduction, preparation of derivative works, performance or display of this document or software represented by this document, without the express written permission of *Sabre Airline Solutions* is strictly prohibited.

*Sabre*<sup>®</sup>, the *Sabre* logo, *Sabre Airline Solutions*, the *Sabre Airline Solutions* logo, *Sabre Travel Network*<sup>®</sup> the *Sabre Travel Network* logo, *Sabre AirCentre*<sup>®</sup>, *Sabre AirVision*<sup>®</sup>, *SabreSonic*<sup>®</sup> CSS, and *Sabre Data & Analytics*<sup>®</sup> are trademarks and/or service marks of an affiliate of *Sabre* Corporation. All other trademarks, service marks and trade names are the property of their respective owners.

© 2017 Sabre GLBL Inc. All rights reserved.

# Table of Contents

1	Introduction	
	1.1 Document Overview .....	1
	1.2 Release Identification .....	1
2	Release Features	
	2.1 Summary of Features .....	3
	2.1.1 2017 Star Alliance Gold Track Security .....	3
	2.1.2 Ancillaries – Switch to SeatSelectRQ .....	3
	2.1.3 Refundability indicator on Air Extra (AE) .....	3
	2.1.4 Offline station support.....	4
3	Defect Fixes	
	3.1 Offload Pax Downline Error vs DCCI Success .....	5
4	Contacting Customer Care	
	4.1 About Sabre Airline Solutions Customer Care.....	7
	4.1.1 Sabre Community Portal / eService Tool.....	7
	4.1.1.1 Registering for Community Portal Access .....	7
	4.1.1.2 Requesting Access to eService .....	8
	4.1.2 Telephone .....	8
	4.2 Customer Impact Levels.....	11
	4.2.1 Severity Levels .....	12
	4.2.2 Product Availability Levels.....	12



# Introduction

## 1.1 Document Overview

---

This document contains information regarding the release of version 2.1 (2018) for *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
2.1	Major	May 2018	Grzegorz Kurek, Joyce Schofield	New features, code corrections, enhancements

• • •

# Release Features

## 2.1 Summary of Features

---

*Digital Connect Check-In* Release 2.1 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:

- [2017 Star Alliance Gold Track Security](#)
- [Ancillaries – Switch to SeatSelectRQ](#)
- [Refundability indicator on Air Extra \(AE\)](#)
- [Offline station support](#)

### 2.1.1 2017 Star Alliance Gold Track Security

---

The Boarding Pass 2D bar code determines a customer's eligibility for FastTrack Security.

Note Bar codes are provided by *Sabre Sonic Check-In Open System* (SSCI OS) and passed to *Digital Connect Check-In v2.1* services.

### 2.1.2 Ancillaries – Switch to SeatSelectRQ

---

*Digital Connect Check-In v2.1* improves the **/seat/select** service by extending business scenarios to allow a passenger to change a paid seat (for which the passenger did not pay) for another because of entitlements e.g. Frequent Flyer.

Features

- Using SeatSelect flow is configurable.
- Old approach is still available and used as default configuration.
- All scenarios supported in the old approach are also supported when SeatSelect is used.
- Passenger can change 0\$ seat regardless of Air Extra (AE) status.

### 2.1.3 Refundability indicator on Air Extra (AE)

---

*Digital Connect Check-In v2.1* improves the support for the ancillary services provided by *Digital Connect Check-In API Reference*.

*Digital Connect Check-In v2.1* introduces the changes in **/ancillary/offer** and **/baggage/book** services to handle correctly new indicators and store them in created AE.

There are three (3) AE attributes that are now supported:

- Refund indicator - indicates whether the ancillary service is refundable
- Commission Indicator - indicates whether the ancillary service is commissionable
- Interline Indicator - indicates whether the ancillary service is interlineable.

#### **2.1.4 Offline station support**

---

*Digital Connect Check-In v2.1* supports handling Offline stations during the check-in flow.

Offline station is an airport where Sabre operations cannot be performed because the processes are handled by third party providers.

To correctly handle reservations, which contains segments departing from Offline Stations, *Digital Connect Check-In v2.1* filters out the reservations in **/passenger/details** response to allow POS to correctly support the remaining segments.

*Digital Connect Check-In v2.1* uses the following configuration

**se.adapter.s4ci.configuration.reservationConfiguration.offlineStations** to determine which airports should be treated as OfflineStations.



## Defect Fixes

The following *Digital Connect Check-In* defect has been fixed for this release.

### 3.1 Offload Pax Downline Error vs DCCI Success

---

iCRM/Siebel SR#: N/A	Versioning Tool#: CSSDC-583
Title: Offload Pax Downline Error vs DCCI Success	
Description: /passenger/offload returns SUCCES status for not offloaded passenger instead of ERROR status.	
Resolution: The service returns ERROR status with UNABLE_TO_OFFLOAD_PASSENGER code and a message from host.	
Programs/Modules Affected: /passenger/offload	
Other Solutions/Systems Affected: External customer	

• • •

# Contacting Customer Care

## 4.1 About Sabre Airline Solutions Customer Care

---

*Sabre Airline Solutions*<sup>®</sup> maintains the *Sabre*<sup>®</sup> *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*<sup>®</sup> *Community Portal* at [community.sabre.com](http://community.sabre.com) that offers:

- Access to the eService tool, from which you can submit and track service requests.
- Access to Sabre hosted applications.
- Training and documentation information.
- Application release notes and patches.
- User forums, news, and events.

#### 4.1.1.1 Registering for Community Portal Access

---

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

To register for Community Portal access

1. Go to [community.sabre.com](http://community.sabre.com).
2. Click **New Account**.

The New User Registration page appears.

3. Enter required information.
4. Click **Submit**.

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

### 4.1.1.2 Requesting Access to eService

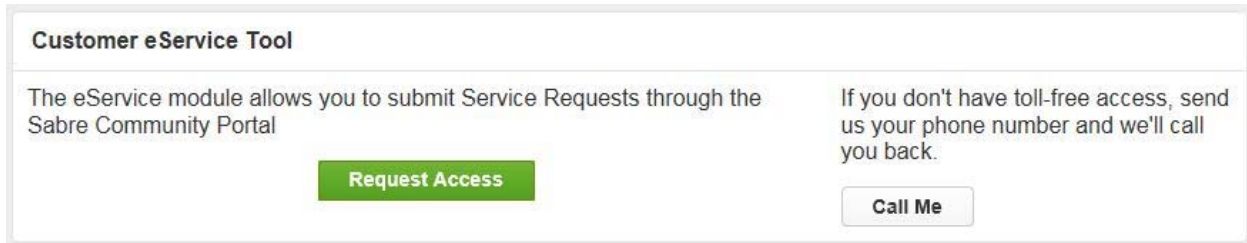
---

Access to eService is generally provided within 24 hours.

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

To Request Access to eService

1. Login to [community.sabre.com](http://community.sabre.com).
2. On the Home page, in the **Support Services-eService tool** area, click **Request Access**.



### 4.1.2 Telephone

---

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

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

Country	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"> <li>• System failure causes extreme business impact to operationally critical procedures.</li> <li>• Key personnel are unable to perform operational tasks due to system outage.</li> <li>• Current business practices cannot be performed due to system failure and continued work stoppage has severe financial consequences.</li> <li>• Time critical functionality necessary to continue operations and resolution must be made as soon as possible.</li> <li>• 90 – 100% of users are impacted by system failure.</li> </ul>
2 – High	<ul style="list-style-type: none"> <li>• System failure causes significant business impact.</li> <li>• Workaround exists, but is impractical or labor intensive for extended outage duration.</li> <li>• The financial consequence is significant.</li> <li>• 50 – 90% of users are impacted by system failure.</li> </ul>
3 – Medium	<ul style="list-style-type: none"> <li>• Impact to system is noticeable, but has little or no consequence to productivity.</li> <li>• Issue exists in a non-business critical function.</li> <li>• Workaround exists or is not necessary.</li> <li>• Less than 50% of users are impacted.</li> </ul>
4 – Low	<ul style="list-style-type: none"> <li>• Functional impact is negligible or non-existent.</li> <li>• Functionality (or system change) not necessary for business to continue.</li> </ul>

## 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.