



Release Notes: Release Ready

SabreSonic CSS Digital Connect Check-
In REST Services

Version 2.3

Software Version 2.3

Document Edition 1.0 (April 2019)

This documentation is the confidential and proprietary intellectual property of the *Sabre Airline Solutions*[®] 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[®], the *Sabre* logo, *Sabre Airline Solutions*, the *Sabre Airline Solutions* logo, *Sabre Travel Network*[®], the *Sabre Travel Network* logo, *AirCentre*[®], *AirVision*[®], *SabreSonic*[®] CSS, *Sabre Data & Analytics*[®] 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.

© 2016 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	Excess baggage pricing with weight concept	3
2.1.2	Integrate SeatMap OfferID into SelectSeatRQ during airport seat assignment	3
2.1.2.1	Returning SeatMap offer ID in /seats/seatmap response	4
2.1.2.2	Passing OfferID information to SelectSeatRQ during the seat selection process	4
2.1.3	Triggering Taiwan Advanced Passenger Processing (APP) during the passenger and bag check-in process	4
3	Defect Fixes	
3.1	Summary of Defects	5
3.1.1	Inconsistencies of calculate bag fees	5
3.1.2	Unable to change to another paid seat with zero price	5
3.1.3	Paid seats not shown as free for PNR with seat bundles	6
3.1.4	Inconsistent model in the /ancillaries/book service when booking ancillary for more than one passenger	6
3.1.5	PriceRange not returned from the /seats/seatmap service	7
4	Contacting Customer Care	
4.1	About Sabre Airline Solutions Customer Care	9
4.1.1	Sabre Community Portal eService Tool	9
4.1.1.1	Registering for Community Portal Access	9
4.1.1.2	Requesting Access to eService	10
4.1.2	Telephone	10
4.2	Customer Impact Levels	13
4.2.1	Severity Levels	14
4.2.2	Product Availability Levels	14

• • •

Introduction

1.1 Document Overview

This document contains release notes information for *SabreSonic® CSS Digital Connect Check-In REST Services* Release 2.3. 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
2.3	Update	9 April 2019	Grzegorz Kurek, Joyce Schofield	Software updated.

• • •

Release Features

2.1 Summary of Features

Digital Connect Check-In is introducing new features and enhancements in the following areas:

- [Excess baggage pricing with weight concept](#)
- [Integrate SeatMap OfferID into SelectSeatRQ during airport seat assignment](#)
- [Trigger Taiwan app during the passenger and bag check-in process](#)

The following sections explain more details about the new items.

2.1.1 Excess baggage pricing with weight concept

Digital Connect Check-In supports total weight concept of baggage allowance in case of calculating baggage prices.

The `/baggage/price` service is changed to support:

- the list of prepaid charges returned by Calculate Baggage Fees (CBF). For the weight concept, there is a possibility to have more than one Air Extra (AE). The calculator returns a list of unfulfilled prepaids regardless of the result of the charge calculation.
- two different types of allowance definitions: `PIECE` or `TOTAL_WEIGHT`. The changes help POS to handle the results related to the baggage pool.

The following changes in the schema allow to handle `Total_Weight` concept of allowance and help POS to handle the results related to the baggage pool:

- `BaggageCharge` structure returned in context of bag includes the information about `SourcePassengerRef`. One passenger is pointed as the source of charge by ID of `PriceBaggagePassenger` and has the charges or pre-paids from other passenger(s) assigned.
- A new element `calculationType` is introduced in the response to retrieve the information about the calculation type. There are three possible values: `TOTAL_WEIGHT`, `PIECE` and `UNDEFINED`.

2.1.2 Integrate SeatMap OfferID into SelectSeatRQ during airport seat assignment

Digital Connect Check-In introduces changes in the `/seats/seatmap` response to return the information about OfferId among other information returned by the downline system. OfferId is cached and this information is available in the `/seats/select` when building request message to the downline services.

Additional error handling related to expired OfferId for `/seats/select` service is implemented.

The process of selecting or changing a seat requires to take a care of seat price consistency between what passenger receives from the seat map and the actual price that must be paid.

Due to the security reasons a price information is not passed by POS but is retrieved from Sabre systems during the selecting process. Seat prices are individually adjusted for each passenger, so it is crucial to ensure that each passenger receives their personalized prices.

2.1.2.1 Returning SeatMap offer ID in /seats/seatmap response

For passenger's request the seat map with all available options is returned. Each seat map is personalized for a passenger and includes the entitlements for free seats and all discounts of paid seats. Therefore, each response can be treated as separate offer for the passenger with the unique Id. *Digital Connect Check-In* stores OfferID and OfferItemID information to keep this information available at time of seat selection. Information about OfferId/OfferItemId is also returned to POS so the passenger might be informed about OfferID returned for them.

Note Also for the POSes not continuing the seat selection process through *Digital Connect Check-In* services, the returned OfferID is available.

2.1.2.2 Passing OfferID information to SelectSeatRQ during the seat selection process

To make sure that the seat selected by a passenger would be assigned to them with the same price which passenger was informed in the seat map, *Digital Connect Check-In /seats/select* service uses the information cached by /seats/seatmap service that includes OfferId. This identifier is passed to the downline system.

2.1.3 Triggering Taiwan Advanced Passenger Processing (APP) during the passenger and bag check-in process

All international flights In Taiwan (inbound and outbound ones) are required to submit the advanced passenger information.

Sending this information should be triggered before the passenger's check-in process. Basing on the received information, the passenger can be checked-in or not because of the security reasons.

Digital Connect Check-In supports triggering security information for some other countries. Now the same solution is applied for Taiwan.

Defect Fixes

3.1 Summary of Defects

The following *Digital Connect Check-In* defects have been fixed for this release.

- [Inconsistencies of calculate bag fees](#)
- [Unable to change to another paid seat with zero price](#)
- [Paid seats not shown as free for PNR with seat bundles](#)
- [Inconsistent model in the /ancillaries/book service when booking ancillary for more than one passenger](#)
- [PriceRange not returned from the /seats/seatmap service](#)

The following sections explain more detail about the defects.

3.1.1 Inconsistencies of calculate bag fees

JIRA #: CSSDC-1009	iCRM#: N/A
Title: Inconsistencies of calculate bag fees	
Description: Different bag fees are returned depending on the specific order of bags in the list of bags.	
Resolution: The same bag fees are returned no matter of the order of bags in the list of bags.	
Programs/Modules Affected: /baggage/price	
Other Solutions/Systems Affected: External customer	

3.1.2 Unable to change to another paid seat with zero price

JIRA #: CSSDC-1000	iCRM#: N/A
Title: Unable to change to another paid seat with zero price	

Description: When the user has a seat bundle, the /seats/select request fails when all paid seats are displayed with zero price.
Resolution: Seat change to another zero-price seat offered is successful.
Programs/Modules Affected: <i>Digital Connect Check-In</i>
Other Solutions/Systems Affected: External customer

3.1.3 Paid seats not shown as free for PNR with seat bundles

JIRA #: CSSDC-997	iCRM#: N/A
Title: Paid seats not shown as free for PNR with seat bundles	
Description: Paid seats are not shown as free for PNR with Seat bundles.	
Resolution: Paid seats are shown as free for PNR with seat bundles.	
Programs/Modules Affected: /seats/seatmap	
Other Solutions/Systems Affected: External customer	

3.1.4 Inconsistent model in the /ancillaries/book service when booking ancillary for more than one passenger

JIRA #: CSSDC-970	iCRM#: N/A
Title: Inconsistent model in the /ancillaries/book service when booking ancillary for more than one passenger	
Description: In the model for the booked ancillary, an <i>Object</i> is returned for the first passenger, and a <i>String</i> is returned for the second passenger.	
Resolution: For both passenger the <i>Objects</i> are returned.	

Programs/Modules Affected: /ancillaries/book
Other Solutions/Systems Affected: External customer

3.1.5 PriceRange not returned from the /seats/seatmap service

JIRA #: CSSDC-911	iCRM#: N/A
Title: PriceRange not returned from the /seats/seatmap service	
Description: PriceRange is not returned from the /seats/seatmap service.	
Resolution: PriceRange is returned from the /seats/seatmap service.	
Programs/Modules Affected: /seats/seatmap	
Other Solutions/Systems Affected: External customer	

• • •

Contacting Customer Care

4.1 About Sabre Airline Solutions Customer Care

Sabre Airlines Solutions maintains the 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

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.

4.1.1.2 Requesting Access to eService

Access to eService is generally provided within 24 hours.

Note You should only enter medium or low impact issues in the eService tool. If you have a critical or high 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 Service-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 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

Country	Toll Free Number
Canada	1-866-598-1706
Chile	800-412555
China	4001-202-315
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	1800-813-609
Malta	800-90112 PIN 356
Mexico	1-800-123-8537
Netherlands	0800-023-2237
New Zealand	0800-450-960
Norway	800-18-798
Pakistan	00800-9004-4226
Panama	00800-226-0662

Country	Toll Free Number
Paraguay	009-800-598-1-0004
Peru	0800-52-226
Philippines	1-800-111-00338 or 1-800-111-00339
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	0800-894-534
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	2-518-6642
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 an alternate contact name and telephone number?
- What is your company name?
- What is the problem description?
- Which application and module were you using when the error occurred?
- What is the application's 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 problem?
- Has the problem occurred before? If Yes, when?
- Does the problem 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 problem 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. • Problem 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. Problem 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. Problem 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 problem 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 problem that can potentially affect a customer's ability to conduct day-to-day business operations.