



Sabre Hospitality Solutions Data Protection:

Customer Briefing Document

With Commonly Asked Questions

Version 1.0

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Document Overview

Purpose

This document:

- Provides details regarding how Sabre Hospitality Solutions manages common global privacy policies.
- Describes our practices for handling typical data processing situations.
- Describes the tools and practices that we provide to support you (our customer – the Controller) with your privacy policy actions.
- Includes FAQs to answer commonly asked questions.

Changes

Version 1 of this document details solutions available to our customers prior to May 25th, 2018. Future versions of this document will provide relevant information as they are developed or modified.

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General Data Protection

This section provides high level background material as provided in Sabre web site:

[GDPR Frequently Asked Questions](#) (Visit that site for more details.)

What is the GDPR?

The European Union (EU) General Data Protection Regulation (GDPR) is a data privacy law effective May 25, 2018, it and will apply to any company, such as Sabre, regardless of the business location, that processes data for EU residents in the context of the activities of the establishment. At a high level, the GDPR requires that:

- Data considered “personal” must be protected and processed only as permitted.
- Access to this data is controlled and restricted.
- Contracts with third party processors must contain certain specific terms.
- Individuals have numerous rights with respect to their personal data, including the right to restrict processing and to know the personal data a company holds on them, and more.
- Specific guidelines for cyber incident notifications must be followed.

Who is affected by the GDPR?

The GDPR applies to all companies, including Sabre, that process the personal data of European Union (EU) residents in the context of the activities of the establishment, regardless of the company’s location.

As it relates to the GDPR, is Sabre defined as a processor or a Controller?

Sabre generally serves as a processor for most of its services, whereas Sabre’s customers and travel suppliers are usually Controllers.

What data is “personal data” as defined by the GDPR?

Any information related to an identified or identifiable natural person (an individual or ‘Data Subject.’) A Data Subject can be identified or identifiable, directly or indirectly by a

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variety of pieces of information (e.g. name, ID number, location data, etc.). Some examples of potential personal data include a name, photo, email address, bank details, posts on social networking websites, medical information, or a computer IP address. The definition of “personal data” is very broad.

What actions must I take in order to be GDPR compliant?

As you can appreciate, we are not in a position to provide legal advice or to advise what actions are required on your part. Because the GDPR is complex, some companies will require the appointment of a data protection officer – so we recommend that companies review the requirements of GDPR and decide if they need to speak with their legal counsel to determine the applicability of the GDPR to their business. With that said, Sabre operations involving personal data are being evaluated against applicable privacy law, with recommendations being made as appropriate across our entire suite of solutions. We will, of course, keep you informed as this process continues, and the information available at <https://www.sabre.com/GDPR> will be regularly updated as appropriate for your reference.

What support can I expect from Sabre with respect to my Sabre solutions?

Sabre is updating the system code to support GDPR compliance across Sabre systems that process personal data. Generally you are responsible for the requirements imposed on a Controller under GDPR, including but not limited to having a lawful basis to process the personal data and obtaining the appropriate consent (when consent is required). This document provides information on options for you in using SynXis CR to respond to requests to delete, modify, and manage guest information.

How will customer data be anonymized?

Sabre addresses the technical aspects of data anonymization in accordance with industry best practices, such as those laid out by data protection authorities.

How will I be able to identify data that belongs to EU residents?

Sabre systems do not segregate data based on the Data Subject's location, so we evaluated our entire suite of solutions and made appropriate recommendations regarding applicable privacy law and the protection of personal data.

Data Privacy – Application Highlights

The following sections detail how our applications support data protection rights.

Use these links to access additional resources:

- Sabre web site: [GDPR Frequently Asked Questions](#)
- [SynXis CR 10.3 Release Notes](#) (Attached below)
- SynXis Central Reservations In-product Help – View to learn details about settings for specific fields and labels.

Sabre Approach to Common Data Privacy Principals

Overview

- SHS technical teams are trained during onboarding on Sabre security, compliance, and data protection. Ongoing training is required for all applicable employees so that their knowledge is current regarding best practices and regulatory changes.
- Settings in SHS applications default to support data privacy. You, as the personal data Controller, can edit these setting based on your business practices.
- Support for defaulting to Opt-In has been removed as an option in SHS applications. Using SHS applications, you, as a Controller, assign standard user roles or create custom roles to establish user access for your personnel based on role. Thus, you determine access to data based on your policies and procedures

Minimization of Personal Data

We encourage collection of the minimum amount of personal data needed for the specified purposes by limiting required fields.

Consent

Generally, as the Controller of the personal data, you are responsible for the requirements imposed on a Processor under applicable law, including but not limited to having a lawful basis to process the personal data and obtaining the appropriate consent (when consent is required). You may wish to discuss your obligations with your legal counsel.

As part of its ongoing data protection efforts, SHS is implementing Res Guest functionality in the SynXis CR 10.3 release.

Res Guest changes the functionality and data structure in the SynXis Platform so that reservation specific guest data is captured for a specific purpose and the creation and storage of a guest profile is optional.

This approach allows the guest (Data Subject) to either:

- Create a booking containing a “one-time use” Res Guest record
- Or choose to associate a reusable Guest Profile to the Res Guest record.

Res Guest functionality applies as:

- Reservation guest information (Res Guest) created for each guest as part of every reservation.
- A Guest Profile (Central Profile) is a reusable record of guest information that can optionally be linked to a Res Guest record.

Guest profiles are created when the Data Subject has provided consent or upon data provided by the Data Subject Controller.

Automated Decision Making including profiling

Decision based automated processing is not applicable in SynXis CR or related applications.

Sabre Application Highlights for Data Subject Rights Support

Right of Access by the Data Subject

- **SynXis CR** - As the Controller, you have access to Search, Review, Print and Export Guest, Booker and Travel Agent, and User information.
- **Channel Connect** - Controllers can retrieve guest information.
- **SynXis Booking Engine** - As the Controller, you can allow Data Subjects to access MyProfile to view and edit their information.

Right to Rectification

- **SynXis CR** - As the Controller, you have access to perform updates to Guest, Booker, Travel Agent, and User information.
- **Channel Connect** - Controllers have access to perform updates.
- **SynXis Booking Engine** - As the Controller, you can allow Data Subjects to access MyProfile to view and edit their information.

Right to be informed

- **SynXis CR** - As the Controller, you have access to Search, Review, Print and Export Guest, Booker and Travel Agent, and User information.
- **SynXis Booking Engine** - Responsive/Flex/Mobile
 - You, as the Controller, can configure the Privacy Notice within booking and profile creation flows using Booking Engine Designer or template setup in SynXis CR.
 - It is your responsibility as the Controller to define the Privacy Notice and/or link it to the SynXis Booking Engine page.
- **SynXis Voice Agent** – It is your responsibility, as the Controller, to define the Privacy Notice settings in SynXis CR.

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Right to be forgotten

- **SynXis CR** - Specific Controller Users have access to delete Data Subject information (Guest Profiles)
- **SynXis Booking Engine** - You, as the Controller, provide access through SynXis Booking Engine to allow Data Subjects to delete profile information through MyProfile view.

User Rights Management through SynXis CR

Users that you designate can use SynXis CR to perform Add, Edit, Export, or Delete actions on behalf of your guests or users.

Action	Location
Guest Profiles	<i>Manage > Profiles > Guest Profiles</i>
Booker Profiles	<i>Manage > Profiles > Booker Profiles</i>
Commissionable account (Chain level)	<i>Administration > Chain > Commissionable Accounts</i>
User	<i>Setup > Data import > Bulk User Data Import</i>

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Commonly Asked Customer Questions

GDPR and Data Privacy Questions:

If guests contact our hotel and wants their data completely removed, how do we do that?

Specific administrative users, as Controllers, can remove guest information.

Does GDPR apply to my small independent hotel that is not located in the EU?

As you can appreciate, we are not in a position to provide legal advice or to advise what actions are required on your part. We recommend that companies review the requirements of GDPR and decide if they need to speak with their legal counsel to determine the applicability of the GDPR to their business.

What actions are required on the part of our hotel to ensure we are compliant with the GDPR?

We have provided options for using various SynXis systems to support data protection activities, however, as previously mentioned, we are not in a position to provide legal advice or to advise what actions are required on your part. We recommend that companies review the requirements of GDPR and decide if they need to speak with their legal counsel to determine the applicability and requirements of the GDPR to their business.

What are the changes that Sabre has made to make SynXis CR in light of the GDPR?

Sabre operations and applications involving personal data have been evaluated against applicable privacy law, and appropriate changes were made across the Sabre Hospitality Solutions.

What is the role of Sabre's DPO? Will the Sabre DPO represent my customers?

Sabre's DPO fulfils the duties required of a DPO in the GDPR, particularly those found in

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Art. 39, as well as those in other data protection law applicable to Sabre. However, Sabre's DPO fulfills that role only for Sabre. Your company may also have a requirement to appoint a DPO. Therefore, we recommend that companies speak with their legal counsel to determine their obligations.

For a reservation that was processed through an OTA, how can we determine who is the Controller?

Sabre is not in a position to provide guidance regarding compliance with your partners and other companies. You may want to review these questions with your legal counsel.

What profiling are you performing on our data?

Saber does not profile or use your data for purposes that are not designated by you, the Controller.

Does Sabre provide our guest information to 3rd parties for marketing?

Saber does not use your data for marketing purposes or purposes that are not designated by you, the Controller.

When do we need to request an addendum to our contract for GDPR?

If you believe you are subject to the requirements of the GDPR, please engage your Sabre contact directly or send an email to GDPR@sabre.com and we will provide the contract amendment relating to Sabre's services to you.

How will Sabre inform the us in the event of any breach?

Sabre has a holistic security program with systems in place to monitor our environments and alert us of suspicious activity. Sabre intends to inform others as required by law.

Infrastructure Questions

Where are the Sabre Hospitality Data Centers?

Our current primary hosting architecture today is based on Sabre managed, colocation data centers based in Texas, United States. We also currently host limited applications with AWS hosted within the US

Where is Sabre Hospitality Application Data Stored?

All data is currently stored in our Sabre managed data centers located in Texas, United States.

How do you handle data transfers to countries outside the EEA?

Sabre uses lawful mechanisms to export personal data from the European Economic Area (EEA) to locations outside the EEA, including derogations and standard contractual clauses in the form approved by the European Commission (EC).

Where is the Sabre Data Privacy Notice located within the SynXis platform?

Sabre's Privacy Notice would not appear, as this is your webpage, you have the guest relationship, determine the purposes and means of processing, and you are the Controller of the personal data. It your responsibility, as the Controller, to provide appropriate transparency to your guests of the personal data processing. Therefore, we allow you to post the Privacy Notice link(s) as you determine appropriate, in the locations provided in SynXis CR and other SHS Applications.

SynXis CR Release Notes Version 10.3.0.0

The release notes are attached below.

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SynXis CR Release Notes

Version 10.3.0.0

Release Date	12 May 2018
Release Time	6:00 AM - 12:00 PM ET
The system is unavailable during this time.	



Items in this document are subject to change based on testing and quality assurance.

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Multi-System

The following enhancements affect multiple applications as identified in these notes.

Res Guest

What is Res Guest?

To enhance data protection, the SynXis platform now decouples reservation specific guest information from the guest profile. The reservation guest information (Res Guest Records) are created for each guest as part of every reservation. A Guest Profile is a reusable record of guest information that can optionally be linked to a Res Guest record.

The end goal is to create a Guest Profile only if the guest provides explicit consent. Any booking without consent (anonymous) only creates a Res Guest record that does not exist apart from the reservation. This approach allows the guest to either create a booking containing a “one-time use” Res Guest record or choose to associate a reusable Guest Profile to the Res Guest record.

Res Guest: Minimum amount of information about a guest (e.g., name, address, email, phone, etc.) required to process a single reservation. This can be linked to a Guest Profile.

Guest Profile: Reusable Guest Profile that can be linked across reservations. Must have a guest's consent to create.

Benefit of Res Guest

Enhanced data protection.

Allows a guest to provide different information on a reservation (single use) than what is stored on their profile.

Separates Res Guest records from Guest Profiles allowing for targeted searching and possible reduction in duplicate responses.

Solution Overview

The SynXis DB has been modified to support Res Guest records and Guest Profiles in separate tables.

All SynXis applications work with the decoupled Res Guest records and Guest Profiles.

A Res Guest record is created for each guest on a reservation.

Res Guest information can differ from the information in the linked Guest Profile.

A Guest Profile is only created if the guest has provided consent to have their information tracked for use outside of a booking.

A Guest Profile can optionally link to one or more Res Guest records. This applies only if the guest was logged in or an agent selected the correct profile at the time of booking.

ResGuest Guest Detail Usage

The following areas have been updated to work with Res Guest details.

SynXis CR:

Manage > Reservations > Credit Card Summary

Manage > Reservations > History

Manage > Reservations > Integrated Bulk Reservations Export

Manage > Reservations > Reservation Detail

Manage > Reservations > Search Reservations

SynXis CR, SynXis Voice Agent, SynXis Booking Engine/Responsive/Flex/Mobile:

Modify Guest Details on a Reservation

SynXis CR, SynXis Voice Agent, SynXis Booking Engine/Responsive/Flex/Mobile:

3rd Party Tracking Tokens

SynXis CR Reports

Reports > Reports > Reservations

Arrivals & Departures

BCD Preferred Extras

Carlson Wagonlit Travel Preferred Extras

Deposits

Fax Notification

HRG Preferred Extras

Loyalty Point Redemption Activity

Loyalty Program Production

New – Modified – Cancelled

Package Production

Prospect Bookings

Redemption

Reservation History

Reservation Notification

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Reservation Retrieval
Reservation Superset Push
Reservation Superset
Reservations
Travel Agent production

Reports > Reports > Billing

Billing Detail

Invoiced Transactions

Reports > Reports > Property

In House Summary

Reports > Reports > Customer

Enrollment

Reservation Profiles

GDS and DHISCO:

Create a reservation

Modify a reservation

PNR Name Change

Channel Connect:

Create / Modify Reservation

A new section <ResGuestInfo> has been added to **OTA_HotelResRQ**, **OTA_HotelResNotifRQ**, **OTA_HotelResModifyRQ** and **OTA_HotelResModifyNotifRQ** specification to support passing in guest details specific to a Res Guest record. If this section is populated then a Res Guest record is created in the SynXis CR.

If the <ResGuest> section is not populated and to maintain backward compatibility, the existing <ProfileInfo> section is used to create a Res Guest record.

Guest Profile Guest Detail Usage

The following areas have been updated to work with Guest Profile guest details.

SynXis CR:

Setup > Data Import > Bulk Guest Profile Data Import

Manage > Profiles > Guest Profiles

Manage > Profiles > Guest Profiles > History

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Manage > Profiles > Booker Profile

Ability to associate Guest Profiles to a Booker Profile

SynXis CR, SynXis Voice Agent, SynXis Booking Engine/Responsive/Flex/Mobile:

Login

Create Guest Profile

Modify Guest Profile

Ability to associate Guest Profiles only when Save Profile is selected.

SynXis Voice Agent, SynXis Booking Engine/Responsive/Flex, Channel Connect, Property Integration:

Loyalty Enrollment

SynXis Booking Engine/Responsive/Flex:

Single Sign On

Reports

Reports > Reports > Customer

Guest Profiles

Loyalty Program Members

Channel Connect

Create Profile / Modify Profile

A Guest Profile is created or updated by passing a <ProfileInfo> section in the **OTA_HotelResRQ**, **OTA_HotelResNotifRQ**, **OTA_HotelResModifyRQ** or **OTA_HotelResModifyNotifRQ** message type containing a /UniqueID/@ID or /UserID/@ID and /UserID/@PinNumber combination. If a Guest Profile is found or created it is associated to the Res Guest record for the reservation.

Res Guest & Guest Profile Guest Detail Usage

The following areas have been updated to work with guest details in both Res Guest records and Guest Profiles

Email delivery

All email templates primarily use Res Guest data to populate the variables. There are some specific variables (i.e. loyalty points balance, preferred rooms, rates, currency, blacklist reasons) that come from the Guest Profile if one is linked to the Res Guest record.

Guest Search in SynXis Voice Agent

An agent using SynXis Voice Agent can choose to search for Guest Profiles or Res Guests records. The search results behave the same for both methods.

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Any configuration from SynXis CR regarding searching of Guest Profiles also applies to Res Guests. For example, when chain setup for SynXis Voice Agent is enabled to prevent customer search by only First Name, then this setting also applies when searching for Res Guests records.

Voice agent users can create, remove or modify a Guest Profile link to a Res Guest record.

Reservation Search in SynXis Voice Agent, SynXis Booking Engine/Responsive/Flex/Mobile:

When searching for reservations by guest details the system searches both Guest Profiles and Res Guest records allowing the agent to find the correct reservation.

New Reservations in SynXis Voice Agent, SynXis Booking Engine/Responsive/Flex/Mobile:

A Res Guest record is created for every reservation using the guest details input on the customer information form. The linking of a Res Guest record to a Guest Profile is optional and only occurs if:

1. The user logged in on the Booking Engine or SynXis Voice Agent selects a Guest Profile. In this scenario, the guest detail form pre-populates with data from the Guest Profile to avoid having to re-enter guest information. Guests can override this information, but it only applies to the Res Guest record and does not update the Guest Profile.
2. A guest provides consent to create a Guest Profile for purposes beyond the reservation.
3. A guest provided consent to enroll in a Loyalty Program during the booking process.

If a Guest Profile was not selected as part of a guest search or if consent is not provided, then the system only creates a Res Guest record.



Applies to all customers on the reservation.



Applies to both creating reservations and placing on hold (SynXis Voice Agent only)

When payment details are pre-populated from the Guest Profile, they are also added to the Res Guest record. When payment processing is performed the payment details from Res Guest are used.



Applies to booking and modification.



Applies to all template types, at all levels.



Applies to all customer payments on the reservation.



Applies to all reservation statuses (book, on hold, waitlist, etc.).

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Create / Modify Guest Profiles in SynXis Voice Agent, SynXis Booking Engine/Responsive/Flex/Mobile:

A Guest Profile can be created or modified outside of the booking process with consent from the guest. A Res Guest record must be part of a reservation and cannot exist standalone.

Chain Configuration - Guest Handling in PMS Uploads in the SynXis CR

A Chain Administrator can configure how guest profiles are handled during PMS uploads to the SynXis CR. This provides control whether to allow Guest Profiles to be created, updated or assigned to reservations in the SynXis CR.

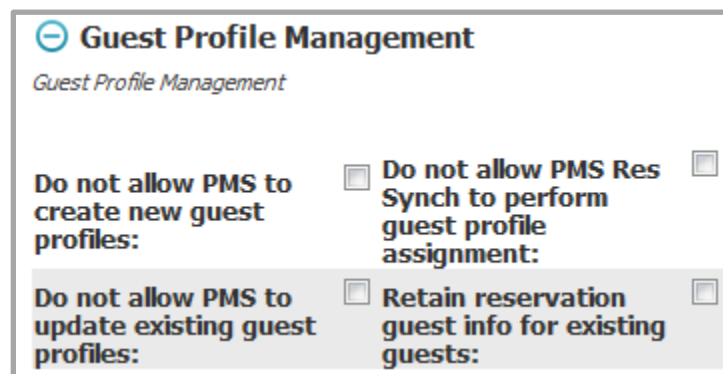
The following options have been added to **Administration > Chain > Chain Maintenance – Guest Profile Management** section:

Do not allow PMS to create new guest profiles (deselected by default). Selecting this option prevents a PMS from creating a Guest Profile in SynXis CR.

Do not allow PMS to update existing guest profiles (deselected by default). Selecting this option prevents a PMS from updating a Guest Profile in SynXis CR.

Do not allow PMS Res Synch to perform guest profile assignment (deselected by default). Selecting this option prevents a PMS from assigning a Guest Profile to a Res Guest record in SynXis CR.

Retain Res Guest info for existing guests (deselected by default). Selecting this option prevents a PMS from updating existing Res Guest information in SynXis CR.



The screenshot shows a web interface titled "Guest Profile Management" with a sub-header "Guest Profile Management". Below the header, there are four configuration options, each with a checkbox and a label:

<input type="checkbox"/> Do not allow PMS to create new guest profiles:	<input type="checkbox"/> Do not allow PMS Res Synch to perform guest profile assignment:
<input type="checkbox"/> Do not allow PMS to update existing guest profiles:	<input type="checkbox"/> Retain reservation guest info for existing guests:

SynXis CR

Exporting Profiles

To allow easier management and review of profiles the SynXis CR supports exporting of the following profiles:

Guest Profiles (**Manage > Profiles > Guest Profiles**)

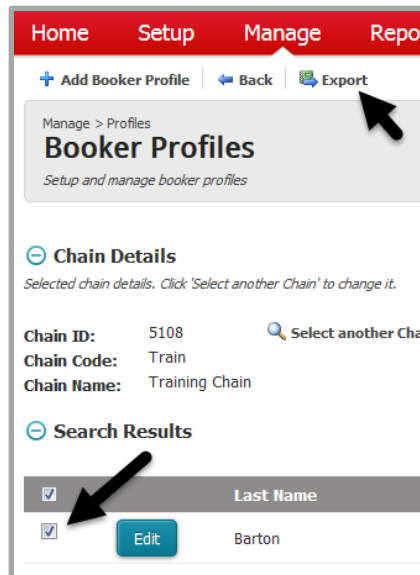
Booker Profiles (**Manage > Profiles > Booker Profiles**)

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Commissionable Accounts – chain specific only (**Administration > Chain > Commissionable Accounts**)

The data can be extracted from the search pages of each type of account. From the search results select the profiles to export and click Export.



The export contains the following data fields:

Type	Exported data fields
Booker Profiles	Booker Profile Type Rate Filter Title First Name Last Name Legal Name Email Travel Industry ID Corporation Address 1 Address 2 Address 3 Phone Fax Postal Code Country City State

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	Credit Flag Loyalty Program Blacklist
Guest Profiles	Name Prefix First Name Middle Initial Last Name Name Suffix Alt First Name Alt Last Name Primary Email Birthday Alternate Email Gender VIP Level Primary Language Secondary Language Company Corporation Opt In/Opt Out Credit Flag Comment Loyalty Program Type Loyalty Program Name Loyalty Program Number Loyalty Program Level Points Expiration Date Blacklisted Address Name Address 1 Address 2 Address 3 State / Province Telephone 1 Telephone 2 Fax Mobile Phone Zip Code Payment Types (masked) Customer Preferences Travel Documents Citizenships Preferred Rooms Preferred Rates Reservations
Commissionable Accounts (applies to	Chain Travel Industry ID Name DBA Name

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Chain specific accounts only)	Street Address City Zip Country Phone Fax Email Blacklist Loyalty Program
-------------------------------	---

Deleting Profiles

SynXis CR supports the deletion of personal data. This includes:

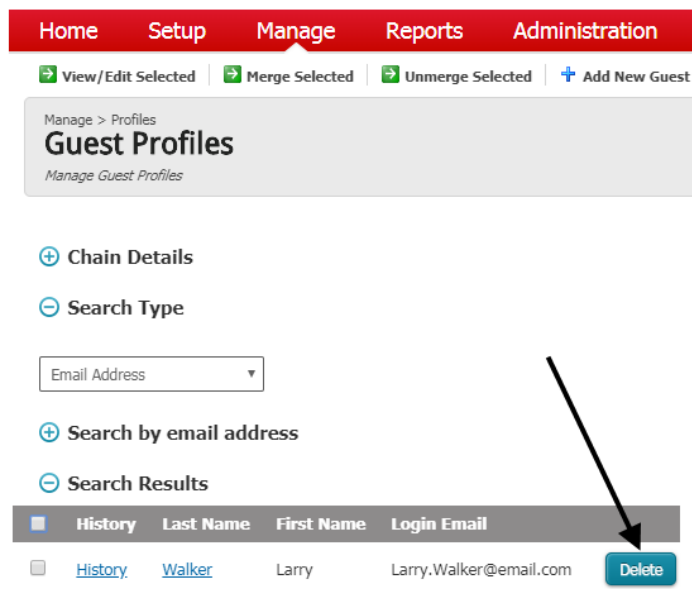
Guest Profiles (***Manage > Profiles > Guest Profiles***)

Booker Profiles (***Manage > Profiles > Booker Profiles***)

Commissionable Accounts (***Administration > Chain > Commissionable Accounts***)

SynXis CR Users (***Administration > User > User Maintenance***)

A warning message is displayed when deleting a profile “When you delete a profile, all associated data is not accessible from the system. Do you want to continue?”.



Exporting Users

To manage SynXis CR users, user information can be extracted from the bulk upload tool via ***Setup > Data import > Bulk User Data Import***.

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When downloading a template, you have the option to download by:

Login Information

- First Name
- Last Name
- Login Name or comma separated Login Names

Role Assignment

- All – considers chain, brand and hotel level users
- Chain – considers only chain level users
- Brand – considers only brand level users
 - If selected, the Brands in selected Chain display (if available, primary chain only)
- Hotel – considers only hotel level users
 - If selected, the list of hotel(s) in the selected Chain display (primary chain only)

The User Roles are listed respecting the active SynXis CR user's security level and at least one must be selected. The Custom Roles are filtered based on the selected Chain. The tool does not restrict users under roles with access to all chains. The tool generates User ID results based on the selected criteria above and respects the SynXis CR security model where the result cannot return users of higher security level. The tool allows the selection of Active, Inactive or All users status.

The results are paginated to 100 results by default with an option to increase to 250, 500, 750 or 1,000 rows. The tool does not limit the number of users to be downloaded per process and the file is generated asynchronously.

When validating an uploaded file, the system evaluates the active user's security level and access rights.

A user with View Only access to the tool does not have rights to upload a file.

A user with View and Edit access to the tool can download, upload and process a file.

A user with a determined security level is not allowed to create or edit users of equal to or higher security levels unless allowed by a Custom Role.

A user cannot edit the Application User flag unless the user has access point "Can Flag User as Application User".

The User Configuration worksheet includes the following field:

- Application User (True/False)

Concardis Payment Processor

The SynXis CR has been enhanced to support a new Payment Services Provider, Concardis. The new interface allows hotels to process deposits at the time of booking as well as refunds, when allowed. This

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payment processor allows hotels based in Europe to process payments at the time of booking due to their relationship with local acquirers in the region.

The following payment methods are supported for payments taken through the Responsive Booking Engine:

- American Express
- Diners Club
- Discover
- JCB
- Maestro
- MasterCard
- Visa



The Concardis Payment Processing interface must go through pilot prior to general roll out.

SynXis Booking Engine

Remove Pre-select Opt-In option

The option “pre-select Opt In” is removed from **Setup > Channels > Booking Engine > Template Setup > Check out**. Instead, the customer can select during the booking process whether to create a Guest Profile or not.



This applies to SynXis Booking Engine for the Responsive and Flex templates.

Secure Itinerary Access Logic

For SynXis Booking Engine/Responsive/Flex users cannot add new reservations to an existing itinerary without entering new guest and payment details.

Modify Multi-Reservation & Multi-guest Itinerary

For SynXis Booking Engine/Responsive/Flex when an itinerary includes multiple guests and multiple reservations, if a non-booker retrieves the itinerary/reservation, only the reservation/s and details pertaining to their email address/loyalty ID are displayed.

Phone Number

For SynXis Booking Engine/Responsive/Flex, the sites display the new phone fields as follows:

Phone type with options

- Voice
- Mobile

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Phone location type

- Home
- Personal
- Other

Users can add/modify/delete their selection. Above fields display by default and on all templates and are supported in all supported languages.

Opt-in/out

Mobile Booking Engine users can choose to Opt-in/out when accessing the chain or hotels mobile booking engine for creating a Guest Profile. If the guest chooses not to save a password in the system then a Guest Profile is not created.

To configure the Opt-in/out label: **Setup > Channels > Mobile > Label Setup**

You can change the label and password instructions for the Opt-in function for the Mobile Booking Engine.

Label Name: mobile_opt_in_msg

Label Name: mobile_privacy_policy



Supported in all languages

SynXis Voice Agent

Policy Text Configuration

The enhancements in this section apply specifically SynXis Voice Agent. Images identify the applicable version.

Authorized Hotel Chain users to are able to define clear and explicit policy text which is then presented to a booker/guest when they are completing a reservation via Call Center agents.

Chains with access to the SynXis CR **Setup > Channels > Voice Agent > Label Setup** page are able to edit labels to customize their Marketing, Privacy Notice and Profile acceptance text.

Label Name: va_opt_in_msg

Label Name: va_privacy_policy

Label Name: va_profile_acceptance

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Both versions of Voice Agent.

Setup > Channels > Voice Agent

Voice Agent > Label Setup

Label Setup

⊖ Language Selection

Select Language

Select Language:

English - US

Retrieve Labels

⊖ Filter labels

Filter labels or search for a specific label.

Label Search:

Go

Quick Jump: [v](#)

⊖ Page Labels

Choose label to edit.

Legend:

Chain Level Translation Exists

Hotel (or Hotel and Chain) Level Translation Exists

Edit	va_opt_in_msg _	Guest will receive marketing communications
Edit	va_privacy_policy	VIEW PRIVACY NOTICE
Edit	va_profile_acceptance	Customer has given consent to save personal information for use on future reservations.

Marketing Opt-in

By default, the check box is deselected and must be selected only after receiving consent from the guest.

SynXis Voice Agent – Web version

Profile Information

Marketing Communications

☒ Guest will receive marketing communications

CANCEL

SAVE

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SynXis Voice Agent – Windows download version

Customer Information

Contact Info | Addresses | Payment Types | Customer Preferences | Loyalty | Preferences

Contact Details

Name Prefix: Mr.

First Name: Larry

Middle Initial:

Last Name: Walker

Name Suffix:

Date of Birth (d/m/yyyy): 0 / 0

Gender: Unknown

Email:

Comments

☒ Guest will receive marketing communications Active

Privacy Notice

A call center agent has access to the Privacy Notice and can read to the guest before completing a reservation. A link to the Privacy Notice is provided on the Guest Information page for reservations using a Guest Profile or Res Guest record.

SynXis Voice Agent – Web version

Consent to Create a Profile

☐ Customer has given consent to save personal information for use on future reservations.

VIEW PRIVACY NOTICE

CANCEL CREATE PROFILE SAVE

Additional Comments

Privacy Notice

VIEW PRIVACY NOTICE

Company Properties

VIEW PRIVACY NOTICE

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SynXis Voice Agent – Windows download

The screenshot displays the 'Customer Information' window in the SynXis Voice Agent. The window has tabs for 'Contact Info', 'Addresses', 'Payment Types', 'Customer Preferences', 'Loyalty', and 'Preferences'. The 'Contact Info' tab is active, showing fields for Name Prefix (Mr.), First Name (Larry), Middle Initial, Last Name (Walker), Name Suffix, Date of Birth (d/m/yyyy), Gender (Unknown), Email, Mobile Email, Primary Language, Secondary Language, VIP Level, Company Name, and Company. A 'Comments' text area is on the right. Below the form, there is a checkbox for 'Guest will receive marketing communications' (Active) and a 'Credit Flag Information' section. A 'PrivacyPolicy' dialog box is overlaid on the form, displaying 'VIEW PRIVACY NOTICE'. At the bottom of the 'Customer Information' window, there is a checkbox for 'Customer has given consent to save personal information for use on future reservations.' and a 'Privacy Policy' link, both highlighted with red boxes. 'Save' and 'Cancel' buttons are also present.

Profile Acceptance Notice

Agents should read the Privacy Notice to the guest, receive acceptances and select the Consent checkbox to create a new Guest Profile. To support privacy standards, the check box is deselected by default.

SynXis Voice Agent – Web version

The screenshot shows the 'New Guest Profile' form in the SynXis Voice Agent Web version. The form has a title bar with 'New Guest Profile' and buttons for 'CANCEL' and 'SAVE'. Below the title bar is a section titled 'Consent to Create a Profile' with a checkbox and the text 'Customer has given consent to save personal information for use on future reservations.' Below this is a section titled 'Contact Information' with a '* Required Field' label. The 'Guest Name' section includes fields for Prefix, First Name *, M.I., Last Name *, and Suffix.

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SynXis Voice Agent – Windows download version

Customer Information

Contact Info | Addresses | Payment Types | Customer Preferences | Loyalty | Preferences

Contact Details

Name Prefix: Mr.

First Name: Larry

Middle Initial:

Last Name: Walker

Name Suffix:

Date of Birth (d/m/yyyy): 0 / 0

Gender: Unknown

Email:

Mobile Email:

Primary Language:

Secondary Language:

VIP Level:

Company Name:

Company:

Account Flag Details

Wait Listed: 0

Comments

☐ Guest will receive marketing communications | Active

Credit Flag Information

☐ Credit Flag

☐ Customer has given consent to save personal information for use on future reservations.

[Privacy Policy](#)

Electronic Distribution – Channel Connect

Res Guest

The Channel Connect API has been enhanced to support Res Guest records (for more details, please see the explanation above).

The enhancement does not require any message changes by partners, but results in changed behavior within SynXis CR. Reservations are always created with a single use Res Guest record that are exclusively tied to the reservation.

Reservations that include specific guest profile information trigger creation of a new Guest Profile or match to an existing Guest Profile record. The supported methods to identify a guest to create or match to a Guest Profile are:

- A guest email address and password
- Guest Loyalty ID and password
- CRM or CRS Profile ID

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Hoteliers that use the Channel Connect API to support their custom booking engine, especially those that maintain a loyalty program through SynXis CR, are able to take advantage of the options of using Res Guest or the Guest Profile.

OTA partners are less likely (although not excluded) to add or match to a Guest Profile. OTA reservations generally have a Res Guest record associated, since most do not include guest identifiers or loyalty information.

Optionally, partners may update their message to proactively create a Res Guest record. All Channel Connect API WSDLs have been updated to account for these optional changes.

Create / Modify Reservation

A new, optional section: /ResGuests/ResGuest/TPA_Extensions/ResGuestInfo has been added to OTA_HotelResRQ, OTA_HotelResNotifRQ, OTA_HotelResModifyRQ and OTA_HotelResModifyNotifRQ specification to support passing in guest details specific to a Res Guest record. If this section is populated a Res Guest record are created in the SynXis CR.

```
<ResGuest PrimaryIndicator="true">
  <TPA_Extensions>
    <ResGuestInfo>
      <PersonName>
        <NamePrefix>Mrs.</NamePrefix>
        <GivenName>Lisa</GivenName>
        <MiddleName>A</MiddleName>
        <Surname>Smith</Surname>
        <NameSuffix>Jr.</NameSuffix>
      </PersonName>
      <PersonName NameType="3">
        <Surname>Lisa Johnson</Surname>
      </PersonName>
      <Telephone PhoneLocationType="6" PhoneTechType="1" PhoneUseType="5" PhoneNumber="(555) 111-1111"/>
      <Telephone PhoneTechType="5" PhoneUseType="4" PhoneNumber="(555) 222-2222"/>
      <Email EmailType="1">lisasmith@testemail.com</Email>
      <Address Type="1">
        <AddressLine>123 Main St.</AddressLine>
        <AddressLine>Building A</AddressLine>
        <AddressLine>Unit 104</AddressLine>
        <CityName>Newton</CityName>
        <PostalCode>02458</PostalCode>
        <StateProv StateCode="MA"/>
        <CountryName Code="US"/>
      </Address>
      <ContactPerson>
        <PersonName>
          <GivenName>John</GivenName>
          <Surname>Smith</Surname>
        </PersonName>
      </ContactPerson>
    </ResGuestInfo>
  </TPA_Extensions>
</ResGuest>
```

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If the /ResGuests/ResGuest/TPA_Extensions/ResGuestInfo section is not populated and to maintain backward compatibility, the existing /ResGuests/ResGuest/Profiles section is used to create a Res Guest record.

```
<Profiles>
  <ProfileInfo>
    <Profile>
      <Customer>
        <PersonName>
          <Surname>Smith</Surname>
        </PersonName>
      </Customer>
    </Profile>
  </ProfileInfo>
</Profiles>
```

Channel Connect Service Contract Versioning

The Channel Connect API supports multiple instances of the WSDL. This allows partners that have coded to the current WSDL to point to a previous version of the WSDL for a period of time if there are breaking changes. This prevents partners from experiencing interruptions in their connection if new functionality causes their connection to fail.

Partners can maintain their connection on the current URL indefinitely. The current connection retains the current WSDL and is not updated to support new functionality on the Channel Connect API. Any partner wishing to do future enhancements to the Channel Connect API is required to move to the new connection. The supported URLs that remain in place are:

<https://{DOMAIN}/interface/ChannelConnect.asmx>

<https://{DOMAIN}/interface/ChannelConnect2004.asmx>

Partners that choose to switch to the service for the Channel Connect API have the option to point to a static address that always point to the current version. That URL format is:

<https://{DOMAIN}/ChannelConnect/api>

Partners that find a need to point to a previous version can point to a Major or Minor version of the service.

Major versions indicate the periods where a breaking change was introduced. For instance, if an enhancement to the API is introduced that requires that a partner update their connection to support it, a new Major version is introduced. The URL for the Major version is:

<https://{DOMAIN}/ChannelConnect/v{major}/api>

Minor versions of the service indicate specific WSDL versions that are tied to a release within the period that a Major version is used. The format URL for a Minor version is:

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https://{DOMAIN}/ChannelConnect/v{major_minor}/api

Versions are assigned when a WSDL change is required. For instance, if there are no WSDL changes for a SynXis CR release, a new Major or Minor version is NOT assigned. Up to two prior Minor versions plus the current version is supported. Versions more than two iterations back are retired.

PARTNERS ARE RESPONSIBLE FOR KEEPING UP TO DATE WITH VERSIONS. If the partner is unable to update to keep current with supported versions, they can revert to the static URL, however some functionality can be lost.

The supported Versions in this release are:

	URL	WSDL
Supported	https://{DOMAIN}/interface/ChannelConnect.aspx	https://{DOMAIN}/INTERFACE/Contracts/ChannelConnect.wsdl
	https://{DOMAIN}/interface/OTA2004aservice.aspx	https://{DOMAIN}/interface/contracts/channelconnect2004.wsdl
	https://{DOMAIN}/ChannelConnect/api	https://{DOMAIN}/ChannelConnect/api/wsdl
	https://{DOMAIN}/ChannelConnect/v1/api	https://{DOMAIN}/ChannelConnect/v1/api/wsdl
	https://{DOMAIN}/ChannelConnect/v1_0/api	https://{DOMAIN}/ChannelConnect/v1_0/api/wsdl
	https://{DOMAIN}/ChannelConnect/v1_1/api	https://{DOMAIN}/ChannelConnect/v1_1/api/wsdl
	https://{DOMAIN}/ChannelConnect/v1_2/api	https://{DOMAIN}/ChannelConnect/v1_2/api/wsdl
	https://{DOMAIN}/ChannelConnect/v1_3/api	https://{DOMAIN}/ChannelConnect/v1_3/api/wsdl
Sunset

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FAQs

Control Center

Q. Can I export profiles from the CR?

A. Yes, Guest, Booker and Commissionable Accounts profiles can be exported from the profile search results page.

SynXis Voice Agent – Windows download version

Q. Is a manual download of Voice Agent required?

A. No, a new version of Voice Agent automatically downloads after logging in after the 10.3 release.

Property Integration

General

Q. Do PMS vendors need to make changes to the format of the messages because of the 10.3 release?

A. No, the formats of the Reservation Delivery and Reservation Sync messages are not changing.

Q. Is a new certification required?

A. No.

Res Delivery

Q. A Reservation made before 10.3 was delivered from the CR to the PMS and included a Guest Profile ID. How does this change after 10.3 if the reservation is modified?

A. It won't change. If a Guest Profile is attached to a reservation then it remains on the reservation.

Q. A Reservation made before 10.3 was delivered from the CR to the PMS and included a PMS Profile ID. How does this change after 10.3 if the reservation is modified?

A. It won't change. PMS profile IDs are returned in the reservation delivery message.

Q. What changes should I expect in the message delivered to the PMS if a reservation is made in the CR that doesn't contain a Guest Profile?

A. OXI reservation delivery does not require a CRS Customer Number <profileID> so it is not included in the message. HTNG and Property Connect reservation delivery messages include the Res Guest ID as the CRS Customer Number to ensure there are no impacts to the PMS.

Q. If a Guest has a Guest Profile in the CRS but enters different guest information (address, email, etc.) on the reservation (Res Guest record) what is delivered to the PMS?

A. For OXI, HTNG and Property Connect integrations, information from the Res Guest record is included in reservation delivery instead of guest information from the Guest Profile. For example, a guest profile has email address1 but the guest enters email address2 on their reservation. SHS communicates email address2 in the reservation delivery message.

PMS Res Sync (OXI /HTNG) / PMS Profile Sync (OXI Only)

Q. What is the default behavior for handling guest information after the release?

A. The current behavior is the default behavior after the 10.3 release.

Q. Can a chain restrict how a PMS works with Guest Profiles in the SynXis CR?

A. Yes, a Chain Administrator can configure how guest profiles are handled during PMS uploads to the SynXis CR. This provides control whether to allow Guest Profiles to be created, updated or assigned to reservations in the SynXis CR or retain Res Guest information.

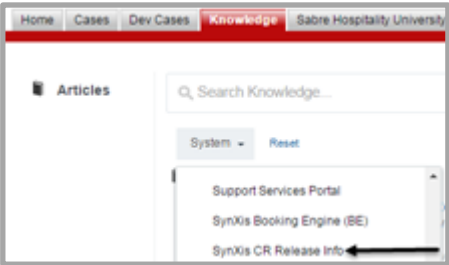
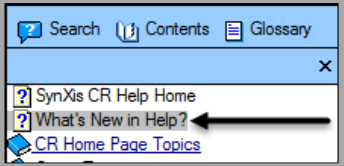
Channel Connect

Q. Is a new certification required to start using the new TPA extension for ResGuestInfo?

A. Yes

Education Resources

Release Resources

Sabre Hospitality University (SHU)	Available the week prior to the release.	Search > SynXis CR Release
Knowledge	Available Post Release > select SynXis CR Release Info for new and updated content.	
SynXis CR Help	Available Post Release > select Help > What's New in Help? for updated content.	

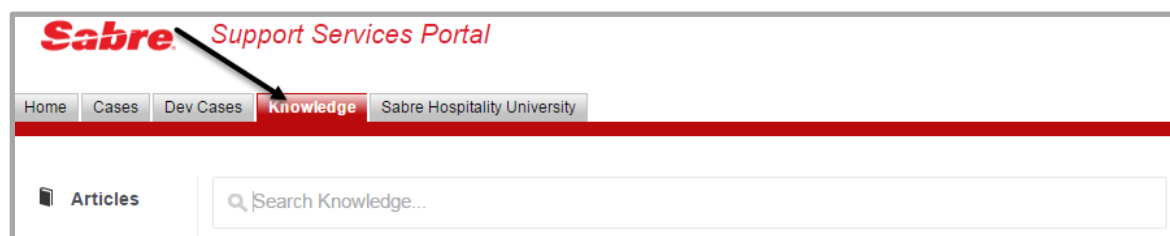
SynXis CR Help

Access Help within SynXis CR by selecting the Help icon in the upper right corner of any page.



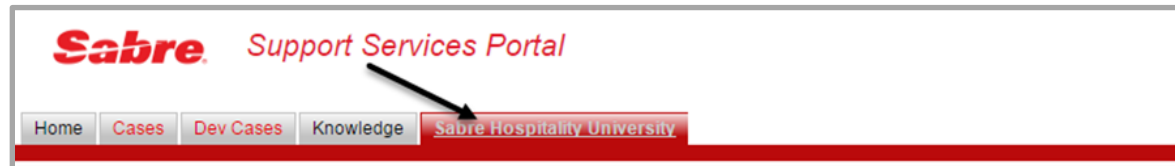
Knowledge

Check out the Knowledge tab, within the Support Services Portal, for great DIY articles and troubleshooting tips. Use the Search and System drop down to narrow your search.



Sabre Hospitality University (SHU)

Access the Sabre Hospitality University (SHU), through the Support Services Portal for release related, topic specific education material.



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Send SynXis CR Help, Knowledge and SHU update requests to customersuccess@sabre.com.

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