



Deem Travel Partner Dashboard Training Series:

Module 5 – GDS Profile Synchronization

Version 17 – October 19, 2015 Series

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Audience is muted –
Please enter questions in Chat

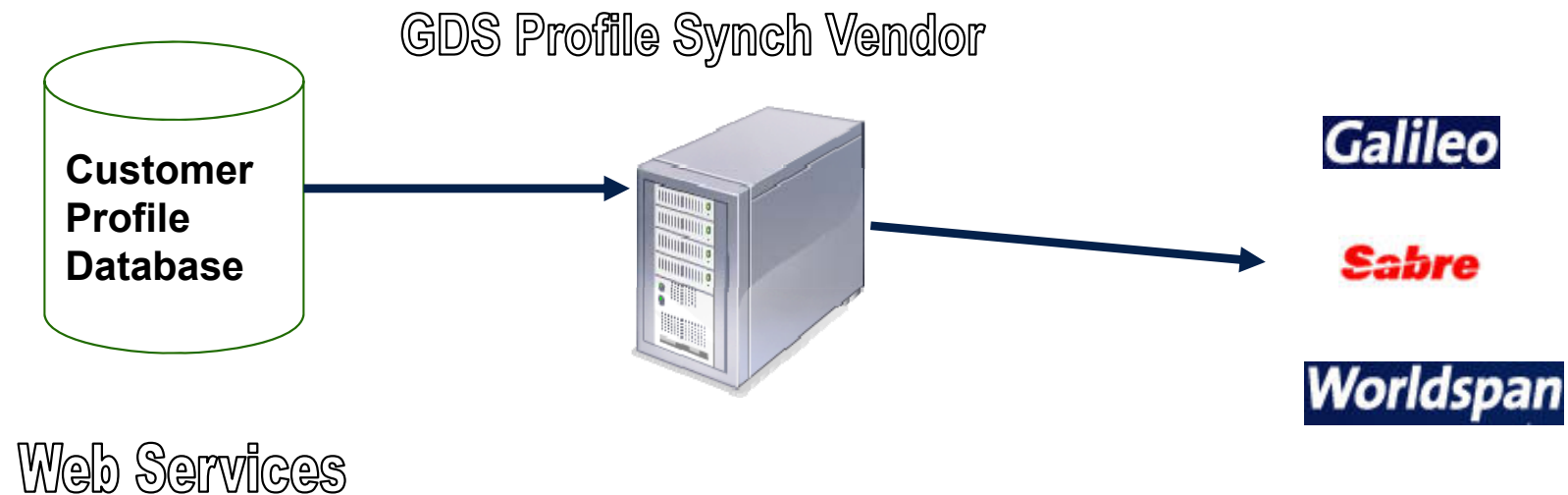
Basic Dashboard Training Modules: Module 5

Agenda:

- Self-Service GDS Profile Synchronization
 - Assignment of Site to Superdomain Domain Group
 - Create a GDS Profile Synch Group at the Site Level
 - Configure Web Services Rule
 - The ETSI User Interface Tool
 - Success / Error Logs
-

Partner Dashboard Training Modules: Module 5

GDS Profile Synchronization allows profile data housed within Deem to be written to a Travel Agency GDS, allowing an agency to fulfill offline bookings for the end-user.



Currently the processing of profile synchronization for any one customer has multiple touch points, which can increase processing time.

Process for Self-Service GDS Profile Synchronization

- Assignment of Site to Superdomain Domain Group
- Create a GDS Profile Synch Group at the Site Level
- Configure Web Services Rule
- Configure ETSI Online Synchronization User Interface
- Test / Troubleshoot as needed

Partner Dashboard Training Modules: Module 5

Establishing Web Service Subscriptions

Superdomain Level Web Service Subscriptions

Sites must be assigned to a superdomain web service subscription.

- This subscription translates to web service credentials, which allows ETSI to pull profile data across web services.

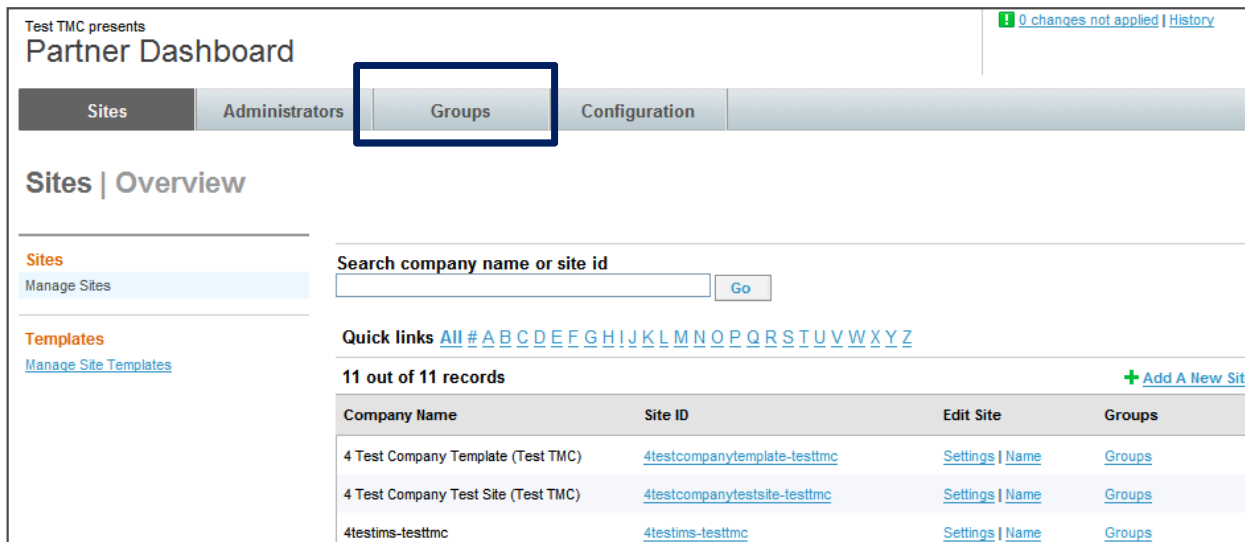
For load balancing purposes, there are superdomain web service capacity limitations:

- 50 Sites to each superdomain web service subscription
- Contact Deem when approaching 50 Sites
 - Submit request via Customer Support Portal asking for a new superdomain web service subscription.

Superdomain Level - Add Your Site to a Domain Group

Each web service subscription is assigned to a superdomain group.

Sites must be assigned to a superdomain group for GDS profile synchronization.

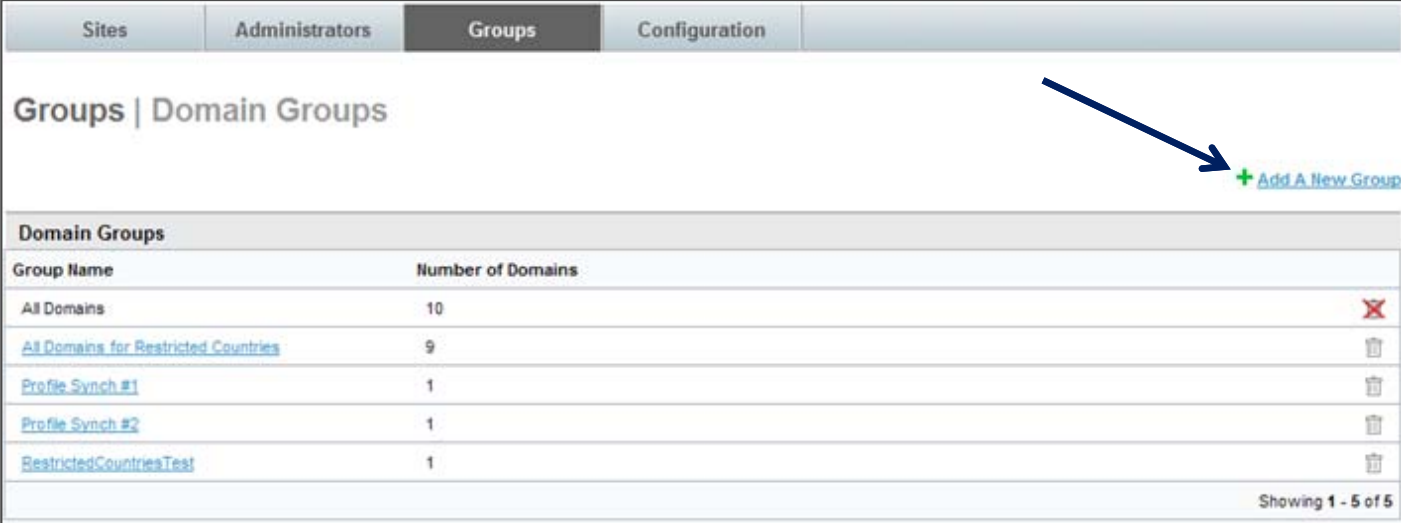


The screenshot shows the 'Partner Dashboard' for 'Test TMC presents'. The 'Groups' tab is highlighted with a blue box. The dashboard includes a search bar for 'company name or site id', a 'Go' button, and a table of 11 records. The table has columns for 'Company Name', 'Site ID', 'Edit Site', and 'Groups'. The records listed are:

Company Name	Site ID	Edit Site	Groups
4 Test Company Template (Test TMC)	4testcompanytemplate-testtmc	Settings Name	Groups
4 Test Company Test Site (Test TMC)	4testcompanytestsite-testtmc	Settings Name	Groups
4testims-testtmc	4testims-testtmc	Settings Name	Groups

1 - Click on the **Groups** tab to assign a Site to a domain group.

Superdomain Level - Add Your Site to a Domain Group



The screenshot shows a web interface with a navigation bar at the top containing 'Sites', 'Administrators', 'Groups' (selected), and 'Configuration'. Below the navigation bar is the heading 'Groups | Domain Groups'. A blue arrow points to a green '+ Add A New Group' link. Below this is a table titled 'Domain Groups' with two columns: 'Group Name' and 'Number of Domains'. The table lists five groups: 'All Domains' (10 domains), 'All Domains for Restricted Countries' (9 domains), 'Profile Synch #1' (1 domain), 'Profile Synch #2' (1 domain), and 'RestrictedCountriesTest' (1 domain). Each row has a delete icon on the right. At the bottom right of the table area, it says 'Showing 1 - 5 of 5'.

Group Name	Number of Domains	
All Domains	10	✖
All Domains for Restricted Countries	9	🗑
Profile Synch #1	1	🗑
Profile Synch #2	1	🗑
RestrictedCountriesTest	1	🗑

2 - Click on a **Domain Group Name** link to add a site to a superdomain group or click the **Add a New Group** link to add a new group.

NOTE: Up to 50 Sites per domain group are allowed

Superdomain Level - Add Your Site to a Domain Group

Test TMC presents Partner Dashboard 0 changes not applied | History

Sites Administrators **Groups** Configuration

[Back to Overview](#)

Groups | Add / Edit Domain Groups

Domain Group Name: Profile Synch #1

Domains In Group	Domains Not In Group
testagency-testtmc	4testcompanytemplate-testtmc
	4testcompanytestsite-testtmc
	4testims-testtmc
	4testrestricted-testtmc
	abccompany-testtmc
	bland-testtmc
	Demosite-testtmc
	testcompany-testtmc
	trainingcompany-testtmc

< Add
Remove >
<< Add All
Remove All >>

Description: (optional)
Enter up to 256 characters.
*

256 Characters remaining.

Save Cancel

3 - Highlight a site name(s) in the “Domains Not In Group” box.

4 - Click **Add** to add them to the group

5 - Click **Save** and then **commit your changes**.

Site Level - Create a Profile Synch Group

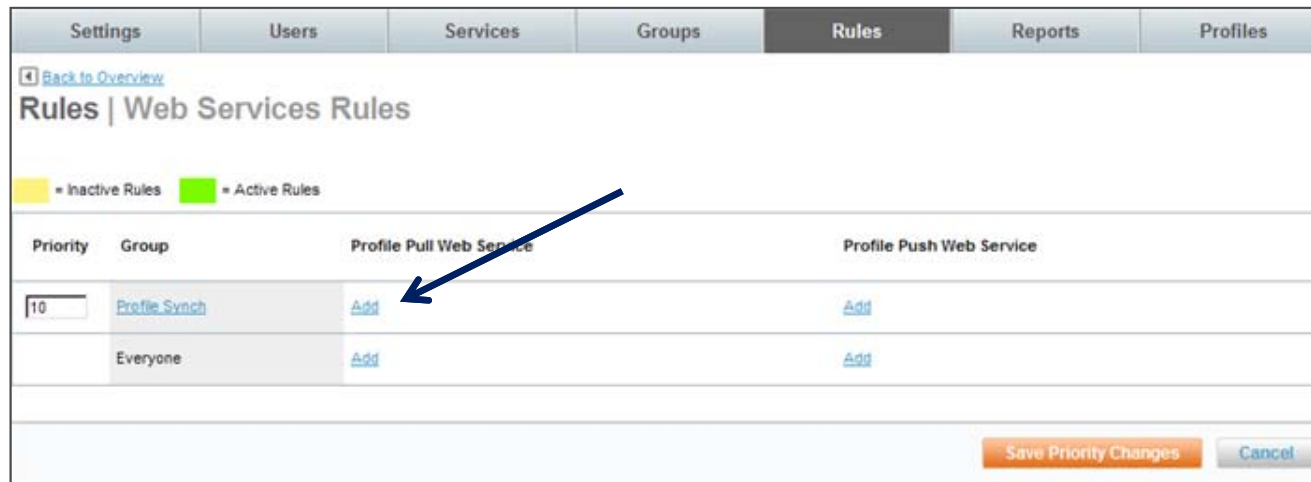
Groups are used to select users meeting certain requirements (Such as ensuring only traveler profiles synch to GDS).

Every site will not necessarily need a profile synch group.

The screenshot shows the 'Groups | Add Group' form. The 'Group Name' is 'Profile Synch'. The 'Description' field is empty. Under 'Group Use', the 'Web Services Rules' checkbox is checked. The 'Group Parameters' section shows a rule: 'User is a Traveler Equals Y'. The 'Save' button is highlighted in orange.

- 1 - From the Partner Dashboard, click the **Groups** tab and then the **Add a Group** link.
- 2 - Complete and **Save** the page:
 - Enter a **Group Name** - It is recommended to use “Profile Synch” for easy recognition.
 - Select the **Web Services Rules** checkbox
 - Select **Group Parameters** to identify the appropriate group.

Site Level - Assign Web Services Rules to a Site



Settings Users Services Groups **Rules** Reports Profiles

[Back to Overview](#)

Rules | Web Services Rules

■ = Inactive Rules ■ = Active Rules

Priority	Group	Profile Pull Web Service	Profile Push Web Service
<input type="text" value="10"/>	Profile Synch	Add	Add
	Everyone	Add	Add

[Save Priority Changes](#) [Cancel](#)

3 - Click the **Rules** tab and select the **Web Services Rules** link.

4 - Click the **Add** link beside the **Profile Synch** group in the **Profile Pull Web Service** column or beside the **Everyone** group if no group was added specifically for profile synchronization.

Note: If multiple maps for same customer are necessary, file a case in the Customer Support Portal and assign it to Configuration-Requests. Deem will help you with the setup of multiple web service subscriptions. Maps will continue to be processed by Site Administrator.

Site Level - Assign Web Service Subscription to a Site

Settings Users Services Groups **Rules** Reports Profiles

[Back to Web Services Rules](#)

Rules | Edit Profile Pull Web Service Rule

Web Services Rule Definition

Description: Activate Rule

IF ...
Group: Everyone

THEN ...
 Enable Web Services using the following configuration sets:
Set: Profile Synch - 1 (superdomain)

Save Cancel

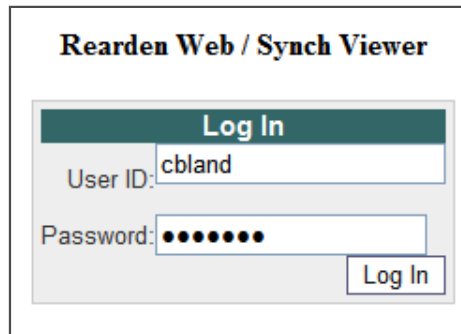
- 5 - Select the **Activate Rule** checkbox
- 6 - Enter an optional description for the rule
- 7 - Select the **Enable Web Services using the following configuration sets:** checkbox
- 8 - Select the set added to the Superdomain from the drop down list
- 9 - **Save** and **commit your changes**

Note: You will see (superdomain) within the name of the set if the map is configured on the superdomain level.

Partner Dashboard Training Modules: Module 5

The GDS Profile Synch Interface

Where is it?



The screenshot shows a web interface titled "Rearden Web / Synch Viewer". Below the title is a "Log In" section with a dark green header. The form contains two input fields: "User ID:" with the text "cbland" and "Password:" with seven black dots. A "Log In" button is located at the bottom right of the form.

- Go to: <http://www.travsync.com/SynchConfig/>
- Enter your User ID and Password.
- Click Log In

Note: User ID and Password will be sent to you after this class is completed.

ETSI - Profile Map Configuration Interface

The screenshot shows a web interface for the 'Rearden Sync Success Report'. At the top, there are navigation links: 'Success Report', 'Error Report', 'Rearden Web', and 'Logout'. Below this is a dark green header bar with the text 'Rearden Sync Success Report'. The main content area contains a search form with the following elements: a dropdown menu labeled '-- Select an Account --', a text input field for 'Account Name Search:', a text input field for 'User:', and a date range selector with 'Between' and 'and' labels, showing '4/08/2012' and '4/10/2012' respectively, followed by a 'Query' button. At the bottom left of the form area is a 'View Error Report' button.

- **Success Report** – Provides real-time access to successfully synched profiles.
- **Error Report** - Provides real-time access to profile synchronization errors
- **Rearden Web** - Interface to process profile synchronization maps
- **Logout**

ETSI - Online Synchronization User Interface

- 1 - Select the **Rearden Web** link
- 2 - Click the **Add New Account** link to create a new profile mask (map)

Success Report | Error Report | Rearden Web | Logout

Account List

Add New Account | Web Service Testing

Account: -- Select an Account --

Action: [Dropdown]

Submit

Search for an account: [Input]

Search

Select an item to edit from the list or Click on Add New Account.

ID	Name	Domain	Instance				
Edit	View Profile Mask	View Profile Lines	Multi Line Clone	6323	0 - Template - Custom I-Book	templatesabre-ibook	574

- **Edit:** Allows you to change Site name, GDS, profile naming, etc.
- **View Profile Mask:** Allows you to change PCC, 1st level profile name.
- **View Profile Lines:** Allows you to add, change, or remove profile lines.
- **Multi Line Clone:** Allows you to clone multiple lines to an account.

ETSI - Creating a New Account

3 - Complete the page:

The screenshot shows the 'Add New Account' form with the following fields and values:

Field	Value
Account Name	[Redacted] - Acme Incorporated
Enabled	False
Timestamp	2001-01-01T01:00:00.000
Conversation ID	0
End Point	https://webservices.[Redacted].com/webservices/services/userProfile
Login	Login
Password	[Redacted]
Confirm Password	[Redacted]
Domain	acme-[Redacted]
GDS	Sabre
Remote IPCC	T7F5
Remove Commands	[Redacted]
Sync Only If Different	<input checked="" type="checkbox"/>
Superdomain	[Redacted]
Map Template	0 - Template - [Redacted] - Sabre
Level 2 Name	LastName/FirstInitial + Last4Digits costCenter

- **Account Name:** Enter the account name using the following format: “Agency - <Customer Name>”. (*i.e. XYZ Travel – Acme Incorporated*).
 - If multiple maps for the same customer, include group name (Agency – Customer Name – Group)
- **Enabled:** Set this to “True” **after** configuration is complete to enable the account.
- **End Point:** This is pre-filled with web services URL. Do not change this value.
- **Login/Password:** Enter the value “password” in password box and confirm password box fields
- **Domain:** Enter the site short name (*i.e. acme-xyztravel*)
- **GDS:** Select the appropriate GDS

ETSI - Creating a New Account (Cont)

The screenshot shows a web form titled "Add New Account". The form has a "Back" button in the top left corner. The fields are as follows:

- Account Name: [redacted]ncorporated ?
- Enabled: False ?
- Timestamp: 2001-01-01T01:00:00.000
- Conversation ID: 0
- End Point: https://webservice.[redacted].e.com/webservice/services/userProfile ?
- Login: Login ?
- Password: [redacted] ?
- Confirm Password: [redacted] ?
- Domain: acme-[redacted] ?
- GDS: Sabre ?
- Remote IPCC: T7F5 ?
- Remove Commands: [redacted] ?
- Sync Only If Different: ?
- Superdomain: [redacted] ?
- Map Template: 0 - Template [redacted] ?
- Level 2 Name: LastName/FirstInitial + Last4Digits costCenter ?

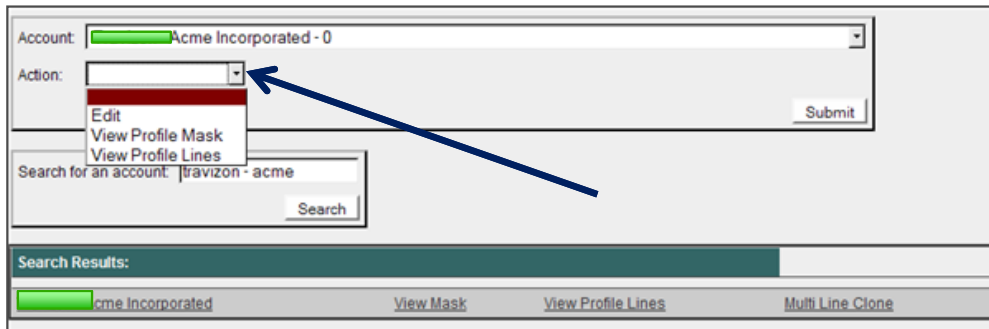
At the bottom of the form are "Add" and "Cancel" buttons. A blue arrow points to the "Add" button.

4 - Click **Add** to add the account.

- **Remote IPCC:** This should match the PCC on the “Profile Mask” page.
- **Remove Commands:** Should be set to your agency (This is for SABRE Accounts only).
- **Sync Only if Different:** When set, profiles will only synch to the GDS if data has changed since the last time the profile was synched to the GDS.
- **Superdomain:** Select the superdomain web service subscription assigned to the account.
- **Map Template:** Select the appropriate map template.
- **Level 2 Name:** Select the appropriate profile naming convention from the dropdown list.

ETSI - Creating a New Account (Cont)

- View Profile Mask



The screenshot displays a web application interface for account management. At the top, there is a dropdown menu for 'Account' with 'Acme Incorporated - 0' selected. Below it is an 'Action:' dropdown menu with a blue arrow pointing to it, showing options: 'Edit', 'View Profile Mask', and 'View Profile Lines'. To the right of the 'Action:' dropdown is a 'Submit' button. Below the 'Action:' dropdown is a search box with the text 'Search for an account | travizon - acme' and a 'Search' button. At the bottom, there is a 'Search Results:' section with a table containing one row: 'Acme Incorporated' with links for 'View Mask', 'View Profile Lines', and 'Multi Line Clone'.

5 - Retrieve the newly created account.

- Select account from the dropdown, and select **View Profile Mask**
or
- Search for the account name, and click **Search**.

6 - Once located, click the **View Profile Mask** option from the drop down list.

ETSI - Creating a New Account (Cont)

- Edit Profile Mask

Select an item to edit from the list or Click the Add button.

	ID	Account ID	Pseudocity	Level1Star	Purge
Edit	9031	2238	T7F5	TEMPLATE	
			1		

7 - Click the **Edit** link to update the PCC and 1st level profile name.

ID	<input type="text" value="9031"/>	
Account ID	<input type="text" value="2238"/>	?
Pseudocity	<input type="text" value="T7F5"/>	?
Level1Star	<input type="text" value="TEMPLATE"/>	?
Purge	<input type="text"/>	?
	<input type="button" value="Save"/>	<input type="button" value="Cancel"/>

8 – Complete the page:

- Enter in the PCC into the **Pseudo city** field.
- Enter the 1st level profile name into the **Level1Star** field.
- **Do not enter anything into the Purge field**

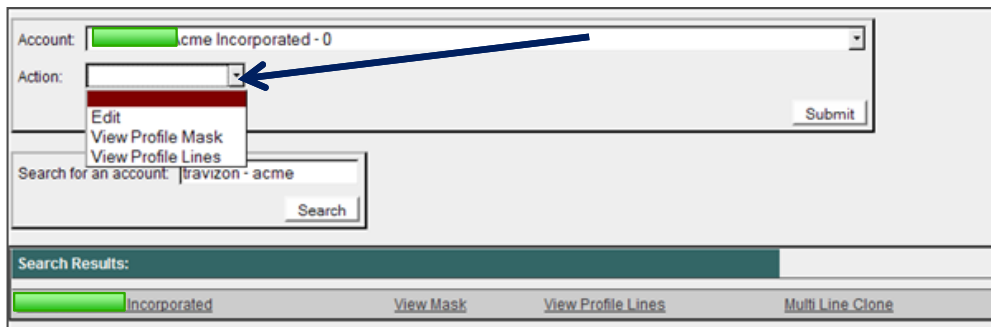
9 - Click the **Save** button to save your changes.

ETSI - Creating a New Account (Cont)

- View Profile Lines

10 - Once the account has been created and the PCC/1st level profile name fields are updated, next update the customer specific profile lines.

NOTE: If the map is an exact duplicate of the template map this step is not necessary.



The screenshot displays a web application interface for account management. At the top, there is a dropdown menu for 'Account' with the selected value 'cme Incorporated - 0'. Below it is an 'Action:' dropdown menu with a blue arrow pointing to the 'View Profile Lines' option. To the right of the 'Action:' dropdown is a 'Submit' button. Below the 'Action:' dropdown is a search box with the text 'Search for an account: | travizon - acme' and a 'Search' button. At the bottom, there is a 'Search Results:' section with a table containing one row with the following cells: 'Incorporated', 'View Mask', 'View Profile Lines', and 'Multi Line Clone'.

11 - Retrieve the newly created account.

- Select account from the dropdown, and select **View Profile Lines**.
- or
- Search for the account name, and click **Search**.

12 - Once located, select the **View Profile Lines** option from the drop down list.

ETSI - Creating a New Account (Cont)

- Edit Profile Lines

- To edit the line type (Always move, never move, etc.), headings, line description (Labeled Name Field), modifiers or secondary qualifier, click the **Edit** link

Select an item to edit from the list or Click the Add button.

	ID	Mask ID	Name Field	Line Number	Line Type	Secondary Qualifier	Data Type	Modifier	Separator	GDS Merge	Line Length
Edit View Line Items Add Line Item	1580515	9031	Subject Line	0	S						0
Edit View Line Items Add Line Item	1580516	9031	Priority Remark (Not Used)	1	P						0
Edit View Line Items Add Line Item	1580517	9031	Priority Remark (Not Used)	2	P						0
Edit View Line Items Add Line Item	1580518	9031	Priority Remark (Not Used)	3	P						0
Edit View Line Items Add Line Item	1580519	9031	Company/Traveler Retrieval	4	A	B		5B[#]N*			0
Edit View Line Items Add Line Item	1580520	9031	Ghost Line	5	A						0
Edit View Line Items Add Line Item	1580521	9031	Name Field/Statement Info	6	A	M					0
Edit View Line Items Add Line Item	1580522	9031	Ghost Line	7	A						0
Edit View Line Items Add Line Item	1580523	9031	Business Phone	8	A	B					0
Edit View Line Items Add Line Item	1580524	9031	Travel Arranger Name/Phone	9	A	B					0

1 2 3 4 5 6 7 8 9 10 ...

- Each profile line must have line items created. Line items drive components of the GDS format, as well as the XML data used to populate the profile line. Click **Add Line Item** to add a line or click the **View Line Items** to view one.
- **Data Types** are used to drive GDS formats for Apollo/Galileo accounts.
- **Modifiers** are used to drive GDS formats for Sabre/Worldspan accounts.

ETSI - Creating a New Account (Cont)

Editing a profile line

ID	<input type="text" value="0"/>
Profile Mask ID	<input type="text" value="9031"/>
Name Field	<input type="text" value="UDID 12"/> ?
Line Number	<input type="text" value="5"/> ?
Line Type	<input type="text" value="A"/> ?
Secondary Qualifier	<input type="text" value="U"/> ?
Data Type	<input type="text"/> ?
Modifier	<input type="text" value="5.U*12-"/> ?
Separator	<input type="text"/> ?
GDS Merge	<input type="text"/> ?
Line Length	<input type="text" value="0"/> ?

- The profile line adds the line number, the line type, applicable secondary qualifier, data type (if applicable) and modifier.
- Profile line items must be created to add data to the profile line.

Note: Apollo maps must have a data type, which drives the GDS command, rather than the modifier. Data types will appear as a drop down when applicable.

ETSI - Creating a New Account (Cont)

Adding a profile line

ID	1281849
Profile Line ID	886463
Sequence	1 ?
Path	/user/userinfo/lastName ?
Path Type	? ?
Field Value	? ?
Prefix	- ?
Suffix	? ?
Function	ParseSpecialCharacters ?
Function Type	CharacterSet1 ?
Lookup	? ?
Alt-Prefix	? ?
Only If	? ?
Find	? ?
Replace	? ?
FormatType	? ?
Format String	? ?
Default Value	? ?

Delete Save Cancel

- **Sequence:** Used to determine the order of XML data in the line.
- **Path:** Should contain the XML path for the desired data.
- **Prefix:** Any hard-coded value preceding data. Often used with writing statement information.
- **Suffix:** Any hard-coded value following data. Often used with Worldspan accounts, applying # at the end of the line.
- **Function:** Contains any special actions associated with the line. Every function must have a corresponding **Function Type**.

ETSI - Creating a New Account (Cont)

Adding a profile line - Using custom fields to write data to GDS

ID	2874975
Profile Line ID	1938165
Sequence	1 ?
Path	/user/customFieldSet/customFieldCollection[name='PREF']/customField[name='CARPREF1']/val ?
Path Type	?
Field Value	?
Prefix	?
Suffix	?
Function	- ?
Function Type	- ?
Lookup	- ?
Alt-Prefix	?
Only If	?
Find	?
Replace	?
FormatType	?
Format String	?
Default Value	?

Delete Save Cancel

Using custom fields in the path requires the custom field collection and custom field name. A custom field of PREF.CARPREF1 would appear as:

```
/user/customFieldSet/customFieldCollection[name='PREF']/customField[name='CARPREF1']/value
```

ETSI - Creating a New Account (Cont)

Adding a profile line - Functions

ID	2889965
Profile Line ID	1947538
Sequence	1 ?
Path	/user/userInfo/lastName ?
Path Type	? ?
Field Value	? ?
Prefix	? ?
Suffix	? ?
Function	ParseSpecialCharacters ?
Function Type	CharacterSet1 - (Removes these characters('()!- & . # ;)) ?
Loop	? ?
Alt-Prefix	? ?
Only If	? ?
Find	? ?
Replace	? ?
FormatType	? ?
Format String	? ?
Default Value	? ?

Delete Save Cancel

Functions allow you to apply custom coding to each profile line item

- Removing special characters
- Specify an explicit date format
- Select the **Function** from the drop down list and then the corresponding type

ETSI - Creating a New Account (Cont)

Adding a profile line - Lookups

ID	2889965
Profile Line ID	1947538
Sequence	1 ?
Path	/user/userinfo/vipindicator ?
Path Type	? ?
Field Value	? ?
Prefix	- ?
Suffix	? ?
Function	? ?
Function Type	? ?
Lookup	VIP ?
Only If	? ?
Find	? ?
Replace	? ?
FormatType	? ?
Format String	? ?
Default Value	? ?

Buttons: Delete Save Cancel

Lookups allow you to perform value substitutions

If VIP = "True", then write "*** VIP ***"

- Select the **Lookup** value from the drop down list

ETSI - Creating a New Account (Cont)

Adding a profile line - Only If Statements

ID	2889973
Profile Line ID	1947543
Sequence	1 ?
Path	//homeAirport ?
Path Type	? ?
Field Value	? ?
Prefix	? ?
Suffix	? ?
Function	? ?
Function Type	? ?
Lookup	? ?
Alt-Prefix	? ?
Only If	/user/userInfo/workPhone/number ?
Find	? ?
Replace	? ?
FormatType	? ?
Format String	? ?
Default Value	? ?

Delete Save Cancel

“Only If” statements are used to add conditionals to the profile line item.

Example – Only write a profile line item for home airport if there is a value in phone field.

- /user/userInfo/workPhone/number would go into the Only If field.

ETSI - Creating a New Account (Cont) Finished?

Name	<input type="text" value="Incorporated"/>
Enabled	<input type="button" value="False"/>
Timestamp	<input type="button" value="True"/> 11/10/10 00:00:00
Conversation ID	<input type="button" value="False"/> 0 <input type="text" value="Enter any value"/>
Login	<input type="text" value="Login"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
Domain	acme- <input type="text"/>
GDS	<input type="button" value="Sabre"/>
Remote IPCC	<input type="text" value="T7F5"/>
Remove Commands	<input type="text" value="N[*]1P-199A,NIOP,3[[]A,99[[]A,97,N*"/>
Sync Only If Different	<input checked="" type="checkbox"/>
Superdomain	<input type="text" value=""/>
Account Purging Enabled	<input type="button" value="False"/>
Level 2 Name	<input type="text" value="LastName/FirstInitial + Last4Digits costCenter"/>
Include site card	<input type="button" value="False"/>
ID	<input type="text" value="11023"/>
Account ID	<input type="text" value="3736"/>
Pseudocity	<input type="text" value="B510"/>
Level1Star	<input type="text" value=""/>
Purge	<input type="text"/>
	<input type="button" value="Save"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>

Once the mask has been completed and all necessary information has been updated, enable the account.

13 - Return to the Edit page and check the Enabled field from **False** to **True**.

14 - **Save** your change.

ETSI - Tips to remember:

- Any XML fields that contain underscores (i.e. `/user/servicePreferences/airlinePreferences/membershipSet/membership_1/airlineCode`) need to be wrapped in brackets.
`/user/servicePreferences/airlinePreferences/membershipSet/membership_1/airlineCode` is translated to the following:
`/user/servicePreferences/airlinePreferences/membershipSet/membership[1]/airlineCode`
- Use the prefix and suffix fields to link data with hard-coded GDS formats.
- Ensure your “Path” in each profile line item is cased properly. Improper casing will cause data to not populate to GDS
- ETSI queries our database every 15 minutes for update requests

Partner Dashboard and ETSI Troubleshooting Hints:

If your newly created account is not synching to the GDS, please check the following points:

- Ensure the web service is established.
 - Site is assigned to proper domain group.
 - Changes have been committed at super domain level
 - Web service rule enabled to the proper group at Site level
 - Ensure that users meet group parameters (i.e. using home phone for group, that users contain home phone)
 - Changes have been committed at Site level
 - Web service assigned to profile mask in configuration UI
- Ensure that the mask is enabled.
 - On the “Edit” page of the mask, the “Enabled” toggle should be set to “True”.
- Check for Site name consistency
 - Site name in UI must match Site short name in Services Dashboard.
- Check for 1st level star consistency
 - 1st level star must match 1st level profile listed in configuration UI
- Branch access
 - Ensure that branch access has been opened.
 - Between your Sabre Web Services iPCC and PCC housing profiles for Sabre
 - Between 1H1H and PCC for Apollo

ETSI - Re-synching errors en masse

Success Report | Error Report | Rearden Web | Logout

Rearden Error Report

Account: [Dropdown]

1 error(s) found. [Refresh]

ID	User Name	Name	Error Type	Error Description
6586	Stia	KEY	Sabre Write	Error in ETSI.WebServices.Sabre.Session.AddProfile :: Error in ETSI.WebServices.Sabre.Session.Profile... DN

[Refresh]

Resynch All Errors from Account

View Success Report

- Click on **Error Report**
- Select the **Account** from the drop down list
- Click on **Resynch All Errors from Account**
 - All users listed in the error report will attempt to resynch.
- Most errors are GDS-Centric Errors
 - Invalid Subfield – Missing component of address field (Apollo)
 - Invalid 1st Level – The first level star configured in ETSI cannot be found in Sabre.
- Please submit Customer Support Portal case for any non-GDS centric errors.

Questions?

- Any questions regarding the synchronization process, which includes map processing, or error handling, should be routed to Profile Support.
 - Log into the Customer Support Portal
 - Open a case
 - If a question about the synch process, include the following information:
 - Site
 - Issue / Question (Be specific)
 - If an issue – steps to reproduce
 - If a question about a specific error(s), include the following information:
 - Site
 - Username(s)
 - Permission to test
 - Copy / Paste error response into case