SFS**360**

SFS360
Release notes
V4.1.2

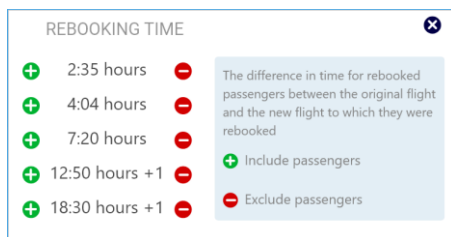09/12/2019

Stranded Flight Solutions

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Introduction

This document consists of all the new features, the upgrades and the known issues for release 4.0.1.

Although all functionalities have been rigorously tested, please share unlisted items in Test Monitor. This process lists the unknown issue for future release. If you read about any features that are not available in your standard SFS360 platform configuration, please contact your SFS account manager so these configuration settings can be explored.

New features

1. When a passenger is rebooked it is now easier to find them and assign certain services to these passengers. With this function SFS gives yo the opportunity to filter based on the actual delay time between the causing flight STD and the Rebooked flight STD or ETD. Depending on this delay time it will give you the opportunity to assign different services per delay time. For example a passenger who has a delay of 06:00 may need a hotel. A passenger with a delay of 02:00 hours may only need a refreshment voucher. The image below shows what the new rebooking filter on the select passenger page looks like.

    Rebooking filter, select passenger page

2. Reports

    - On the reports page there is button "copy data". When the user clicks on this button the report is copied. If the user then goes to Excel on the computer the entire report can be pasted here.

    - On the passenger report there are few columns added: Irreg reasons, accounting comments, flight number, date and hotel date.

3. The hotel dashboard has new features

- There is a select function added, the same as on the hotel list. This triggers to show only hotels in use by self-service or agent use. This way the list can be made smaller
- The sort function has two arrows. Whenever a sort by is selected and an arrow is clicked the list will flip from bottom to top. When distance is selected it can be sort from nearest to furthest or furthest to nearest.
- The type, ring and service filter have a cross in the top right corner to close the filter easier.
- At the bottom of the page, pagination is added. There will be a maximum of 15 hotels on one page. To see number 16 the user has to go to the next page.

4. Auto assign taxi for self-service on mobile phone. If a passenger selects a hotel in the self-service on mobile phone. If this is a hotel with an auto-assigned taxi. The passenger will get a taxi assigned and the passenger gets a taxi voucher on the mobile home page.

5. The SSR's that you as airline would like to see within SFS are now configurable by SFS support team. The SSR's can be made favourite so they will appear at the top of the list. The SSR's also got checkboxes. This way it is easier to select multiple SSR's for one passenger.

6. updated mobile flow + GDPR updated split first and last name

- The mobile flow has been simplified or multiple people travelling together. When there are 2 people sharing a room the second person does not have to agree to that anymore.
- If multiple passengers are traveling together and they don't share a room. All the vouchers will be visible on the mobile homepage of the passenger with the mobile phone number.

7. Updated cancel flow for mobile.

   The cancel flow for mobile has been updated. The button to cancel a room is made smaller and less visible. The entire process is more user friendly.

Upgraded features

1. In the add customer manually INFT is replaced by plus INF

2. On the start page the buttons will be displayed depending on the user role. Not every user has the same possibilities and buttons visible for them.

3. Cost for baby cots and pets are not shown on the voucher. These cost will be visible for the admin but is not needed for the passenger.

4. Meal plan visibility on the voucher is now configurable in the back end. Depending on the needs this can be switched on or off.

5. On the Add hotel page there are optional fields by default these fields are collapsed. They can be opened by clicking on expand in the top right corner of the field.

6. On the passenger detail page SSR is changed to the word specials.

7. When a flight number has less than 3 digits, the system will fill up to 3 digits so flight number xx1 becomes xx001.

8. On the add customer manually gender does not have a preset any more and is made mandatory. This way the user can not save the passenger without selecting a gender.

9. On the passenger detail page the flag section now contains "no show hotel" and passenger level irreg reasons.

10. When there are hotels available for self service but not for the agent. On the issue voucher pop up the user can then see that there are x amount of hotels available for the self service.

11. Meal plan is now shown in the hotel confirmation. This is needed because the airline chosen meal plan can be different than the default hotel meal plan.

12. On the airport meal plan configuration when a meal plan is edited. After clicking save there is now a green message saying that the changes are saved.

13. When a customer is added trough the add customer manually for another date than today. After the first pax is added and the admin clicks on "save and add new customer" the admin stays on the date added in the date field.

14. Add hotel/ shuttle info entered but not shown (hotel no shuttle)

15. The overnight station is now based on the airport that is selected in the top menu.

16. Room rates include breakfast is made in to one select box. On the add/ edit hotel page in the room management selection. The room rates include breakfast used to be a selection field per room type. In the new release it is one box that puts the include breakfast on for all room types.

Known issues

1. Reload button + rebooking + group handling?

2. On the issue voucher pop up when the user clicks on print on a4. without selecting anything there should be a warning message saying to make a selection first. Instead, an empty voucher is opened with the warning message in it.

3. On the issue voucher pop up when the user books rooms for a group of people sharing a triple room. But there are no hotels with triple rooms available, there are hotels with single and single/double rooms available. The expected result is that the user sees the hotels with greyed out single and single/double rooms availability. So that he/she can change the room preference of the group. The actual result is that the user doesn't see any hotels at all and therefore doesn't know that the group can get a hotel but in a different way.

4. On the hotel detail page, it should say if a hotel shuttle is available or not. If not available on mouse over the walking directions should be displayed. At the moment it always says that a shuttle is available.

5. On the passenger detail page when issuing a VBC letter there should be the logo of the airline in the letter. It doesn't show the logo at the moment.

6. SMS cannot be sent from the passenger detail page.

7. On the select passenger page when using the filter "Flag/SSR/Tier" there are some flags that should not be there.

8. The comment added on the edit airline data page is not added on the voucher.

9. No show e-mail is not sent to the system.

10. Send email between airline and hotel is not possible. The email that is sent from the airline to the hotel is from a no-reply email address.

11. On the select passenger page switching between horizontal and vertical view doesn't save. If the user goes to a different page and comes back the page is by default on horizontal view again.

12. If the user adds html tags in the welcome text for the mobile homepage on the language and text page. The passenger should not see these tags but the result on the mobile homepage. At the moment passenger sees these tags and not the result.

GDPR

No GDPR issues reported or changed