Sabre Red 360
Version 23.3

Release Notes

Overview

This documentation is the confidential and proprietary intellectual property of Sabre Travel Network®. 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 Travel Network is strictly prohibited.

This document contains information regarding the latest release of Sabre® Red™ 360. Sabre Red 360 is the point of sale product for Sabre Travel Network customers. Included in this document you will find the latest enhancements, defect fixes and configuration changes included in this latest release

Sabre Red 360 is an agency point-of-sale application with various features designed to effectively book travel services, ancillaries, and obtain travel information. New products and services are added to the Sabre Red 360 client with each release.

More information available on Sabre Central under following URL:
https://central.sabre.com

Archived release notes are available on Sabre Central under following URL:
https://central.sabre.com/s/supportaddtlresources
Product Release Notes & Related Information → Sabre Red 360

New Features

Feature	Example
All Sabre Red 360 23.2 changes	https://central.sabre.com/s/contentdocument/0696O00000c70JwQAI

[NDC] - Cancel itinerary and retain the unused ticket for future use.

This feature enables the user to cancel their itinerary and retain the ticket value for future use.

Tickets can be retained for future use if at least one of the coupons has "Open" status. Fully used, voided, or refunded tickets cannot be retained.

Note: The future reuse of the retained ticket value functionality is not covered within this feature and will be available in a future Sabre Red 360 version.


[NDC] Ability to display ticket after cancelling itinerary and retain unused ticket for future travel

After cancelling itinerary and retain a ticket value for future use user can display the information on the Ticketing drawer with the following fields: Airline code, Flight, Class, Date, From/To, Time

Fare Basis will show as *blank* as order was canceled; this is expected because there is no reference to the order item.

[NDC] Warning for unsaved changes in Cancel & Retain modal

The user will get a warning message to End & Retrieve or Ignore changes when they try to cancel itinerary and retain ticket when the PNR contains changes/modifications that have not been saved.
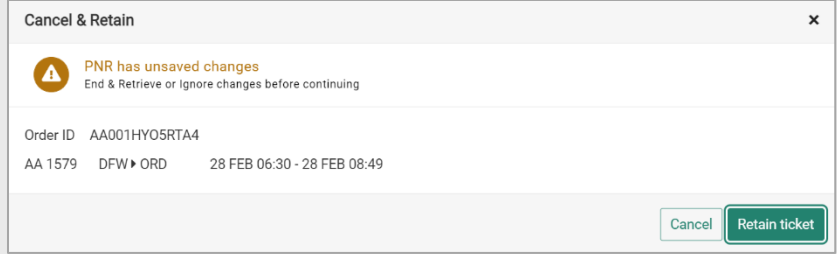
[NDC] Warning for cancel NDC order prior to fulfillment

The user will get a warning message in case of cancel NDC order prior to fulfillment when the user would like to delete a segment that has been paid (fulfilled).
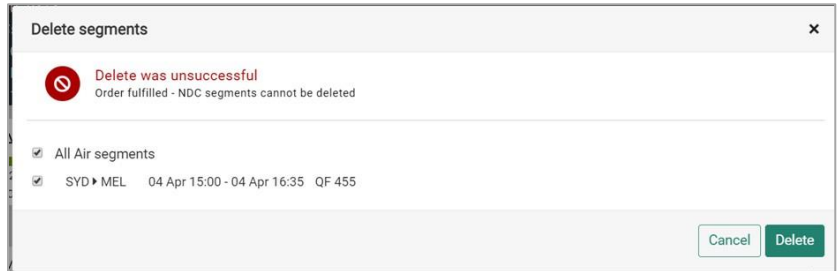

[Air Shopping] CO2 emissions

CO2 emissions tile widget has been added to the Air Shopping option drawer to show the CO_2 emissions information.

When the user clicks on tile, data for all cabins for the given flight are displayed. By default, it will display the data related to the 1st flight segment of the itinerary and shows the emissions information for the cabin that given (selected) fare belongs to. The user can see the data for each flight segment separately when switching to different flight tab.

If no emissions information is returned the user will see "No data available".
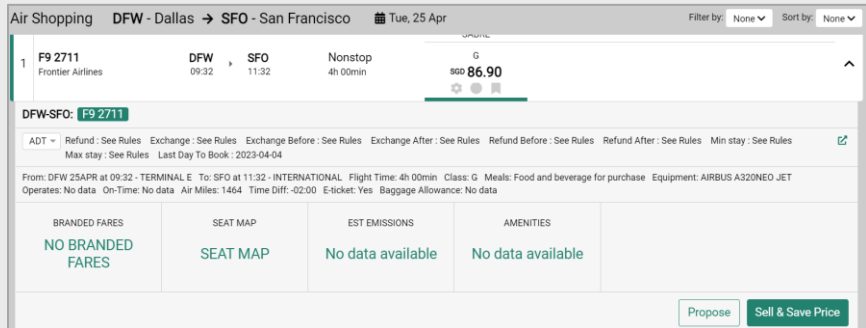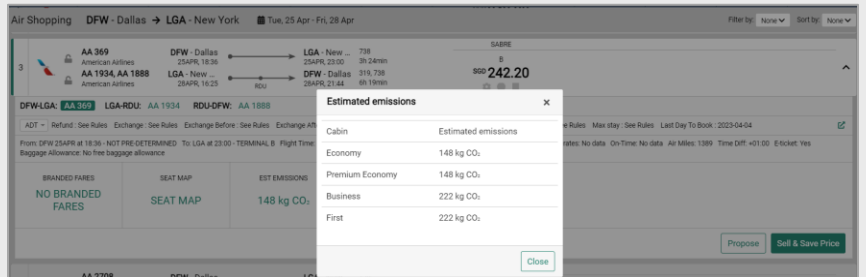
## [CSL] *SD/(segment number) command support for true CSL segments

As a part of work to support true CSL bookings, related to future legacy path sunset, this release contains enhancement to allow ***SD/(segment number)** command for true-CSL segments.

From now on when command is used for such segment, modal with Rate Details is displayed. The command will work for both GDS and Aggregator bookings.
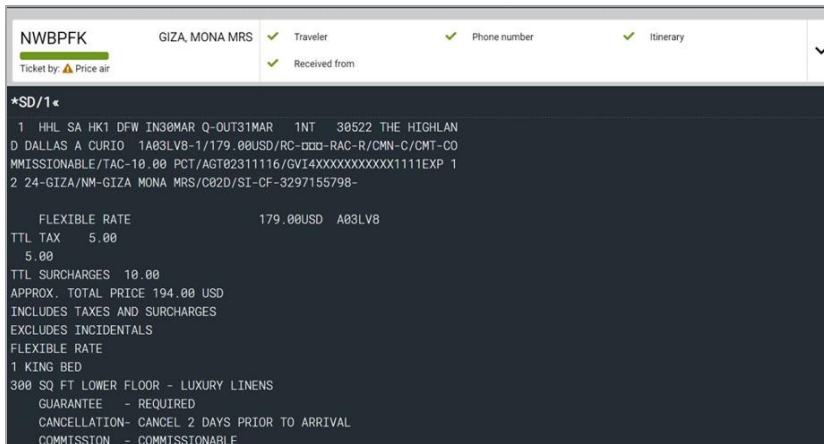
Exchange ticket workflow - Credit Card expiration date improvement

An improvement has been done to the Credit Card Expiration date field from dropdown to Expiration date input fields.
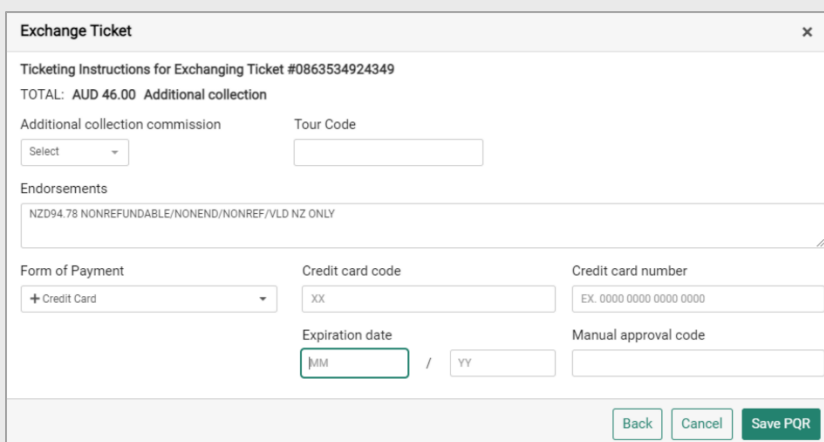
[Profiles] SSR DOCO Modification for Visa, Redress and Known Traveler Number

IATA is making changes to the construction rules for SSR DOCO when used for either a Redress Number, Known Traveler Number or Visa.

Since a passenger may have multiple Redress, Known Traveler and Visa numbers for different countries, the Country/State for which the Supplementary Travel Information is applicable will become mandatory when entering a Redress or Known Traveler Number and when entering a Visa. Also,
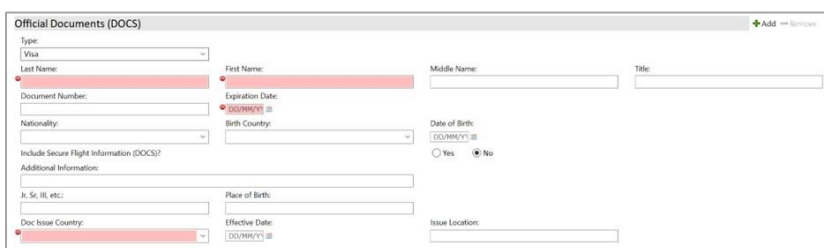
when adding Visa information, the new Visa Expiry Date will be mandatory.

The current Traveler Secure Flight related data stored in the **Traveler Information** subject area **were moved to the Traveler Information>*Official Documents*** subject area to support this required Issue Country Code mandate.

Current changes to Profiles include Administration for Templates in the Traveler Information area, there will no longer be Redress and Known Traveler Number. However, in Official Documents, in this frame for Redress and Known Traveler Number, the **Issue country code** field will be mandatory. For the Visa document **Expiration date** will also be a mandatory field (but also Issue country code).
Each newly created profile to which the Known Traveler Number/Redress number is to be added should **use Official Documents** and not Traveler Information.

Therefore, were removed the Known Traveler Number/Redress number fields from Traveler Information, except for profiles that have those fields already filled in - then they will be shown (till sunset see **SAN16382**).

Currently only DOB DOC formats are supported and copied to PNR within this implementation when included in the PNRBuilder any Official Document instance in the Template, the related data for DOB and any/all Redress and Known Traveler numbers stored will copy to the PNR automatically as a 'standard format'.

[ETA] Australian ETA workflow removed from Sabre Red

Australia ETA workflow is removed from Sabre Red due to the latest changes introduced by Australian Government. The Australia ETA can only be applied through ETA app (refer to https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/electronic-travel-authority-601 for more info).

[Accessibility] Exchange shop NDC enhancement - adjust the message to be more generic

An improvement has been added to the messaging while triggering Exchange shop NDC workflow when agent has PNR with NDC order created and committed but before fulfilment.
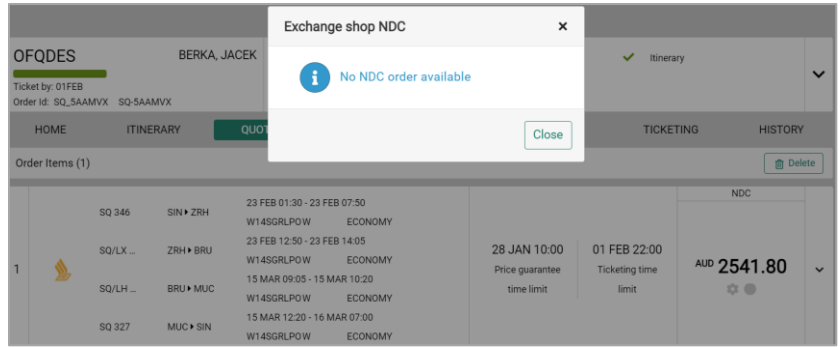
[Accessibility] Exchange Ticket enhancement

Exchange Ticket workflow is now accessible and able to display ticket details for the following scenarios:
- No PNR is displayed in the work area
- PNR has no Sabre record locator
- PNR does not include air segment
- PNR that has a Sabre record locator

If there is an error returned for ticket details display due to e.g.: invalid ticket number, the error message is now presented to the user
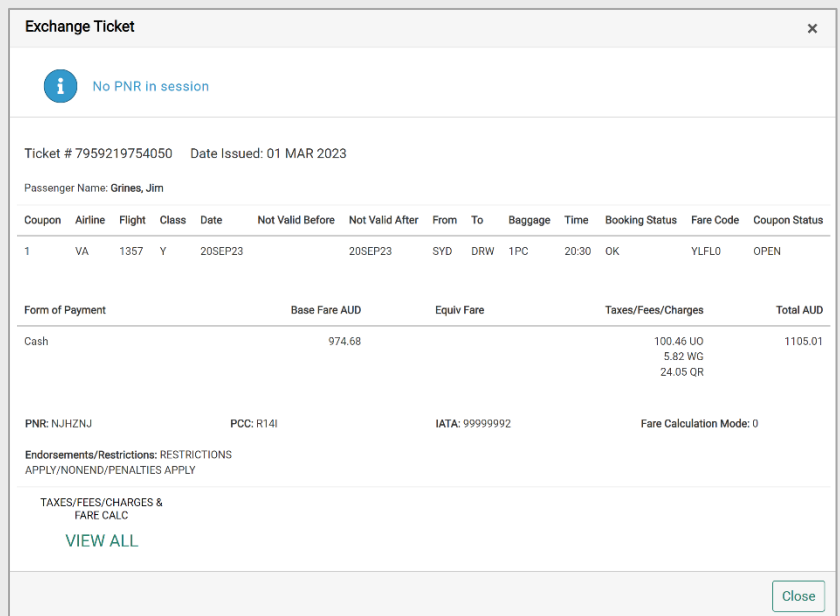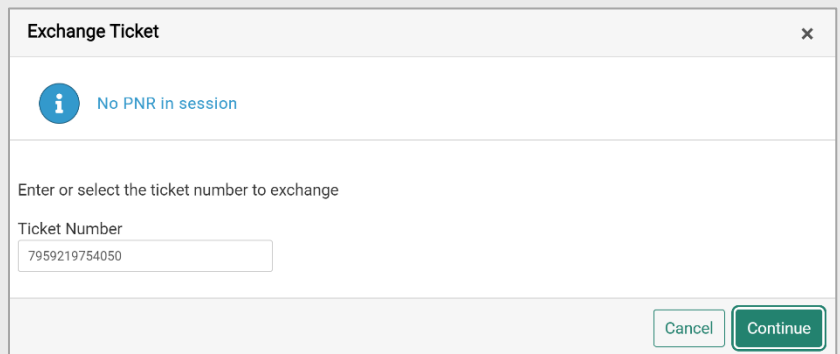
Exchange Ticket   ✕

ℹ No air segments in PNR

Enter or select the ticket number to exchange

Ticket Number

7959219754050

Cancel   Continue

Exchange Ticket   ✕

ℹ No air segments in PNR

Ticket # 7959219754050   Date Issued: 01 MAR 2023

Passenger Name: **Grines, Jim**

Coupon	Airline	Flight	Class	Date	Not Valid Before	Not Valid After	From	To	Baggage	Time	Booking Status	Fare Code	Coupon Status
1	VA	1357	Y	20SEP23		20SEP23	SYD	DRW	1PC	20:30	OK	YLFL0	OPEN

Form of Payment	Base Fare AUD	Equiv Fare	Taxes/Fees/Charges	Total AUD
Cash	974.68		100.46 UO 5.82 WG 24.05 QR	1105.01

PNR: NJHZNJ   PCC: R14I   IATA: 99999992   Fare Calculation Mode: 0

Endorsements/Restrictions: RESTRICTIONS
APPLY/NONEND/PENALTIES APPLY

TAXES/FEES/CHARGES &
FARE CALC

VIEW ALL

Close

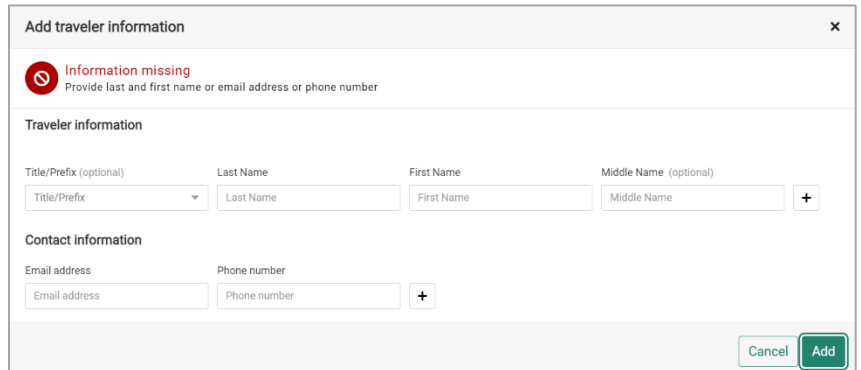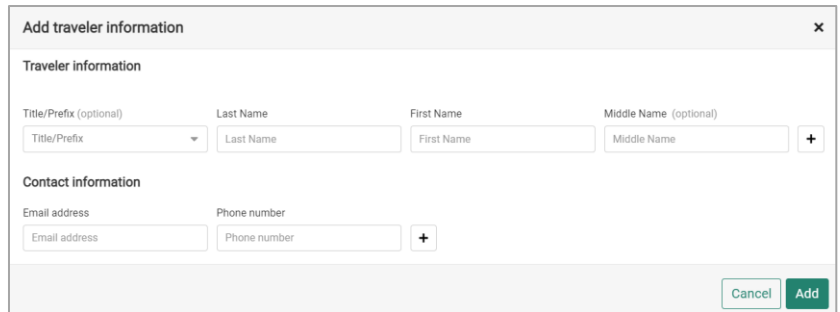
Exchange Ticket   ✕

🚫   **Service error**
Unexpected subsystem response: T2 HUB Response Validation
Unable to find the document for the document number in your request. Please verify that your request includes a valid
13-digit document number or a valid line number from the *T field of the PNR and try your request again.

Close

[Accessibility] [Trip Proposal] - Add traveler information enhancement

Add traveler information modal has been enhanced to default display email address and phone number together with Traveler name fields.

Provide error message If none of the 4 main fields *(last name and first name or phone number or email address)* is filled and user click "Add".

[SDK] [NDC] Extension point enhancement - beforeOrderCreateInput to support multi passenger

BeforeOrderCreateInput extension point has been enhanced to support multi passenger on Create order modal. It allows Red App developer to provide different passenger information that are already supported *(traveler name, phone, email, APIS, SFPD, frequent flyer)* for more than one passenger – up to 9 travelers can be added on Create order modal.

[SDK] [NDC] Extension point enhancement - beforeOrderCreateInput to allow populate the fields defined by extension point only (phone number and email address)

BeforeOrderCreateInput extension point has been enhanced to allow Red App developer to populate only fields defined by extension point on Create order modal. The enhancement applies to phone number and email address only. The rest of passenger data and its behavior should remain as is.

[SDK] [NDC] Extension point enhancement – beforeVoidDocument and afterVoidDocument

Extension points: *beforeVoidDocument* and *afterVoidDocument* has been enhanced to allow Red App developer to apply code logic when user is trying to void NDC related document from the PNR.

Samples *com.sabre.redapp.example3.desktop.auto.wf.extensions* and *com.sabre.redapp.example3.web.wf.extension* have been updated with this new functionality showing details as to when the extension points can be triggered and the data that is returned.

[SDK] New workflow extension point - dynamo.pnr:beforeIgnore

A new workflow extension point *dynamo.pnr:beforeIgnore* has been added to replace legacy framework. It allows Red App developer to apply code logic when agent attempts to "Ignore", "Ignore and Retrieve" and "Ignore and Clone" the PNR.

The extension point can be triggered by command and when using GUI of Sabre Red 360. It works on web and desktop applications.

Every application using deprecated extension point will be asked to migrate to this one before the end of 2024.

[SDK] New workflow extension point - dynamo.pnr:afterIgnore

A new workflow extension point *dynamo.pnr:afterIgnore* has been added to replace legacy framework.
It allows Red App developer to apply code logic after agent attempted "Ignore", "Ignore and Retrieve" and "Ignore and Clone" the PNR.

The extension point can be triggered by command and when using GUI of Sabre Red 360. It works on web and desktop applications.

Every application using deprecated extension point will be asked to migrate to this one before the end of 2024.

[SDK] New workflow extension point - dynamo.air.airbooking:afterPricingRequest

A new workflow extension point *dynamo.air.airbooking:afterAirBookAndPrice* has been added to replace legacy framework. It allows Red App developer to apply code logic after agent attempted to "Sell and Save" price. It works on web and desktop applications.

Every application using deprecated extension point will be asked to migrate to this one before the end of 2024.

[SDK] New workflow extension point - beforeOtherPassiveAdd

A new workflow extension point *beforeOtherPassiveAdd* that allows Red App developer to apply code logic when agent attempts to add Other passive segment to the PNR.

The extension point can be triggered by command and when using GUI of Sabre Red 360

[SDK] New workflow extension point - afterOtherPassiveAdd

A new workflow extension point afterOtherPassiveAdd has been added. It allows Red App developer to apply code logic after agent attempted to add Other passive segment to the PNR.

The extension point can be triggered by command and when using GUI of Sabre Red 360.

[SDK] Custom Form Service enhancement - React common components available for more areas

CustomFormService has been enhanced to allow Red App developer to generate GUI in a simplified way not only in modals or menus but in application side panel and top menu windows.
As a reminder, *CustomFormService* allows creation of user defined forms in a simple declarative way, either as a text or json.

[SDK] Documentation reorganization

The process of enhancing Sabre Red 360 Software Development Kit documentation has been started.
As a first step instructions for web and desktop Red App creation were separated. The order of the main topics and overview pages were adjusted. Further improvements are expected in the upcoming months.

Update Encode/Decode sources for Sabre Red 360 Release 23.3

Encode/Decode tables are updated with latest changes.

Defects Fixed

Defect ID	Description
TNNSRW-4582 DC-16412	Resolves the currency changes aren't reflected in the results
ASTR-30432	Resolves the missing UU status in Update Status Modal
TNNSRW-4817	Resolves the Add to PNR -> SSR -> incorrect credit card code for MasterCard
DSDFCCS-334	Resolves the diagnostic in Agent Menu that does not open
TNNSRW-4860	Resolves the Automated exchange in Brasil sporadically returning "Unable to Process"
TNNSRW-4862	Resolves the MP Qualifier returns "FOR INPUT STRING" Error

How to Verify the Update

Updates occur by either manually "checking for updates" under "Help" or with no intervention on your part 20 minutes after starting up, with no impact to your workflow. Please note the update will not go into effect until you have restarted your system. To validate that you have implemented the update, you may type in STAT command and in a response value of "Release Version" field will indicate actual version of the system.

System Requirements/Prerequisites

The Sabre® Red™ 360 is a managed client application that is downloaded and installed in a variety of configurations. The Sabre technical development and quality assurance teams have tested various scenarios to determine minimum hardware specifications for the end user's workstation.

An installation of Sabre® Red™ 360 on a workstation that does not meet these specifications may not function properly and cannot be supported by Sabre.

Operating System Software

We support the installation and operation of Sabre Red 360 on a workstation that meets one of the following specifications:

- Microsoft Windows 10 – 32 and 64-bit
- Microsoft Windows 11
- Microsoft Windows Server 2016, 2019, 2022
    - Basic support for Terminal Services environment including Citrix
- macOS Big Sur or later (11.7.1 or later)

We recommend 64-bit Windows 10 and macOS Ventura (13)

Hardware Specifications

- Processor:

  Minimum:
    - Intel Core i3 Dual-core processor with 3.3 GHz (or AMD equivalent)

  Recommended:
    - Intel Core i5 Dual-core processor with 3.2 GHz (or AMD equivalent)

- Apple silicon (Apple-designed chip based on ARM architecture)
- Memory: 3.5 GB RAM for 32 bit OS or 8 GB RAM for 64 bit OS.
- 1.6 GB of free disk space for the first user on a standard desktop installation, and 240 MB for each additional user. Additional storage may be required for other agency applications.
- Monitor: 1366x768 is highly recommended. Monitors with lower resolution will work, but the user experience will be sub-optimal.

Permissions and Rights

Sabre Red 360 requires "Full" rights or permissions to the installation and user directories that it will be installed too. Additional information on permissions, directory options, and locations can be found on the Advanced Installation User guide.

Network

- Sabre® Customer Virtual Private Network Connection – Customer-supplied Internet connection. **Note:** SCVPN requires access to this URL.
    o https://scvpn.havail.sabre.com
    o 151.193.159.130
    o 151.193.159.2
    o Port 443
    o The RMI server connection to SCVPN will use port 10099 on the local machine.
- Private Connection - Dedicated connection to Sabre
    o Business to Business VPN (B2BVPN)
    o Managed Network Services
    o Vendor Access Room connections
    o **Note**: Ports 443, 80, 389, 30030, 30031, 30032, and 30051 open for the 360 communication processes to work properly.
- Complete list of required URLs, Ports and IP Addressses can be found on Sabre Central, under:

    Support (tab) → Additional Support Resources → Product Release Notes & Related Information → Sabre Red 360 → Technical Requirements – Sabre Red 360

    And look for the following documents:
    o Sabre Red Connectivity Guide for PROD – PROD - June 2022
    o Sabre Red Connectivity Guide for CERT – CERT - June 2022

Expected System Down Time

You will not experience any down time because of this release. This release update will download in the background. After it finishes downloading to your local workstation you will be presented with the option to restart now or later.

Agency Admin Tool

By utilizing the Agency Admin Tool, you are leveraging the flexibility of the Sabre Red 360. You have control over what tools and features your users can see and use within the Sabre Red 360, and you can control the timing of update delivery to your users. This powerful control over the Sabre Red 360 supports the efficiency of your users and your operations.

The date of the release is of importance if you are utilizing the Agency Admin Tool to lock down a set of users to control when the update is delivered to them. The locking function of the Agency Admin Tool is designed to allow you to lock down a set of users on the last version of the Sabre Red 360, and leave other targeted users unlocked for testing purposes, providing the utmost flexibility to test the update prior to a wide deployment in your environment.

To lock these users, you need to complete a few critical steps as the agency admin, no later than day before release date to ensure these users do not receive the update on the day of release.

- Login to Sabre Red 360
- Access the Agency Admin Tool and lock all users at your agency from receiving the update.

For further documentation and additional information on the Agency Admin Tool as well as details on the release, please visit the Sabre Red 360 community on Sabre Central.

Contact Information

If you need help, contact the Sabre Help Desk using web Callback method.

- Access Sabre Central and navigate to:
  https://central.sabre.com/s/contactsupport
- You can request a Callback (if available) to get faster support or submit an Online Case if you prefer a written answer.