

Sabre Red 360

Version 23.10

Overview

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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/supportadtlresources>
Product Release Notes & Related Information → Sabre Red 360

New Features

Feature	Example
User Interface styling refresh	
As announced in SAN 17068, with this release, the User Interface will feature a refreshed look and feel and updated color scheme.	
The classic/expert response styling remains the same. As well as functional graphical flows and native commands.	
Sample screens of the new styling can be found in these Release Notes or in mentioned SAN.	

[NDC] Order refresh

Users now can request an order synchronization. A new “refresh” button has been added to the graphical PNR Quotes display. The user can also request a refresh from the Trip Summary panel.

Upon a successful refresh a pop-up will display.

A new tile has been added to the Graphical PNR Quotes display “Order Information” displaying the date and time of the last refresh request. Once opened the user will see a history of the refresh requests.

The screenshot displays the NDC Order refresh interface. At the top, the header shows the PNR 'KIRTEE' for 'BERKA, JACEK' with 2 passengers. Below the header, the 'QUOTES' tab is selected. A 'Refresh' pop-up window is centered on the screen, displaying a green checkmark and the text 'Refresh successful'. The background shows the 'Order Items (1)' section with flight details for AA 13. The 'Order Information' section is visible at the bottom, showing the last refresh date and time as '23 SEP 02:02'.

[NDC] Order refresh – PNR unsaved changes

When a user attempts an Order refresh and the PNR contains unsaved changes a message will be presented instructing the user to End & Retrieve or Ignore before continuing with the Order refresh.

The screenshot displays the NDC Order refresh interface with a warning message. A 'Refresh' pop-up window is centered on the screen, displaying a yellow warning triangle and the text 'PNR has unsaved changes' and 'End & Retrieve or Ignore changes before continuing'. The background shows the 'Order Items (1)' section with flight details for AA 13. The 'Order Information' section is visible at the bottom, showing the last refresh date and time as '22 SEP 19:00'.

[NDC] Mobility & Service requests

A new tile has been added to the Graphical PNR Quotes display “Mobility & Service Requests.”

The user can now request non-chargeable service items such as meals and wheelchairs for all or specific segments within the NDC order. A free text field is also available for certain service items so the user can provide more details if required.

KIRTEE

BERKA, JACEK
2 passengers

✓ Traveler
✓ Received from

✓ Phone number
✓ Ticketing time limit

✓ Itinerary
+ Air Extra

Ticket by: 23SEP
Order id: AA001H5W7PUA4 AA-MVPQLO,AA-HXNQJY

HOMEITINERARYQUOTESTRAVELER INFORMATIONREMARKSTICKETINGHISTO

Order Items (1)

DELETE

1

AA 13...

DFW - Dallas
150CT, 13:00

AUS - Austin
150CT, 14:00

Economy
G

AA 989

AUS - Austin
150CT, 18:37

TPA - Tampa
150CT, 21:45

Economy
N

No data
Price guarantee time limit

23 SEP 23:59
Ticketing time limit

NDC
AUD 1150.60

Name	Type	Base fare AUD	Taxes / Fees / Charges AUD	Total AUD
BERKA, JACEK	ADT	492.00	83.30	575.30
BERKA, STVEN	ADT	492.00	83.30	575.30

FARE DESCRIPTION
MAIN CABIN

TAXES, FEES, CHARGES & FARE CALC
VIEW ALL

BAGGAGE DISCLOSURES & EMBARGO INFORMATION
VIEW ALL

ORDER INFORMATION
LAST REFRESH
23 SEP 02:15

MOBILITY & SERVICE REQUESTS
ADD REQUESTS

SEAT MAP
SEAT MAP

REFRESHREPRICE ORDER

Mobility & service requests

BERKA, JACEK (Adult)

Request type
Select

Muslim Meal

Oriental Meal

Deportee, accompanied by an escort

Special Meal

Personnel portable oxygen concentrator

CANCELSAVE

Mobility & service requests

BERKA, JACEK (Adult)

Request type
Select

Oriental Meal

Segments
2 selected

BERKA, STVEN (Adult)

Request type
Select

Wheelchair- wet cell battery

Segments
2 selected

Free text






CANCELSAVE

[NDC] Mobility & Service request - Confirmation

Once a service is requested the user is presented with a success pop-up message.

Once booked, service requests are viewable as an Order item in the Graphical PNR Quotes display and under the Traveler Information display under “SSR”.

When the airline confirms the request, the status will show as “HK”, until confirmed the status will show as “PN”.

					NDC
2	 AA 12...	DFW - Dallas 15:00T 13:00	AUS - Austin 15:00T 14:00	1.1 BERKA, JACEK PN, Wheelchair, dry cell battery	Ticketed AUD 0.00
3	 AA 12...	DFW - Dallas 15:00T 13:00	AUS - Austin 15:00T 14:00	1.1 BERKA, JACEK PN, Oriental Meal	Ticketed AUD 0.00
4	 AA 986	AUS - Austin 15:00T 18:27	TPA - Tampa 15:00T 21:45	1.1 BERKA, JACEK PN, Oriental Meal	Ticketed AUD 0.00
5	 AA 12...	DFW - Dallas 15:00T 13:00	AUS - Austin 15:00T 14:00	2.1 BERKA, STVEN PN, Oriental Meal	Ticketed AUD 0.00
6	 AA 986	AUS - Austin 15:00T 18:27	TPA - Tampa 15:00T 21:45	2.1 BERKA, STVEN PN, Oriental Meal	Ticketed AUD 0.00

Mobility & service requests

Add request successful
BERKA, JACEK
• Oriental Meal
BERKA, STVEN
• Oriental Meal


CLOSE

[NDC] Mobility & service requests - PNR unsaved changes

A warning message will be presented to the user if the PNR in session contains unsaved changes.

The user will be directed to End & Retrieve or Ignore the PNR before continuing to request services.

Mobility & service requests

 **PNR has unsaved changes**
End & Retrieve or Ignore changes before continuing

BERKA, JACEK (Adult)

Request type
Select

Oriental Meal

Segments
2 selected

BERKA, STVEN (Adult)

Request type
Select

Oriental Meal

Segments
2 selected

CANCEL SAVE

[NDC] Enhancement to further support Order Change Notification

A new warning message will be presented to the user when an Order is out of synch and can no longer be serviced through NDC.

The screenshot shows the NDC interface for a PNR. A warning message is displayed at the top: "This Order can no longer be serviced through NDC. Order is out of synch." Below the warning, the itinerary is shown with flight details and fares. The fare for the first segment is 0.00, and the total fare is 412.10.

[NDC] Enhancement to further support Order Change Notification – Remarks

When an airline sends an Order Change Notification, they have the option to send remarks. These remarks will be viewable in the Graphical PNR Remarks display.

This is a temporary solution; airline remarks will be moved to the new Order Details tile in a future release.

The screenshot shows the NDC interface for a PNR. The Remarks section is displayed, showing a table of remarks. The table has columns for Line, Type, and Remarks. The remarks are as follows:

Line	Type	Remarks
1	Changed	ST: 11/11/2021
2		OCN: 11/11/2021 11:11:11
3		OCN: 11/11/2021 11:11:11
4		OCN: 11/11/2021 11:11:11
5	1	ST: 11/11/2021

[NDC] Enhancement to further support Order Change Notification – Fare Information

When an airline sends remarks relating to the NDC fare as part of an Order Change Notification these remarks will be displayed in the Taxes, fees, charges & fare calc widget under a new section titled “Fare information”

The screenshot shows the Taxes, fees, charges & fare calc widget. The Fare information section is highlighted, showing the following information:

Adult Accompanied Child Infant without a seat

HJR9R1FOI

Taxes/Fees/Charges

Fare information

FC-SIN QR DOH 05.00 218.31NUC223.31END ROE1.343216

FE-AUD157.00 NONREF - /C1 NON END/CHNG PENALTIES AS PER RULE 02311116

[NDC] Apply unused ticket amount against a new NDC Order

With this new feature users can now use an unused ticket amount against a new NDC order.

The unused ticket number is added at the pricing step of the workflow and a new

The screenshot shows the Advanced pricing widget. The Unused ticket section is highlighted, showing the following information:

Advanced pricing

Pricing Options

Select

Unused ticket

Traveler

Ticket number

1.1 SMITH, JOHN (ADT) 0015750238482

CANCEL PRICE

option has been added to the Advanced Pricing screen to accommodate this.

This feature supports single and multiple passenger NDC orders and requires the user to input the ticket numbers for all the travelers in the new Order. The number of passengers with unused tickets and their passenger types must match the new Order. i.e., ADT unused ticket against new ADT Order, 2 passengers new NDC order needs 2 unused tickets.

[NDC] Apply unused ticket amount against a new NDC Order – Pricing display.

After pricing with an unused ticket, a new label will be displayed “Balance from unused ticket xxxxxxxxxxxxxx applied” on the pricing response screen.

PRICING

For personalized offer, please re-price with frequent flyer number.

QF 1

Qantas

SYD - Sydney

25OCT, 16:10

SIN - Singapo...

25OCT, 21:30

Economy

H

QF 2

Qantas

SIN - Singapo...

08NOV, 19:15

SYD - Sydney

09NOV, 06:10

Economy

H

Offer time limit

18m 13s

Ticketing time limit

12 OCT 23:59

NDC

AUD 2178.88

Passenger Type	Count	Bags	Base Fare AUD	Taxes / Fees / Charges AUD	Total AUD
Adult	2		1745.00	195.38	1940.38
Infant without a seat	1		175.00	0.00	175.00

Adult

Infant without a seat

HLFAS

Change: Allowed

Change before: MIN 0.00 AUD, MAX 0.00 AUD

Change after: MIN 0.00 AUD, MAX 0.00 AUD

Cancel: Allowed

Cancel before: MIN 0.00 AUD, MAX 0.00 AUD

Cancel after: MIN 0.00 AUD, MAX 0.00 AUD

Balance from unused ticket 0815750428523, 0815750428525, 0815750428524 applied

Notes: Qantas Frequent Flyers could earn Qantas Points and Status Credits for this booking. Terms and conditions apply.

FARE DESCRIPTION

BAGGAGE DISCLOSURES & EMBARGO INFORMATION

TAXES, FEES, CHARGES & FARE CALC

SEAT MAP

ECONOMY FLEX

VIEW ALL

VIEW ALL

SEAT MAP

RE-PRICING

CREATE ORDER

[NDC] Apply unused ticket amount against a new NDC Order – Quotes view.

After pricing a new Order with an unused ticket, a new label “Balance from unused ticket applied” will be displayed in the Graphical PNR Quotes screen.

HOMEITINERARYQUOTESTRAVELER INFORMATIONREMARKSTICKETINGHISTO

Order Items (1)

1

AA 972

DFW - Dallas

22NOV, 07:13

TPA - Tampa

22NOV, 18:47

Economy

N

No data

Price guarantee time limit

20 SEP 23:59

Ticketing time limit

NDC

AUD 327.40

Name	Type	Base fare AUD	Taxes / Fees / Charges AUD	Total AUD
SMITH, JOHN	ADT	283.00	44.40	327.40

Balance from unused ticket applied

FARE DESCRIPTION

TAXES, FEES, CHARGES & FARE CALC

BAGGAGE DISCLOSURES & EMBARGO INFORMATION

SEAT MAP

MAIN PLUS

VIEW ALL

VIEW ALL

SEAT MAP

REPRICE ORDER

[NDC] Apply unused ticket amount against a new NDC Order – Ticket view.

When an order that has an unused ticket applied is fulfilled a new label will be displayed with the text “Balance from unused ticket xxxxxxxxxxxxxx applied” under each ticket.

NDC Tickets/EMDs (5)

1	Ticketing	e-Ticket Number 0815750428661	Issue Date 19 SEP 20:07 UTC	Ticketing Details XX BERKA/J IX91*AJB	▼
2	Ticketing	e-Ticket Number 0815750428662	Issue Date 19 SEP 20:07 UTC	Ticketing Details XX BERKA/S IX91*AJB	▲

Passenger: BERKA, STEVEN PNR: K7ACDC

Balance from unused ticket 0815750428662 applied

Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1	QF	1	H	29OCT23	SYD	SIN	16:10	HLFAS	OPEN
2	QF	2	H	08NOV23	SIN	SYD	19:15	HLFAS	OPEN

Form of Payment Base Fare AUD Taxes/Fees/Charges AUD Total AUD

CASH	1745.00	195.38	813.44
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TICKET RECEIPT

[CSL] Commission indicator for flat rate commission type

From now on, commission indicator will show the details also in the event when hotel supplier returns 'FlatRate' commission type.

Hotel | The Amsterdam Boutique Apartments by Vidara Sun, 12 Nov 2023 - Fri, 17 Nov 2023 (5 nights)

The Amsterdam Boutique Apartments by Vidara 6.72 Miles W

Room Rates (1) All Rates Room type Bed type Refundable Currency Supplier Sort Select

1	BAR-REST AVAILABLE RATE (00000000) DOUBLE ROOM BAR ROOM ONLY (CONFIDENCE INCLUDED...)	Published	Refundable 1 Day prior to arrival	SABRE USD 300.00 avg. nightly Commission: 161.00 USD TOTAL USD 1815.00
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[CSL] Book hotel rate with missing Traveler and/or Agency address

With this release, the validation for missing Traveler and/or Agency address during hotel booking has been improved. In such case, user will get the message about missing data along with the fields to provide the necessary details.

Upon clicking Continue button, user will not see 'Successfully added to PNR' message any longer, but instead will be redirected to Hotel Reservation form to proceed with the booking.

Hotel reservation

To book room add Traveler, Agency address

Add traveler

Options: Last Name First Name Middle Name (optional)

Title / Prefix (optional) Passenger Type (optional)

Add address

Address type

CANCEL CONTINUE

Hotel Reservation

Grosvenor House, A Jw Marriott Hotel 11 Nov 2023 1 room Refundable USD 899.11* SABRE
Park Lane 16 Nov 2023 1 guest Published avg. nightly rate USD 4495.60
44 20 7499 6363 Check-out 1 Day prior to arrival approximate total with taxes & fees

Guest Details

Traveler's name
1.1 SMITH, ANNE MRS

Corporate discount number (optional) Frequent guest number (optional) Frequent flyer number (optional)

Payment details

Guarantee options Form of payment
Guarantee with credit card Use another card

Card Type Card Number Expiration date

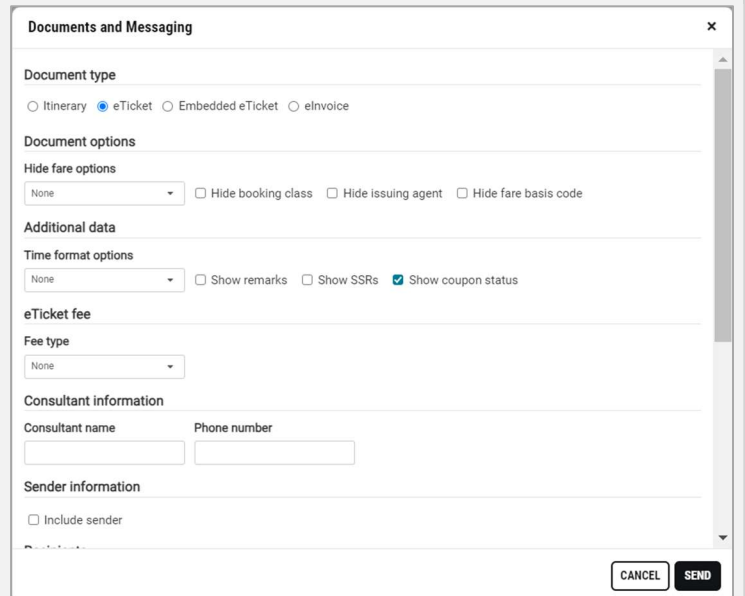
CANCEL BOOK

[Documents & Messaging] Option to add Coupon Status for eTicket and Embedded eTicket document type

New option - "Show coupon status" - is now available in Documents and Messaging form under "Additional data" for eTicket and Embedded eTicket options.

User can now select "Show coupon status" checkbox to decide whether to include coupon status in eTicket PDF and embedded eTicket.

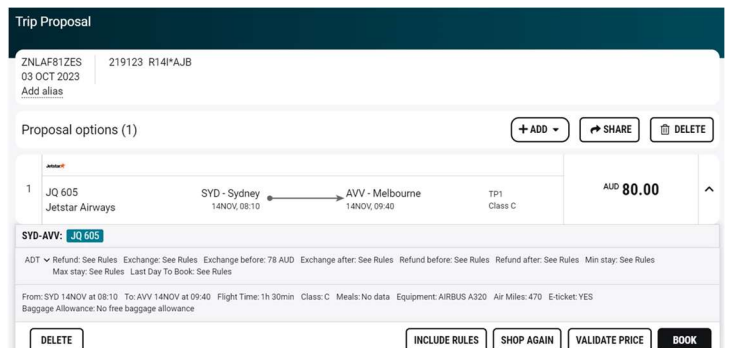
Note: The coupon status data is from WTDB(T2) record.



[Trip Proposal] Clickable "See Rules" link in Air Trip Proposal

User will now see "See Rules" link in their created air trip proposal instead of "No data".

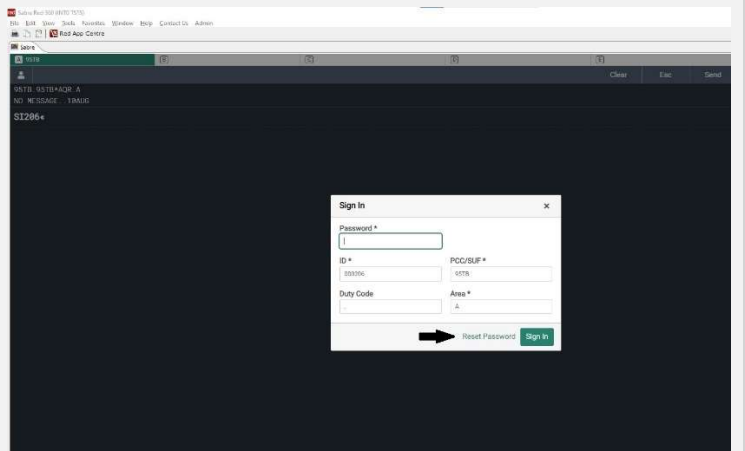
By clicking the "See Rules" link it will now open Include rules modal.



Reset password flow inside SR360 desktop

With introduction of the new sign-in screen in SR360, users who clicked the "Reset password" link were redirected to relevant page in the Sabre Login and Authentication Portal (SLAP). The same path applies now to all users who attempt resetting one's password from within SR360.

Once user is logged in and sends the SI<userID> command (e.g. SI123456) to launch the "Sign In" screen, clicking the "Reset Password" link will open the "Reset password" SLAP page in separate tab.



Update Encode/Decode sources for SR360 Release 23.10

Encode/Decode tables are updated with latest changes.

[SDK] New workflow extension point – afterOrderCreate

A new workflow extension point `dynamo.ndc:afterOrderCreate` was added. It allows Red App developer to apply custom logic after creating a NDC Order.

Data model for this extension point is empty.

[SDK] beforeIssueTicket extension point enhancements

From this release `dynamo.ticketing:beforeIssueTicket` extension point data model is extended with:

- credit card details available when issuing tickets with credit cards,
- FP line qualifier details available when issuing tickets via host commands.

Extension point handles two credit cards, providing support to countries, where such payment is allowed.

Defects Fixed

Defect ID	Description
TNNSRW-5070	Group name coming as undefined on Exchange Window.
TNNSRW-4995	Brand options available saves PQ for all passengers when requesting pricing for only one
TNNSRW-5106	Availability display - message missing
TNNSRW-5114	NDC - after creating an order, the Baggage widget duplicates the CNN
TNNSRW-5113	NDC - FF# input on CreateOrder form is not saved into the Traveler Information
TNNSRW-5062	Documents & Messaging shows "none" while having remark 5Z¥ID-NF in the PNR
TNNSRW-5117	NDC - DOB and PSPT expiry from pax profile are prepopulated with today's date

TNNSRW-5157	TQO code is not available in airport codes and city codes libraries
ASTR-33159	NDC IUR missing DK number M0

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.
 - <https://scvpn.havail.sabre.com>
 - 151.193.159.130
 - 151.193.159.2
 - Port 443
 - The RMI server connection to SCVPN will use port 10099 on the local machine.
- Private Connection - Dedicated connection to Sabre
 - Business to Business VPN (B2BVPN)
 - Managed Network Services
 - Vendor Access Room connections
 - **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:

- Sabre Red Connectivity Guide for PROD – September 2023
- Sabre Red Connectivity Guide for CERT – September 2023

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 Workspace
- 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.