

Sabre Red 360

Version 24.3

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
All Sabre Red 360 24.1 and 24.2 changes	24.1 https://central.sabre.com/s/contentdocument/069Uo00001pRbtIAE 24.2 https://central.sabre.com/s/contentdocument/069Uo000003BapplAC

[AIR] NDC - Airline message placement

NDC remarks returned by the airline have now been moved from the GPNR Remarks section to the NDC Order information tile. The tile is accessed from the Quotes display after opening the drawer of the NDC order.

If there is no NDC order item present in the PNR, the user will still be able to access Order Information tile from the drawer and will be presented with a warning “No NDC order available”

The screenshot shows the Sabre Red 360 interface with the 'QUOTES' tab selected. The main content area displays a flight itinerary for Delta (DL) from JFK to LAX. Below the itinerary, there is a table with columns: NAME, TYPE, BASE FARE AID, TAXES / FEES / CHARGES AID, and TOTAL AID. The table lists items like 'NDC FEE', 'NDC TAX', and 'NDC STA'. At the bottom right, there is a 'LAST REFRESH' button with the timestamp '14 FEB 16:25'.

The screenshot shows the 'Order information' drawer. It has a 'REFRESH' button and a 'REMARKS' tab. Below the tabs, there is a search bar and a list of remarks. The list has two columns: 'Type' and 'Remarks'. The remarks listed are: 'DCN/QF/No reason given/9/2024Feb14 0543Z', 'DCN/QF/No reason given/9/2024Feb14 0543Z', 'SYNC/QF/Other/16/2024Feb14 0625Z', and 'ORDER CREATED'. A 'CLOSE' button is located at the bottom right of the drawer.

The screenshot shows the Sabre Red 360 interface with the 'QUOTES' tab selected. At the top, there is a warning message: 'No NDC order available'. Below the warning, there is a 'VIEW ALL' button.

Order information ✕

REMARKS

Remarks (6)

Type	Remarks
	SYNC/AA/Other/16/2024,Jan16 1739Z
	UMDH8U SSR change - 2024-01-16T17:41:11, AA, CARO/FRANK 16MAY23 Special services INFT - HK
	UMDH8U SSR change - 2024-01-16T17:41:23, AA, CARO/FRANK 16MAY23 Special services INFT - HK
	UMDH8U SSR change - 2024-01-16T17:41:23, AA, CARO/FRANK 16MAY23 Special services INFT - HK
	OCN/AA/No reason given/9/2024,Jan16 1741Z
21	ORDER CREATED

CLOSE

[AIR] NDC - Cardholder Details at fulfillment

A new section has been added to the NDC fulfil order screen to allow the user to input Cardholder details, such as:

- Cardholder name
- Billing address

The optional fields are displayed when a credit card form of payment is chosen from the Form of payment menu. If Cash form of payment is chosen, the user will not be presented with the fields.

NDC fulfill order ✕

Order items

Order item 1

Form of payment Credit card code Card number Expiration date Security code (optional)

Cardholder Details (optional)

Cardholder name Street address City

Province/State Postal code/Zip Country

[AIR] NDC - CLID population in Order Create

The CLID number will now auto-populate into the Order Create form from the Sabre corporate Profile SSR field. This SSR field is not currently visible in the Sabre corporate Profiles user interface and can only be updated using the Sabre Profile API. The SSR field will be exposed in the User Interface in a future Sabre Red 360 release.

The CLID number will no longer be read from the Traveler profile SSR field.

SSR field in Corporate Profile example API request:

```

<Corporation>
<CorporateInfo CorporationName="IBM Corporation" CorporationTypeCode="LRG"/>
<ContactName GivenName="Emily" LanguageIDCode="EN-US" NamePrefix="Ms" OrderSequenceNo="1" SurName="See"/>
<Telephone InformationText="Corporate contact" LocationTypeCode="CMP" OrderSequenceNo="1"
PNRTelephoneTagIndicator="Y">
<FullPhoneNumber>6567632123</FullPhoneNumber>
</Telephone>
<Email EmailAddress="mastina.chemat@sabre.com" EmailRemark="Travel Arranger" EmailTypeCode="BUS"
OrderSequenceNo="1"/>
<PriorityRemarks OrderSequenceNo="1" Text="This is Company Profile"/>
<SSR SSRCode="CLID" ServiceTypeCode="AL" Text="123456" TypeCode="3"/>
<AssociatedFilters ClientCode="TN" ClientContextCode="SRW" CreateDateTime="2023-11-16T14:42:13.969Z"
DomainID="R141" FilterID="XXXXXXXX1" FilterName="test" OrderSequenceNo="1" TemplateInheritInd="N"
UpdateDateTime="2023-11-16T14:42:13.969Z"/>
<Discounts ID="ABC12587452365" OrderSequenceNo="1" TypeCode="CID" VendorCode="YY" VendorTypeCode="AZ"/>
</Corporation>

<SSR SSRCode="CLID" ServiceTypeCode="AL" Text="123456" TypeCode="3"/> - this is the place
    
```

[AIR] NDC - Services display in order item view

Refinements have been made to the order item display in the Graphical PNR, such as:

Status of the order item displayed in a new pill design:

- Ticketed
- Confirmed
- Pending
- Payment Required

Additionally, order items that are zero value will show as "free" instead of "0.00".

Item	Service	Status	Price
1	Economy	Ticketed	168.25
2	1 BERNA, JACEK	Ticketed	10.00
3	PNL Source: Ship's Crew	Pending	Free

[AIR] NDC - Penalties information

Changeability and refundability information for NDC carriers will now display on the Air Shopping response screen when returned by the airline.

The screenshot shows two flight options from Chicago (MDW) to Dallas (DFW). The first option is AA 1702, American Airlines, with a fare of \$683.00. The second option is AA 1984, American Airlines, with a fare of \$52. The interface includes flight details, fare descriptions, and buttons for 'PROPOSE' and 'SELECT OFFER'.

[AIR] NDC - Paid services

Users can now book and pay for services provided by the airline using the current Mobility and Services tile from the graphical PNR Quotes display.

Once booked, the service will display as an Order Item in the graphical PNR and will be fulfilled using the existing NDC fulfil order workflow.

Services will be returned based on the airline enablement and their offering of paid services.

Note – Cardholder details maybe required for some services which can be added at the time of fulfilment.

The dialog box shows a 'Request type' dropdown, a 'Carbon Offset - USD 14.36' section with a 'Carbon Offset type' dropdown, and a 'Segments' section with a list of segments: '1: JFK -> CLT USD 4.33' and '2: CLT -> LHR USD 10.03'. There are 'CANCEL' and 'SAVE' buttons at the bottom right.

[AIR] NDC - Passenger name change after fulfilment

Users can now amend passenger name details for NDC orders after ticket issuance using existing Sabre Red 360 functionality.

GPNR > traveler information > Edit traveler.

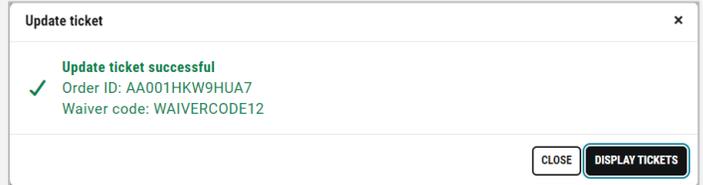
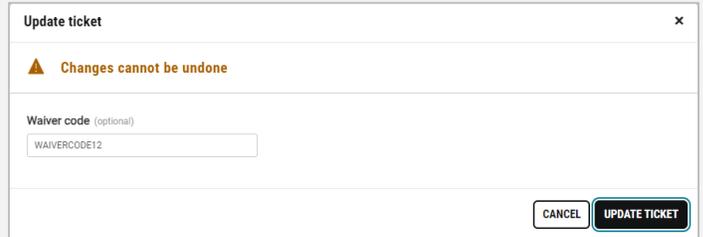
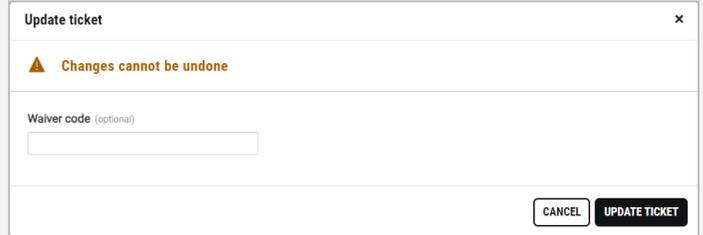
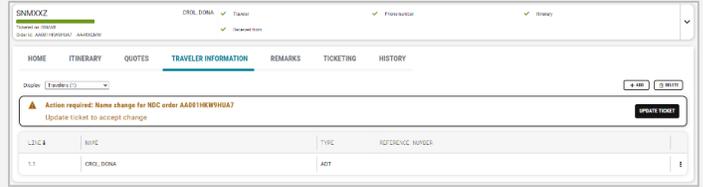
After processing the name change the order will be updated, the user will need to process an exchange to see the changes reflected on the ticket.

If the does not process the exchange of the ticket, then they will be presented with a warning message: *"Action required Name change for NDC"*

The dialog box shows fields for 'Last Name', 'Suffix (optional)', 'First Name', 'Middle Name (optional)', 'Title / Prefix (optional)', 'Passenger Type (optional)', and 'Name Reference Number (optional)'. There are 'CANCEL' and 'SAVE' buttons at the bottom right.

order, Update ticket to accept change” and a “Update ticket” button.

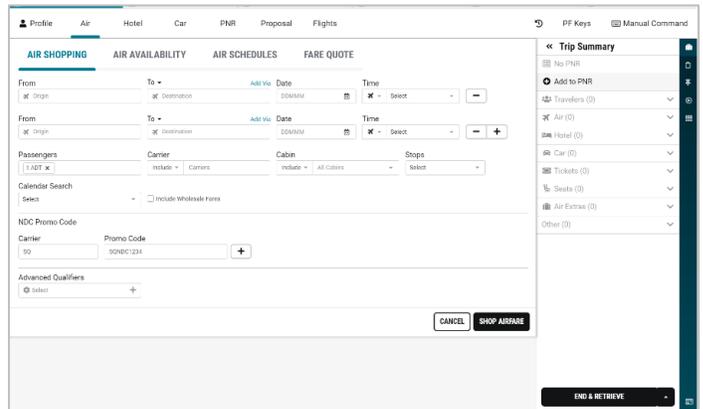
The user will also be able to add a waiver code.



[AIR] NDC - New qualifier

A new qualifier for NDC has been added to the Air Shopping search form enabling the user to enter Promotion (Promo) code into their shopping request.

The qualifier has been added to the Advanced Qualifiers drop-down menu.



The Promo code will also display on the pricing page, the original offer amount is displayed with a strikethrough and the new discounted amount is presented as the main offer price.

PRICING

Pricing Options
Reprice with form of payment, frequent flyer or unused ticket.

NDC
Promo code: SQD15PERCENT
AUD: 1755.84
AUD: 2091.84

Offer time limit: 19m 33s
Ticketing time limit: 09 MAR 22:00

Passenger Type	Count	Bags	Base Fare AUD	Taxes / Fees / Charges AUD	Total AUD
Adult	1		1566.00	189.84	1755.84

WT45GRPO Full fare rules available

Notes: FORM OF PAYMENT FEES PER TICKET MAY APPLY. INCLUDE CREDIT CARD NUMBER IN PRICING REQUEST TO CONFIRM

FARE DESCRIPTION	BAGGAGE, EMBARK & MILEAGE INFORMATION	TAXES, FEES, CHARGES & FARE CALC	SEAT MAP
ECONOMY STANDARD	VIEW ALL	VIEW ALL	SEAT MAP

[PROPOSE](#) [CREATE ORDER](#)

If used in the original order, the promo code is persisted and will also show when re-pricing an NDC order. It will display as it does in pricing.

Reprice order

Original price - 05 MAR
AUD 1755.84

Current price
Promo code: SQD15PERCENT
↑ AUD 1767.44
AUD: 2045.44

[Fare description](#)

[CANCEL](#) [REBOOK ORDER](#)

[AIR] NDC - Order create - Special characters in Name reference number field

Special characters: comma (,), period (.), dash/hyphen (-) and asterisk (*) are now supported in the Traveler information name reference number field of NDC Order create form.

Create order

TRAVELER INFORMATION

Traveler 1 - Adult

Title / Prefix (optional): Mrs
First name: GINA
Middle name (optional):
Last name: SMITH

Suffix (optional):
Date of birth (optional): 12.JAN2000
Gender (optional): Female
 Airline notifications refused

Additional information

- Frequent flyer
- Passport
- Visa
- Secure flight information
- Name reference number

Name reference number: 82827.82828.1111928172

CONTACT INFORMATION

[CANCEL](#) [CREATE ORDER](#)

[AIR] Advanced Pricing new qualifiers

The Graphical Advanced Pricing now supports the ability to price the itinerary with Changeable only and Refundable only qualifiers.

[AIR] NDC - Disable Ticket/EMD receipt tile

Now, when an NDC ticket/EMD has been voided or refunded, users will no longer be able to access ticket and EMD receipt tile in the graphical ticketing display.

This is the same user experience in place today for ATPCO documents.

Origin	Airline	Flight	Class	Date	From	To	Time	Fare basis	Origin Status
1	90	227	L	17APR24	BK	DVD	20:00		REFUNDED
2	90	242	Y	24APR24	DVD	BK	18:00		REFUNDED

Form of Payment	Base Fare A/G	Taxes/Fees/Charges A/G	Total A/G	Cancel penalties A/G	Total refund A/G
CASH	1925.00	222.14	9.00	1925.00	-222.14

[Hotel] Lodging Retailer Corporate Preferecing based on DK number

From this release, Sabre Red 360 supports Lodging Retailer Corporate Preferecing capabilities based on DK number.

If the number is added to PNR, it will be sent along shopping request details, so that Corporate preferecing rules are applied to the shopping response.

Sabre Red 360 will display the label for the preferred property, additionally the tooltip will provide the details on the preferecing type: Corporate or Agency.

Rank	Property	Distance	Star Rating	Price
1	Marrriott London Twickenham MC 100231548-42349 Twickenham Rugby Stadium, 198 Whitton Road, LHR, Twickenham, United Kingdom, TW2 7BA	5.41 Miles E	★ 4.0	USD 210.96 avg. nightly rate
2	Sheraton Heathrow Hotel SI 100095294-495 Cobden Brook Bypass, LHR, West Drayton, United Kingdom, UB7 8AU	1.41 Miles W	★ 4.0	USD 161.17 avg. nightly rate

[Hotel] Lodging Retailer label length increased

Agency / Corporate preferred label length is now increased to show up to 30 characters.

Rank	Property	Distance	Star Rating	Price
1	Sheraton Anchorage Hotel & Spa SI 100099412-518 401 E 6th Ave, ANC, Anchorage, AK, United States of America, 99501	4.95 Miles NE	★ 4.0	EXPEDIA USD 428.00 avg. nightly rate
2	Hotel Captain Cook PH 100150798-8259 939 W 5th Street, ANC, ANCHORAGE, AK, United States of America, 99501	4.37 Miles NE	★ 4.0	EXPEDIA USD 603.66 avg. nightly rate

[SDK][NDC] New extension point: dynamo.ndc:beforeRePriceOfferInput

A new extension point that is executed before "Advanced pricing" modal is shown to the user when Reprice button is triggered on NDC Pricing screen. It allows to inject and populate ticket number(s) in Unused ticket section of the modal.

SDK documentation and samples are available for Red Apps developers to test these new capabilities.

[SDK] [NDC] New extension point - dynamo.ndc:beforeOrderCreate

A new extension point that is triggered when customer creates an order but prior to sending the request. Currently data model for this extension point is empty.

SDK documentation and samples are available for Red Apps developers to test these new capabilities.

[SDK] New extension point – dynamo.hotel.details:afterHotelModifyDetails for “true CSL”

A new extension point that is triggered after hotel segment details have been modified via "Change dates", "Change room type" and "Change details" actions. Users can access these actions from:

- Context menu (three dots) for the hotel segment in the Trip Summary side panel
- Hotel segment details ("Modify" button) in Graphical PNR view (Itinerary)"

The data model contains the status (success/failure) and information about the modified hotel segment.

All Red Apps that are using legacy extension point should migrate to the current one, since the “true CSL” segments are not supported in the old ext. point. Enhancement requests for data model can be passed through Red Apps support team.

[SDK] Wide mode property in AppSidePanelButton configuration

Starting this release Red App developer can define in what width mode the Application side panel will open when Red App shortcut is selected.

Feature is documented on SDK Developer Studio website in chapter: Applications Side Panel. Navigation via "openApp" method was enhanced under the same chapter to explain how to navigate back to the main list of Application side panel.

Java 8 update on Desktop

From this release, the new Java version SR360 runs is: OpenJDK Eclipse Temurin by Adoptium 1.8.0_402.

Red App developers/owners should test their Red Apps in CERT against this version to make sure the Red Apps are good to be run with Sabre Red 360 24.3.

Update Encode/Decode sources for SR360 Release 24.3

Encode/Decode tables are updated with latest changes.

Defects Fixed

Defect ID	Description
TNNSRW-4793	Split Screen Vertical Error: lines displayed shorter than normal
TNNSRW-5223	[WEB] Â character added to the sent command rendered in response area, instead of showing the « character
TNNSRW-5295	SSO enabled user gets buttons in the "restart after updates" popup
TNNSRW-5292	WPA adding K3 tax type when it should not in 360
TNNSRW-5328	'Undefined' values for Q Surcharges in Quotes view
TNNSRW-5318	SSO enabled user cannot access Sabre Central after 45 mins
TNNSRW-5360	Wrong values are displayed in the price tooltip
TNNSRW-5375	Application "com.sabre.edge.app.launcherApplication" could not be found in the registry

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 Monterey or later (12.7.1 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 – February 2024
- Sabre Red Connectivity Guide for CERT – February 2024

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.