Sabre Red 360 Version 24.5

Release Notes

Overview

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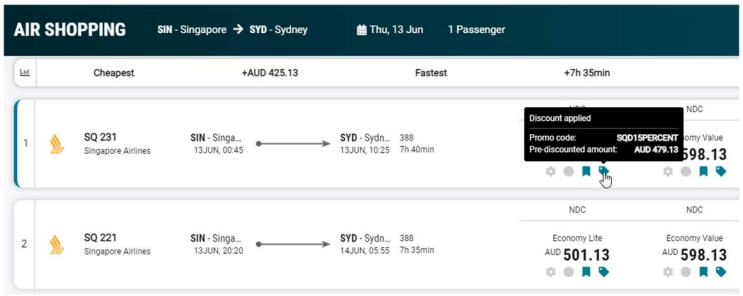
This document contains information regarding the latest release of Sabre® Red™ 360. Sabre Red 360 is the point of sale product for Sabre Travel Network customers. Included in this document you will find the latest enhancements, defect fixes and configuration changes included in this latest release

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/supportaddtlresources
Product Release Notes & Related Information → Sabre Red 360

New Features

Feature	Example
[NDC] Discount information data Air Shopping in response New silent indicator is present on Air Shopping results screen. It informs a user if any discount(s) was applied to given fare. When discount applies, the price tag icon is colored. Once user clicks on it, details are displayed in the tooltip. *Note:* Feature applicable to NDC fares only.	

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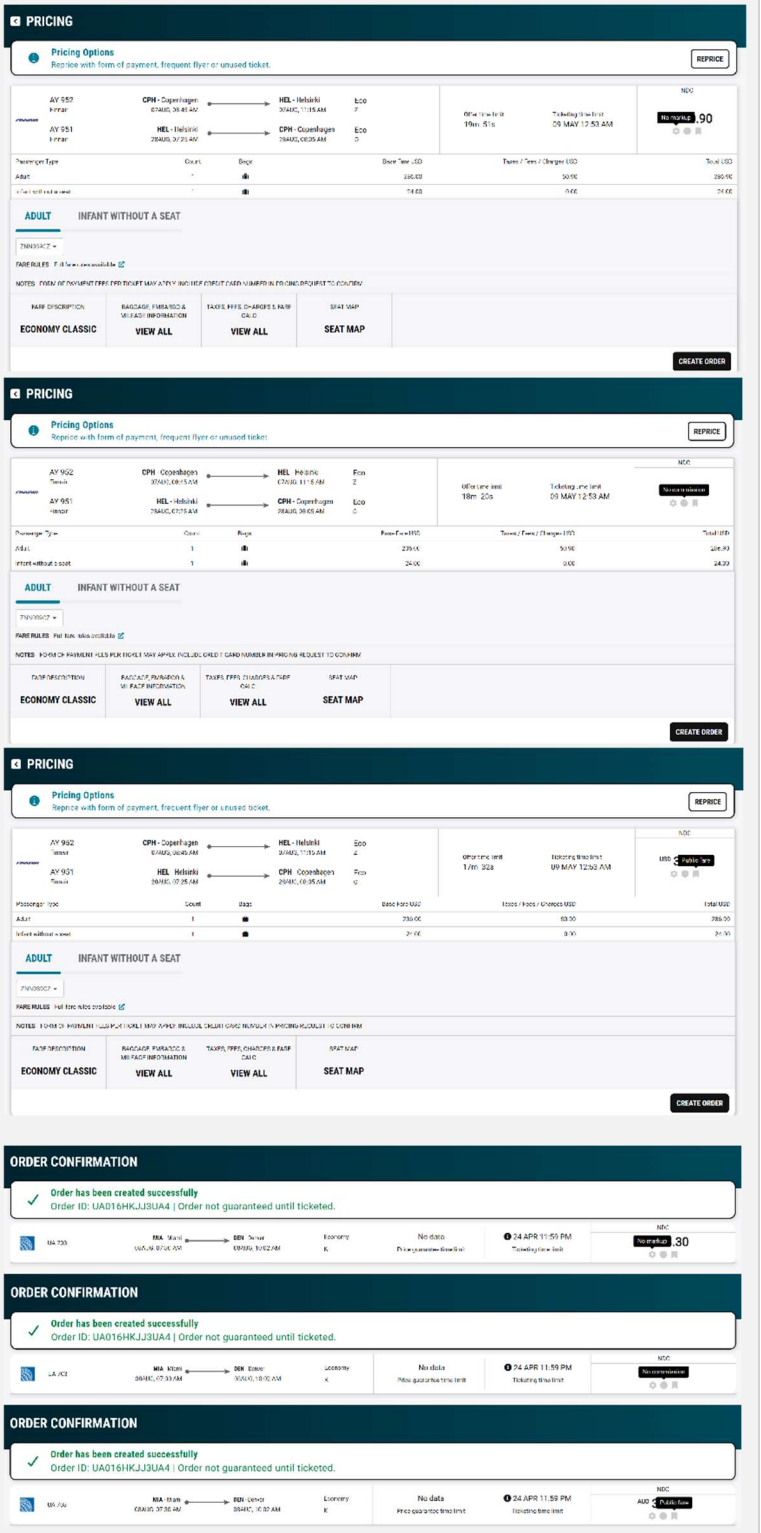
[NDC] Silent indicators enhancements on Pricing and Order Confirmation screens

Tooltips are now displayed when user hovers over disabled silent indicators on NDC Pricing and Order confirmation screens.

When cogwheel icon is disabled "No markup" tooltip text will be displayed.

When commission circle icon is disabled "No commission" tooltip text will be displayed.

When bookmark icon is disabled "Public fare" tooltip text will be displayed.



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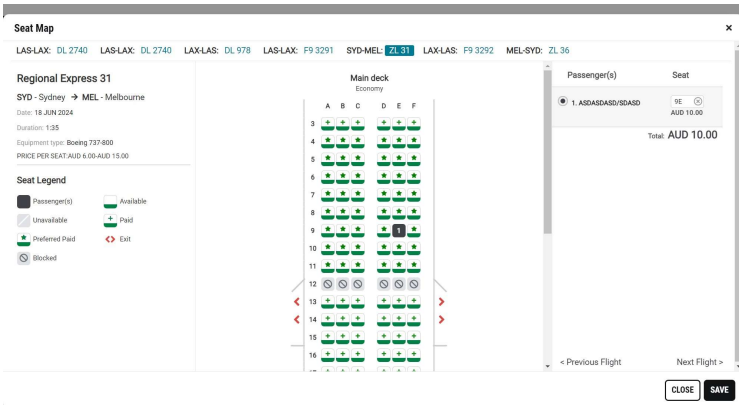
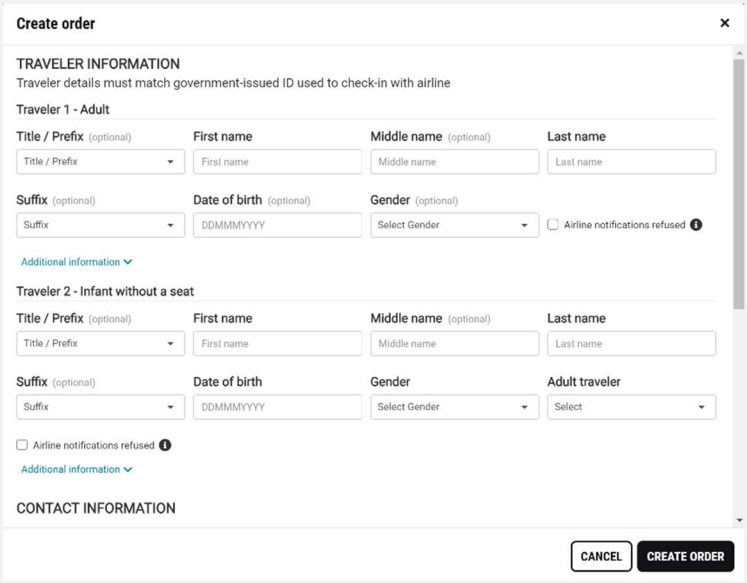
[Air] Seat Map visual update

Graphical representation of seats on Seat Map has been changed to improve usability and contrast ratio of icons.



[NDC] Traveler information message on Create Order modal

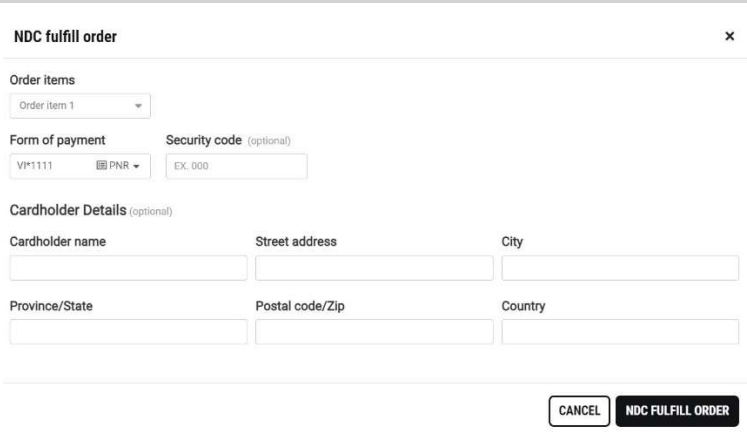
The Create Order modal now displays a disclaimer emphasizing the necessity for traveler details to correspond with the government-issued ID used during airline check-in.



[NDC] Cardholder details for reference FOP on NDC fulfill order modal

When reference form of payment is being selected on NDC fulfill order modal the Cardholder Details section is shown. Thanks to that agent can provide cardholder name together with billing address.

Note: This feature is Air Canada specific.



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[Automated Exchanges] Edit FOP in PQR

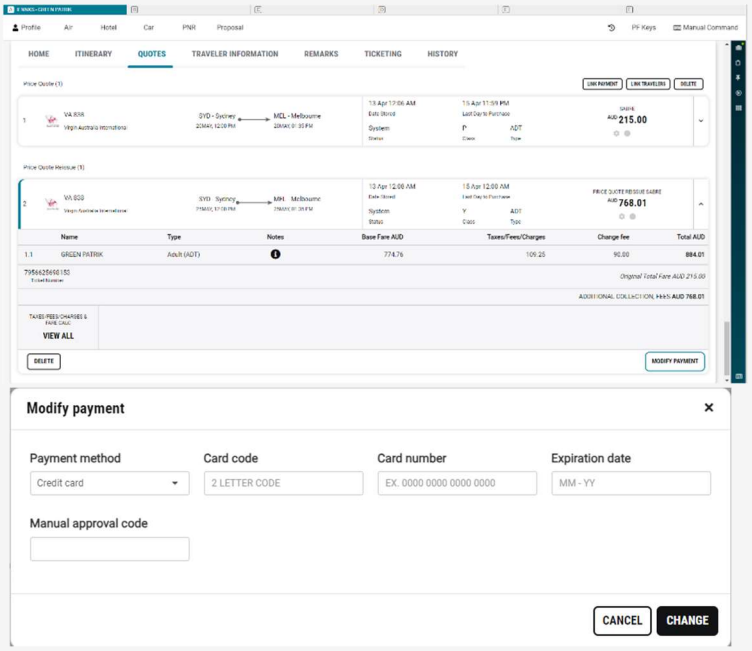
From this release, modification of the Form of Payment (FOP) in the Price Quote Reissue record (PQR) is possible before issuing the new ticket through Exchange flow.

User can trigger this flow from Quotes section of Graphical PNR by clicking on *Modify Payment* button in PQR drawer.

Modify payment form contains standard FOP fields (Payment method, Card code, Card number, Expiration date, Manual approval code) as well as two specific to Brazilian agencies: Number of months and Airline plan code.

Several conditions apply:

- PQR must be active,
- The FOP in PQR can be modified before or after End transaction,
- Once the Exchange has been ticketed, no further changes to PQR FOP are permitted,
- There is no limit to the number of active PQR FOP updates,
- PQR must be created by graphical Exchange ticket workflow.

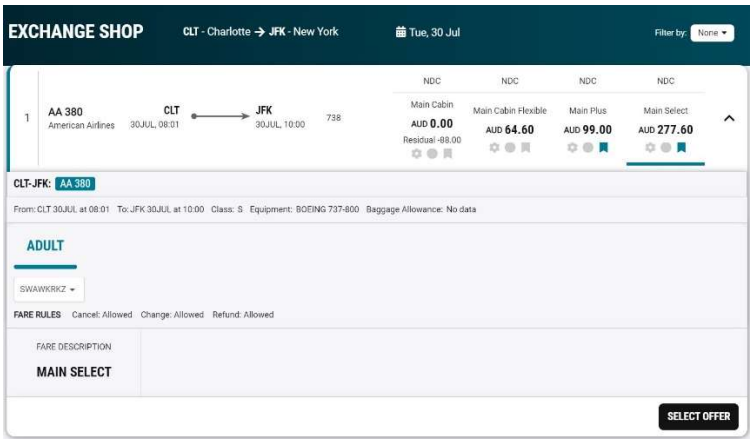


[NDC] Fare Rules on Exchange shop results screen

Fare rules information is now visible on Exchange shop results screen for Farelogix carriers.

Fare rules specific for voluntary changes and cancelation aspect in regards of the passenger type and fare basis code applied to given offer are presented inline.

The same user experience as on existing Pricing page is observed here.



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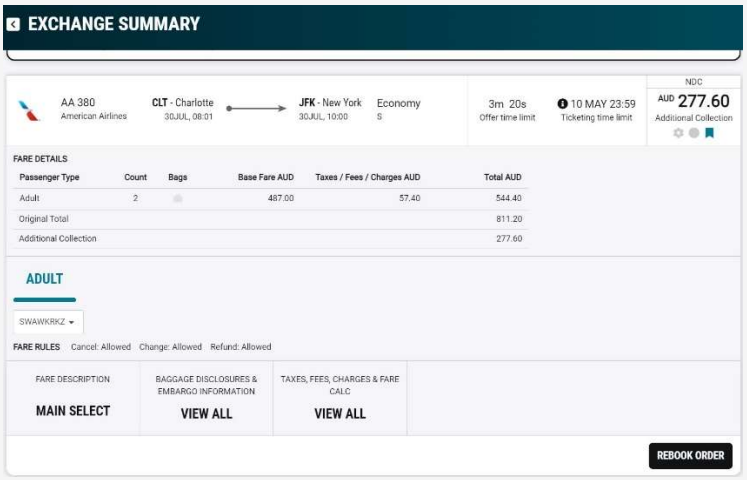
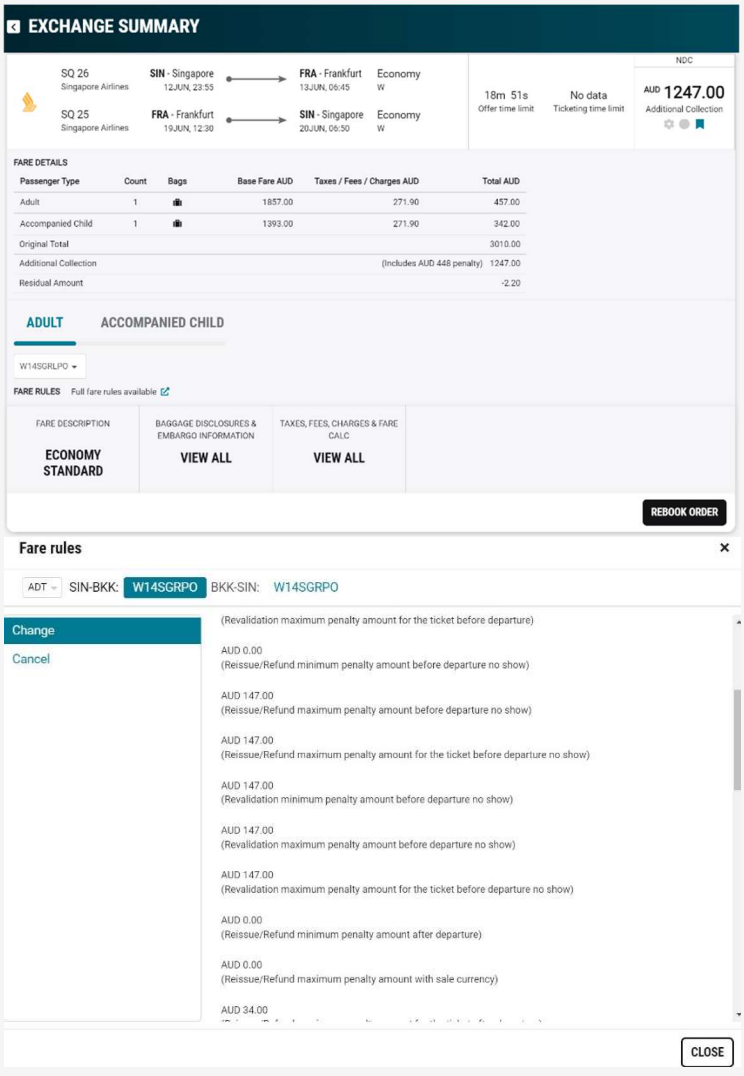
[NDC] Fare Rules on Exchange summary screen

Fare rules information is visible now on Exchange summary screen. Design for Amadeus and Farelogix carriers is slightly different.

For Farelogix carriers fare rules specific for voluntary changes and cancelation aspect in regards of the passenger type and fare basis code applied to given Offer are presented inline.
When it comes to Amadeus carriers, there is full Fare Rules link that opens a modal showing this data.

The same user experience as on existing Pricing page is observed here.





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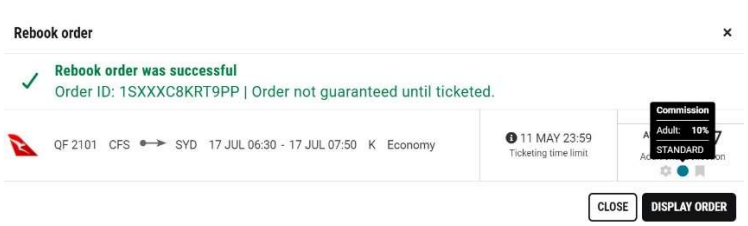
[NDC] Commission details on Rebook order confirmation screen

Commission details are now visible on Rebook order confirmation screen.

Whenever commission applies, the circle icon below total price is colored. Once hovered over, commission details are displayed in a tooltip.

When no commission applies, the circle icon is grayed out. Once hovered over, “No commission” message is displayed in tooltip.



[Hotels] Support for .1XK command for status code change

Users can now delete the true-CSL booking from the PNR with .1XK command.

Note, that this command does only a passive cancellation, i.e. segment is removed from the PNR but no request is being sent out to the hotelier to cancel reservation.

For cancelling the reservation X1 command should be made and .1XK format should only be used when the booking was cancelled directly with the source and the segment needs to be removed from the PNR in Sabre.

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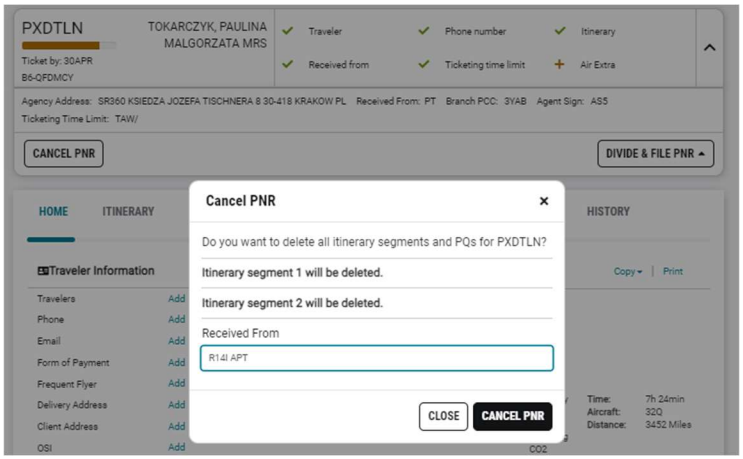
[PNR] Cancel PNR action buttons refinements

To improve user experience, action buttons for graphical Cancel PNR flow have been renamed to:

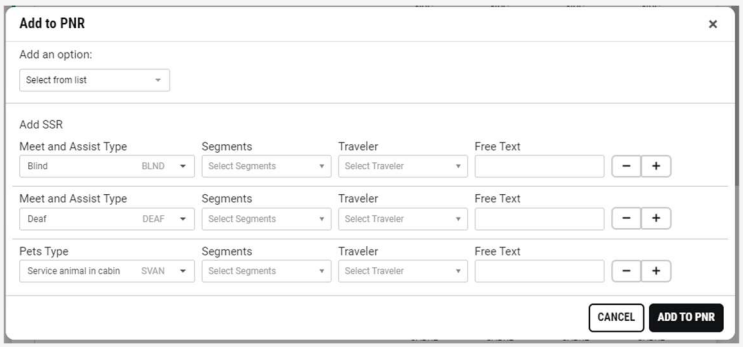
- Close to stop the flow
- Cancel PNR to continue and remove all segments and Price Quotes



[PNR] New Special Service Requests in Add to PNR modal

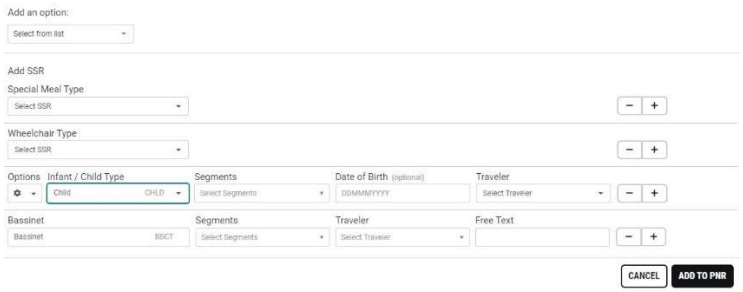
From this release users can add new types of Special Service Requests (SSRs) using Add to PNR modal:

- Blind (BLND) can be found in Meet and Assist category,
- Deaf (DEAF) can be found in Meet and Assist category,
- Service animal in cabin (SVAN) can be found in Pets category.



[PNR] Usability enhancement to Add to PNR modal

The Special Service Requests fields in the Add to PNR modal now adhere to a unified design consistent with the rest of the application.



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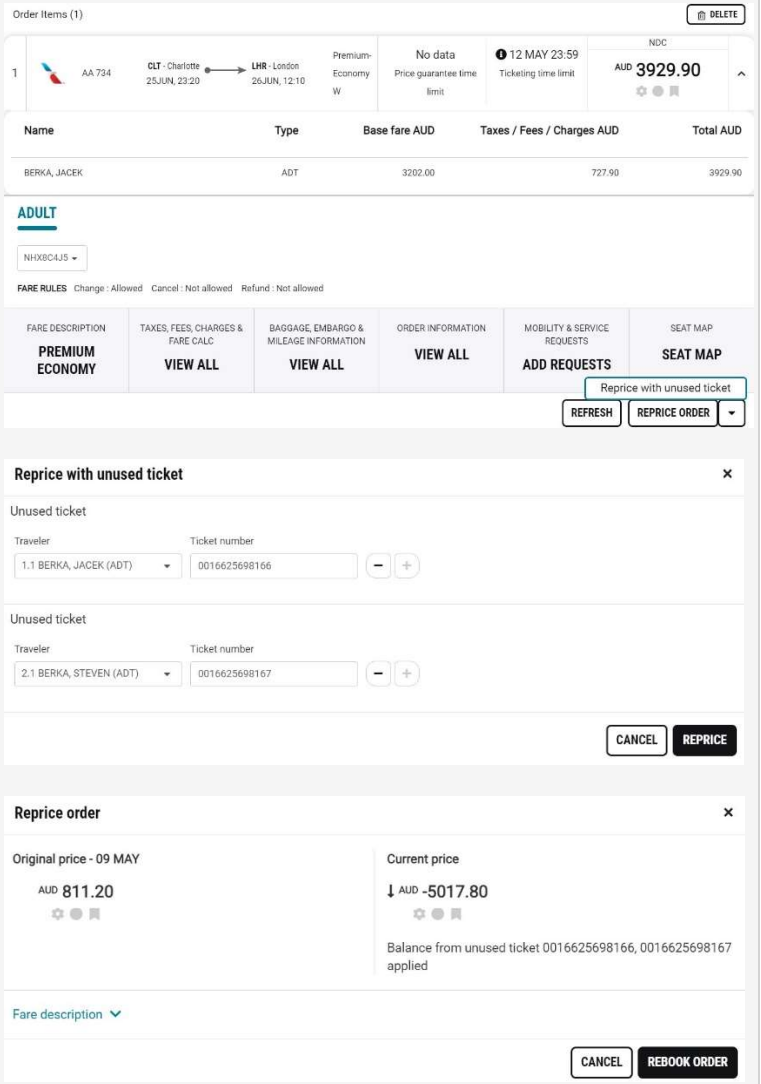
[GPNR][NDC] Reprice Order with unused tickets

A new option *Reprice with unused ticket* is now available next to existing *Reprice Order* button in an Order Item view.

Within the flow, the user inputs the unused ticket number, which is then utilized to reprice the current Order. Upon completion, the updated price along with details regarding the tickets used for repricing the Order are presented.



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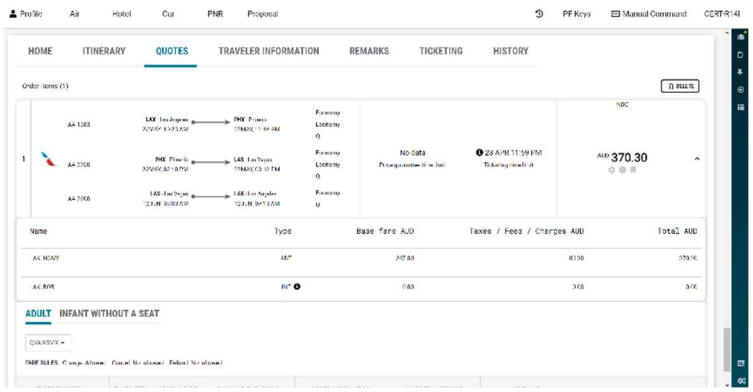
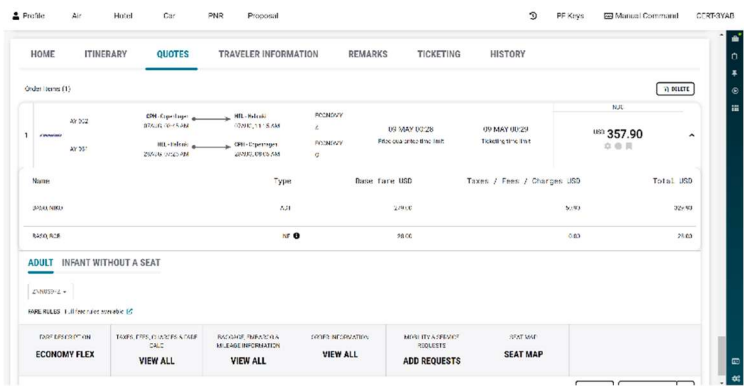
[GPNR] Fare rules for voluntary changes in Order View

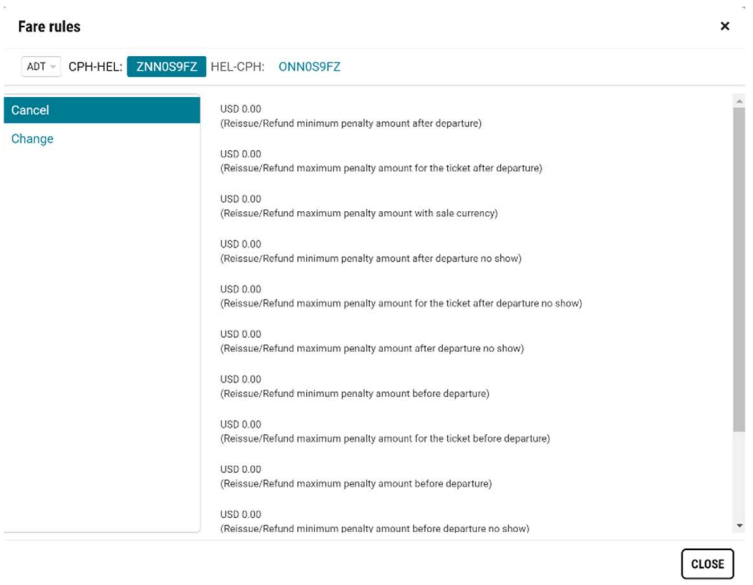
Fare rules for changes and cancelations per the passenger type and fare basis code are visible in Order Item in Graphical PNR. Designs for Amadeus and Farelogix carriers are slightly different.

For Farelogix carriers fare rules are presented inline. When it comes to Amadeus carriers, there is Fare Rules link that opens a modal showing this data.

The same user experience as on existing Pricing page is observed here.







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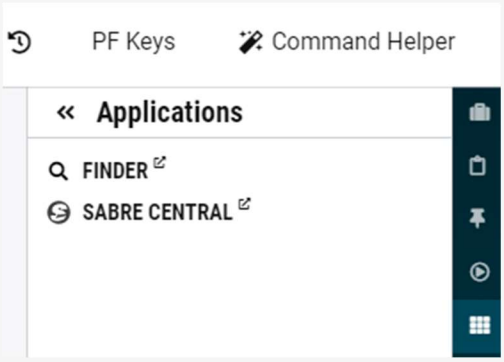
[General] Finder and Sabre Central tools in "Applications" panel

The Finder and Sabre Central tools until this point integrated with Sabre Red 360, are now available in Sabre Red Web. Users can find them in the "Applications" panel.

Finder tool is no longer available in SR360 in the HELPER APPS side bar.

Shortcut to Sabre Central can be found in SR360 under Tools > Community > Sabre Central.

There is no change in behavior when launching Finder or Sabre Central – the tools open in the new tab with single sign-on in place.



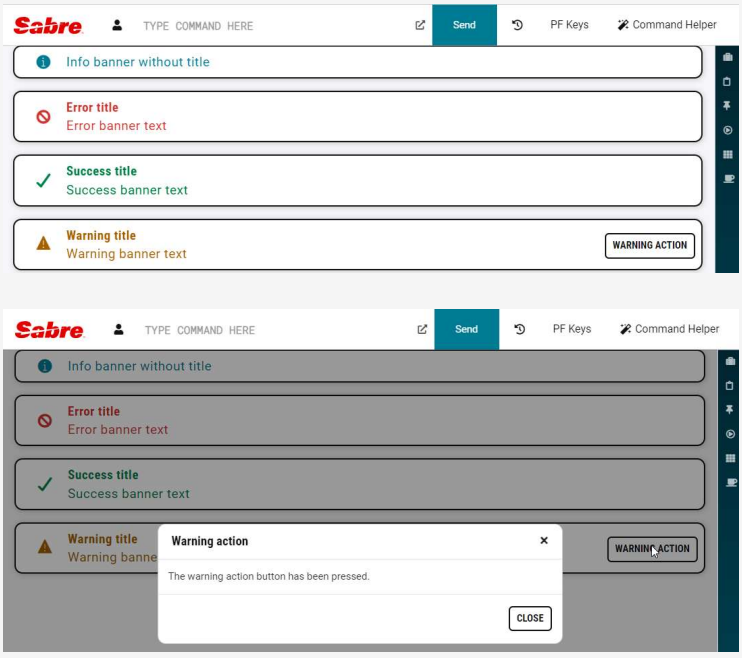
[General] Update Encode/Decode sources for SR360 Release 24.5

Encode/Decode tables are updated with latest changes.

[SDK] Custom buttons in IAreaService

From this release ability to display custom buttons inside messages was added to IAreaService.

Red App developer can define custom label of the button and add custom logic when the button is pressed.



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[SDK] Red Apps settings available on Web

From now on, Red Apps written in TypeScript can be built with dedicated settings.

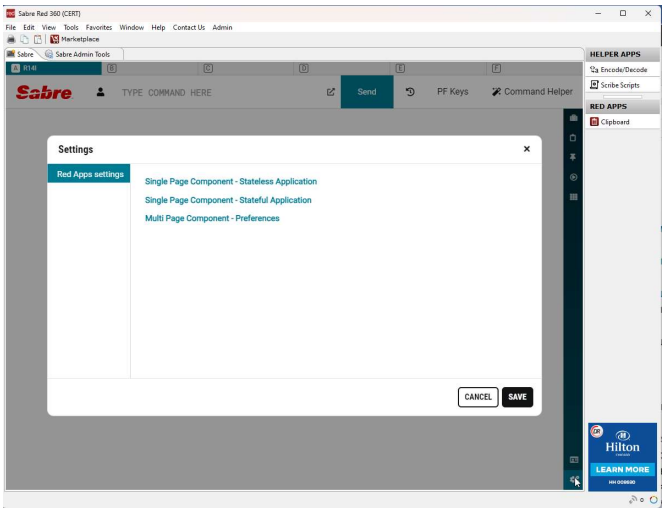
Settings can be stored using local storage of web browser or SDK API. When using second method, only storing limited amount of non-sensitive data is allowed, as the storage is not designed to store PCI/PII-related data.

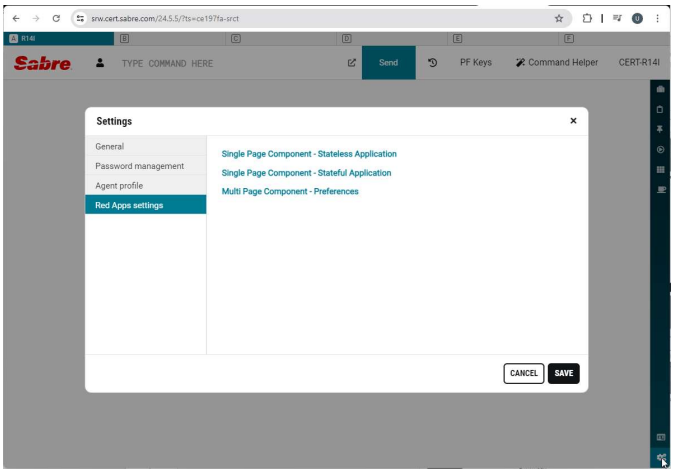
Settings can be accessed from Settings menu that is available on Sabre Red Web for all users and shows up on Sabre Red 360 when user has TypeScript Red App with settings assigned.

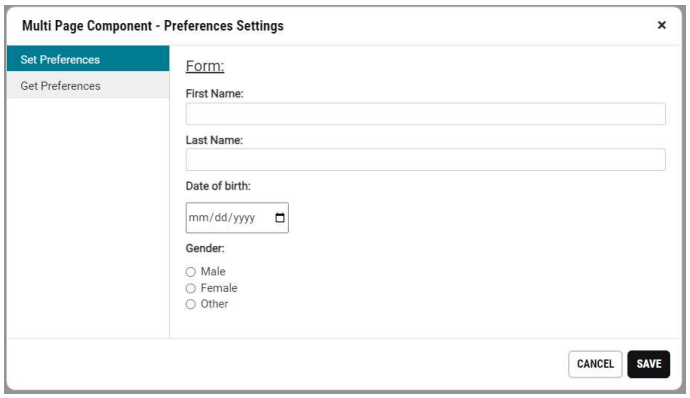
There are no changes for settings of Java Red Apps. They are available only on Sabre Red 360 and accessible from *Tools > Options > Red Apps Settings*.

Documentation for these new features is available on SDK Developer Studio in section *Web Red Apps > UI Contributions > Red Apps Settings*.

Note: The API will be slightly modified in the next release. Please hold on with production development until that time.







[SDK] afterHotelModifyDetails extension point enhancement

Starting from this release workflow extension point *dynamo.hotel.modify:afterHotelModifyDetails* is triggered by modify hotel commands (HOM) as well as GUI interactions.

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Defects Fixed

Defect ID	Description
TNNSRW-5424	Remove duplicated brands if the same price is returned
TNNSRW-5341	Issue on book hotels modal on minimized screen
TNNSRW-5450	AirShopping returning Corp ID info from previous displayed profiles
TNNSRW-5459	Hotel Reservation - Text in boxes not lining up / hard to read for Custom / Dark theme mode
TNNSRW-5453	Hotel Bookings Show Name that is not in the PNR
TNNSRW-5481	Sabre Red Web and Red App HotelHub / Sign Out is not working with SSO enabled
TNNSRW-5503	No branded fares options available after pricing when passenger added

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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)

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- 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 Addresses 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

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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.

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