Sabre Red 360 Version 24.9

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
All Sabre Red 360 24.7 and 24.8 changes	**24.7:** https://central.sabre.com/s/contentdocument/069Uo000009ChVRIA0 **24.8**: https://central.sabre.com/s/contentdocument/069Uo00000AXXYxIAP

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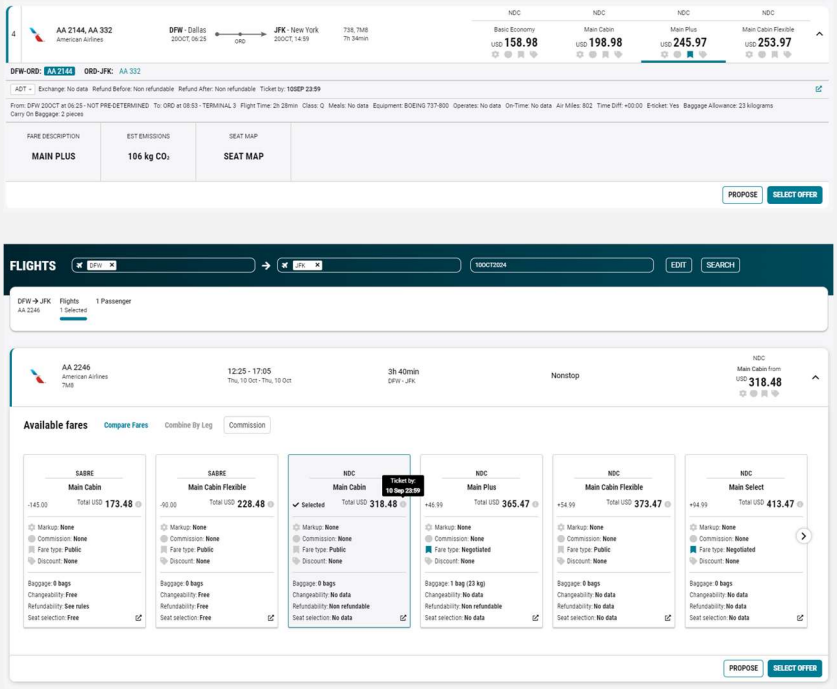
[AIR] Shop Flights & Shop Fares - Ticketing time limit

Agents can now see the ticketing time limit for NDC & Sabre offers in Shop Flights and for NDC offers in Shop Fares responses if returned by the airline.

In Shop Fares, the data can be displayed when opening the drawer.

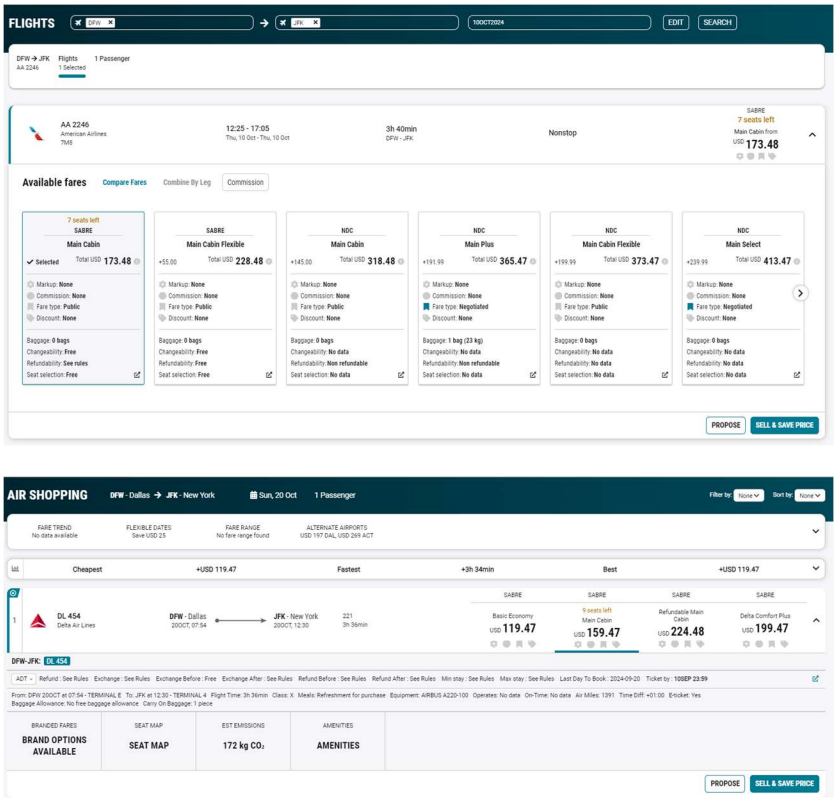
In Shop Flights, the data can be displayed when hovering over the icon and displaying the tooltip.



[AIR] Shop Flights & Shop Fares display “Number of seats left”

Upon selection of the fare or offer, users can see the number of seats available for the selected fare for both Sabre & NDC content in the shop response if supported by the airline.

The lowest number of seats value is displayed, which is taken from all the segments for the requested itinerary for those scenarios where multiple one-way offers/fares are returned.



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[AIR] NDC – Goods & Service Tax (GST) for NDC orders.

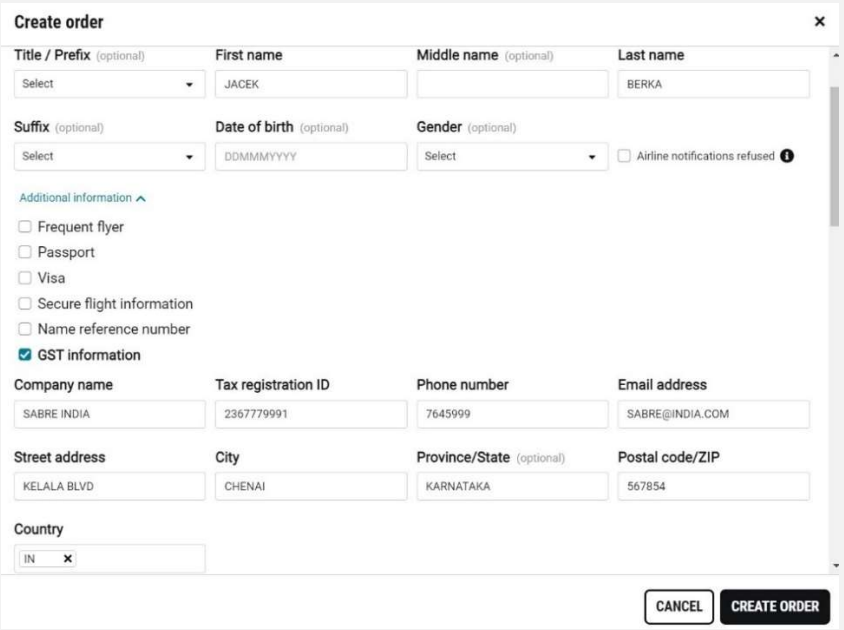
Agents are now able to add GST information per passenger when creating an NDC order. The new field is called "GST information" and when expanded shows the fields:

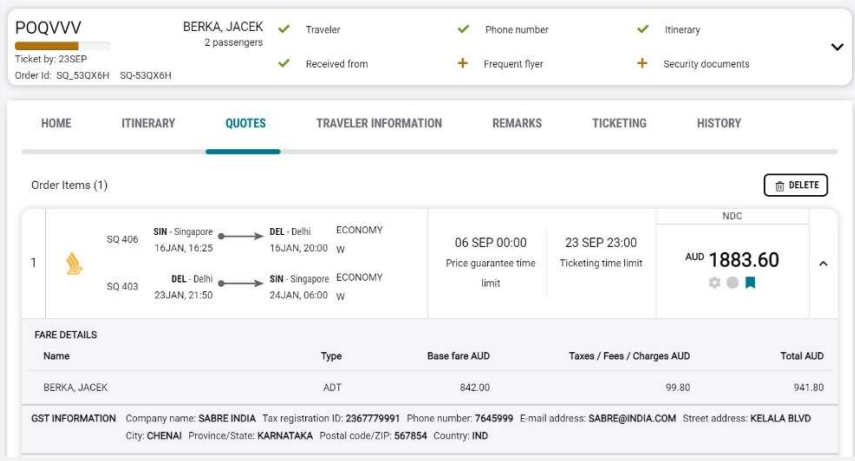
- Company name
- Tax registration ID
- Phone number
- Email address
- Street address
- City
- Province/state
- Postal code/ZIP
- Country

GST is added so that registered companies can claim tax for their business travel costs.

If present in the NDC order, GST data can be viewed in the Graphical PNR > Quotes display under "GST INFORMATON".

NOTE - The ability to edit or add GST to an existing NDC order is not currently supported and will be part of a future SR360 release.





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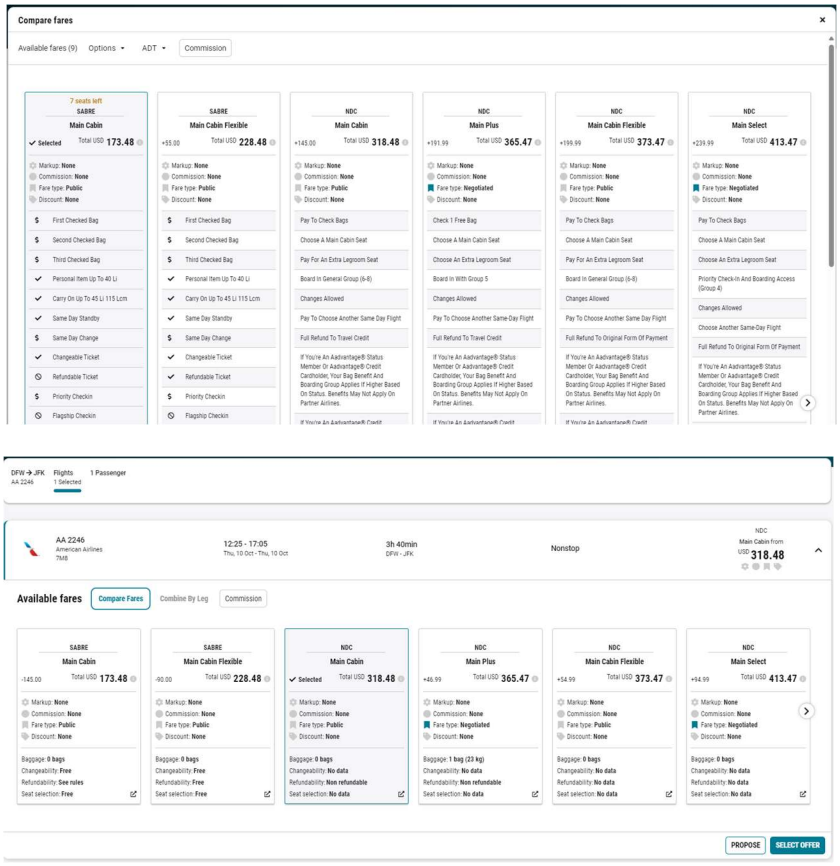
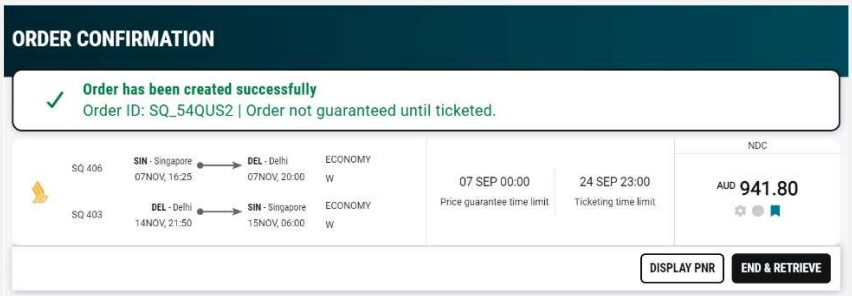
[AIR] Shop Flights - Fare Source

The fare source indicator has been moved to the top of the display in the Compare Fares response and the Upsell fare card in Shop Flights.



[AIR] NDC - New call to action button on Order confirmation

A new “END & RETRIEVE” action has been added to the NDC order confirmation screen which allows the user to end and retrieve the PNR without having to open the Trip Summary or use native “ER” commands to complete the transaction.



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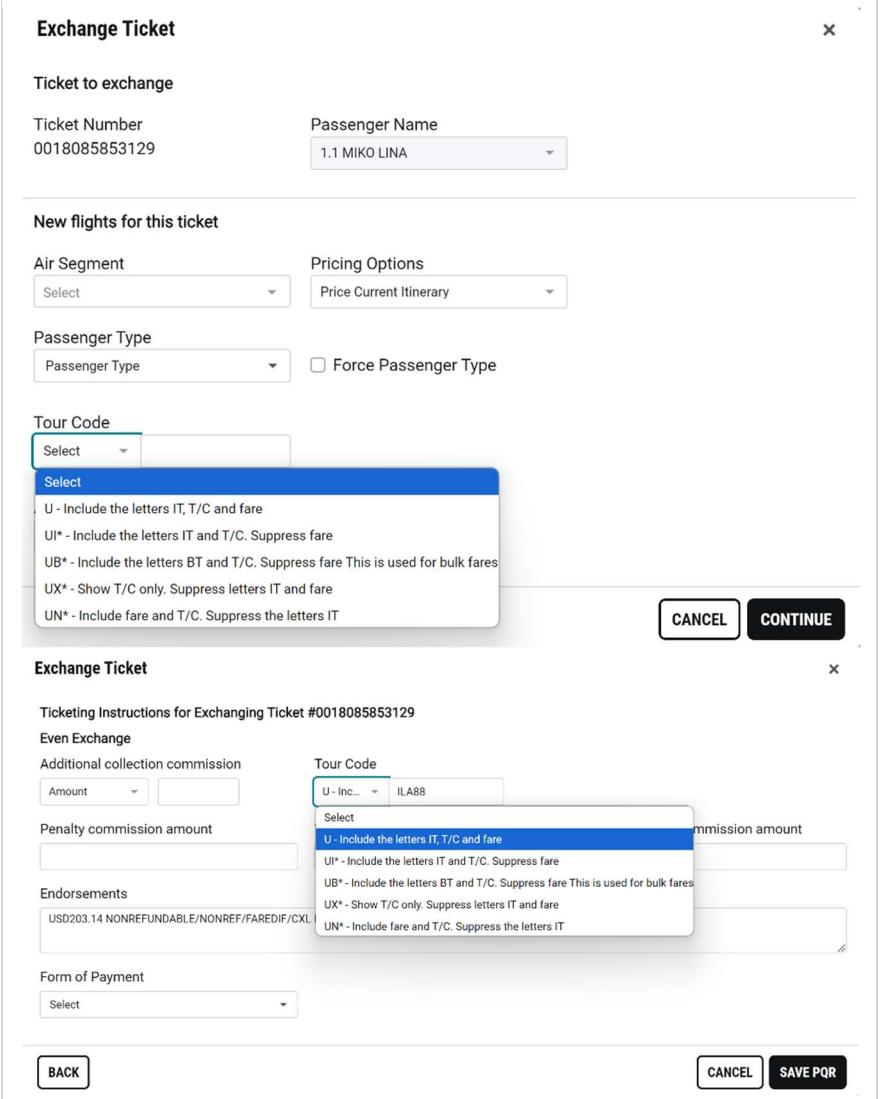
[AIR] Automated exchange workflow - tour type

The exchange ticket workflow has been updated and the tour code type and input box are now separate. This follows the patterns in place for the advanced pricing and issue ticket workflows.

The tour code drop-down contains a list of tour code types along with a clear description of each one.



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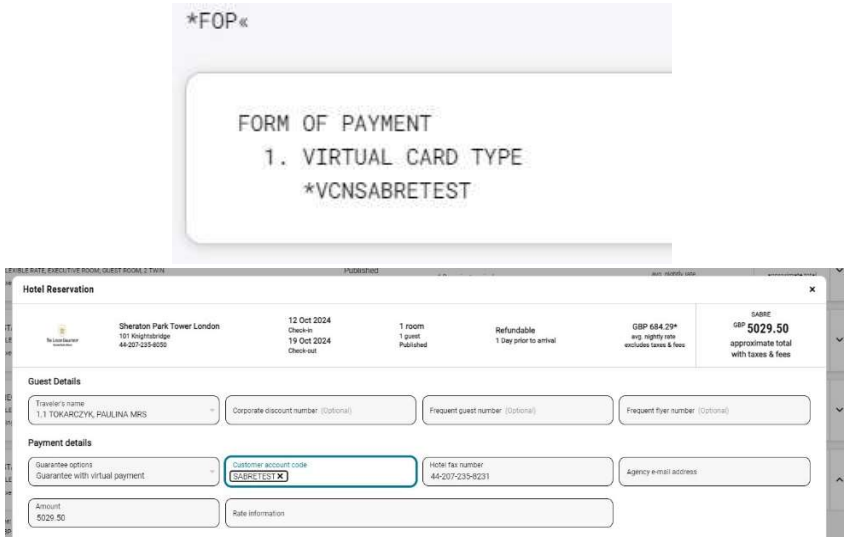
[Hotel] Virtual payments option – Customer account code pre-populated from PNR FOP field

From now on, "Guarantee / Deposit with virtual payment" option is enhanced with Customer account code read from PNR FOP and pre-populated on the hotel reservation form. In case of multiple FOP options, a user is prompted to select one from options available in the drop-down. In case of no PNR FOP data stored, Profiles are also read to check if any Customer account codes are stored there, as it was already available in previous releases.

Note, that Virtual payment option within Sabre Red 360 form is a feature available under additional configuration. If interested, please reach out to your Account team.



[Hotel] DK number support for Lodging Retailer / View Manager capabilities

This release contains enhancement to support Lodging Retailer and View manager capabilities based on Corporate DK number. From now on, DK number stored in PNR will be sent in all hotel shopping requests so that rules configured in View Manager and Lodging Retailer can be applied to the search. It also adds the support to Aggregator credentials set at corporate level.

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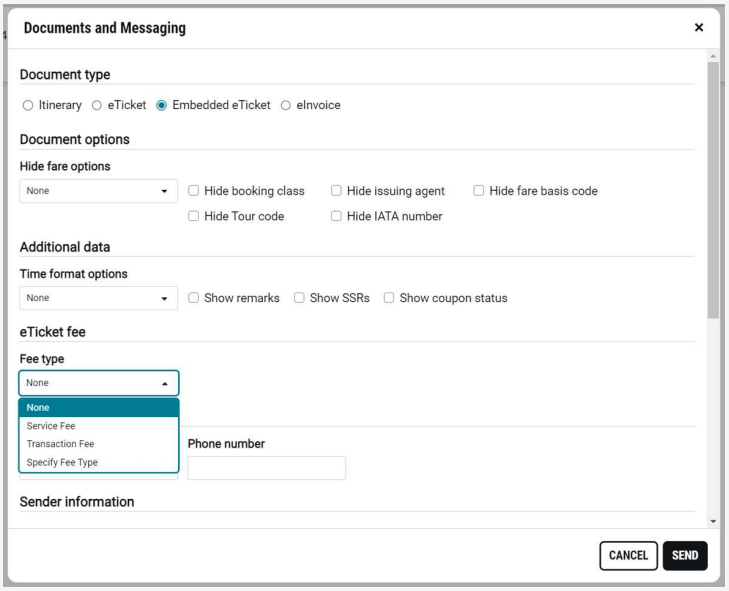
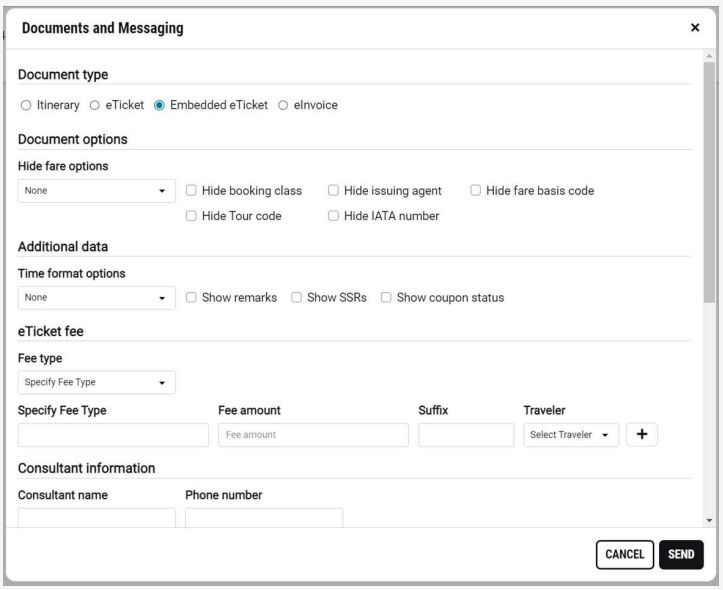
[Documents & Messaging] New Fee type

Documents and Messaging functionality in now enhanced with option to add Specific Fee Type for eTicket and Embedded eTicket message.

Once fee is added it will be displayed in the generated email.





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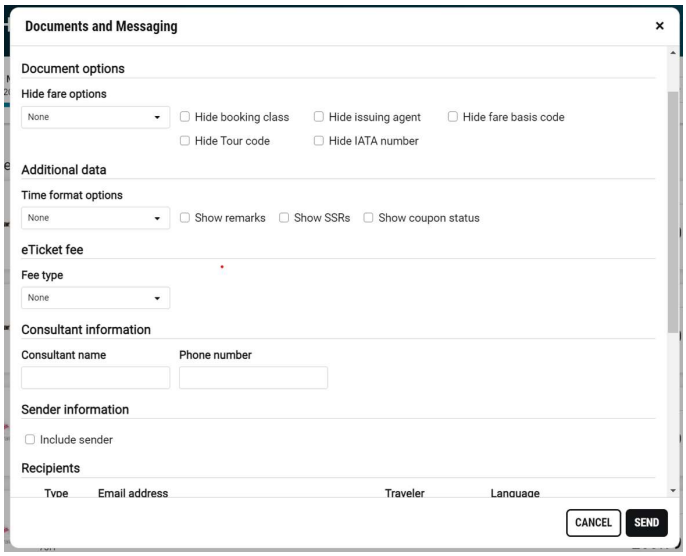
[Documents & Messaging] Option to hide Tour Code and IATA number

Documents and Messaging functionality is now enhanced with capability to hide Tour code and IATA number for eTicket and Embedded eTicket options.

Once checkboxes are selected generated document will not contain Tour code information and/or Agency IATA number.

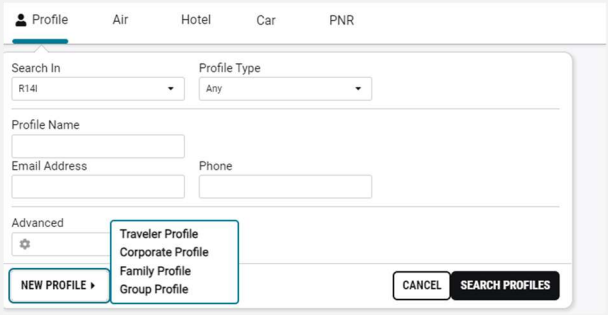


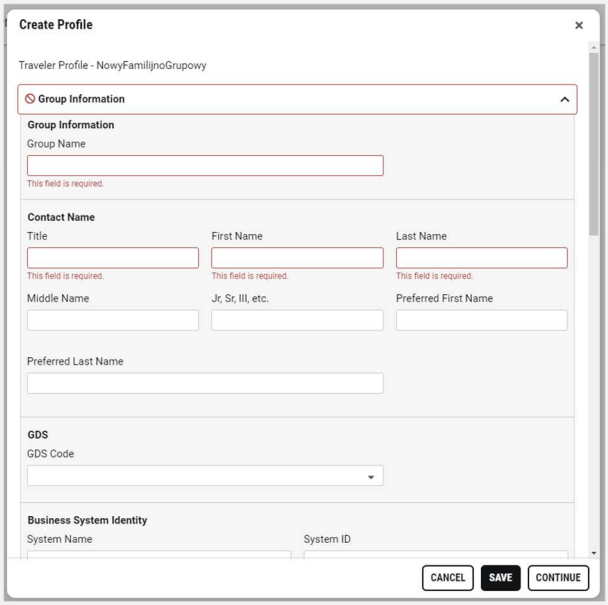
[Profiles] Family and Group Profile Create option

Users can now create Family and Group Profile types via Sabre Red 360. During the Profile create flow user is prompted with the following steps:

- select the template
- add mandatory and optional data to the profile (as set up in the template)
- associate other profiles

Once created the Profile can be displayed in SR360 and used for PNR creation.





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Update Encode/Decode sources for SR360 Release 24.9

Encode/Decode tables are updated with latest changes.

Support on macOS Sequoia (macOS 15)

SR360 is supported on the macOS Sequoia operating system.

[SDK] IReservationService enhancement

Starting from this release IReservationService will contain information about Confirmation Number of rail segment from the PNR.

[SDK] ICustomFormService enhancement - ordered and unordered lists

From this release a paragraph field type supports ordered and unordered lists.
Additionally, this release introduces a non-backward compatible change to the syntax of paragraph field type in the Custom Form Service. Line breaks in text are possible using the <br/> character instead of the \n character. The syntax for the code block has also been fixed. All Red App developers, use this field type from the ICustomFormService, are advised to upgrade the SDK to the latest version and adapt the code to the latest version.
Samples and API documentation are updated.

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Defects Fixed

Defect ID	Description
All defects fixed in 24.7 and 24.8	**24.7:** https://central.sabre.com/s/contentdocument/069Uo000009ChVRIA0 **24.8**: https://central.sabre.com/s/contentdocument/069Uo00000AXXYxIAP
TNNSRW-5692	[Shop Fares] Wrong brand IDs are sent in WP command when Sell&Save Price is triggered

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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)

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- 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 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 – May 2024
- Sabre Red Connectivity Guide for CERT – May 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 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.

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