

Sabre Red 360

Release Notes

Version: 25.6

This document is the confidential and proprietary intellectual property of Sabre[®]. 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[®] is strictly prohibited. Sabre[®] and the Sabre logo are trademarks and/or service marks are an affiliate of Sabre corporation. All other trademarks, service marks and trade names are the property of their respective owners. © 2024 Sabre GLBL Inc. All rights reserved.





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

Release notes for versions Sabre Red 360 v25.4 - Release Notes & Sabre Red 360 v25.5 - Release Notes





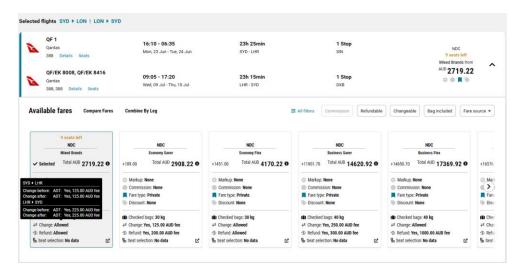
New Features

AIR

[Shop Flights] Show penalty information per fare component

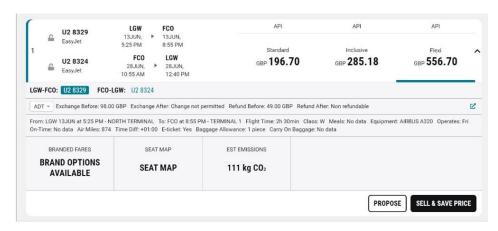
Change and Refund information on Fare Card is now enhanced in the way that the information is presented on Fare component level whenever the data differs among them.

Whenever this information is the same on all fare components, the data is presented only once.



[Shop Fares] Penalties Information for LCC/API Carriers in Shop Fares Response

Penalties information is now available for Low Cost Carrier fares on Shop Fares results screen.







Non-stop qualifier in SHOPFA & SHOPFL commands

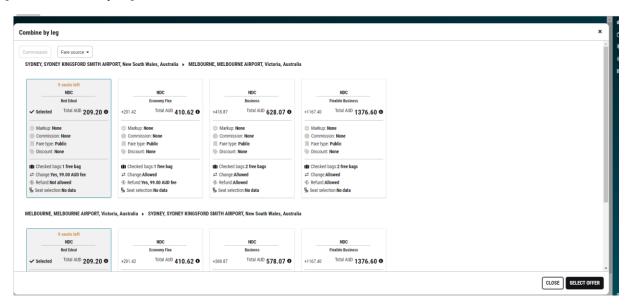
Non-stop qualifier can be used now in Shop Fares and Shop Flights commands.

Sample commands:

Shop Flights: SHOPFL23JUNLHRFRA¥R30JUN¥/N Shop Fares: SHOPFA23JUNLHRFRA¥R30JUN¥/N

Fare rules in 'Combine by leg' modal

Flights 'Combine by leg' modal is now enhanced with fare conditions data on Fare Card.







[NDC] Seat selection during Create order

This feature enables seat selection on Create order form. There is a new 'Seat selection' menu shown at the bottom of the form and agent can open seat map from there and select a seat. Selected seat is then marked at the 'Seat selection" menu and can be edited. Upon successful order creation selected seat is also booked and added to the reservation.

Free text (optional)		Traveler (optional)	
		Select	+
CLIENT ID			
Client ID (optional)			
Select	•		
AGENCY INFORMAT	TION		
Agency name	Phone number	Email address	Street address
	Select ▼ 8122967295		SABRE TEST PCC
City	Province/State (optional)	Postal code/ZIP	Country
		09999	
SEAT SELECTION (op			Country
			CANCEL CREATE ORD
			CANCEL CREATE ORDE
SEAT SELECTION (op			CANCEL CREATE ORDE
JACEK BERKA MEL	otional) ^ > SIN: 30D		CANCEL CREATE ORDE
			CANCEL CREATE ORDE

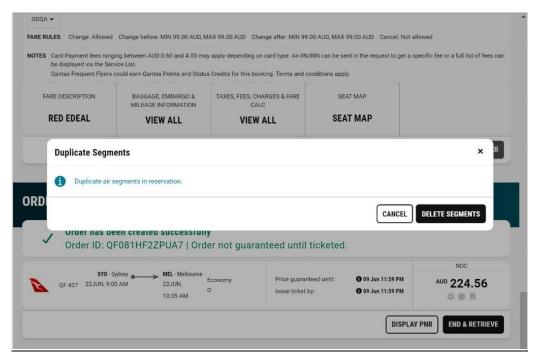


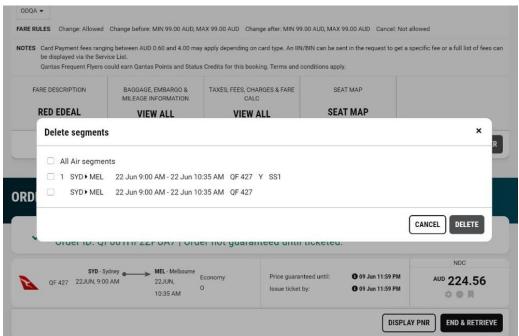


[NDC] Duplicate segments notification

Selling NDC fares from pricing flow is now enhanced to help with identification of duplicate segments. Whenever NDC Order is created from Pricing NDC flow, User is notified with information about duplicate segments.

From there user is guided to delete duplicate segments from reservation.





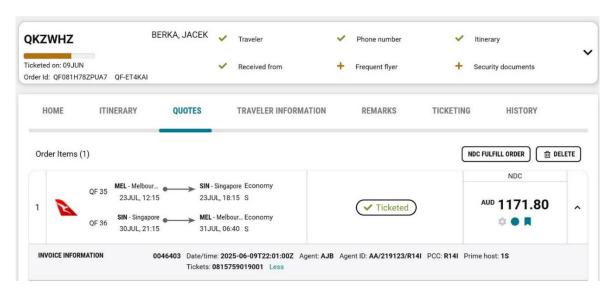


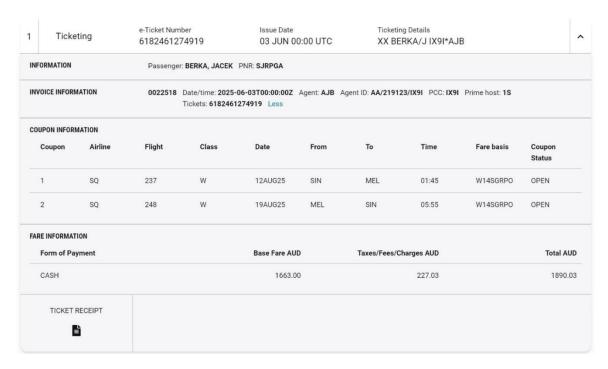


[NDC] Invoice information in graphical PNR Ticketing and Quotes sections

In graphical ticket and order item displays there is 'Invoice information' section that presents information related to invoice generated during fulfillment process:

- invoice number,
- date and time invoice has been generated,
- agent sine and ID,
- pcc,
- prime host,
- ticket number.









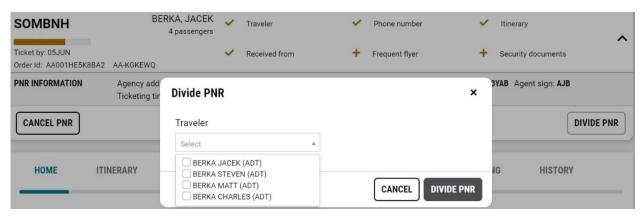
[NDC] Support for Divide PNR containing NDC order

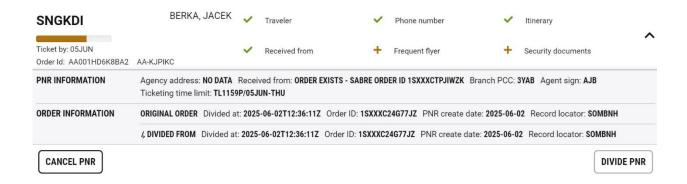
This feature enables dividing PNR that contains NDC order. 'Divide PNR' button is in the main header of graphical PNR – same as for existing 'Divide PNR' option for non-NDC PNRs. When clicked, Divide PNR modal shows with travelers list to select and process the transaction.

Single traveler can be divided in one transaction only, child and infant must be divided together with an adult. No mixed content (e.g. hotel segment + NDC order) is supported at this stage of the divide capability. With NDC order divide there is no File PNR step required - entire flow is processed in one step only.

Additionally, once order is divided there is a new section: Order Information shown in the drawer of graphical PNR header. The section shows details of the relation between the original order and divided one, as well as time of divide and PNR creation date.

Note - currently feature is available only under additional configuration, please contact your Sabre representative if interested in this functionality.









[SERVICING] Sunset of Exchange shop in Workflows panel and graphical PNR Ticketing

As stated in **SAN 17695**: Sabre Red 360 Exchange Shop workflow for EDIFACT tickets decommission, Exchange shop option in the Workflows panel and graphical PNR Ticketing section will no longer be supported.

A new Exchange shop and book feature has been enabled in Sabre Red 360 March release (25.3). It can be launched by clicking on the new "Change" option found in the Air section of the Trip Summary panel.

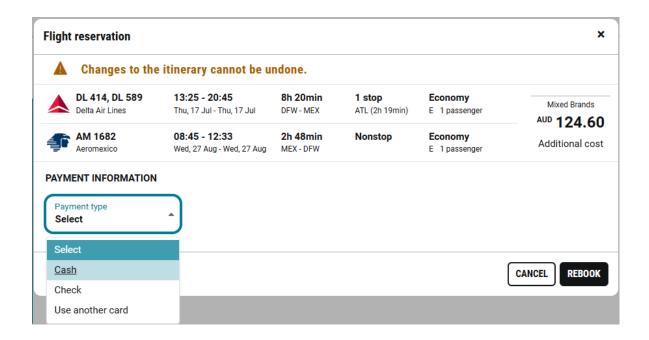
A user guide that details all of the features of this new workflow can be found on Sabre Central under Support > Additional Support Resources > Product Release Notes & Related Information > Sabre Red 360 > Quick Reference Guides

[SERVICING] Exchange shop and book - Cash/Check payment type

Exchange shop and book feature contains now Cash and Check payment type options. They are available in the Flight reservation modal under Payment information section.

Cash or Check option can be selected in the Payment type dropdown list, that is stored in the Price Quote Retain (PQR) upon Rebook transaction completion.

Additionally, the configuration of the available payment types in the Exchange shop and book can be managed via Web Agency Admin Tool.





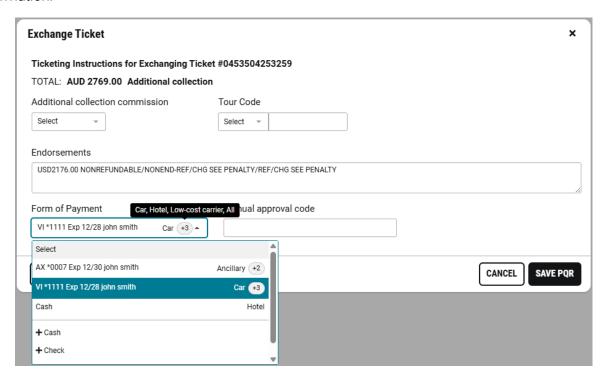


[SERVICING] Exchange ticket workflow- use of Form of payment from PNR FOP wallet

SR360 Exchange ticket workflow is now enhanced with auto-populating the form of payment from the PNR FOP wallet. The consultants can select the form of payment from the FOP Wallet field during the exchange process without a need to provide credit card details.

Exchange ticket form of payment list is prepopulated with the form of payment from the FOP Wallet of the reservation along with the use type. The system automatically selects the applicable form of payment from the PNR form of payment wallet based on the ticketing hierarchy for automatic FOP selection with the appropriate use type: Airline, All or the form of payment with no use type.

Please refer to **SAN 17671** - Exchanges with Form of Payment Wallet Reference for detailed information.







HOTEL

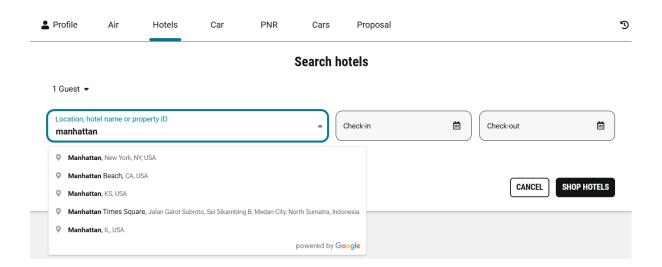
New graphical Hotel Map Search

With this release, previous graphical hotels search is replaced with the new Hotel Map Search feature that includes such capabilities as:

- Simple search form with a single location field to provide city, address, city district, property name or ID, airport code and more.
- Map-based view for easy location searches and comparisons or traditional list view
- Comprehensive filters to suit traveler preferences,
- Sold-out hotels on the map and list
- Profile data integration

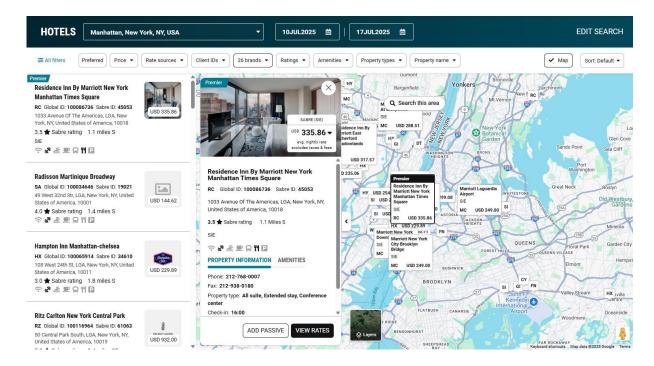
A user guide that details all of the Hotels content features can be found on Sabre Central under Support > Additional Support Resources > Product Release Notes & Related Information > Sabre Red 360 > Quick Reference Guides.

Note - HOT commands response is not changed for now. New display for commands will be delivered in the future releases.









<u>Hotel Reservation form - Card type field refinements</u>

A small refinement has been made in Payment section, where Card type is auto-populated not only with card code but also with the name for better usability.



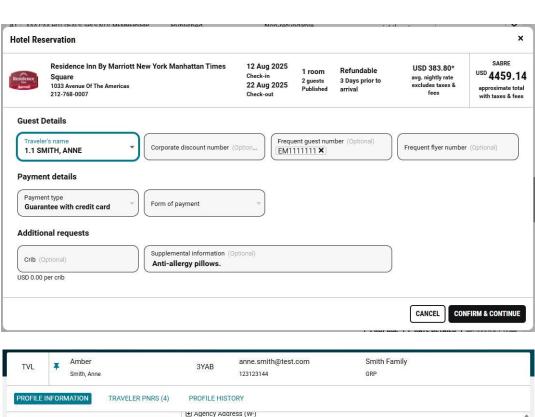


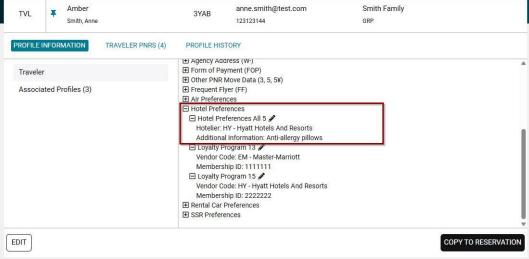


<u>Hotel Reservation form – 'Special Information' field integrated with</u> Profiles

With this release, 'Supplemental information' field in Hotel Reservation form is pre-populated with the data from Profiles.

If Profile contains Additional Information in Hotel Preferences section, it is automatically added to the field in Hotel Reservation form. In case multiple entries are found, they are merged in the field where agent can make any changes as needed for the final message to the hotel supplier. Also, the data is pre-populated regardless of chain code set-up in Hotel preference section.



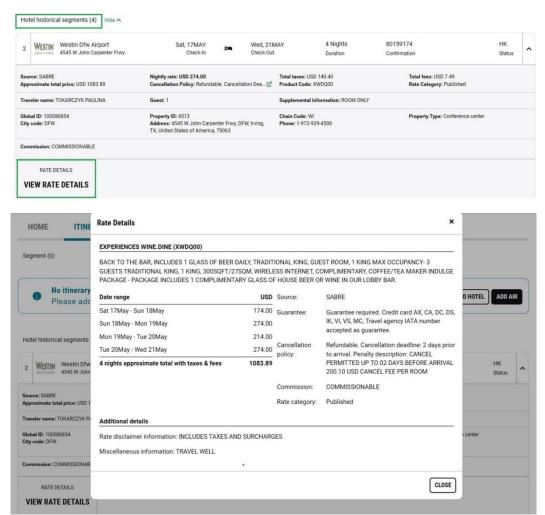






Rate details widget for historical segments

'View rate details' widget is introduced in graphical PNR for the hotel historical segments and allows to review the rate details for such segments. The modal covers the same set of rate information as 'Rate details' modal available in shopping or in graphical PNR for active hotel segments.







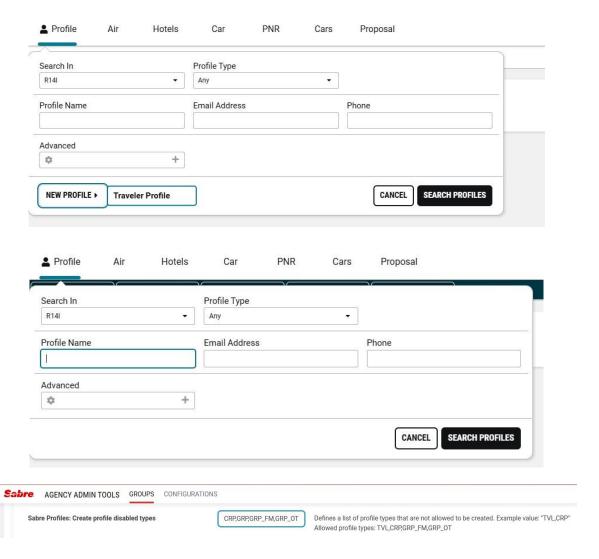
PROFILES

Create Profiles configuration

From now on, Agency admin user can configure the 'Create profile' options available in the Sabre Red 360 drop-down. The configuration is available in Web Agency Admin Tool under:

Edit settings -> Override user properties -> Sabre Profiles: Create profile disabled types.

Profile types provided in the configuration will be disabled from the Create profile drop-down view. Additionally, when all options are specified in the configuration, Create Profile button is removed at all. This allows to provide a better flexibility on what type of profiles can be created by a given group of agents.



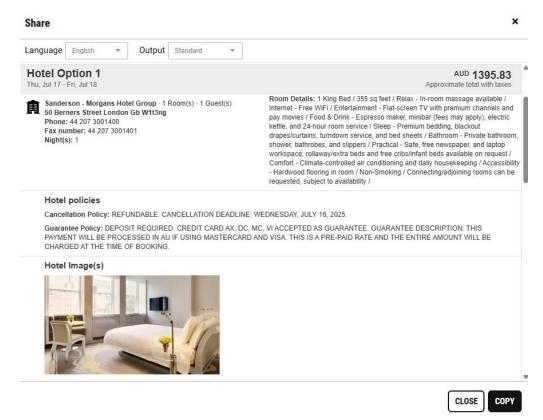




TRIP PROPOSAL

Include hotel image in created proposal so it is shown on Share document

When creating the hotel proposal there is a single hotel image included and presented on Share proposal document. The standard output document type is supported with hotel image. It is also included when copied into email body or word document file.







OTHER

QC ReservationShell Red App

Front office automation Red App that helps with creating a PNR shell that includes: Agency and Agent contact details, itinerary and historical remarks, PNR retention rules, ticketing time limit, received from, and QSORT name.

Red App can be ordered through Sabre Central Marketplace: https://central.sabre.com/marketplace/samProductDetails?sku=E3YmEwNzQtYjFkNC00YmYy. Detailed User Guide can be found there as well.

QC ReservationEnd Red App

Front office automation Red App that checks if PNR contains all data required by the mid- or back-office automation tools used by the Agency.

Red App can check if the following data exist in PNR:

- Profiles
- Form of payment
- Emergency contact information (email & phone)
- APIS
- Child SSR
- Custom remarks

and put PNR in a certain queue with Prefatory Instruction Code.

Red App can be ordered through Sabre Central Marketplace: https://central.sabre.com/marketplace/samProductDetails?sku=VINjhkNDYtOTY3ZC00ZWQz. Detailed User Guide can be found there as well

QC AdvancedRemarkCheck Red App

Front office automation Red App that checks if PNR contains all remarks required by the mid- or back-office automation tools used by the Agency. It allows for advanced remarks configuration.

Agency can declare which fields (remarks) should be added to the PNR depending on the remark added to the PNR.

Red App can be ordered through Sabre Central Marketplace: https://central.sabre.com/marketplace/samProductDetails?sku=U3YmQxYzktMWMzMC00ZmE5. Detailed User Guide can be found there as well.





QC AirlineMessage Red App

Airline Message Red App adds airline messages based on configured criteria to the PNR before end transaction is processed. It is part of the replaced Sabre Scribe solution that was supplying quality control to agents' everyday work.

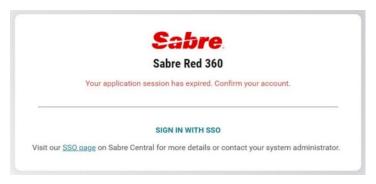
Red App can be ordered through Sabre Central Marketplace: https://central.sabre.com/marketplace/samProductDetails?sku=c4NjVhNjktZTc0Ny00NDI4. Detailed User Guide can be found there as well.

Session time-out notification

Whenever the user reaches the inactivity session time-out, the Sabre Red 360 sign-in screen with relevant error message will be presented. Users can choose between signing back into Sabre Red 360 or closing the application.

This is to unify user experience for all types of sign-out scenarios (voluntary sign-out from the application, application time-out, user inactivity time-out).

Additionally, Single Sign-On enabled users will no longer need to restart the whole desktop application to renew their session.



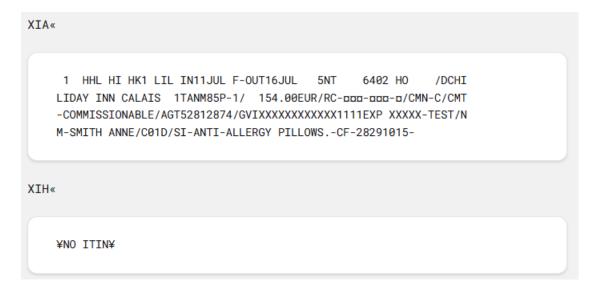






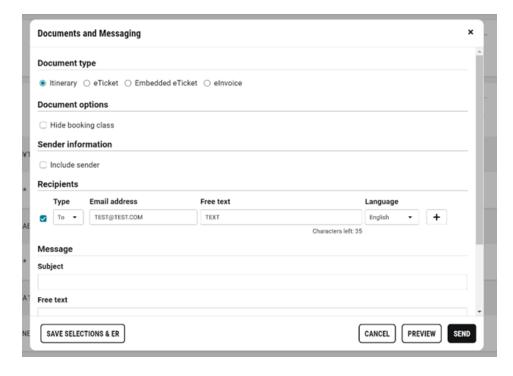
XIH response changes to align with XIA and XIC behavior

Within this release the display after using XIH command will be adjusted to display the remaining itinerary or No itinerary message.



[Documents & Messaging] Expose Free text in email address recipient field

Documents and messaging modal is enhanced with the capability to provide a free text in the Recipients field.







Update Encode/Decode sources for SR360 Release 25.6

Encode/Decode tables are updated with latest changes.

Sabre Red to load jdbc drivers from predefined location binary/ext

For the attention of IT system administrators / supervisors in agencies.

Pertains only to agencies where Scribe scripts that connect to databases are in use.

When SR360 users upgrade to Java 17 and run Scribe scripts that connect to database using a JDBC driver, then this driver must be placed in the *SR360_Installation_Folder>\Common\binary\ext* folder for the scripts to work.

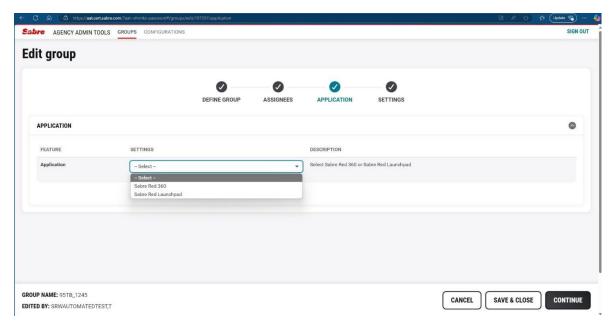
Instruction on how to handle this case is available in Sabre Central at <u>Additional Support Resources</u> > Product Release Notes & Related Information > (View More) > Sabre Red 360 > Technical Requirements - Sabre Red 360 > Scribe DB - Migration Guide to Java 17 - 05Jun2025.

Contact <u>SabreRed3rdLevelSupport@sabre.com</u> with any related technical inquires.

[Web Agency Admin Tool] Enablement of Sabre Red products

The Sabre Red agency point-of-sale products suite includes Sabre Red 360, its web counterpart Sabre Red Web and the recently added Sabre Red Launchpad. To date, products configurations and distribution of given products to Agencies and Travel Consultants were fully controlled and executed by Sabre.

From now on, the Agency Admin Tool application allows agencies to configure the products to be used by the agency's travel consultants. Agency administrators can manage now which travel consultants in which branch use specific Sabre products.





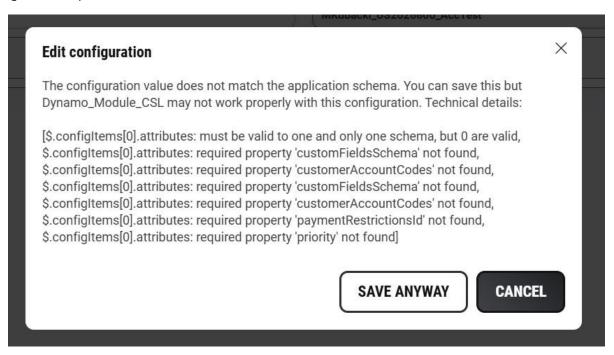


[Web Agency Admin Tool] Validation of Configurations items against the Redapp / module schema

When creating a new or editing an existing configuration for a Red App / module, whenever the Red App / module delivers the schema that enforces syntax/data for the configuration, then 'Save & Close' action will trigger validation of the "Value" field input against the schema.

- If the input in AAT meets schema requirements, AAT will save the configuration and display the confirmation banner.
- If the input in AAT does not meet schema requirements, AAT will halt saving the configuration and display the validation result with options to cancel or save anyway. When the validation fails due to certain data missing / being invalid, then details on the specific data items will be shown, OR: the "invalid input" generic message will be given in case the syntax of the configuration is corrupted.

No validation will be performed whenever the Red App / module does not deliver any schema for the configuration input.







DEFECTS FIXED

Reference	Description	
TNNSRW-6148	Japanese missing / wrong translations	
TNNSRW-6450	Red apps upgrade to Java 17 and Sabre 360 desktop	
TNNSRW-6464	Air Canada - Seat Map is displaying incorrectly for specific aircraft	
	configurations	
TNNSRW-6457	Memo area font barely visible	
TNNSRW-6453	Refresh PQ not picking the branded fare	
TNNSRW-6484	Trip Proposal error	
TNNSRW-6495	[RedApps / Java 17] SR360 doesn't launch with Front Office Manager	
	Apps	
TNNSRW-6493	Issues with XSD Generated Java Classes	
TNNSRW-6507	Shop Fares - Override Governing Carrier - AIRFARE SEARCH WAS NOT PROCESSED BECAUSE OF INTERNAL 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
 - o Basic support for Terminal Services environment including Citrix
- macOS Ventura or later (13.7.2 or later)
 - o We recommend 64-bit Windows 10 and macOS Sequoia (version 15)

HARDWARE SPECIFICATIONS

Processor:

- Minimum:
 - o 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)
 - o 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
 - 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
 - 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 Addresses can be found on Sabre Central, under:

Support > 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





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.

Sabre