Sabre Red 360 Version 22.4

Release Notes

Overview

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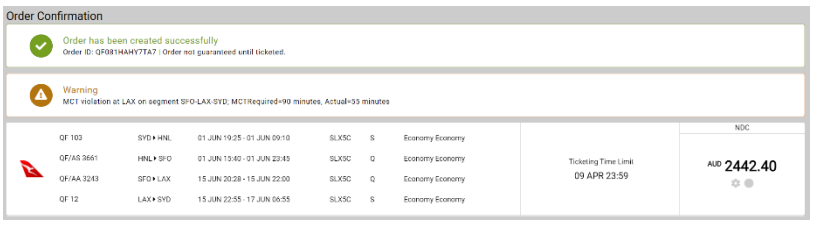
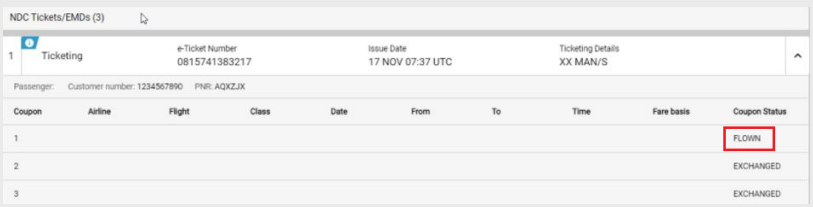
This document contains information regarding the latest release of Sabre® Red™ 360. Sabre Red 360 is the point-of-sale product for Sabre Travel Network customers. Included in this document you will find the latest enhancements, defect fixes and configuration changes included in this latest release

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 Information (Tab) → Product Release Notes & Related Information → Sabre Red 360

New Features

Feature	Example
[NDC] Warnings in Order Confirmation screen With this feature upon successful order creation step applicable warning messages will be displayed to the user.	
[NDC] Ticket coupon status improvement All document statuses, as defined by PADIS code set, are now displayed in Sabre Red 360 - when returned by carrier.	

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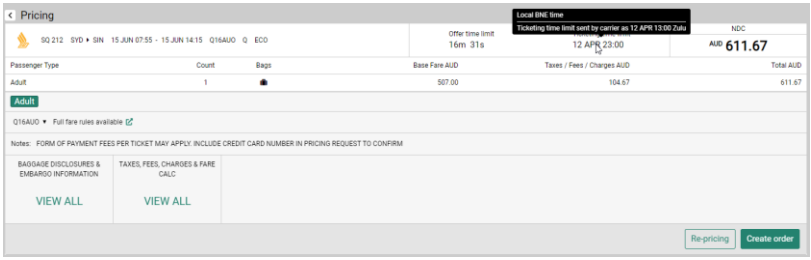
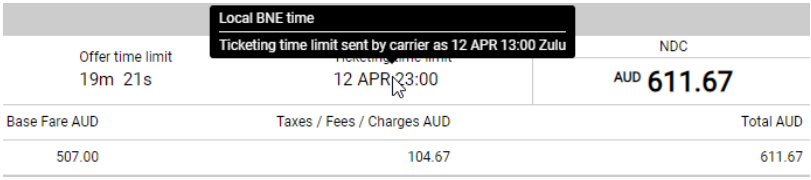
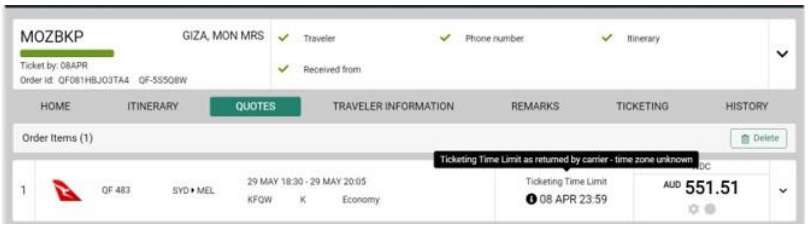
[NDC] Ticketing Time Limit displayed in local PCC time

With this feature ticketing time limit information is shown in agency PCC time.
When hover over the ticketing time limit label there will be a text shown.
In an event supplier doesn't provide time in Coordinated Universal Time (UTC) an informational icon with tooltip will be displayed with following text: "Ticketing time limit as returned by carrier - time zone unknown".
Capability introduced in Offer Price, Order Create, Graphical PNR (Quotes section).

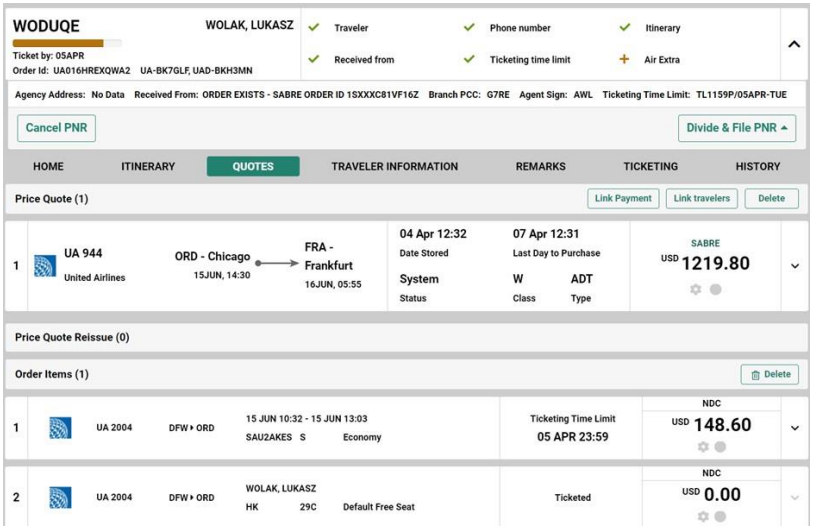






Enhancement to *Ticket by* field in the completeness bar

Ticket by field displays earliest date among PQs and Order Items in PNR.



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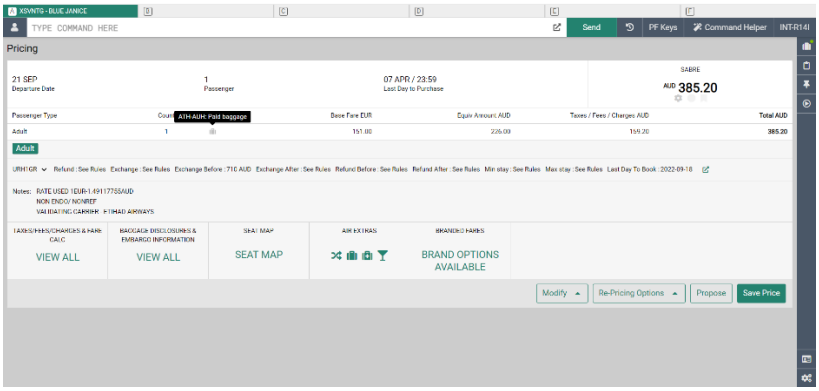
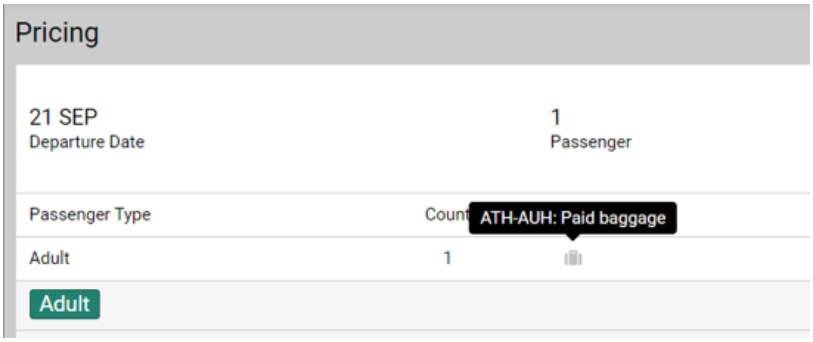
Pricing - Baggage Icon enhancement

Baggage allowance filed with NIL baggage as 0000K in ATPCO is now presented with Paid baggage tooltip text and color of baggage icon grey out in Pricing, Save Price, Sell&Save Price display.

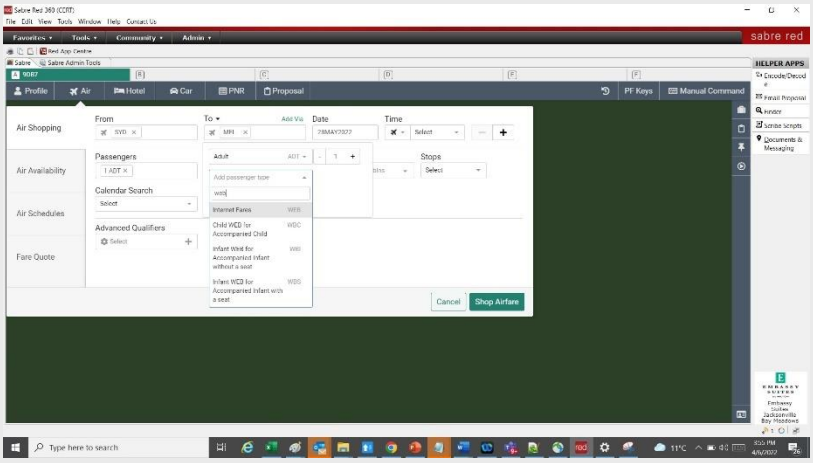




Extend passenger picker with new PTC's

Passenger picker on Air Shopping, Advanced Pricing, Fare Quote and Add to PNR is now enhanced with WEB passenger type codes:

- WEB (Internet Fares),
- WBC (Child Web),
- WBI (WEB Infant without a seat),
- WBS (WEB Infant with a seat)



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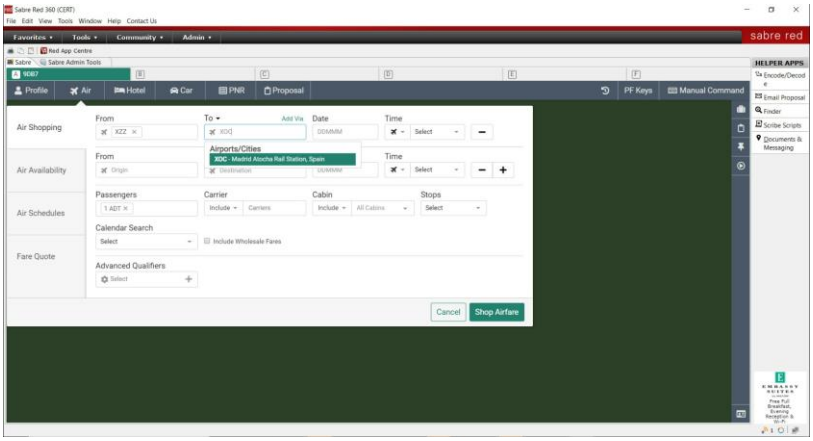
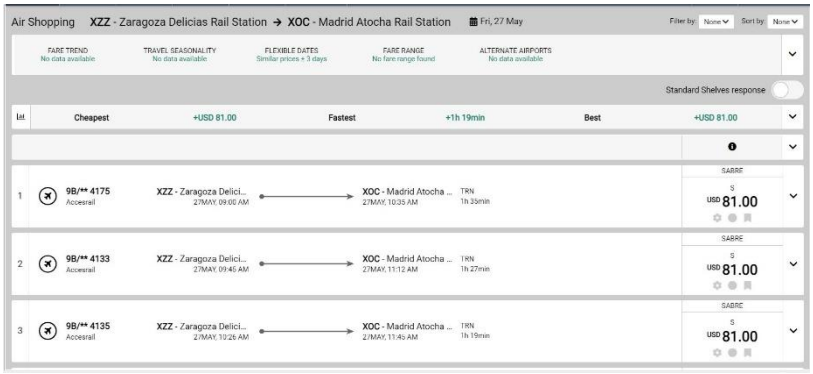
Rail and bus station codes available in search forms

Rail and bus station codes are now searchable on Air Shopping, Air Availability, Air Schedules, and Fare Quote search forms so that User can query options for these location types.

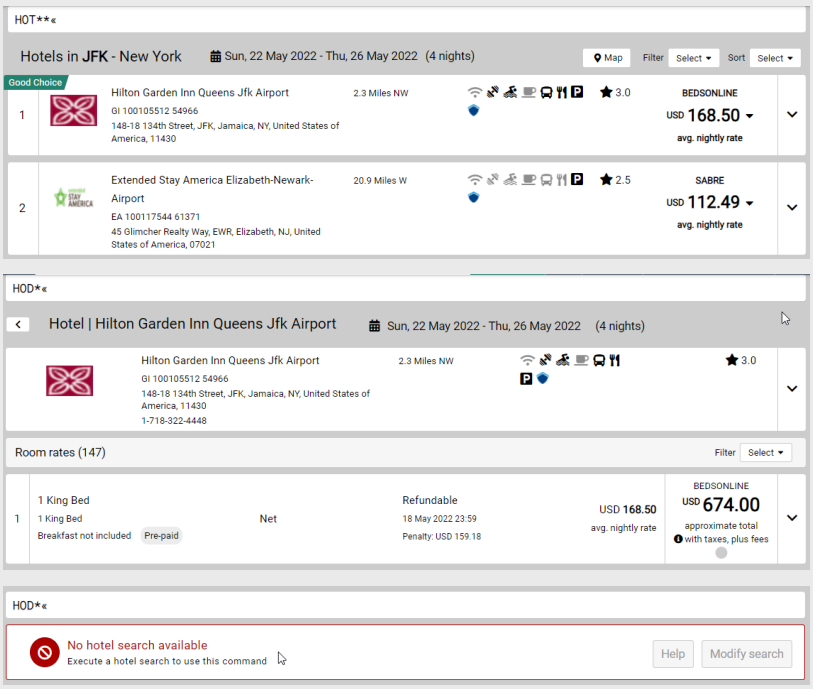




[CSL] HOT and HOD* re-display commands**

From now on, HOT** and HOD* commands are supported, and they allow to redisplay previous HOT or HOD response.

In case the recent response is no longer available the error message appears indicating the user to do the search once again.



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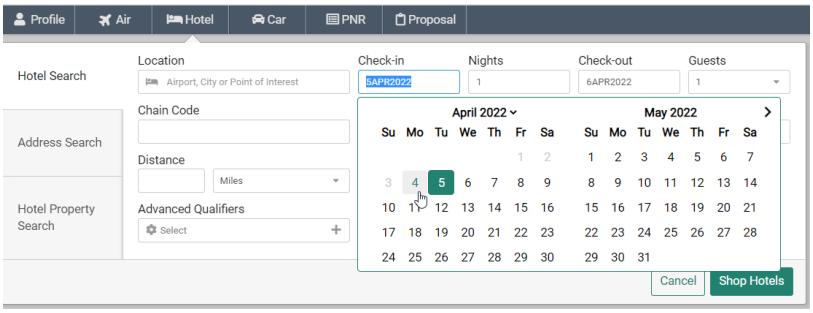
[CSL] Hotel Search support for time-zone differences

Until now, the user was not able to use in hotel search the previous day, comparing to the local day settings. As a result, there was no option to shop for hotels using such date for other time-zone locations. With this release. users can select “previous day” in both graphical as well as command search.



[CSL] Deposit and Pre-paid indicators in HOD

HOD display has been enhanced with Deposit indicator to clearly highlight the rates that require Deposit, without the need to expand the drawer and look for the details there.

Additionally, layout for pre-paid indicator has been changed to highlight that information as well.

[CSL] Cancellation details in HOD

With this release, display for cancellation has been changed to include the details in the main display. From now on, users don’t have to hover over to see tooltip or expand the drawer for necessary cancellation details.

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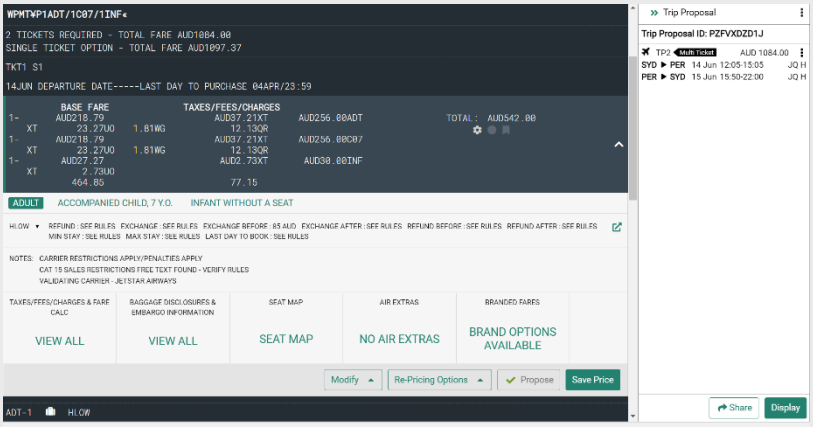
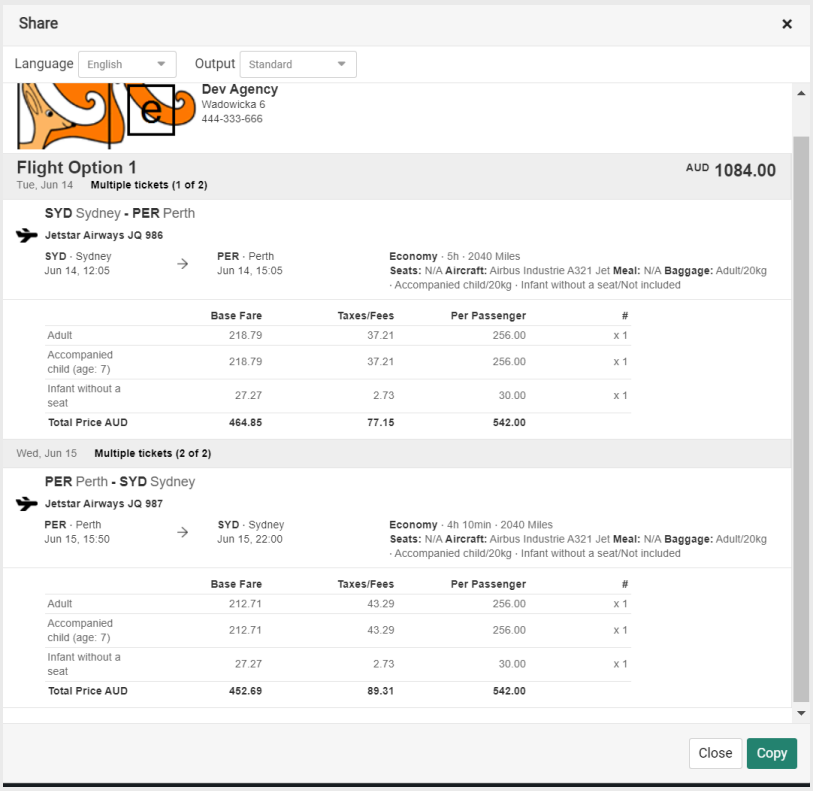
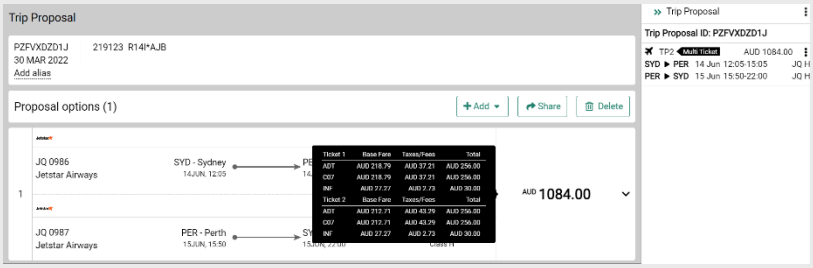
[Trip Proposal] As an agent I should be able to create proposals from multi ticket pricing path

This feature enables trip proposal creation from multi ticket pricing path. Each pricing option (WPMT) that results in successful multi ticket pricing response will show the standard Propose button inside the pricing drawer. Once clicked it will create proposal option that consists of multi ticket priced itinerary (TP command flow is also available). All existing capabilities like Shop Again, Include Rules, Share are supported apart from Validate Price which is not handled via web services for multi ticket options.







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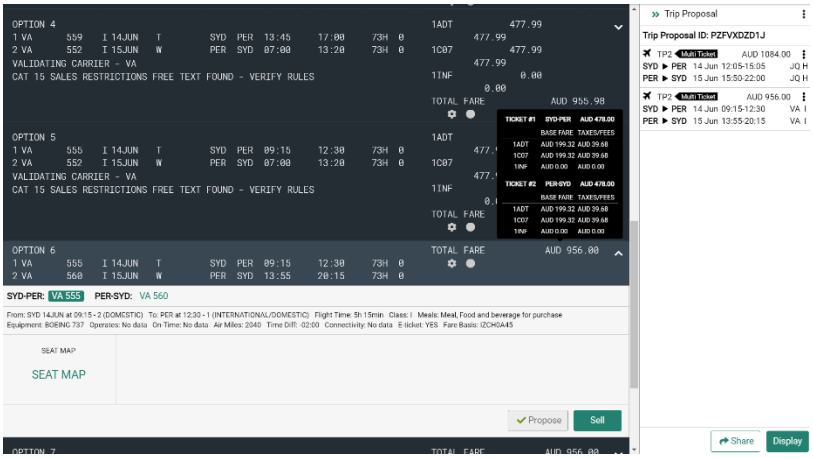
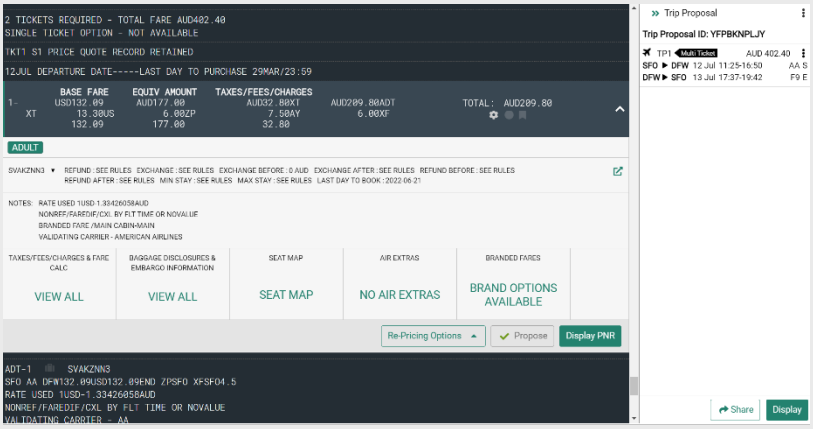
[Trip Proposal] As an agent I should be able to create proposals from WPNI with multi ticket path

This feature enables trip proposal creation from WPNI with multi ticket path. Each WPNI¥MT-Y entry that results in successful multi ticket options received will show the standard Propose button inside the drawer. Once clicked it will create proposal option that consists of multi ticket itinerary (TP and TP<n> command flow is also available).



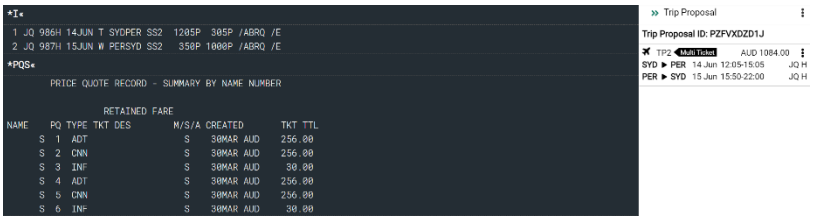
[Trip Proposal] As an agent I should be able to create proposals from Sell & Save Price with multi ticket path

This feature enables trip proposal creation after Sell & Save Price step in Air Shopping path. Each option that results in successful multi ticket pricing along with price quote creation will show the standard Propose button inside the price quote drawer. Once clicked it will create proposal option that consists of multi ticket priced itinerary (TP command flow is also available) .



[Trip Proposal] As an agent I should be able to Book from multi ticket proposal

As a result of successful multi ticket proposal creation agent is able to proceed with booking step from such created proposal. The segments and price quotes stored in the PNR will reflect the multi ticket itinerary after that.



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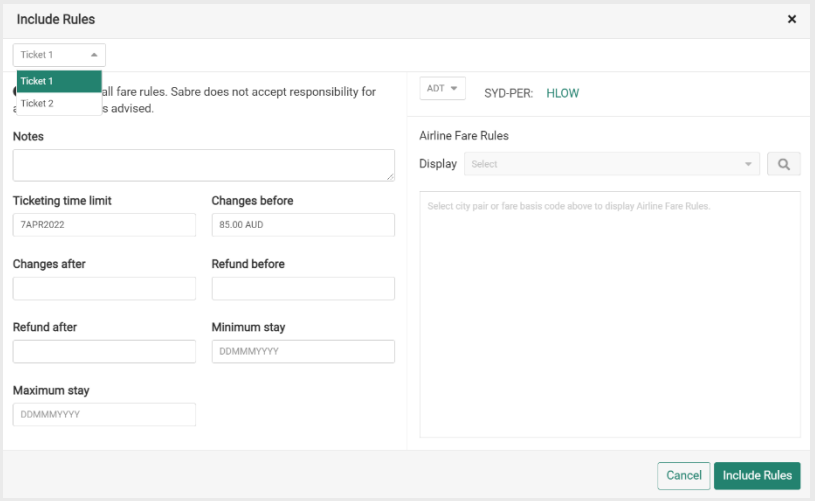
[Trip Proposal] As an agent I should be able to Include Rules for multi ticket proposals

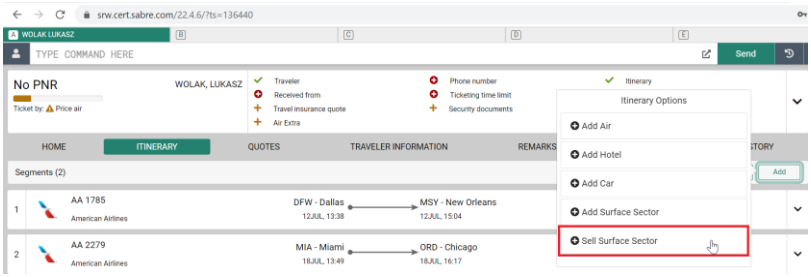
This feature enables agent to Include Rules for multi ticket trip proposal options. When on Include Rules modal each of the ticket being a part of created proposal is selectable from the ticket drop down so agent can apply the rules per given ticket in a separate step. Once rules are included (saved) they will be shown on proposal document with the visual distinct to each of the tickets presented.



Sell ARNK segment in Itinerary

Enhancement to add an ARNK (Arrival Not Know) segment to the end of the PNR no matter what segments are there.

New option allows to Sell Surface Sector (ARNK) with any air segments in PNR.
Existing capability “Add Surface Sector” is possible in case of travel interruption only.



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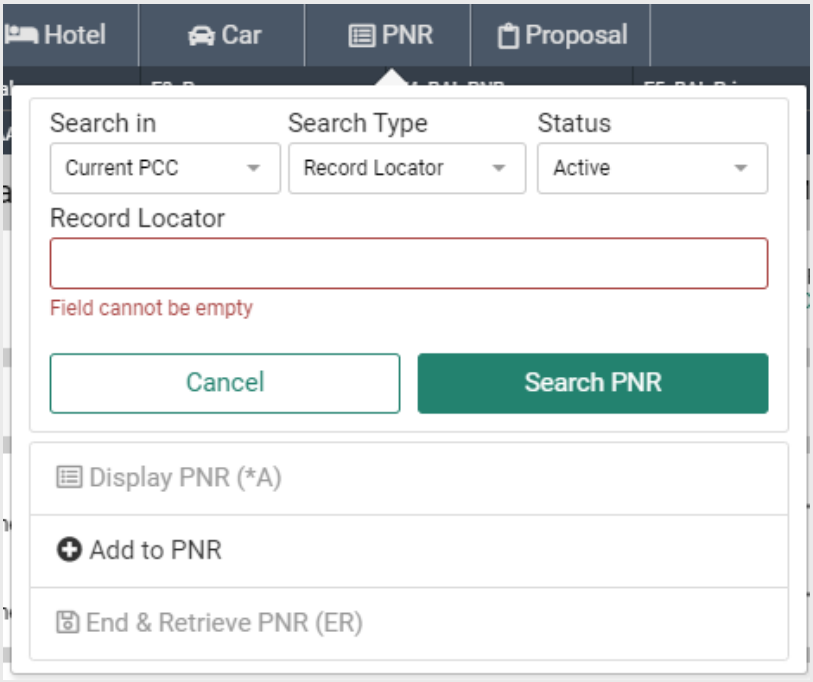
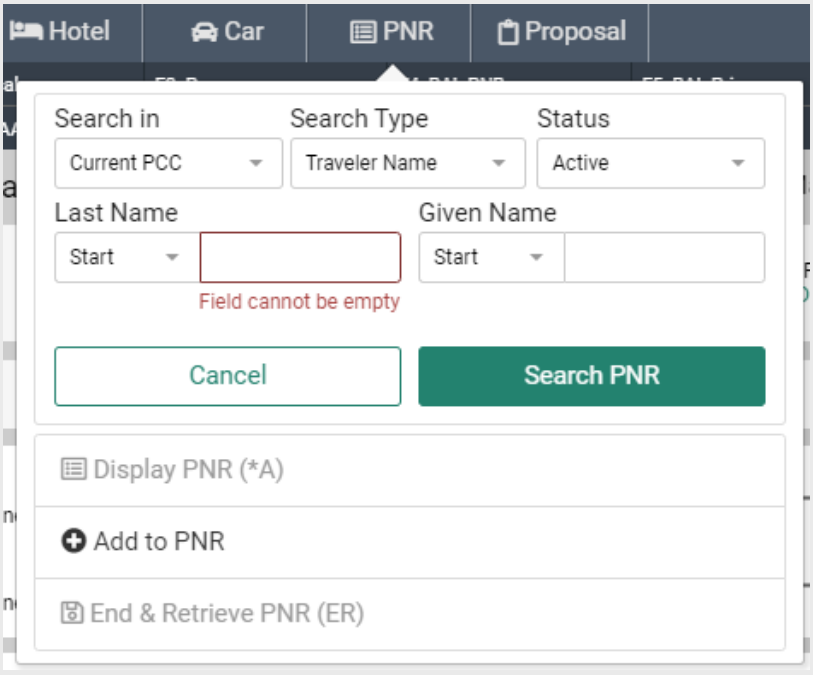
Accessibility improvement - Enabled Search PNR button on PNR form

This enhancement makes PNR search form more user friendly and accessible. Search PNR button is always available for click. If mandatory fields are not filled, message "Field cannot be empty" appears.





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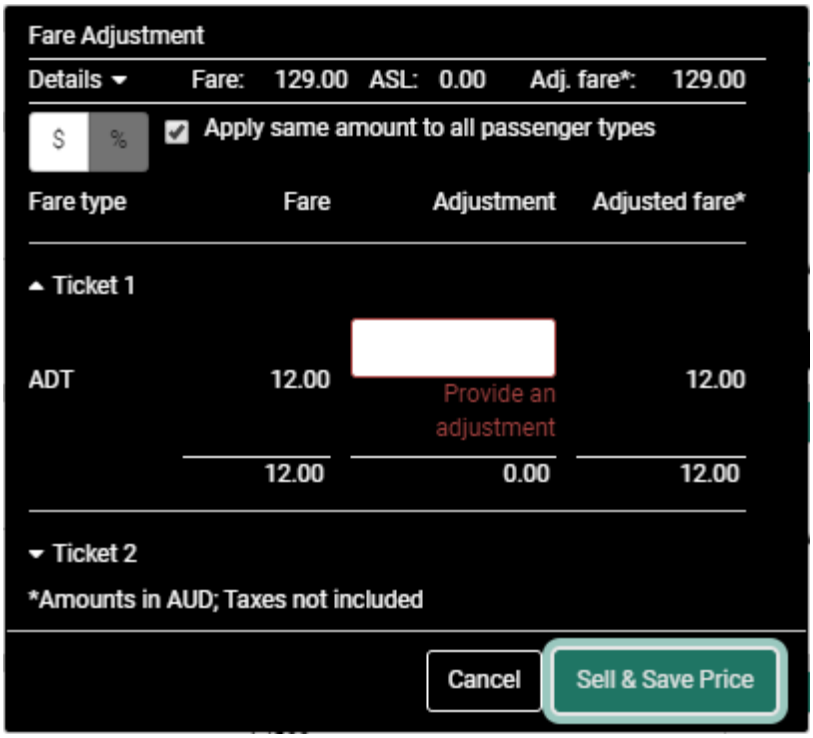
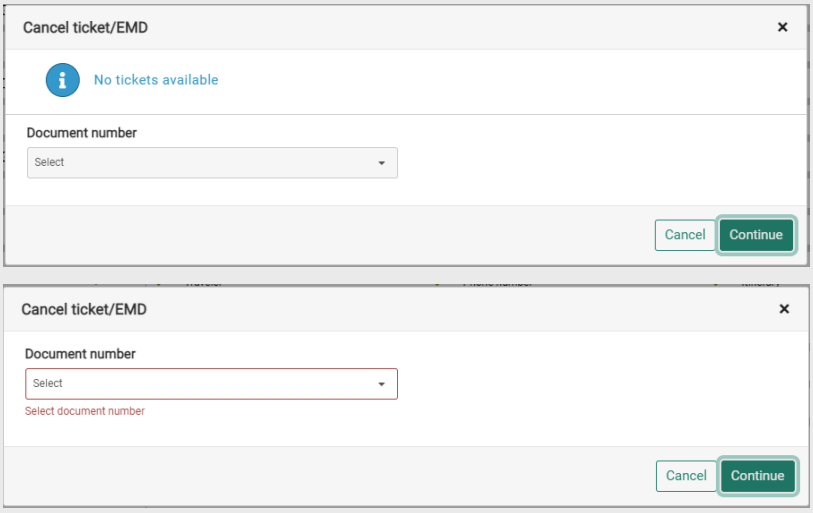
Accessibility improvement - Enabled Sell & Save Price button on Fare adjustment modal

This enhancement makes Fare Adjustment modal more user friendly. Sell & Save Price button is always available for click. If adjustment is not filled, message "Provide an adjustment" appears.



Accessibility improvement - Cancel Ticket/EMD modal

This enhancement makes Cancel Ticket/EMD modal more user friendly.
Continue button is always available to click. Once pressed without ticket selected, appropriate guidelines display. Either that there are no tickets available in PNR, or that there is more tickets and user should select which one to cancel.



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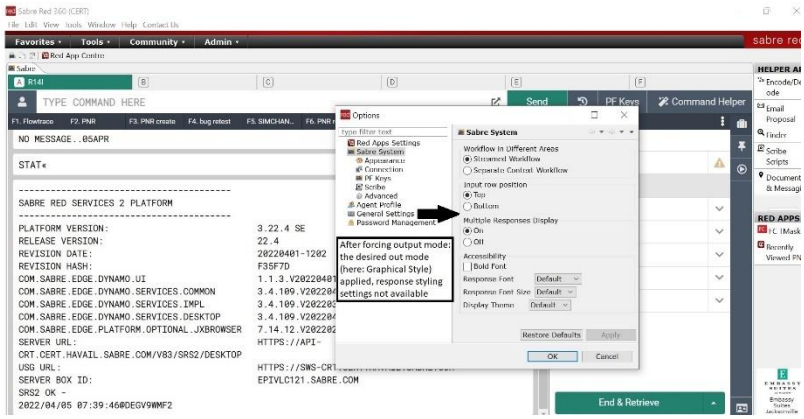
Capability to force output modes in Sabre Red

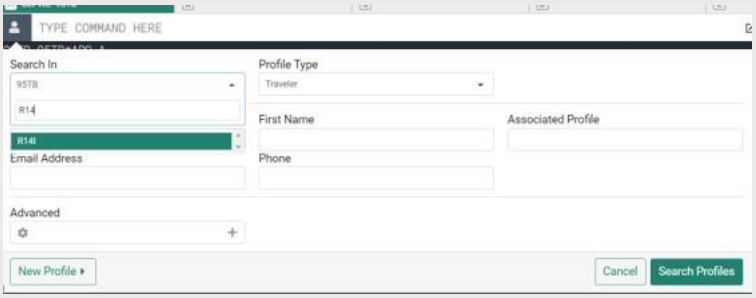
Sabre Red 360 offers the opportunity to enforce the output mode configuration, i.e. the graphical pattern of how responses are rendered (Classic Style vs Graphical Style).

Configuration for SR360 output modes is available down to the user level, it is not exposed through the Agency Admin Tool, however. Contact your Sabre representative / system support group to request relevant settings.



[Profiles] Enhancement in Search Profile form

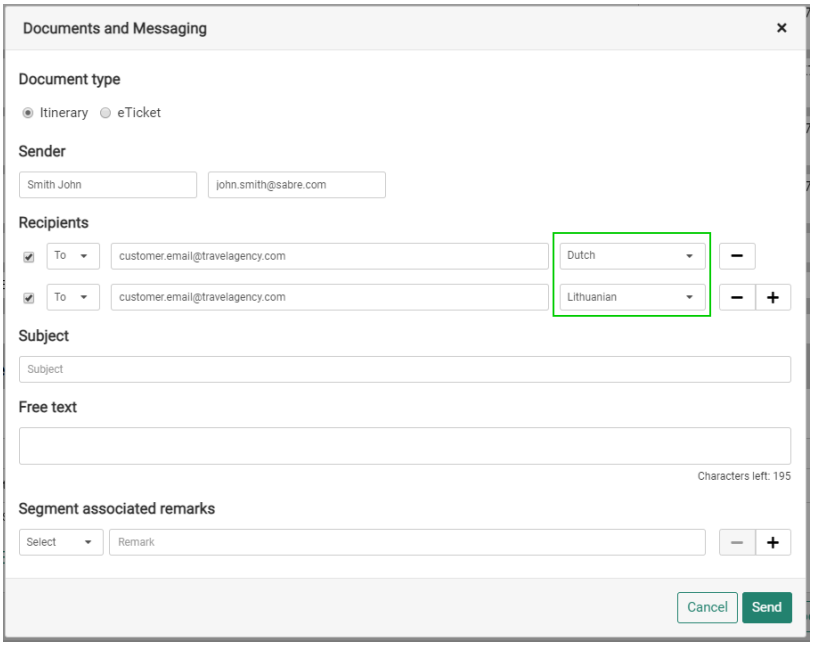
Additional options added into Search Profile form. User is now able to provide PCC and Profile Type.



Documents and Messaging – Additional languages

Two additional languages - Dutch and Lithuanian – added to Documents and Messaging workflow. Translations are applied on emails and documents (Itinerary and eTicket).

From now on Documents and Messaging application in Workflow panel, supports all 28 languages that are supported in STC tool.



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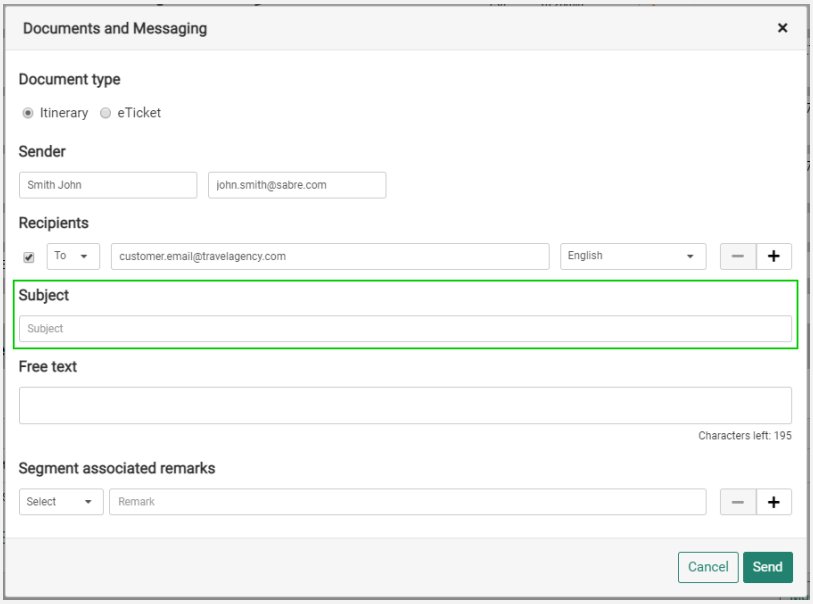
Documents and Messaging - Custom Subject

Documents and Messaging workflow was enhanced to include Subject field. With this enhancement users can:

Add or modify subject line and command will be sent as 5¥S5V¥SL-(free text: up to 65 alphanumeric characters) or delete previous 5(line number)¤ followed by adding new subject line.

Prepopulate the subject remark if the remarks already exist in PNR.



Documents and Messaging - Segments Associated Remarks

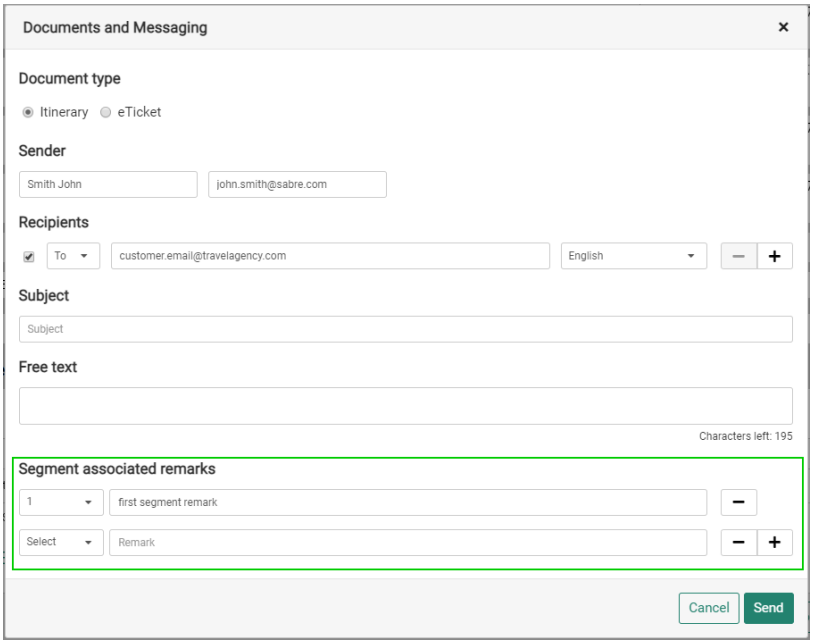
Documents and Messaging workflow was enhanced to include Segments Associated Remarks. With this enhancement users can:

Add and remove segment associated remarks by using plus (+) / minus (-) to add / remove the row. Each remark can have 67 alphanumeric characters. There is no limit for number of remarks added.

Select the segment using dropdown

Prepopulate the segment associated remarks if remarks already exist in PNR.

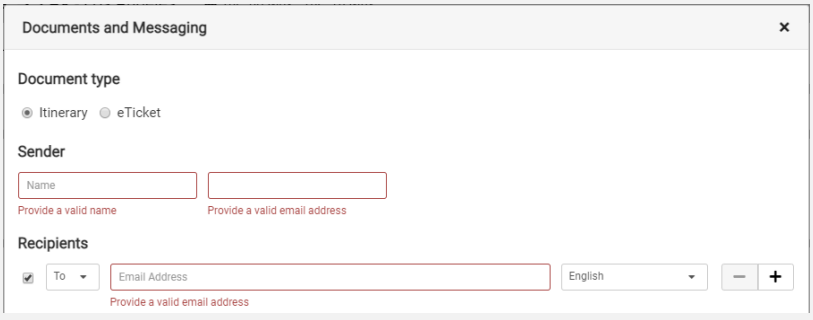
When adding or deleting segment associated remarks, command will be sent as 5¥S(segment number) or 5(line number)¤¥S(segment number).



Documents and Messaging - Update validation of email and name fields

Documents and Messaging - updated wording of validation errors

Wording in Documents and Messaging app has changed for error handling. From now on "Provide a valid […]" is shown everywhere.



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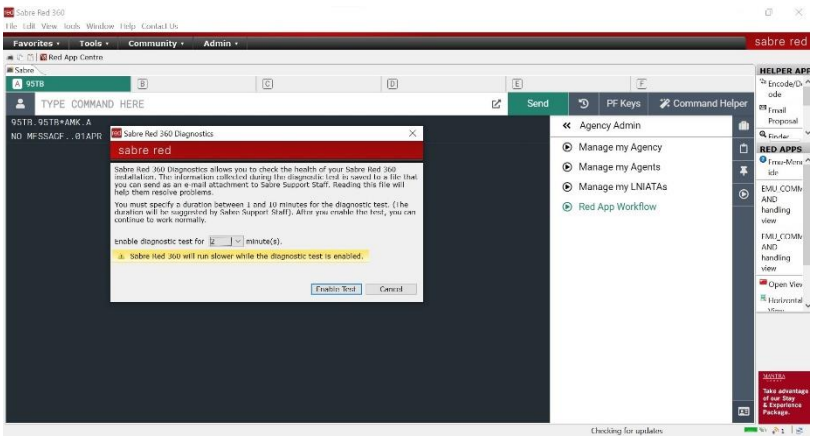
"Sabre Red Workspace" brand name replaced with the "Sabre Red 360" brand name

"Sabre Red Workspace" and "Sabre® Red™ Workspace" brand names are replaced by the "Sabre Red 360" brand name in all the occurrences across the SR360 desktop:

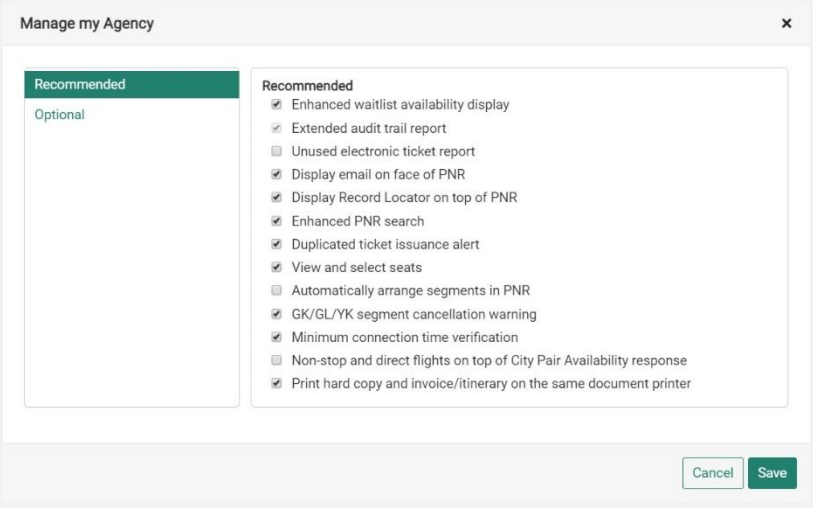
- sign-in screen title bar,
- application title bar,
- Help / Exit Sabre Red 360 menu item + captions in the "Confirm exit" dialog,
- Help / About Sabre Red 360 menu item + captions in the "About Sabre Red 360" and "Sabre Red 360 Configuration Details" modal windows,
- Help / Sabre Red 360 Diagnostics menu item + captions in the "Sabre Red 360 Diagnostics" modal window.



Manage my Agency - functionality enhancements

Improvement of the existing Manage my Agency workflow.

Current Travel Journal Record configuration is reflected in checkboxes displayed to user.
User can adjust existing configuration items (TJR settings) by checking or unchecking applicable. settings.



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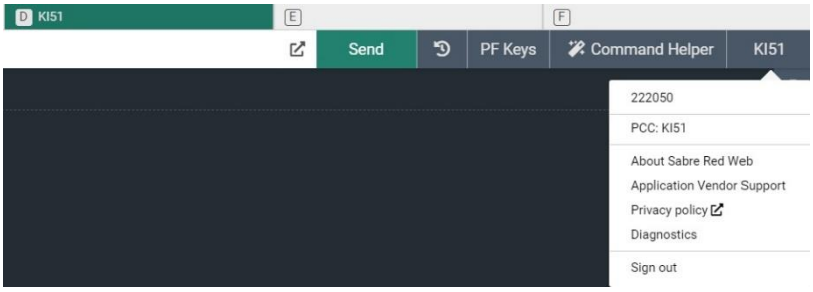
About Sabre Red Web - Agent Menu

New menu is added that provides information about:

- Agent ID
- Currently used PCC
- About Sabre Red Web - with currently running version
- Application Vendor Support - with a list of currently used Web Red Apps and respective support contact details
- Privacy policy



In addition, menu allows users to start Diagnostics and to Sign out from Sabre Red Web.

[Sabre Red SDK] Additional qualifiers in *beforeAirAvailability* extension point

The list of qualifiers that are supported:

- Via qualifier
- Carrier qualifier
- Departure/arrival selection
- Specific time qualifier
- Direct Access qualifier
- Booking class qualifier
- Prefer non-stop qualifier]
- Alliance qualifier
- Cabin qualifier

Update Encode/Decode sources for SR360

Encode/Decode tables updated with latest changes.

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Defects Fixed

Defect ID	Description
TNNSRW-3218	Graphical mode - manual command response moved a space to the right
TNNSRW-4124	SR360 21.12 - the "Sabre" tab missing after taking updates
TNNSRW-4185	Itinerary tab showing incorrect traveler for Hotel segment when more than one profile loaded
TNNSRW-4130	Seat Map error when requested using command when open segment is present in PNR
TNNSRW-4265	[NDC] Select offer does not work
TNNSRW-4217	[Branded Fares] Wrong carrier logo is being shown and wrong carrier sent in GRCv2 RQ
TNNSRW-4228	[Branded Fares] Cabin Code taken from Flight Segment instead of Fare Component
TNNSRW-4252	For UC segment Trip Summary only shows city pair - no date/time
TNNSRW-4259	CSL - Hotel Alternate currency incorrect decimal
DE225464	Hotel Search (HOT) - header freeze not working on Classic style response
DE229467	Add to PNR - last name automatically filled with value from first area

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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 8.1 – 32 and 64-bit
- 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 Catalina (10.15) or higher

We recommend 64-bit Windows 10 and macOS Monterey (12.x)

Hardware Specifications

- Processor:

  Minimum:
  - Intel Core i3 Dual-core processor with 3.3 GHz (or AMD equivalent)

  Recommended:

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  - 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 Documents → Product Information (tab) → 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 – June 2021
  - Sabre Red Connectivity Guide for CERT – June 2021

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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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