

# New Distribution Capability in Sabre Red 360

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## Overview

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New Distribution Capability (NDC) is a travel industry-supported program launched by IATA for the development and market adoption of a new, XML-based data standard.

The NDC standard enhances the capability of carriers to communicate with travel agents. The standard is open to any third-party technology company, intermediary, IT provider, or non-IATA member to implement and use.

Sabre Red 360 provides carriers the potential to supply NDC offers in the Sabre Red 360 Air Shopping workflow. NDC Content is presented in the same intuitive shopping display as fares filed through ATPCO and low-cost carriers via their API's.

With Sabre Red 360 version 22.7, agents can book, modify, fulfill, cancel, and perform voluntary exchange for air content (flight services) as well as sell and fulfill seat ancillary. In addition to that, users can execute Voluntary Changes through *Sabre NDC Search, Book and Service* extension application.

This is a living document which will be updated with additional product capabilities – to provide assistance for agents while making reservations of carriers' NDC content.

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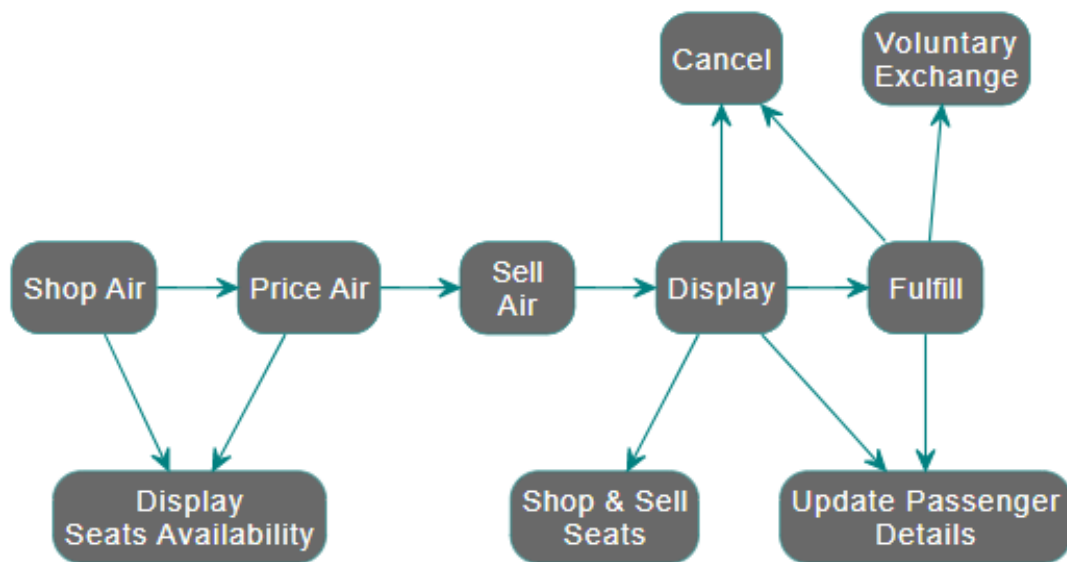


# Workflows

## End-to-end user workflow

Sabre Red 360 enables users to create and manage NDC reservations. There are multiple stages of NDC booking workflow and lifecycle, that are supported in end-to-end workflow:

- Shop
- Price
- Book
- Display Reservation
- Sell Seat Ancillary
- Update Passenger Details
- Cancel Reservation (pre-fulfillment and post-fulfillment)
- Fulfill Reservation Components (Air and/or Seat service)
- Voluntary Exchange Reservation (after fulfillment)

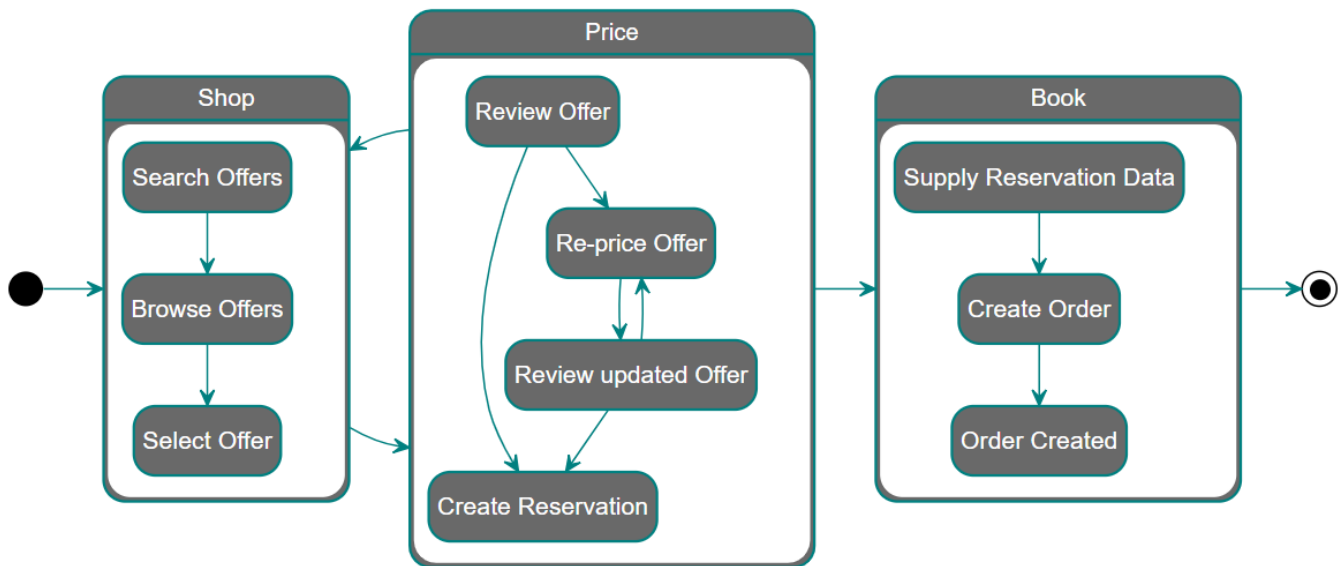


This allows users to execute following essential workflows with NDC content:

- Create Reservation (Shop > Price > Sell Air)
- Display Reservation
- Update Passenger Details (Display > Update)
- Sell Seat Ancillary (Display > Display Seat Map > Sell Seat)
- Cancel Reservation pre-fulfillment (Display > Cancel)
- Fulfill Reservation (Display > Fulfill)
- Cancel Reservation post-fulfillment (Display Fulfilled Reservation > Cancel)
- Exchange Reservation (Display Fulfilled Reservation > Exchange Reservation)

# Booking Air Service

The process of shopping, pricing, and booking of an NDC reservation.



## Search for NDC Offers

NDC offers in Sabre Red 360 are available in the graphical Air Shopping workflow. The Air Shopping response enables the user to see traditionally filed fares, NDC fares, or fares from Low-Cost Carriers in a normalized display. Using Advanced Qualifiers, the user can specify which of before mentioned fare sources should be included into search results.

Air Shopping

Air Availability

Air Schedules

Fare Quote

From

✈ SYD ✕

To

✈ LAX ✕

Add Via

Date

13JUL2022

Time

✈ Select

—

From

✈ LAX ✕

To

✈ SYD ✕

Add Via

Date

17JUL2022

Time

✈ Select

—

+

Passengers

1 ADT ✕

Carrier

Include

Carriers

Cabin

Include

All Cabins

Stops

Select

Calendar Search

Select

☐ Include Wholesale Fares

Currency Code

Example: USD

☐ Exclude Sabre Fares

☐ Exclude NDC Fares

☐ Exclude API Fares

☒ Free Checked Baggage

NDC Corporate Identifiers

Carrier	Account Code	Identifier	Value	
QF	QFX09	QCI	YKZ	+

Frequent Flyer

Carrier Code	Frequent Flyer Number	Last Name	First Name	
QF	1380227	LOYTEST	MEMBER	+

Advanced Qualifiers

⚙ Select

+

Cancel

Shop Airfare

- NDC offers are returned in Sabre Red 360 Graphical Air Shopping display when
  - One-way or Round-trip itinerary is requested.
  - Single adult passenger is requested.
  - Agents were enabled by carrier and Sabre to receive NDC offers.
  - In markets where the carrier provides NDC content.
- The following qualifiers are supported for NDC Offers:
  - Departure/arrival time
  - Departure/arrival time window (Morning, Afternoon, Evening)
  - Carrier preference
  - Cabin
  - Stops
  - Exclude Fare Source
  - NDC Corporate Qualifiers -
    - Carrier Code— code of the airline for which the Account Code applies

- Account Code
  - Identifier and Value – Qantas airline specific qualifier to support QCI - Qantas Corporate Identifier or ABN – Australian Business Number
- Currency Code
  - Free Checked Baggage
  - Frequent Flyer
3. Whenever NDC offers are available and enabled, response includes them by default, along with traditionally filed fares and Low-Cost Carriers content. The “Exclude Fare Source” qualifier allows the agent to specify which content types should be returned.

## Browse NDC Offers

Once the response is returned, the agent can apply additional filters, to narrow number of results returned into desired set. This includes filtering out specific carriers or fare source (labeled as “SABRE” or “NDC” fares). In addition to these two, user can leverage filtering using other itinerary and price attributes available.

The screenshot displays the Sabre Red 360 NDC Integration interface for a flight search from SYD to SIN. The top navigation bar includes options like Profile, Air, Hotel, Car, PNR, and Proposal. The main search area shows the route SYD - Sydney to SIN - Singapore for Wednesday, 13 Jul. The left sidebar contains filters for Carriers (All, BA, QF, SQ, TR), Fare Tag (All, No Label, Tag), Fare Type (Public), and Fare Source (NDC, SABRE). The main results area shows a list of flight options with columns for carrier, flight number, route, class of service, and price. The right sidebar shows a Trip Summary with options to add to PNR, travelers, air, hotel, car, and other services. Red circles 1 and 2 highlight the 'Carriers' and 'Fare Source' filter sections respectively.

Carrier	Flight	Route	Class	Price
TR 3	Scoot	SYD - SIN	Economy	AUD 356 - 2998
QF 1	Qantas	SYD - SIN	Economy	AUD 585.17 - 2657.17
QF 81	Qantas	SYD - SIN	Economy	AUD 688.17 - 2998.17
BA 16	British Airways	SYD - SIN	Economy	AUD 639.89 - 1056.89
QF 81	Qantas	SYD - SIN	Economy	AUD 688.17 - 2998.17
SQ 242	Singapore Airlines	SYD - SIN	Economy	AUD 698.67 - 961.67

1. Filtering to reduce shopping results to desired carriers.
2. Filtering to reduce shopping results to specific fare sources.

## Select Offer

Expanded panel shows additional information about the selected offer. This includes information about departure and arrival terminals, travel times, and amenities available onboard.

The screenshot displays the Sabre Red 360 NDC Integration interface. The top navigation bar includes tabs for Profile, Air, Hotel, Car, and PNR. The main header shows 'Air Shopping' for the route 'SYD - Sydney → SIN - Singapore' on 'Wed, 17 Aug'. Below this, a list of flight offers is shown. Offer 7 is selected and expanded, showing details for QF 431 and QF 35. The expanded panel includes a 'SEAT MAP' widget and a 'Select offer' button. The right sidebar shows a 'Trip Summary' with options to add to PNR, travelers, air, hotel, car, and other services. The bottom of the interface has an 'End & Retrieve' button.

Offer	Flight	SYD	SIN	Class	Time	Stop	Fare Source	Economy Sale	Economy Saver	Economy Flex	Business Sale
6	QF 81	10:10	16:50	Nonstop	8h 40min		NDC	AUD 585.17	AUD 688.17	AUD 1230.17	AUD 2657.17
7	QF 431, QF 35	09:30	18:15	1 stop	10h 45min		NDC	AUD 603.15	AUD 706.15	AUD 1248.15	AUD 3016.15
8	QF 427, QF 35	09:00	18:15	1 stop	11h 15min		NDC	AUD 603.15	AUD 706.15	AUD 1248.15	AUD 3016.15
9	QF 423, QF 35	08:30	18:15	1 stop	11h 45min		NDC	AUD 603.15	AUD 706.15	AUD 1248.15	AUD 3016.15
10	SQ 242	18:05	00:20 +1	Nonstop	8h 15min		NDC	AUD 609.09	AUD 686.09	AUD 949.09	

1. Fare source indicator – which can be one of following “NDC”, “SABRE” or “API”.
2. Class of Service and Baggage Allowance displayed upon selection of desired fare.
3. Seat Map widget enables user to review availability of seats and prices for fare selected
4. To proceed to the next step, click “Select offer” which will complete a price validation.

### Following are the Shopping response aspects to be considered.

- Single adult (ADT) passenger is supported only
- Structured Fare Rules (information whether fare is refundable, exchangeable as well as associated penalties) are not available in Shopping results display.
- NDC content is not supported in Calendar Search and Decision Support Bar widgets
- In an event lowest fare for given itinerary, obtained from supplier via NDC source is equal to lowest fare obtained from filed fare – filed fares will be displayed only (with SABRE indicator). Offers are considered equal when following criteria are met:
  - same total price
  - same itinerary (flight number and departure times)
  - same booking class

Sabre Red 360 users can adjust this setting so that in case of equal offers – only NDC fares are displayed  
In addition to that, users can enforce offers from desired source (either NDC or SABRE) to be returned–  
“Exclude Fare Source” qualifier can be used.

- NDC offers are not returned when the following shopping qualifiers are applied:
  - Carrier – exclude codeshare
  - Connection Time
  - Exclude via Country
  - Exempt All Taxes
  - Exempt Specific Tax
  - Override Governing Carrier
  - Long Connect
  - Exclude Overnight Connections
  - Alliance
  - Spanish Large Family Discount
  - Journey time
- NDC offers are returned when the following shopping qualifiers are applied, however offers returned do not respect the qualifier:
  - Include Wholesale Fares
  - Include Multi-Ticket
  - Fare Type: Public Fare/ Private Fare
  - Exclude Restrictions (Advance Purchase, All, Min/Max Stay, Penalties)

## Review Offer (Pricing)

At the Review Offer (Pricing) step, the agent can display additional details before making a booking decision.

The screenshot displays the 'Review Offer (Pricing)' interface. At the top, a navigation bar includes tabs for Profile, Air, Hotel, Car, and PNR. The main content area shows flight details for SQ 222 (Singapore Airlines) from SYD to SIN, with various fare options (Economy Value, Economy Standard, Economy Flexi, Premium Economy Standard) and their respective prices. A 'Pricing' section shows a detailed breakdown of the fare, including base fare, taxes, and fees, along with a 'Notes' section for OB Fees. A 'Trip Summary' sidebar on the right shows the current booking status (No PNR) and options to add to the PNR. The bottom of the interface features buttons for 'Re-pricing', 'Create order', and 'End & Retrieve'.

1. Priced itinerary details including flight number and cabin, along with departure/arrival cities, date, and time. In addition, the fare basis code and reservation booking code are displayed – when provided by a carrier
2. Offer time limit – NDC Offers provided by carriers have a defined time limit in which Order creation needs to be completed. The time limit is displayed in the form of a timer showing the amount of time remaining.
3. Ticketing time limit – once Order has been created it needs to be fulfilled (ticketed) by the date and time carrier specified. Date and time are displayed in local agency time zone (based on city defined in agency Pseudo City Code). In an event carrier didn't supply ticketing time limit in standardized manner - information is displayed as returned by carrier with appropriate indication next to it.
4. High-level information showing: Base Fare, Taxes/Fees/Charges and Total Price
5. Structured Fare Rules – basic rule information associated with the Offer provided by the carrier. These can include: refundability, exchangeability along with related penalties as well as information about advance purchase. Details are provided at fare component level by selecting fare component using drop down menu.
6. Form of payment fees (OB Fees) along with additional information in Notes section
7. Detailed information about taxes and additional charges are available by selecting "VIEW ALL" in the widget.
8. Detailed information about the offer's baggage allowance is available by selecting "VIEW ALL" in the widget.

9. Seat Map widget enables user to review availability of seats and prices before order (booking) creation.
10. “Re-pricing” allows the agent to obtain new price for an offer with additional qualifiers provided. Supported qualifiers are:
  - a. Form of Payment - allows to obtain offer’s price for specific Form of Payment.
  - b. Frequent Flyer – allows to obtain offer with traveler’s loyalty status
11. In the case the agent does not want to proceed to the booking step – can move back to the Shopping results by using the back button. Once clicked, original shopping results will be displayed to the agent.

## Re-price criteria

The initial offer returned from the shopping request does not consider certain factors (i.e. Form of Payment). The “Re-pricing” feature gives the agent an opportunity to add these additional details to allow offer adjustment.

1. Clicking ‘Re-pricing’ launches the Advanced pricing pop-up, where user can add Form of Payment information. Sabre Red 360 supports Credit Card and Cash as a Forms of Payment for NDC orders.
2. Once additional information is provided, the user can submit the form to see the new price when provided by airline.



## Create Reservation

To create Order, the agent must provide necessary details, which will be forwarded to supplier during Order creation. In addition to that, some of those details are automatically stored in Sabre PNR record.

When user clicks 'Create Order,' a message is sent to the carrier with all the details provided by agent. The carrier then verifies whether the details provided are valid and complete, creates an Order and returns the confirmation including the "Ticketing Time Limit" and the "Airline Order ID".

**Create order** ×

Add an option:  

Select from list

Add traveler

Options

Last Name

First Name

Middle Name (optional)

Title / Prefix (optional)

Passenger Type (optional)

Date of Birth (optional)

Gender (optional)

PLATINUM

TRAVELER

Middle Name

Title / Prefix

Adult

ADT

22MAY2000

Male

M

1

Add email

Options

Email address

Traveler

LUKASZ.WOLAK@SABRE.COM

Select Traveler

2

Add contact information

Contact type

Contact phone

Contact phone number

Contact phone

12341234

12341234

Traveler

1.1 Platinum Traveler

3

Add Client ID

Client ID

Select

4

Cancel

Create order

1. Secure Flight Passenger Data
2. Email address
3. Contact information – for an airline to notify traveler about reservation specific details.
4. Once details are provided, agent can press "Create order" to request order creation.

### Following data elements are supported at Order Create step:

- Traveler Names
- Secure Flight Passenger Data (Date of Birth and Gender attached to Traveler Name)

- Phone numbers and email addresses.
- Contact Information (email or phone number for airline notification purposes)
- Advanced Passenger Information (Passport only)
- Frequent Flyer Number.
- Client ID

**Following data elements when present in Sabre PNR will automatically be pre-populated in Create order form:**

- Traveler Name,
- Phone numbers and Email addresses (with traveler name association if stored in Sabre PNR),
- Secure Flight Passenger Data (Date of Birth and Gender),
- Advanced Passenger Information (Passport),
- Frequent Flyer Numbers.

**Following data elements when present in Profile will automatically be pre-populated:**

- Secure Flight Passenger Data (Date of Birth and Gender),
- Advanced Passenger Information (Passport),
- Client Identification (CLID).

In event specific data elements are not available neither in Sabre PNR nor in Profile - user can enter manually so that they are captured in carrier's as well as Sabre reservation record

## State Management

Create Order step protects user's working area, specifically it preserves data which exist in user PNR session. In addition to that allows NDC booking (Order) to be added into existing, previously ended PNR.

- Committed as well as non-committed changes in user assembly area are preserved. PNR record locator is not generated automatically.
- User immediately holds inventory and same as with traditional segments need to End Transaction.
- User has an option to remove NDC Order and associated segments before transaction is Ended – can do so simply Ignoring transaction.

As an outcome of such action segments are removed from PNR and automatically, behind-the-scenes message is sent to carrier to cancel inventory.

- User can include NDC booking into existing PNR, which already has other segments, remarks, traveler details.
- User can add various PNR data elements either before or after booking NDC content. This allows to include especially those elements, which are configured as mandatory for PNR before it can be Ended ([Optional PNR Edits](#))
- Early in PNR creation process, user can include other data elements which are essential from agency process perspective (i.e. Invoice Remarks)

## Reservation Confirmation

With all required details provided and submitted carrier creates Order and sends back confirmation details. At this step offer price as well as inventory remains on hold.

**PLATINUM TRAVELER** (B) (C) (D) (E) (F)

TYPE COMMAND HERE

**Pricing**

For a personalized offer, please add traveler details and re-price the itinerary. [Add details](#)

Passenger Type	Count	Bags	Base Fare AUD	Taxes / Fees / Charges AUD	Total AUD
Adult	1		566.00	122.17	688.17

**Adult**

SLOSAS Change: Allowed Change before: MIN 0.00 AUD, MAX 0.00 AUD Cancel: Allowed Cancel before: MIN 200.00 AUD, MAX 200.00 AUD

Notes: OB Fees of 2.10 for CARD FEE FD2 may be applied for traveler T1.  
OB Fees of 2.10 for CARD FEE FD5 may be applied for traveler T1.  
OB Fees of 7.00 for CARD FEE FC1 may be applied for traveler T1.  
OB Fees of 6.20 for CARD FEE FC2 may be applied for traveler T1.  
OB Fees of 7.00 for CARD FEE FC3 may be applied for traveler T1.  
OB Fees of 7.00 for CARD FEE FC4 may be applied for traveler T1.  
OB Fees of 6.20 for CARD FEE FC5 may be applied for traveler T1.  
OB Fees of 7.00 for CARD FEE FC6 may be applied for traveler T1.  
OB Fees of 3.10 for CARD FEE FD1 may be applied for traveler T1.  
OB Fees of 3.10 for CARD FEE FD3 may be applied for traveler T1.  
OB Fees of 3.10 for CARD FEE FD4 may be applied for traveler T1.  
OB Fees of 3.10 for CARD FEE FD6 may be applied for traveler T1.  
Qantas Frequent Flyers could earn Qantas Points and Status Credits for this booking. <a href="https://www.qantas.com/flyer/dyn/program/terms" target="\_blank">Terms and conditions apply</a>

[VIEW ALL](#) [VIEW ALL](#)

[Re-pricing](#) [Create order](#)

**Order Confirmation**

**Order has been created successfully** 1  
Order ID: QF081HDBU6TA7 | Order not guaranteed until ticketed.

QF 81	SYD • SIN	13 JUL 10:10 - 13 JUL 16:50	SLOSAS S Economy	Ticketing Time Limit <span style="color: red; font-weight: bold;">2</span>	NDC
				06 JUN 23:59	AUD <b>688.17</b>

[End & Retrieve](#)

**Trip Summary**

PNR

Add to PNR

Travelers (1)

1.1 PLATINUM, TRAVELER (ADT)

Air (1)

SYD • SIN 13 Jul 10:10-16:50 S HK

Hotel (0)

Car (0)

Other (0)

1. Confirmation returned by carrier does include Order ID which is a unique reference number that identifies booking in carrier's reservation system. In addition to that Sabre Red Graphical PNR view does also include carrier's record locator.
2. Ticketing Time Limit that indicates amount of time agent can keep booking on-hold. NDC bookings need to be fulfilled (ticketed) by the date specified by the airline.  
Date and time are displayed in local agency time zone (based on city defined in agency Pseudo City Code). In an event carrier didn't supply ticketing time limit in standardized manner - information is displayed as returned by carrier with appropriate indication next to it.

## Create Reservation in Branched PCC

Sabre Red 360 does support creation of NDC booking in branched Pseudo City Code (PCC). In an event user would like to create NDC reservation in other than home (sign-in) PCC, can switch/AAA into branched PCC and secure booking there.

This workflow is no different than regular Create Reservation one. The only difference agent needs to keep in mind is to emulate into branched PCC.

WEJPOS - WOLAK LUKASZ

TYPE COMMAND HERE

Send PF Keys Command Helper

\*A\*

WEJPOS  
1. 1WOLAK/LUKASZ  
1 UA 870S 18JAN M SYDSFO HK1 200P 840A /NDUA\*D1NTEB/UA016FE8  
E4EA4  
2 UA 569S 18JAN M SFOEWR HK1 1045A 723P /NDUA\*D1NTEB/UA016FE8  
E4EA4  
3 UA 628L 25JAN M EWR LAX HK1 800P 1125P /NDUA\*D1NTEB/UA016FE8  
E4EA4  
4 UA 839Y 26JAN T LAXSYD HK1 1040P 850A /NDUA\*D1NTEB/UA016FE8  
E4EA4  
TKT/TIME LIMIT  
1. TL0959A/100CT-SAT  
PHONES  
1. BNE12341234  
EMAIL ADDRESS  
1. WL0959A@SABRE.COM  
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXC6XCXQAI  
R14I.9DB7\*A,¥ 0030/080CT20 WEJPOS H

WOLAK, LUKASZ  
Order Id: UA016FE8E4A4  
Ticket by: n/a UAD-D1NTEB

Traveler  
Received from

Phone number  
Itinerary

HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS TICKETING HISTORY

Order Items (1)

Order Item	Carrier	Flight	Class	Start Date	End Date	Remarks	NDC
1	UA	870	S	18 JAN 14:00	18 JAN 08:40	SLX00SDS Economy Economy	<p>Ticketing Time Limit 09 OCT 23:59</p> <p>AUD 5753.46</p>
	UA	569	S	18 JAN 10:45	18 JAN 19:23	SLX00SDS Economy Economy	
	UA	628	L	25 JAN 20:00	25 JAN 23:25	LAA2AQEN Economy	
	UA	839	Y	26 JAN 22:40	28 JAN 08:50	YZEY Economy	

End & Retrieve

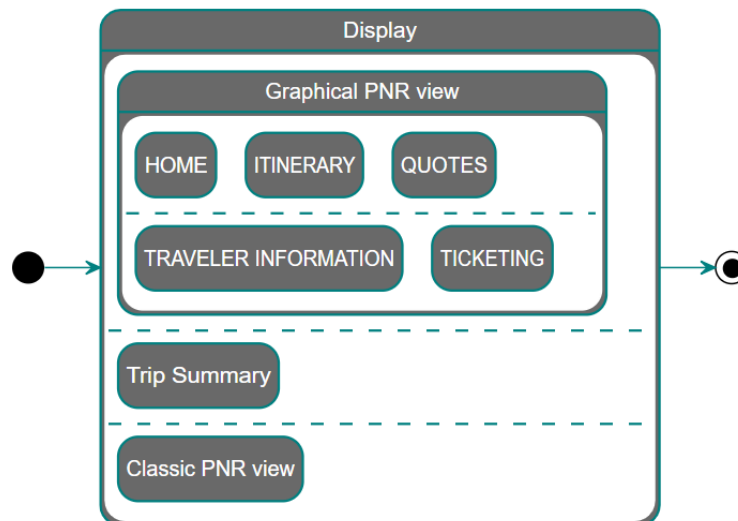
1. PNR with NDC content booked in other than user's home PCC does indicate that in PNR's signature line
2. In above example default currency of user's home PCC was USD. However, NDC booking was made in R14I PCC which is Australian Point of Sale. Hence Order Item currency is in AUD

### Known Book (Create Order) limitations

- There are differences between carriers when it comes to mandatory data elements which needs to be provided for booking to be created successfully.  
At this point there are no indicators stating which of these are required for specific carrier. In case of unsuccessful booking, due to lack of mandatory data elements - messages will be displayed indicating problem. Please refer to [Archive](#) section of this document where carrier specific requirements for Create Order are provided.
- Sabre Security product - Security for Wholesalers is not currently supported
- At least one phone number or email address needs to be associated to traveler

# Display Reservation

Once the NDC order is created, the agent can view it in three areas: Graphical PNR, Trip Summary or Classic PNR



## Graphical PNR and Trip Summary

The PNR with an NDC booking can be retrieved using commands or the graphical search form.

The screenshot displays the Sabre Red 360 NDC Integration interface. The top section shows a list of flights with columns for flight number, airline, origin, destination, departure time, and fare. The bottom section shows a detailed view of a specific PNR (QXHAGQ) with tabs for HOME, ITINERARY, QUOTES, TRAVELER INFORMATION, REMARKS, TICKETING, and HISTORY. The TRAVELER INFORMATION tab is selected, showing details for the traveler, including name, phone number, and itinerary. The ITINERARY tab is also visible, showing the flight details and fare breakdown.

Flight	Airline	Origin	Destination	Departure	Arrival	Fare
8	SQ 242	SYD	SIN	13 JUL 18:05	14 JUL 00:20	AUD 698.67
9	SQ 212	SYD	SIN	13 JUL 07:55	13 JUL 14:15	AUD 698.67
10	SQ 222	SYD	SIN	13 JUL 15:00	13 JUL 21:20	AUD 698.67
11	SQ 232	SYD	SIN	13 JUL 11:00	13 JUL 17:30	AUD 698.67

**QXHAGQ - PLATINUM TRAVELER**

Ticket by: 06JUN  
Order Id: QF081HDBU6TA7 QF53AREH

**TRAVELER INFORMATION**

Travelers: Add  
Phone: Add  
Email: Add  
Form of Payment: Add  
Frequent Flyer: Add  
Delivery Address: Add  
Client Address: Add  
OSI: Add  
SSR: Add  
Security Information: Add

**ITINERARY**

WEDNESDAY, JULY 13  
SYDNEY TO SINGAPORE  
WEDNESDAY, JULY 13  
QANTAS AIRWAYS, QF 81  
CONFIRMED, Confirmation#: 53AREH  
SYD - SYDNEY, AUSTRALIA  
Terminal 1  
JUL 13, 10:10  
SIN - SINGAPORE, SINGAPORE  
Terminal 1  
JUL 13, 16:50  
Cabin: Economy  
Seat(s): N/A  
Meal: HR  
Time: 8h 40min  
Aircraft: AIRBUS INDUSTRIE A333 JET  
Distance: 3907 Miles

1. The Graphical PNR header provides basic information about the reservation. Specific to NDC, the user can view the Airline Order ID.

NDC reservation details appear in the following areas of the Graphical PNR:

2. **HOME** – provides high-level itinerary information which, when combined with other segment types, can be quickly exported to a document to share with the traveler.
3. **ITINERARY** – provides a list of segments which are part of an NDC booking. When combined with other segment types, the full itinerary will be shown. Segment details displayed include information about codeshare flights – operating carrier code and full name when user hovers over.
4. **QUOTES** – provides list of NDC booking components - *Order Items*. These can include Air or Seat Order Items. This section will also include *Price Quotes* for traditional air bookings - which are based on filed fares.

The screenshot displays the Sabre Red 360 NDC Integration interface. The top navigation bar includes tabs for Profile, Air, Hotel, Car, PNR, and Proposal. The main content area shows flight segments for QXHAGQ, including SQ 242, SQ 212, SQ 222, and SQ 232, with their respective fares and options. A right sidebar shows a Trip Summary with details for the traveler (PLATINUM, TRAVELER) and the booking (SYD to SIN). The bottom section shows the 'QUOTES' tab with a list of order items, including an Air Service Order Item (a) and a Seat Selection Order Item (b). Various widgets are labeled with letters: (c) for Taxes and Fees, (d) for Baggage Allowance, and (e) for Seat Map.

- a. Air Service Order Item
- b. Seat Selection Order Item
- c. Taxes and Fees widget - provides detailed information about Taxes, OB Fees, Cabin and Fare Name, when supplied by carrier.
- d. Baggage Allowance widget – provides information about amount of carry-on and check-in luggage limits, when supplied by airline
- e. Seat Map widget - allows user to display available Seats and sell them.



The screenshot displays the Sabre Red 360 NDC Integration interface. At the top, a header bar shows the command 'QXHAGQ - PLATINUM TRAVELER'. Below this, flight segments are listed with details such as airline (Singapore Airlines), flight number (SQ 222, SQ 232), origin (SYD), destination (SIN), and fare amounts. A sidebar on the right provides a 'Trip Summary' overview, including the PNR (QXHAGQ), traveler information (1.1 PLATINUM, TRAVELER (ADT)), and travel components (Air (1), Hotel (0), Car (0), Other (0)). The main content area includes a 'TICKETING' tab, which displays ticketing details for NDC bookings, including e-Ticket Number, Issue Date, and Ticketing Details. A 'TICKET RECEIPT' widget is also visible at the bottom left.

6. **TICKETING** – provides detailed information about tickets for NDC bookings present in the reservation. Detailed information includes ticket coupons and details associated with them. Ticket coupon status is not available at this point.
  - a. **Ticket Receipt widget** - In addition to ticket details user can display, save as well as print Ticket Receipt
7. **Trip Summary** - a convenient way to review most basic components of PNR. NDC segments are displayed in the Trip Summary along with traditional air segments as well as other travel components.



## Classic PNR view

The classic PNR provides information about NDC content.

TYPE COMMAND HERE

Send PF Keys Command Helper

\*A\*

QPKKRK  
1.1WOLAK/LUKASZ  
1 UA 398W 12JAN S LAXSFO HK1 1045P 1220A /NDUA\*DRETRY/UA0169BD  
DF825  
2 UA 863W 13JAN M SFOSYD HK1 1045P 905A /NDUA\*DRETRY/UA0169BD  
DF825  
TKT/TIME LIMIT  
1.T-15NOV-3YAB\*ALW  
2.TO 0162480551867-XX WOLAK/L 3YAB\*ALW 1917/15NOV  
PHONES  
1.TUL12341234  
PASSENGER EMAIL DATA EXISTS \*PE TO DISPLAY ALL  
ACCOUNTING DATA  
1. UA#2480551867/ 0.00/USD 809.00/ 67.04/ONE/CCAXXXX  
XXXXXX0007 1.1WOLAK L/1/F/E  
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXX004IDW74  
3YAB.3YAB\*ALW 1910/15NOV19 QPKKRK H

« Trip Summary  
QPKKRK  
Add to PNR  
Travelers (1)  
1.1 WOLAK LUKASZ (ADT)  
✈ Air (2)  
LAX • SFO 12 Jan 10:45 PM-12:20 AM+1  
SFO • SYD 13 Jan 10:45 PM-09:05 AM+2  
Hotel (0)  
Car (0)  
Other (0)  
End & Retrieve

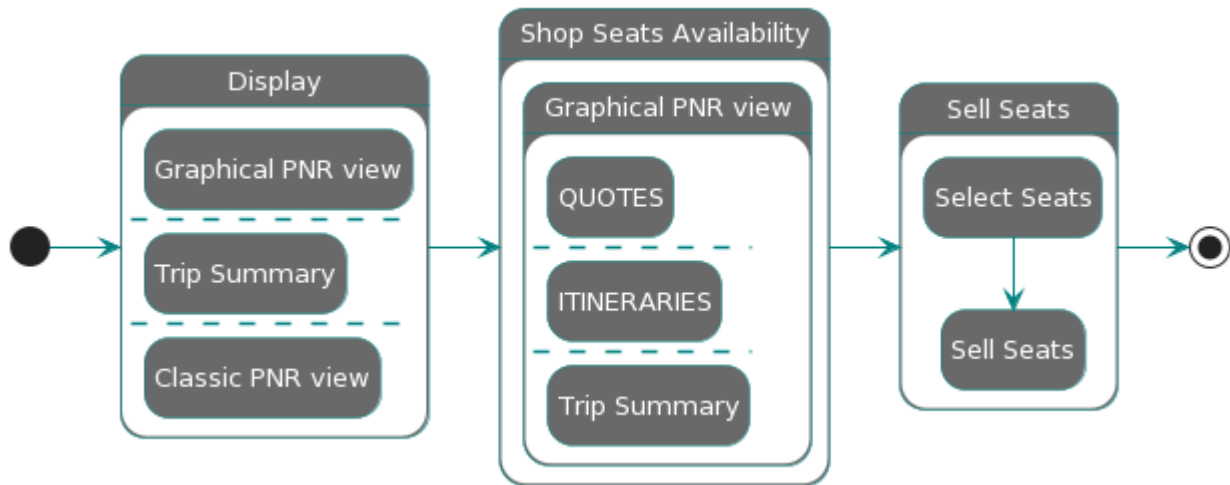
1. NDC segments are indicated by the /ND tag which is followed by the carrier's record locator and "Airline Order ID".
2. Tickets which were created from an NDC order are displayed in the ticketing field (\*T) of the PNR using the TO prefix to indicate a Ticketed Order.
3. The received from field (\*P6) in the PNR is populated with the Sabre Order ID.

### Known Display Reservation limitations:

- When Sabre PNR contains both traditional as well as NDC reservation – air segments in Trip Summary lack chronological order
- Certain data elements are not displayed in Classic PNR view. These include identity documents as well as price for an Order Item. Data elements are available in Graphical PNR view only.

# Sell Seat Ancillary

In addition to Air Order Item, NDC booking (Order) can also include Seat Order Item. Sabre Red 360 agents can add Seat ancillary service in straightforward three-step workflow.



## Shop Seats Availability

Sabre Red 360 enables user to view Seat Availability for NDC content after booking (Order) has already been completed and user performed successful End Transaction for Sabre PNR.

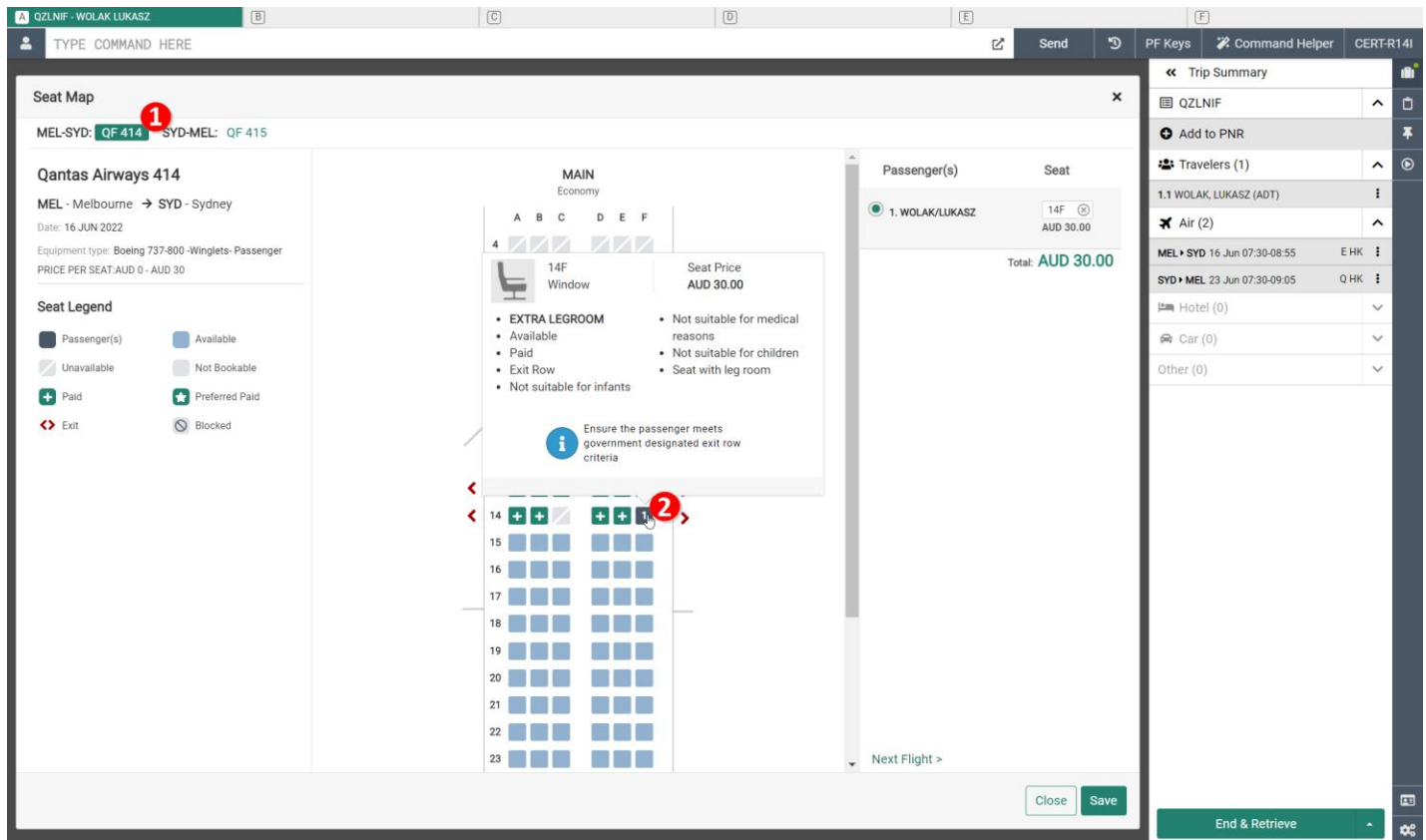
It is not necessary for an Air Order Item to be fulfilled before Seat is added – all Order Items can be fulfilled in single transaction at later stage.

As a first step of this workflow user needs to display Sabre PNR with NDC booking in it. Once opened, there are three entry points to shop for seats availability:

- Trip Summary – ellipsis button next to air segment
- QUOTES view in Graphical PNR
- ITINERARY section in Graphical PNR view

The screenshot displays the Sabre Red 360 NDC Integration interface. The main content area shows a list of flights (10, 11, 12) with details like origin/destination, dates, times, and fares. Below this is a 'QUOTES' section with a table of order items. The right-hand panel, titled 'Trip Summary', shows a list of travelers and flights. Red numbered callouts indicate key features: 1. 'Add to PNR' button in the Trip Summary panel; 2. 'QUOTES' tab in the main content area; 3. 'SEAT MAP' button in the main content area; 4. Ellipsis button next to a flight in the Trip Summary panel.

1. Once PNR loaded, User needs to navigate display Graphical PNR view. This can be done by clicking on Sabre's record locator available in *Trip Summary*
2. *Seat Map* widget which gives user access to capability - is available in QUOTES section of Graphical PNR
3. Click on *Seat Map* widget triggers call to NDC carrier requesting seat availability and its pricing that is applicable to fare captured in NDC booking. As an example, NDC booking (Order) that has higher fare class stored – may bring back cheaper sets than when compared to lower fare class
4. Seats availability can also be launched from Trip Summary panel by clicking ellipsis button next to flight



1. Seat Map display provides separate button for each flight. This how agent can navigate and browse availability and prices for sets on different flights
2. Hovering over each seat user can review seat characteristic, other important information as well as pricing. To the left of main seat display, legend with description for seat icons is presented.

## Sell Seats

With Seat Map loaded agent can now select and add desired seat into existing NDC reservation.

The screenshot displays the Sabre Red 360 NDC Integration interface. The main window is titled "Seat Map" and shows the flight details for Qantas Airways 414 (MEL-SYD: QF 414, SYD-MEL: QF 415). The flight is scheduled for 16 JUN 2022, with a Boeing 737-800 aircraft. The price per seat is AUD 0 - AUD 30. The seat map shows a grid of seats (A-F, 4-23) with various status indicators (Available, Not Bookable, Paid, Preferred Paid, Blocked). A red callout 1 points to a selected seat (14F). A red callout 2 points to the passenger list on the right, which shows "1. WOLAK/LUKASZ" with a seat of "14F" and a price of "AUD 30.00". A red callout 3 points to the "Save" button at the bottom right of the seat map panel. The trip summary panel on the far right shows the reservation details, including the flight number, date, and time.

1. Select seat for currently selected flight. When seats for other flights need to be selected – agent needs to switch to next flight tab on upper left corner.
2. Selected seats are displayed on right hand side panel along with seat number(s) and prices for them.
3. To complete sell process – agent needs to click Save button. Upon successful transaction, requested seats will be added to reservation. Payment needs to be performed at later stage.  
Sold seat ancillary is captured and stored as an additional Order Item in QUTOES section of Graphical PNR

The screenshot shows the Sabre Red 360 NDC Integration interface. The top navigation bar includes tabs for Profile, Air, Hotel, Car, and PNR. The main content area displays a quote for EFGZJK, showing flight details, pricing, and a list of order items. Four red circles with numbers 1 through 4 are overlaid on the interface to highlight specific data points: 1. Seat Ancillary Order Item, 2. Seat service status code returned by carrier, 3. Seat number, and 4. Seat Ancillary commercial name as provided by supplier. The right sidebar shows a 'Manual Command' button and a 'Trip Summary' section with a list of travelers and other details. The bottom of the interface has an 'End & Retrieve' button.

1. Seat Ancillary Order Item
2. Seat service status code returned by carrier
3. Seat number
4. Seat Ancillary commercial name as provided by supplier

#### Known limitations:

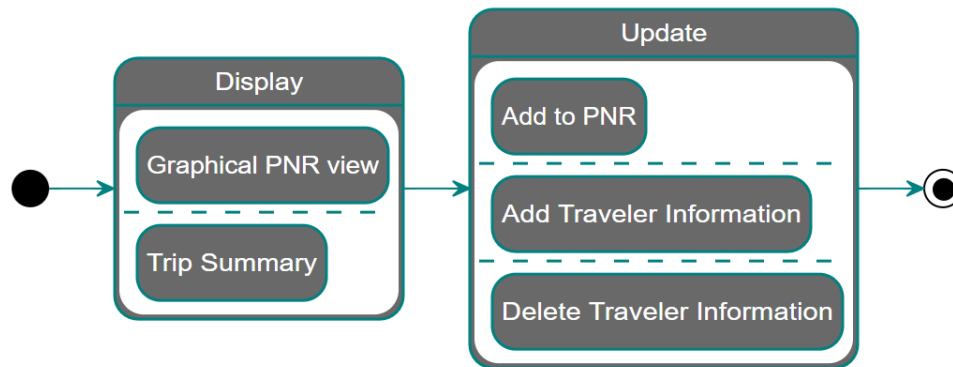
- At this point Seat Availability for NDC bookings is supported in test environment (CERT) for selected Airlines only. For more information, please refer to [Archive](#) section.
- There is no Ticketing Time Limit for Seat Ancillary Order Items

# Modify Passenger Details

During creation of booking, user may not have all passenger data at hand. Additional details can be added for existing bookings as well.

With introduction of New Distribution Capability – passenger data which pertains to these bookings is no longer available in text only, green-screen responses (i.e. \*PE, \*P3D). These are available in Sabre Red 360 Graphical display

Below section explains how to add Identity Document (Passport).



## Display Reservation

With Sabre reservation, which requires modification loaded into Sabre Red 360, user can start workflow. This can be accessed through one of two entry points available in application.

The screenshot displays the Sabre Red 360 NDC Integration interface for a reservation. The top navigation bar includes tabs for Profile, Air, Hotel, Car, and PNR. The main content area shows the reservation details for GZCHEP - WOLAK LUKASZ, including flight segments (QF 406, QF 415), dates, times, and fares. The right sidebar contains a 'Trip Summary' panel with a list of travelers and a red circle 1 highlighting the 'Add to PNR' button. The bottom left of the interface shows a 'Security Information (0)' dropdown with a red circle 2 highlighting it. The bottom right of the interface shows an 'Add Security Information' button with a red circle 3 highlighting it.

1. *Add to PNR* allows user to quickly include data element required, regardless of what gets displayed in main section. By clicking *Add to PNR* user will need to select appropriate option as presented on next screen.
2. Alternative approach of starting workflow is to navigate to TRAVELER INFORMATION section of Graphical PNR display. Once TRAVELER INFORMATION displayed user can select *Security Information* option to verify what data is already available
3. In order to bring up appropriate form, user needs to hit *Add*, or *Add Security Information* button

## Add Traveler Information

*Add to PNR* form displayed gives user options to choose from. To include Identity Document to existing NDC booking, *NDC Identity Document* option needs to be selected.

The screenshot displays the Sabre Red 360 NDC Integration interface. The main window shows the 'Order Confirmation' section with a 'TRAVELER INFORMATION' tab selected. A modal form titled 'Add to PNR' is open, allowing the user to add an option to the booking. The form has a red circle '1' next to the title. Below the title, there is a dropdown menu labeled 'Add an option:' with a red circle '2' next to it. The dropdown menu is open, showing options: 'NDC Identity Document', 'Passport or secondary document (DOCS)', 'Visa (DOCO)', and 'Resident/Destination Address (DOCA)'. The 'NDC Identity Document' option is selected. Below the dropdown, there is a section for 'Add Security Information' with a dropdown for 'APIS Type' and a 'Select APIS Type' button. The background shows the 'Order Confirmation' section with a 'TRAVELER INFORMATION' tab selected. The right sidebar shows a 'Trip Summary' with details for GZCHEP, including travelers, flights, and other services.

1. *Add to PNR* form displayed with options to choose from
2. Once "APIS" was selected, secondary dropdown provides user Identity Document for NDC booking



**Add to PNR**

Add an option:  
Select from list

**Add Security Information**

Document type Passport	Issuing Country PL - Poland	Place of Issue (optional)	Document Number 12341234
Nationality (optional)	Residence country PL - Poland	Issue Date (optional) DDMMYYYY	Expiration Date 18APR2025
Date of Birth 17APR2000	Traveler WOLAK LUKASZ	Gender (optional) Select Gender	Title / Prefix (optional) Select Title / Prefix
Last Name wolak	First Name lukasz	Middle Name (optional)	

Cancel Add to PNR

1. With all required data elements provided, form can be submitted

**Add to PNR**

Successfully added to PNR  
Following item has been added to PNR  
o 1 NDC Identity Document

Close

1. Successful addition of data gets confirmed. There is no need for the user to commit transaction (End & Retrieve)
2. As an outcome of workflow – Identity Document gets displayed in TRAVELER INFORMATION section of Graphical PNR

## Delete Traveler Information

In an event where traveler Information may need to be removed from reservation, Sabre Red 360 allows user to perform such change.

The screenshot shows the Sabre Red 360 interface with the 'TRAVELER INFORMATION' tab selected. The interface includes a header with 'TYPE COMMAND HERE', a search bar, and a 'Send' button. The main content area displays traveler information for 'KIKIQB' and 'WOLAK, LUKASZ'. A table titled 'TRAVELER ASSOCIATION' lists email addresses and traveler names. A 'Delete' button is visible next to the second row of the table. A red circle '1' highlights the 'TRAVELER INFORMATION' tab, and a red circle '2' highlights the 'Delete' button.

1. User navigates into TRAVELER INFORMATION section of Graphical PNR and selects data element to be removed
2. Once specific data element found, right-hand button provides Delete option

The screenshot shows the 'Delete Email' dialog box in the Sabre Red 360 interface. The dialog box contains the text '1 email will be deleted.' and two buttons: 'Cancel' and 'Delete Email'. A red circle '3' highlights the 'Delete Email' button. The background shows the same traveler information as the previous screenshot, but the 'Delete' button is no longer visible.

### 3. Once selected, popup gets displayed where user can either submit or cancel action

The screenshot displays the Sabre Red 360 NDC Integration interface. At the top, a header bar shows the user's name 'KIKIQB - WOLAK LUKASZ' and a search bar. Below the header, a main content area is divided into two sections. The left section contains a list of travel details, including flight numbers, dates, and times. The right section contains a 'Trip Summary' panel with a list of travelers, including '1.1 WOLAK, LUKASZ (ADT)'. A red circle with the number '4' highlights a popup message that says 'No email to display' and 'Please add an email.' The popup has an 'Add Email' button. The interface also includes a bottom navigation bar with tabs for 'HOME', 'ITINERARY', 'QUOTES', 'TRAVELER INFORMATION', 'REMARKS', 'TICKETING', and 'HISTORY'. The 'TRAVELER INFORMATION' tab is currently selected.

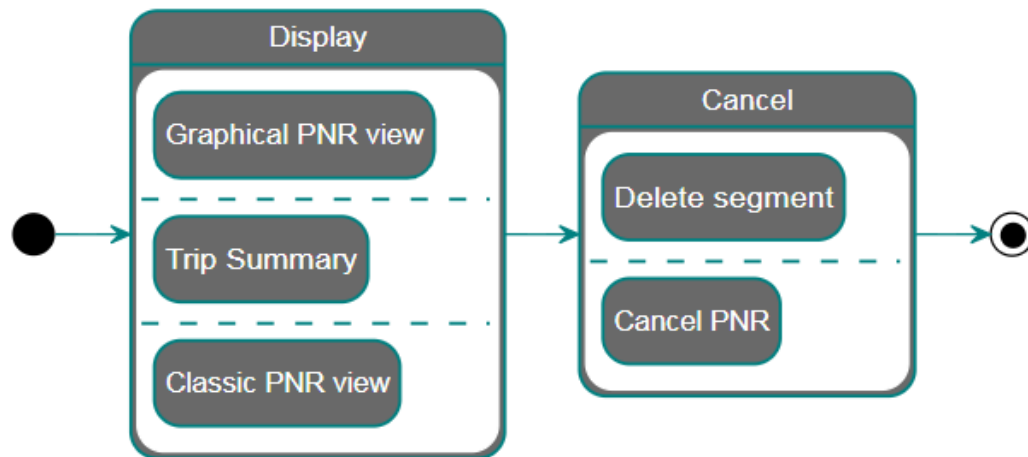
### 4. Once specific data element has been deleted, it is removed TRAVELER INFORMATION section

#### Known limitations:

- Due to modifications that get applied to Add as well as Delete Traveler Information, any uncommitted PNR changes are Ignored.  
Hence, to ensure necessary changes are not lost, it is recommended to commit changes (End & Retrieve) prior adding or removing Traveler Information
- Capability to add or delete traveler details is dependent on carrier supporting specific transaction. Please refer to [Archive](#) section of this User Guide

# Cancel Reservation

It is possible to delete an unpaid (not ticketed) NDC booking. The user can choose whether to cancel the entire Sabre PNR with all segment types (Air, Hotel, Car), or just the NDC booking.



## Display Reservation

Before deleting the NDC segment(s), the user needs to retrieve the PNR. The user can then delete the segments using two methods:

The screenshot shows the Sabre Red 360 NDC Integration interface. The main area displays reservation details for PNR DDLIUZ, including traveler information (LOYTEST, SHERLY), order ID (QF08106383172), and ticketing time limit (07 OCT 11:59 PM). A red circle with the number '1' highlights the 'Cancel PNR' button. The right sidebar shows a list of segments, including 'JFK • SYD' and 'SYD • JFK'. A red circle with the number '2' highlights the 'Delete segment' button next to the 'SYD • JFK' segment. The bottom of the interface shows a table of order items with columns for segment type, flight number, route, dates, and price.

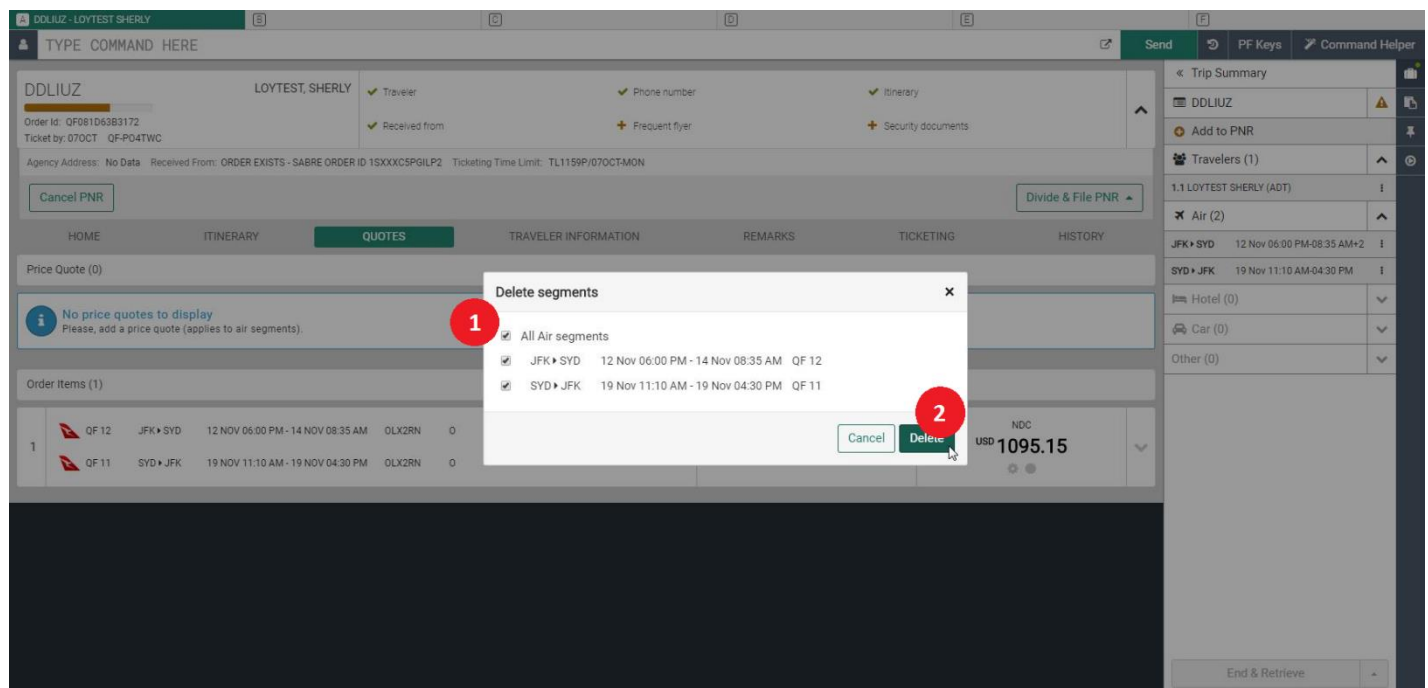
Order Item	Segment	Flight	Route	Dates	Price
1	QF 12	JFK • SYD	12 NOV 06:00 PM - 14 NOV 08:35 AM	OLX2RN	0
1	QF 11	SYD • JFK	19 NOV 11:10 AM - 19 NOV 04:30 PM	OLX2RN	0

1. Cancel PNR – deletes all segments, regardless of type (Air, Hotel, Car) and source (NDC, SABRE, API).
2. Delete segment (available in Trip Summary) – allows the user to select and delete just the NDC segments.

## Delete Segment

Delete segment allows the user to select which segments to delete.

Segments which were offered and booked together cannot be deleted separately. These are married and going forward will always be considered together.



To enable the “Delete segment” workflow, open the Trip Summary panel by clicking on the baggage icon in the upper right-hand corner.

1. “Delete segments” form allows the user to pick which segments to delete. The selection of one married NDC segment will automatically check the other married segment.
2. Once segments are selected, the user clicks the “Delete” button. To be successfully deleted, NDC segments do *not* require an End Transaction (ET), whereas other segment types do.

## Cancel PNR

Cancel PNR will delete all segments, along with associated Quotes (Price Quotes and Order Items). This action cannot be undone.

The screenshot shows the Sabre Red 360 NDC Integration interface. The main screen displays the PNR details for DDLIUZ, including traveler information, itinerary, and pricing. A 'Cancel PNR' button is visible in the upper left. A modal dialog box is open, asking for confirmation to delete all itinerary segments and PQs for DDLIUZ. The dialog includes a 'Received From' field with the value '3YAB ALW' and 'No' and 'Yes' buttons. Red circles with numbers 1 and 2 highlight the 'Received From' field and the 'Yes' button, respectively.

To enable the workflow, click on the “Cancel PNR” in the upper left-hand corner of Graphical PNR view.

1. When launching the Cancel PNR workflow, a precautionary pop-up appears to confirm the change. The user must add received from information. Received from information is automatically populated with data obtained from the user’s account details, which can be changed.
2. User needs to click “Yes” to submit the form and cancel the PNR.

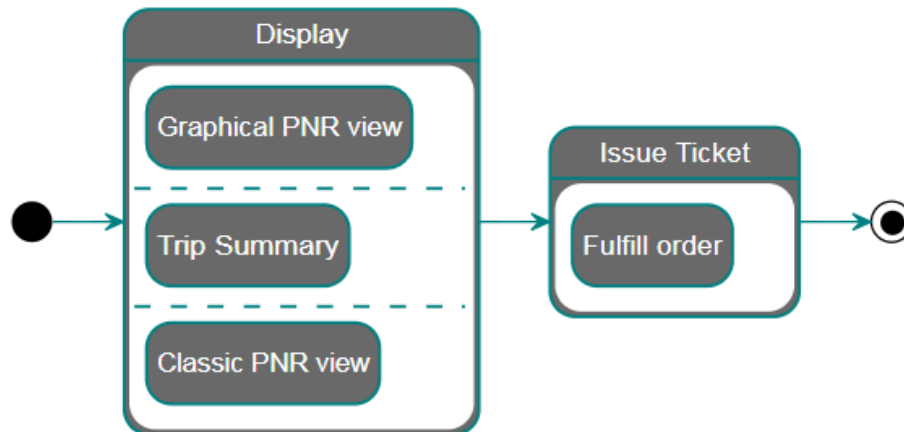
### Known Cancel limitations:

- In a case where Sabre PNR contains both NDC as well as Traditional segments – removing segments using either Delete Segment or Cancel PNR feature, removes all segments that are present in Sabre PNR. This step cannot be undone. User will need to add Traditional Segments back. It is a current limitation that will be addressed in future releases.  
As a workaround – it is recommended to not hold Traditional and NDC segment in single reservation, especially when ticket documents for Traditional segments are already issued.

# Issue Ticket/EMD

Order Items created by agent are on hold for the time displayed under the Ticketing Time Limit. Reservations are not confirmed until ticketed and paid for.

Agents can fulfill Air Order Item or Seat Order Items separately as well as can pay for both components in single transaction.



## Display Reservation

With PNR containing NDC Order loaded, agent can quickly verify whether there are Order Items pending fulfillment. QUOTES section in Graphical PNR lists all components along with their status.

On a top of that TICKETING section of Graphical PNR view shows all documents issued for Order Items on Reservation displayed.

The screenshot shows the Sabre Red 360 NDC Integration interface. The top bar includes a search field, 'Send', 'PF Keys', 'Command Helper', and 'CERT-R14I'. The main content area displays reservation details for PNR EFGZJK, including traveler information, status, and contact details. The 'QUOTES' tab is active, showing a table of order items. The table has columns for item number, flight, itinerary, dates, carrier, class, fare, and pricing. Red circles 1, 2, and 3 highlight specific elements: 1 points to the 'Ticketing Time Limit' (18 JUL 23:59), 2 points to the 'HN' (14F) fare, and 3 points to the 'NDC' pricing (AUD 1179.34 and AUD 30.00). The right sidebar shows a 'Trip Summary' with a list of order items and a 'Delete' button. The bottom right corner has an 'End & Retrieve' button.

Order Items (1)	Item	Flight	Itinerary	Dates	Carrier	Class	Fare	Pricing
1	QF 458	MEL > SYD	04 OCT 15:30 - 04 OCT 16:55	KFQW	K	Economy		
	QF 437	SYD > MEL	11 OCT 11:00 - 11 OCT 12:35	KFQW	K	Economy		
2	QF 458	MEL > SYD	WOLAK, LUKASZ	HN	14F	Extra Legroom		

1. Ticketing Time Limit shows by when document for Order Item needs to be issued. Supplier will auto cancel Order and associated inventory by the date and time specified.
2. Seat Order Item status indicates whether it is paid product
3. Amount to be paid when issuing document for given Order Item

## Fulfill Order

Ticketing is available through the “Workflows” side panel. It is available to all agents who have NDC capability enabled in Sabre Red 360.

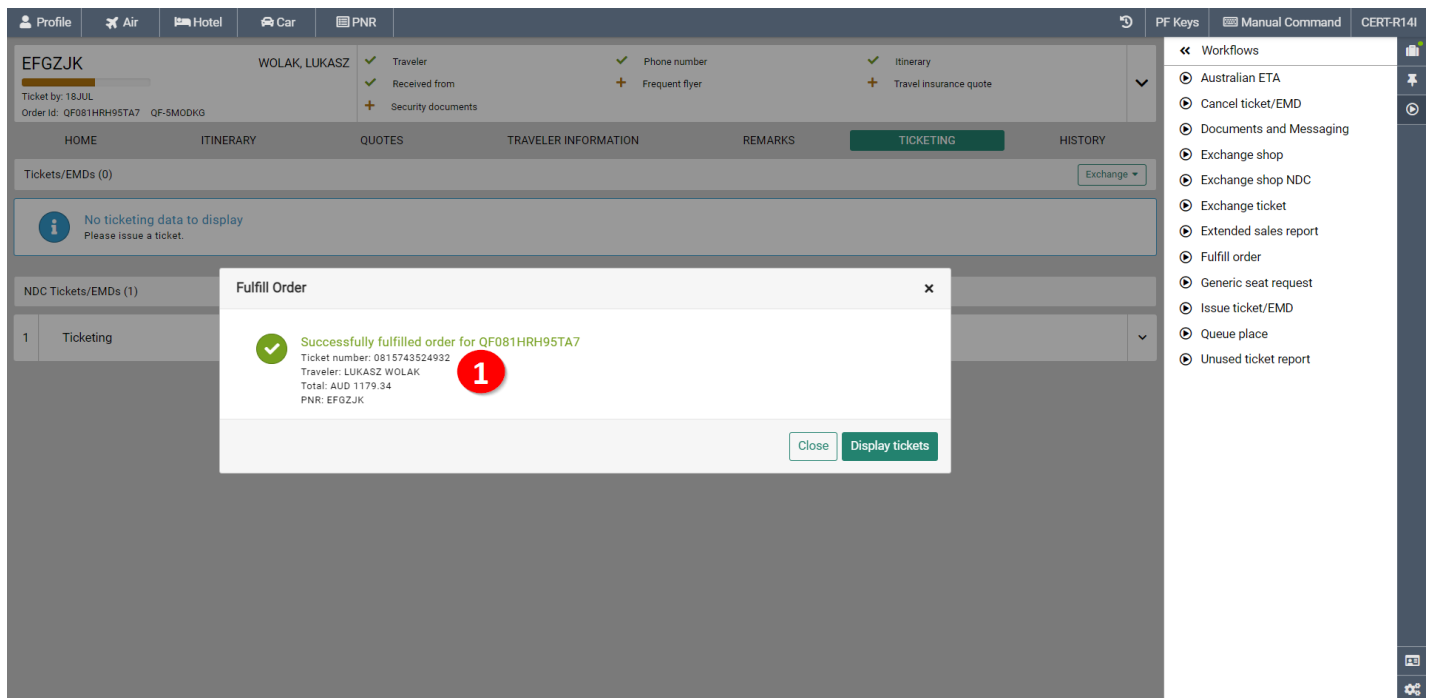
The screenshot displays the Sabre Red 360 interface. At the top, there's a header with 'TYPE COMMAND HERE' and a 'Send' button. Below this, a navigation bar includes 'HOME', 'ITINERARY', 'QUOTES', 'TRAVELER INFORMATION', 'REMARKS', 'TICKETING', and 'HISTORY'. A 'Workflows' panel on the right lists various actions, with 'Fulfill order' highlighted. A 'Fulfill order' modal window is open, showing a table of order items and a form for payment details. Red circles with numbers 1 through 5 indicate key steps: 1. Clicking the play button in the Workflows panel; 2. Selecting 'Fulfill order' from the list; 3. Selecting 'All order items' in the modal; 4. Selecting 'Use another card' in the payment form; 5. Clicking the 'Fulfill order' button.

1. “Workflows” panel can be accessed by clicking on the play button which is available on the right side of the screen.
2. NDC ticket issuance is enabled via dedicated “Fulfill order” workflow. The user selects “Fulfill Order” to initiate fulfillment process.
3. The “Fulfill order” screen gives user a choice of Order Items to be selected for fulfillment. User can choose specific Order Item or all Order Items.
4. Form allows user to specify desired Form of Payment to be used and Credit Card as well as Cash Form of Payment are supported.  
To use Cash following criteria must be met:
  - a. Airline needs to support Cash payment method
  - b. User’s PCC to have *Credit Card only* TJR option set to OFF – meaning Cash to be allowed for that PCC  
This can be verified using W/CCFOP¥\* entry



c. User PCC needs to have valid IATA number assigned.

5. With all necessary payment details provided User can submit form.



1. Successful Fulfillment returns a confirmation message with ticket number.

## Graphical Sales report

Beyond Audit Trail Report command (DQB\*¥NDC) - NDC Tickets can be also displayed in Graphical Extended sales report. Results of report can be easily filtered with filter-as-you type search feature as well as exported into CSV file.

9087

Profile Air Hotel Car PNR

PF Keys Manual Command

Workflows

- Cancel ticket/EMD
- Documents and Messaging
- Exchange shop
- Exchange ticket
- Extended sales report
- Fulfill order
- Generic seat request
- Issue ticket/EMD
- Queue place
- Unused ticket report

**Extended Sales Report**

**Date (optional)** 7SEP2021 **Carrier (optional)** **PCC (optional)**

**Settlement type (optional)** NDC **Document type (optional)** TKT

Cancel Search

1. *Extended sales report* workflow can be accessed by user on Workflows panel.
2. Report details to be provided by user (date, carrier, PCC for which report should be created).
3. Settlement and Document type to be provided by user
4. Button to launch applicable documents search and report creation.

9087

Profile Air Hotel Car PNR

PF Keys Manual Command

Workflows

- Cancel ticket/EMD
- Documents and Messaging
- Exchange shop
- Exchange ticket
- Extended sales report
- Fulfill order
- Generic seat request
- Issue ticket/EMD
- Queue place
- Unused ticket report

**Extended Sales Report** 07 Sep 2021 9087-SABRE, INC.

Tickets (26)

No.	PNR	Passenger name	eTicket Number	Airline	FOP	Amount	Agent	D/I	Commission %	Commission	Status	Time
1	KWAZGL	SNOW/JON	0815741242170	QF	CC	USD 224.90	A9Y	I				2021-09-07 22:34
2	WVAZOM	PATANKAR/PRAATIK	0162366251837	UA	CC	USD 97.20	AUY	D			V	2021-09-07 21:32
3	GTQEBM	PATANKAR/PRAATIK	0162366251832	UA	CC	USD 136.80	AUY	D			V	2021-09-07 21:31
4	MVQSLG	PATANKAR/PRAATIK	0162366251827	UA	CC	USD 97.20	AUY	D			V	2021-09-07 21:29
5	MUPNGR	PATANKAR/PRAATIK	0162366251820	UA	CC	USD 136.80	AUY	D			V	2021-09-07 21:27
6	KUJZZV	GOLICK/ELEGANT	0815741241841	QF	CC	USD 111.10	A@X	I				2021-09-07 14:42
7	MQGDYM	PATANKAR/PRAATIK MR	0015741241524	AA	CC	USD 243.40	AUY	D				2021-09-07 08:33
8	KREHEW	PATANKAR/PRAATIK MR	0015741241522	AA	CC	USD 243.40	AUY	D				2021-09-07 08:31
9	KRAKJS	PATANKAR/PRAATIK MR	0015741241499	AA	CC	USD 243.40	AUY	D				2021-09-07 08:01
10	KRWFFQ	QANTAS/RAINMAN	0815741241484	QF	CC	USD 111.10	ATZ	I				2021-09-07 07:39
11	KQPAEY	PATANKAR/PRAATIK MR	0015741241459	AA	CC	USD 243.40	AUY	D				2021-09-07 07:08
12	GQUMXM	PATANKAR/PRAATIK MR	0015741241444	AA	CC	USD 243.40	AUY	D				2021-09-07 07:01
13	FPFPRK	PATANKAR/PRAATIK MR	0015741241366	AA	CC	USD 0.00	AUY	D			E	2021-09-07 05:51
14	FPFPRK	PATANKAR/PRAATIK MR	0015741241365	AA	CC	USD 243.40	AUY	D				2021-09-07 05:50
15	WRCIYC	PATANKAR/PRAATIK MR	0015741241240	AA	CC	USD 0.00	AUY	D			E	2021-09-07 02:40
16	WRCIYC	PATANKAR/PRAATIK MR	0015741241239	AA	CC	USD 118.40	AUY	D				2021-09-07 02:40
17	WRBKHM	PATANKAR/PRAATIK MR	0015741241228	AA	CC	USD 0.00	AUY	D			E	2021-09-07 02:34
18	WRBKHM	PATANKAR/PRAATIK MR	0015741241227	AA	CC	USD 118.40	AUY	D				2021-09-07 02:33
19	FPYJHX	PATANKAR/PRAATIK MR	0015741241225	AA	CC	USD 0.00	AUY	D			E	2021-09-07 02:27
20	FPYJHX	PATANKAR/PRAATIK MR	0015741241224	AA	CC	USD 118.40	AUY	D				2021-09-07 02:26
21	JOIABF	PATANKAR/PRAATIK MR	0015741241209	AA	CC	USD 0.00	AUY	D			E	2021-09-07 01:50
22	JOIABF	PATANKAR/PRAATIK MR	0015741241208	AA	CC	USD 118.40	AUY	D				2021-09-07 01:49
23	JOFCYU	PATANKAR/PRAATIK MR	0015741241204	AA	CC	USD 0.00	AUY	D			E	2021-09-07 01:37
24	JOFCYU	PATANKAR/PRAATIK MR	0015741241203	AA	CC	USD 118.40	AUY	D				2021-09-07 01:37
25	JOEBVU	PATANKAR/PRAATIK MR	0015741241202	AA	CC	USD 0.00	AUY	D			E	2021-09-07 01:32
26	JOEBVU	PATANKAR/PRAATIK MR	0015741241201	AA	CC	USD 118.40	AUY	D				2021-09-07 01:31

Date	Total daily sales	Cash / check amount	Credit amount	Settlement	Transaction type
07 Sep 2021	USD 2617.90		2617.90	NDC	SALE

1. Header with basic report details.
2. Report details with Sabre's PNR, Traveler Name, Ticket Number, Carrier and additional details displayed
3. Search capability which allows to search for documents using various document attributes: PNR, Traveler Name, Ticket Number, Carrier Code.
4. Button to export report to CSV file

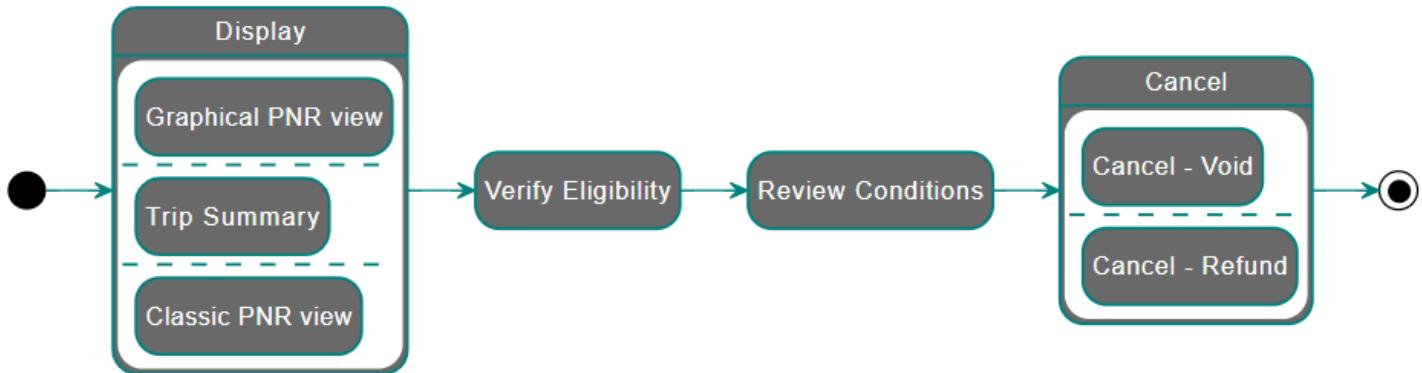
**Known Issue Ticket limitations:**

- Credit Card number needs to be manually entered by user at Ticket Issuance.
- In an event reservation holds multiple Order Items (i.e. one Air and two Seat items) and only one of them has been fulfilled – remaining ones need to be fulfilled in separate transactions.

# Cancel Ticket

There are times when fulfilled NDC booking needs to be cancelled. Sabre Red 360 does allow users to Void as well as Refund ticket document. Along with Ticket cancellation, associated flight segments as well as seats sold (ancillaries) are removed from supplier's reservation (Order).

On a top of that, it is important to note that determination whether fulfilled NDC booking will be Voided or Refunded is done by carrier according to fare rules associated with Order.



## Display Reservation

Once reservation with fulfilled Order is retrieved and displayed in Sabre Red 360 user can review details like ticket number, number of coupons, ticket issuance date/time

The screenshot displays the Sabre Red 360 interface for a reservation. The main area shows the reservation details for order IHBCJU, including flight segments, passenger information, and ticketing details. The interface is divided into several sections: a top header with the order ID and a search bar, a main content area with tabs for ITINERARY, QUOTES, TRAVELER INFORMATION, REMARKS, TICKETING, and HISTORY, and a right-hand sidebar with a 'Trip Summary' and a list of services (Travelers, Air, Hotel, Car, Other). The 'TICKETING' tab is active, showing a table of tickets with columns for Coupon, Airline, Flight, Class, Date, From, To, Time, Fare basis, and Coupon Status. The table lists two tickets: one for flight SQ 32 on 28MAY21 and another for flight SQ 1 on 17JUN21. The 'Coupon Status' column shows 'OPEN' for both tickets. The bottom of the screen displays a summary of the reservation, including the total fare and taxes.

Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1	SQ	32	Q	28MAY21	SIN	SFO	09:25	Q165GRPO	OPEN
2	SQ	1	Q	17JUN21	SFO	SIN	01:15	Q165GRPO	OPEN

1. PNR Ticketing field indicates whether fulfilled Order exists. This is indicated by TO indicator, followed by document number, user issuing ticket, along with time and date.
2. Within Graphical PNR view, in TICKETING section user can review more detailed information regarding issued document as well as obtain and print or save Ticket Receipt
3. Document (ticket) number
4. User's PCC issuance date and time
5. User that initiated ticket issuance transaction
6. Detailed information about document's coupons

## Verify Eligibility

Prior ticket cancellation, user needs to verify whether document is eligible for cancellation. In order to do so "Cancel ticket/EMD" workflow needs to be launched

The screenshot displays the Sabre Red workspace interface. At the top, there's a navigation bar with 'Send', 'PF Keys', and 'Command Helper'. The main workspace shows a PNR summary for 'IHBCJU - MAN SPIDER'. A 'Cancel ticket/EMD' popup is open, showing a list of tickets with 'Document number' and 'Ticket order' fields. The 'Continue' button is highlighted with a red circle 3. On the right, a 'Workflows' panel lists various actions, with 'Cancel ticket/EMD' highlighted by a red circle 1. Below the popup, the 'NDC Tickets/EMDs (1)' section shows a table of tickets with columns for Coupon, Airline, Flight, Class, Date, From, To, Time, Fare basis, and Coupon Status.

Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1	SQ	32	Q	28MAY21	SIN	SFO	09:25	Q165GRPO	OPEN
2	SQ	1	Q	17JUN21	SFO	SIN	01:15	Q165GRPO	OPEN

1. Cancel ticket/EMD button on the right-hand Workflows panel
2. Once workflow launched, popup provides user list of tickets present in PNR. User needs to select desired document number.
3. Once document number selected, it is time to advance to submit ticket for eligibility check.

## Review Conditions

Response provided by supplier, indicates whether ticket cancellation will be processed as document Void or Refund. In addition to that, carriers return information about specific amounts that will be returned.

The screenshot shows the Sabre Red 360 NDC Integration interface. The main window displays the ticket details for EKKJEE - MAN SPIDER. The ticket is for a round trip from SIN to BKK on 18 MAY 07:10 - 18 MAY 08:35. The ticket is currently in the 'TICKETING' state. A 'Cancel ticket' dialog is open, showing the following information:

Traveler	Ticket number	Type	Original
MAN, SPIDER	6182433163356	Void	Base fare THB 9750 Total taxes THB 2060

The dialog has 'Cancel' and 'Continue' buttons. A red circle with the number '1' is next to the 'Type' field, and a red circle with the number '2' is next to the 'Continue' button.

The screenshot shows the Sabre Red 360 NDC Integration interface. The main window displays the ticket details for IHBCJU - MAN SPIDER. The ticket is for a round trip from SIN to BKK on 18 MAY 07:10 - 18 MAY 08:35. The ticket is currently in the 'TICKETING' state. A 'Cancel ticket' dialog is open, showing the following information:

Traveler	Ticket number	Type	Original	Refund
MAN, SPIDER	6182433149148	Refund	Base fare THB 39980 Total taxes THB 2225 Total refund taxes THB 2225 Cancel penalty THB 39980 Total refund THB -2225	

The dialog has 'Cancel' and 'Continue' buttons. A red circle with the number '1' is next to the 'Type' field, and a red circle with the number '2' is next to the 'Continue' button.

- Eligibility check performed by carrier is based on fare rules, amount of time elapsed since issuance and other factors taken into consideration by carrier. Once processed, carrier indicates whether Cancellation will be processed as Void or Refund. Screens above show both scenarios. First is cancellation of ticket which was issued several minutes earlier. Second screen shows an example for ticket which was issued 4 days earlier.
  - In an event of Void, sum of *Base fare* and *Total taxes* is an amount which will be returned.
  - In case of Refund, sum of *Base fare* and *Total taxes* is the amount that was originally paid. *Total refund taxes* is an amount of taxes that will be refunded. *Cancel penalty* is an amount that will be deducted. *Total refund* is a final amount that will be refunded. Minus sign in front of that amount means amount will be refunded.
- Once user is ready to proceed with either Void or Refund (according to Type indicator), needs to submit dialog and appropriate Cancel transaction gets executed

## Cancel

After successful Cancellation, Classic as well as Graphical presentation of PNR gets updated with relevant indicators.

**Command Line:** KFLBRU - WOLAK LUKASZ

**Summary Section:**

- 1. T-08OCT-C2ZC\*ALW
- 2. TO 0815749652436-XX WOLAK/L C2ZC\*ALW 1338/08OCT
- 3. OV 0815749652436-XX \*VOID\* C2ZC\*ALW 1435/08OCT
- PHONES: 1. MEL12341234
- ACCOUNTING DATA: 1. QF45749652436/ 0.00/AUD 490.00/ 190.76/ONE/CCAXXXXX
- RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXWQPM1EY
- C2ZC.C2ZC\*ALW 2138/07OCT20 KFLBRU H

**Navigation Bar:** HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS **TICKETING** HISTORY

**Tickets/EMDs (0):** No ticketing data to display. Please issue a ticket.

**NDC Tickets/EMDs (1):**

1	Ticketing	e-Ticket Number 0815749652436	Issue Date 08 OCT 13:38	Ticketing Details XX WOLAK/L	Voided				
Passenger: WOLAK, LUKASZ PNR: KFLBRU									
Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1									VOID
2									VOID
Form of Payment			Base Fare AUD	Equip Fare	Taxes/Fees/Charges		Total AUD		
			490.00		190.76		680.76		

**Ticket Receipt:**

**End & Retrieve**

1. MAN/SPIDER  
NO ITIN  
TKT/ITIN  
1. T-18JAN-S3JK\*ATD  
2. TO 6182433149148-XX MAN/S S3JK\*ATD 2034/18JAN  
3. OR 6182433149148-XX MAN/S S3JK\*ALW 0318/23JAN

PHONES  
1. 8KX555667888  
CUSTOMER NUMBER - 1234567890  
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY  
ACCOUNTING DATA  
1. SQW2433149148/ 0/THB 39980/ 3525/ONE/CCJXXXXX  
XXXXXXXXX5560 1.1MAN S/1/F/E  
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXVC9HYBC  
S3JK.S3JK\*ATD 0734/18JAN21 IHBCJU H

IHBCJU MAN, SPIDER  
Order id: SQ\_4N2PKX  
Ticketed on: 18JAN SQ\_4N2PKX

MAN, SPIDER ✓ Traveler  
✓ Phone number  
Itinerary  
Received from

HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS TICKETING HISTORY

Tickets/EMDs (0) Exchange

No ticketing data to display  
Please issue a ticket.

NDC Tickets/EMDs (1)

1	Ticketing	e-Ticket Number 6182433149148	Issue Date 18 JAN 00:00	Ticketing Details XX MAN/S	Refunded				
Passenger: MAN, SPIDER Customer number: 1234567890 PNR: IHBCJU									
Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1									REFUND
2									REFUND
Form of Payment	Base Fare THB	Equiv Fare	Taxes/Fees/Charges THB	Total THB	Cancel penalties THB	Total refund THB			
	39980		3525	43505	39980	-2225			
TICKET RECEIPT									

End & Retrieve

- Once Cancellation is completed, segments are removed from PNR
- Successful Cancellation is indicated in Ticketing field of Classic PNR response. Voided NDC ticket document is prefixed with OV (Order Voided). Document that was Refunded gets prefix OR (Order Refunded)
- Cancellation of fulfilled document gets also reflected in TICKETING section of Graphical PNR.
- Coupon statuses get updated and show cancellation's outcome. Depending on case, user can see there either VOID or REFUND
- In an event of Refund, TICKETING section of Graphical PNR provides amount of penalties that were applied during Refund
- In an event of Refund, Total refund amount is displayed as well



IHBCJU - MAN SPIDER  
 TYPE COMMAND HERE  
 \*Ae  
 1. 1MAN/SPIDER  
 NO ITIN  
 TKT/TIME LIMIT  
 1. T-18JAN-S3JK\*ATD  
 2. TO 6182433149148-XX MAN/S S3JK\*ATD 2034/18JAN  
 3. OR 6182433149148-XX MAN/S S3JK\*ALW 0318/23JAN  
 PHONES  
 1. BKK555667888  
 CUSTOMER NUMBER - 1234567890  
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY  
 ACCOUNTING DATA  
 1. SQW2433149148/ 0/THB 39980/ 3525/ONE/CCJCXXXX  
 XXXXXXXX5560 1.1MAN S/1/F/E  
 RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXCV09HYBC  
 S3JK.S3JK\*ATD 0734/18JAN21 IHBCJU H

IHBCJU MAN, SPIDER  
 Order Id: SQ\_6N2PKX  
 Ticketed on: 18JAN SQ\_6N2PKX

MAN, SPIDER ✓ Traveler  
 ✓ Phone number  
 ✓ Received from  
 Itinerary

HOME ITINERARY **QUOTES** TRAVELER INFORMATION REMARKS TICKETING HISTORY

Order Items (1) Delete

Name	Phone number	Type	Base fare THB	Taxes / Fees / Charges THB	Total THB
MAN, SPIDER	5556667888	ADT	39980	3525	43505

TAXES, FEES, CHARGES & FARE CALC  
[VIEW ALL](#)

NDC  
 THB 43505  
 Refunded

End & Retrieve

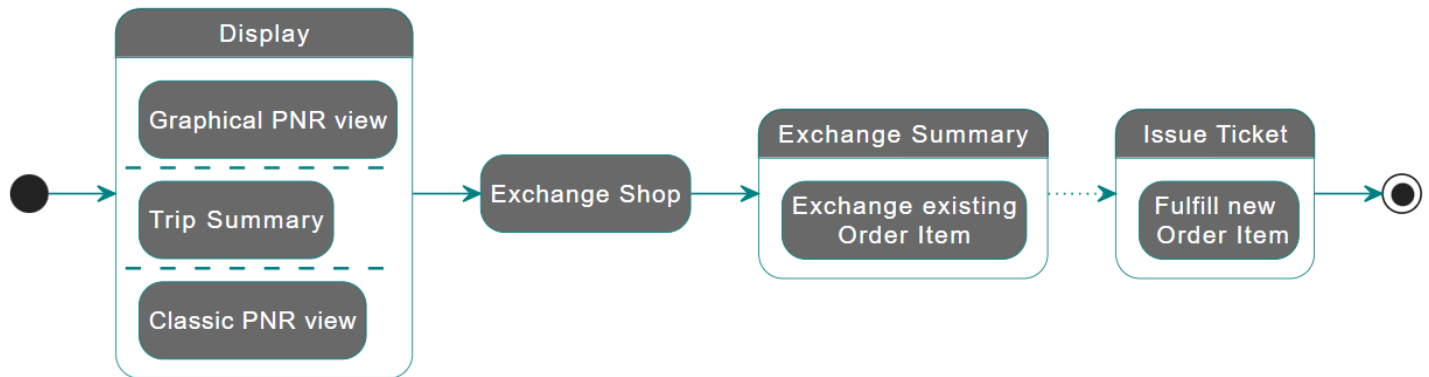
- As an outcome of ticket Cancellation, QUTOES section of Graphical PNR gets updated as well
- Segments that were cancelled, are no longer displayed as during cancellation segments are removed from Order
- After cancellation, Order Item does also indicate current new status, Ticketed gets replaced with either Voided or Refunded.

### Known Cancel Ticket limitations

- As part of Cancel-Void as well as Cancel-Refund, modifications that get applied to PNR (segments removal, OV line in Ticketing field) take precedence and any uncommitted PNR changes are Ignored. Hence, to ensure necessary changes are kept in PNR, it is recommended to commit changes (End & Retrieve) prior Cancellation workflow.
- Once document gets Voided or Refunded - Ticket Receipt available in TICKETING section of Graphical PNR no longer shows correct status of document. This limitation will be addressed in future releases
- As an outcome of Cancel – Refund, no Refund Account Line is created.
- In case reservation has both Ticket and EMD document – it is not yet supported to keep Ticket and cancel only EMD document.

# Voluntary Ticket Exchange

In an event of changes requested by traveler - Sabre Red 360 enables agents to modify fulfilled Order. This is possible through "Exchange Shop NDC" workflow. Users can change travel dates as well fare level ticketed previously. Exchange workflow supports deferred payment; specifically, newly created order item doesn't require immediate payment. Fulfillment step, during which new ticket will be created, can be preformed at later stage – before payment time limit.



## Display Reservation

Once reservation with fulfilled Order is retrieved and displayed in Sabre Red 360 user can review details like ticket number, number of coupons, ticket issuance date/time.

VZXSCV - WOLAK LUKASZ

TYPE COMMAND HERE

1. BNE12341234  
EMAIL ADDRESS 1. WOLAKSZ.WOLAK@EXAMPLE.COM  
ACCOUNTING DATA 1. QF5743544133/ 0.00/AUD 1745.00/ 238.74/C0.00/ON  
E/CA 1.1WOLAK LUKASZ/1/F/E  
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXCC00S30U  
R14I.HDQ\*HQF 1047/01AUG22 VZXSCV H

VZXSCV WOLAK, LUKASZ  
Ticked on: 02AUG  
Order Id: QF081HQNJYTA4 QF-5M22BK

Traveler ✓ Phone number ✓ Itinerary ✓  
Received from ✓ Frequent flyer + Travel insurance quote +  
Security documents +

HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS TICKETING HISTORY

Tickets/EMDs (0) Exchange

No ticketing data to display  
Please issue a ticket.

NDC Tickets/EMDs (1)

1	Ticketing	e-Ticket Number 0815743544133	Issue Date 02 AUG 01:48 UTC	Ticketing Details XX WOLAK/L					
Passenger: WOLAK, LUKASZ PNR: VZXSCV									
Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1	QF	81	H	15SEP22	SYD	SIN	11:10	HLFAS	OPEN
2	QF	82	H	22SEP22	SIN	SYD	21:00	HLFAS	OPEN
Form of Payment		Base Fare AUD		Taxes/Fees/Charges AUD		Total AUD			
		1745.00		238.74		1983.74			

TICKET RECEIPT

Workflows

- Australian ETA
- Cancel ticket/EMD
- Documents and Messaging
- Exchange shop
- Exchange shop NDC
- Exchange ticket
- Extended sales report
- Fulfill order
- Generic seat request
- Issue ticket/EMD
- Queue place
- Unused ticket report

1. Accounting Data in Classic PNR view indicates fulfilled Order exists.
2. Graphical PNR with detailed information about issued ticket document – number
3. Status for segments present on ticket document
4. Exchange shop NDC – workflow to start change process

## Reshop

As a first step of Voluntary Exchange workflow, agent is presented with the *Exchange shop* form where details for requested change can be provided.

**Exchange shop**

Order ID: QF081HQNJYTA4

Current itinerary

1. SYD ▶ SIN QF 81 15 SEP 11:10 - 15 SEP 17:50 H HK1 Keep
2. SIN ▶ SYD QF 82 22 SEP 21:00 - 23 SEP 06:50 H HK1 Exchange

From:  To:  Date:  – +

































Ticket number	Passenger name	Passenger Type
0815743544133	1.1 WOLAK, LUKASZ	ADT

Cancel Shop Airfare

1. Airline Order ID displayed for agent - to ensure desired Order will be changed.
2. All air segments displayed as they appear on ticket document, along with travel dates and status. Following segments, agent is presented with drop down control where can qualify which portion of travel should be changed.  
*Keep* – indicates this portion of itinerary should not be considered for change  
*Exchange* – indicates segments to which change applies.
3. New origin and destination along with desired date of travel. Agent should provide details for this part of journey which has been marked as *Exchange*. There is no need to specify connecting flights – only origin and destination should be provided.
4. With criteria for new itinerary provided by user, the next step is to shop for available exchange

## Review New Offer

Response received provides list of itineraries along with additional details which enable user to make a decision which of offers returned should be used.

VZXSCV - WOLAK LUKASZ										Send		PF Keys		Command Helper		CERT:R14I	
TYPE COMMAND HERE																	
18		QF 81 Qantas	SYD - Sydney 15SEP, 11:10		SIN - Singapore 15SEP, 17:50	333	Class: S	NDC									
		QF 52, QF 509 Qantas	SIN - Singapore 24SEP, 20:30		SYD - Sydney 25SEP, 09:45	332, 73H	Class: S S	Economy Saver AUD -492.79	>								
19		QF 81 Qantas	SYD - Sydney 15SEP, 11:10		SIN - Singapore 15SEP, 17:50	333	Class: H	NDC									
		QF 2 Qantas	SIN - Singapore 24SEP, 19:30		SYD - Sydney 25SEP, 05:10	388	Class: H	Economy Flex AUD 0.00	>								
20		QF 81 Qantas	SYD - Sydney 15SEP, 11:10		SIN - Singapore 15SEP, 17:50	333	Class: H	NDC									
		QF 82 Qantas	SIN - Singapore 24SEP, 21:00		SYD - Sydney 25SEP, 06:50	333	Class: H	Economy Flex AUD 0.00	>								
21		QF 81 Qantas	SYD - Sydney 15SEP, 11:10		SIN - Singapore 15SEP, 17:50	333	Class: H	NDC									
		QF 36, QF 426 Qantas	SIN - Singapore 24SEP, 20:45		SYD - Sydney 25SEP, 10:25	333, 73H	Class: H H	Economy Flex AUD 11.48	>								
22		QF 81 Qantas	SYD - Sydney 15SEP, 11:10		SIN - Singapore 15SEP, 17:50	333	Class: H	NDC									
		QF 38, QF 438 Qantas	SIN - Singapore 24SEP, 00:20		SYD - Sydney 24SEP, 12:55	333, 789	Class: H H	Economy Flex AUD 11.48	>								
23		QF 81 Qantas	SYD - Sydney 15SEP, 11:10		SIN - Singapore 15SEP, 17:50	333	Class: H	NDC									
		QF 36, QF 418 Qantas	SIN - Singapore 24SEP, 20:45		SYD - Sydney 25SEP, 09:25	333, 73H	Class: H H	Economy Flex AUD 11.48	>								
24		QF 81 Qantas	SYD - Sydney 15SEP, 11:10		SIN - Singapore 15SEP, 17:50	333	Class: I	NDC									
		QF 2 Qantas	SIN - Singapore 24SEP, 19:30		SYD - Sydney 25SEP, 05:10	388	Class: I	Business Sale AUD 1742.00	>								
25		QF 81 Qantas	SYD - Sydney 15SEP, 11:10		SIN - Singapore 15SEP, 17:50	333	Class: I	NDC									
		QF 82 Qantas	SIN - Singapore		SYD - Sydney	333	Class: I	Business Sale AUD 1742.00	>								

Workflows

- Australian ETA
- Cancel ticket/EMD
- Documents and Messaging
- Exchange shop
- Exchange shop NDC
- Exchange ticket
- Extended sales report
- Fulfill order
- Generic seat request
- Issue ticket/EMD
- Queue place
- Unused ticket report

1. List of offers with alternative itineraries - as returned by supplier.
2. Dates of travel for new itinerary requested.
3. Class of service, fare name as well as amount to be paid for exchanged itinerary displayed. Negative value indicates refundable amount, zero amount is for even exchange, positive value indicates additional collection required during fulfillment of new order item
4. Additional details for exchange offer can be reviewed on *Exchange Summary* screen. Agent can navigate to it using chevron button.

**Exchange summary**

Changes to the itinerary cannot be undone.

QF 81 SYD → SIN 15 SEP 11:10 - 15 SEP 17:50 ISAS | Business  
 QF 2 SIN → SYD 24 SEP 19:30 - 25 SEP 05:10 ISAS | Business

Offer time limit: 18m 27s  
 Ticketing time limit: 05 AUG 22:59

NDC  
 AUD 1742.00  
 Additional Collection

Passenger Type	Count	Bags	Base Fare AUD	Taxes / Fees / Charges AUD	Total AUD
Adult	1		3487.00	238.74	3725.74
Original Total					1983.74
Additional Collection					1742.00

Adult

BAGGAGE DISCLOSURES & EMBARGO INFORMATION VIEW ALL  
 TAXES, FEES, CHARGES & FARE CALC VIEW ALL  
 FARE DESCRIPTION BUSINESS SALE

Exchange order

Exchange summary screen shows additional details for offer selected by agent

1. Back button allows to return from detailed view into Exchange Shopping results.
2. Banner with message which indicates to agent that once *Exchange order* transaction is performed – it is not possible to revert to original (ticketed) itinerary. Changes is immediately reflected in supplier system.
3. New itinerary details with dates of travel, class of service as well as cabin name.
4. Offer time limit indicates how long offer is available for agent to proceed with exchange.
5. Ticketing time limit indicates amount of time allowed for deferred payment to be performed.
6. Amount of money to be paid (additional collection) when issuing a ticket for new itinerary.
7. Breakdown of amounts showing
  - a. total price of new ticket
  - b. amount already paid for original ticket
  - c. difference in amount between original and new ticket, which may indicate additional collection, even exchange or refundable amount
8. Fare Description widget – once clicked, details of selected fare are displayed
9. *Exchange order* button to proceed with exchange of original (ticketed) order item to newly selected order item

## Exchange Order Item

After selection of desired, new order item and successful Order exchange, user is presented with confirmation screen with most important details included on it.

The screenshot displays the Sabre Red 360 NDC Integration interface. At the top, a header bar shows the user's name (VGH/LWC - WOLAK LUKASZ) and various navigation icons. Below the header, a list of flight segments is visible, including Qantas flights from Singapore to Sydney. A modal window titled "Exchange order" is prominently displayed in the center. This modal contains a green checkmark icon and the text "Exchange was successful", followed by the order ID "15XXXCDRZ49Q5" and a note that the order is not guaranteed until ticketed. Below this, the new itinerary is shown with flight numbers QF 81 and QF 2, along with their respective flight paths and dates. A "Ticketing time limit" of 05 AUG 22:59 is indicated. The amount to be paid, AUD 1742.00, is also shown. The modal includes a "Close" button and a "Display order" button. The background of the interface shows a sidebar with "Workflows" and a bottom section with a table of passenger details and fares.

1. Successful exchange confirmation message – it indicates to user that new itinerary has been added to Sabre PNR, whereas the old itinerary has been removed
2. Information about new itinerary along with flight numbers, travel dates, class of service and cabin.
3. Ticketing time limit – exchanges workflow allows agent to perform payment step later (deferred payment). Ticketing limit indicates by when payment needs to be done.
4. Amount of money to be paid (or returned in case of refundable amount) for new ticket.
5. Once agent reviewed status of exchange process *Display order* button allows to navigate quickly into Quotes section of Graphical PNR, where newly created Order Item can be reviewed.

VGHLWC - WOLAK LUKASZ

TYPE COMMAND HERE

Send

PF Keys Command Helper CERT-R14I

QF 81 SYD > SIN 15 SEP 11:10 - 15 SEP 17:50 ISAS I Business  
QF 2 SIN > SYD 24 SEP 19:30 - 25 SEP 05:10 ISAS I Business

Offer time limit 18m 16s  
Ticketing time limit 05 AUG 22:59

NDC  
AUD 1742.00  
Additional Collection

Passenger Type	Count	Bags	Base Fare AUD	Taxes / Fees / Charges AUD	Total AUD
Adult	1		3487.00	238.74	3725.74
Original Total					1983.74
Additional Collection					1742.00

Adult

BAGGAGE DISCLOSURES & EMBARGO INFORMATION  
VIEW ALL

TAXES, FEES, CHARGES & FARE CALC  
VIEW ALL

FARE DESCRIPTION  
BUSINESS SALE

Exchange order

VGHLWC WOLAK, LUKASZ

Ticketed on: 02AUG  
Order Id: QF081H20JYTA4 QF-5NDZ2D

Traveler  
Received from  
Security documents

Phone number  
Frequent flyer

Itinerary  
Travel insurance quote

HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS TICKETING HISTORY

Order Items (1)

1 1 QF 81 SYD > SIN 15 SEP 11:10 - 15 SEP 17:50 ISAS I Business  
QF 2 SIN > SYD 24 SEP 19:30 - 25 SEP 05:10 ISAS I Business

Ticketing Time Limit 05 AUG 22:59

NDC  
AUD 1742.00  
Additional Collection

Name	Phone number	Type	Base fare AUD	Taxes / Fees / Charges AUD	Total AUD
WOLAK, LUKASZ	12341234	ADT	3487.00	238.74	3725.74
Original Total					1983.74
Additional Collection					1742.00

TAXES, FEES, CHARGES & FARE CALC  
VIEW ALL

BAGGAGE DISCLOSURES & EMBARGO INFORMATION  
NO DATA

SEAT MAP  
SEAT MAP

End & Retrieve

Trip Summary

VGHLWC

Add to PNR

Travelers (1)

1.1 WOLAK, LUKASZ (ADT)

Air (0)

NDC Air (2)

SYD > SIN 15 Sep 11:10-17:50 I HK

SIN > SYD 24 Sep 19:30-05:10 +1 I HK

Hotel (0)

Car (0)

Other (0)

Quotes section of Graphical PNR allows agent to review Order Item which was created as an outcome of exchange process at later stage.

- Information about new itinerary along with flight numbers, travel dates, class of service and cabin.
- Ticketing time limit – exchanges workflow allows agent to perform payment step later (deferred payment). Ticketing limit indicates by when payment needs to be done.
- Amount of money to be paid (or returned in case of refundable amount) for new ticket.
- Breakdown of amounts showing
  - total price of new ticket
  - amount already paid for original ticket
  - difference in amount between original and new ticket, which may indicate additional collection, even exchange or refundable amount





## Fulfill new Order Item

Newly created Order Item with new itinerary can be fulfilled later – before its Ticketing Time Limit. This step of workflow is available under *Fulfill order* workflow available in *Workflows* right hand side menu.

The screenshot displays the Sabre Red 360 NDC Integration interface. The top navigation bar includes 'Send', 'PF Keys', 'Command Helper', and 'CERT-R141'. The sidebar on the right lists various workflows, with 'Fulfill order' highlighted by a red circle with the number 1. The main area shows a 'Fulfill order' dialog box with a red circle with the number 2 over the 'Order item 1' dropdown and a red circle with the number 3 over the 'Fulfill order' button. The background interface displays a ticketing interface for 'VGHLWC - WOLAK LUKASZ' with a 'Ticketed on: 02AUG' and 'Order Id: QF081H20JYTA4 QF-5ND22D'. The 'Fulfill order' dialog box shows 'Order item 1' selected, with details: 'WOLAK, LUKASZ', 'ADT', 'QF81, QF2', and 'AUD 1742.00'. The background interface also shows a table of coupons and a form of payment section.

Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1									OPEN
2									OPEN

Form of Payment	Base Fare AUD	Taxes/Fees/Charges AUD	Total AUD
	1745.00	238.74	1983.74

1. Issuance of new ticket document available under *Fulfill order* option.
2. Fulfill order dialog showing Order Items available for fulfillment. Order Item which was created as an outcome of exchange step should be selected.
3. After selection of Order Item and Form of Payment, agent can now hit *Fulfill order* button so that new document is issued.

VGHLWC - WOLAK LUKASZ

TYPE COMMAND HERE

Send

PF Keys Command Helper CERT-R14I

Changes to the itinerary cannot be undone.

QF 81 SYD > SIN 15 SEP 11:10 - 15 SEP 17:50 ISAS I Business Offer time limit 18m 16s Ticketing time limit 05 AUG 22:59 NDC AUD 1742.00 Additional Collection

QF 2 SIN > SYD 24 SEP 19:30 - 25 SEP 05:10 ISAS I Business

Passenger Type	Count	Bags	Base Fare AUD	Taxes / Fees / Charges AUD	Total AUD
Adult	1		3487.00	238.74	3725.74
Original Total					1983.74
Additional Collection					1742.00

Adult

BAGGAGE DISCLOSURES & EMBARGO INFORMATION VIEW ALL

TAXES, FEES, CHARGES & FARE FARE DESCRIPTION

VGHLWC

Ticketed on: 02AUG

Order Id: QF081H2QJYTA4 QF-5NDZ

HOME

Tickets/EMDs (0)

No ticketing data to display  
Please issue a ticket.

NDC Tickets/EMDs (2)

		e-Ticket Number	Issue Date	Ticketing Details
1	Ticketing	0815743544137	02 AUG 02:14 UTC	XX WOLAK/L
2	Ticketing	0815743544138	02 AUG 02:19 UTC	XX WOLAK/L

Exchange order

History

Workflows

- Australian ETA
- Cancel ticket/EMD
- Documents and Messaging
- Exchange shop
- Exchange shop NDC
- Exchange ticket
- Extended sales report
- Fulfill order
- Generic seat request
- Issue ticket/EMD
- Queue place
- Unused ticket report

Fulfill Order

Successfully fulfilled order for QF081H2QJYTA4

Ticket number: 0815743544138

Traveler: LUKASZ WOLAK

Additional Collection: AUD 1742.00

Total: AUD 3725.74

PNR: VGHLWC

Close Display tickets

1. Successful fulfillment transaction showing details of new document created –Supplier Order ID
2. Additional, new document details displayed: document number, amount (additional payment or returned amount)

VGHLWC - WOLAK LUKASZ

TYPE COMMAND HERE

DISCOUNT DISCLOSURES & EMBARGO INFORMATION | TRAVEL FEES, CHARGES & FARE CALC | FARE DESCRIPTION

VIEW ALL | VIEW ALL | BUSINESS SALE

Exchange order

VGHLWC WOLAK, LUKASZ

Ticketed on: 02AUG  
Order Id: QF081H20JYTA4 QF5ND220

Traveler ✓ Phone number ✓ Itinerary ✓  
Received from ✓ Frequent flyer + Travel insurance quote +  
Security documents +

HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS TICKETING HISTORY

Tickets/EMDs (0) Exchange

No ticketing data to display  
Please issue a ticket.

NDC Tickets/EMDs (2)

1	Ticketing	e-Ticket Number 0815743544137	Issue Date 02 AUG 02:14 UTC	Ticketing Details XX WOLAK/L
Passenger: PNR: VGHLWC				
Coupon	Airline	Flight	Class	Date
1				
2				
Form of Payment		Base Fare AUD	Taxes/Fees/Charges AUD	Total AUD
		1745.00	238.74	1983.74
TICKET RECEIPT				
2	Ticketing	e-Ticket Number 0815743544138	Issue Date 02 AUG 02:19 UTC	Ticketing Details XX WOLAK/L

End & Retrieve

PF Keys Command Helper CERT-R14I

« Trip Summary

VGHLWC

Add to PNR

Travelers (1)

1.1 WOLAK, LUKASZ (ADT)

Air (0)

NDC Air (2)

SYD • SIN 15 Sep 11:10-17:50 I HK

SIN • SYD 24 Sep 19:30-05:10 +1 I HK

Hotel (0)

Car (0)

Other (0)

Once new document has been created – it gets displayed in *Ticketing* section of Graphical PNR. In addition to that, details of original ticket do change.

1. Original ticket is still displayed in section
2. Status of coupons that has been modified are changed to EXCHANGED. In addition to that, additional details for those coupons are removed (airline code, flight number, class, dates, origin, and destination). After new document has been issued – note about document no longer valid is removed
3. New ticket document is created and displayed.

VGHLWC - WOLAK LUKASZ

TYPE COMMAND HERE

VGHLWC WOLAK, LUKASZ

Ticketed on: 02AUG  
Order Id: QF081H20JYTA4 QF-5NDZ2D

Traveler ✓ Phone number ✓ Itinerary ✓  
Received from ✓ Frequent flyer +  
Security documents +

HOME ITINERARY **QUOTES** TRAVELER INFORMATION REMARKS TICKETING HISTORY

Order Items (1)

Name	Phone number	Type	Base fare AUD	Taxes / Fees / Charges AUD	Total AUD
WOLAK, LUKASZ	12341234	ADT	3487.00	238.74	3725.74
Original Total					1983.74
Additional Collection					1742.00

TAXES, FEES, CHARGES & FARE CALC [VIEW ALL](#)

BAGGAGE DISCLOSURES & EMBARGO INFORMATION [NO DATA](#)

SEAT MAP [SEAT MAP](#)

1. After new ticket issuance details of new Order Item in Quotes section of Graphical PNR gets updated. Order Item for new itinerary is still available with current itinerary, class of service as well as cabin.

2. Status of Order Item after document issuance is changed to Ticketed

End & Retrieve

1. After new ticket issuance details of new Order Item in Quotes section of Graphical PNR gets updated. Order Item for new itinerary is still available with current itinerary, class of service as well as cabin.
2. Status of Order Item after document issuance is changed to Ticketed

#### Known limitations:

- Penalty amount (whenever applies) is included within Additional Collection amount. Breakdown will be introduced in future release.
- There are no additional qualifiers which allow agent to prequalify offers to be returned (i.e. flights departing at specific time during the day). Additional qualifiers will be included in future releases.
- It is not currently supported to shop for exchange offers where outbound and inbound flights are on same date.
- Structured Fare Rules are not available at *Exchange Summary* screen.
- Voluntary Exchanges workflow for an Order which includes Seat ancillary is not supported.
- Cancellation of an Order (Void or Refund) after Voluntary Exchange is not supported.

# Involuntary Changes

Involuntary changes occur when there is a change to an airlines scheduled operations, this can occur any time from when the flights are booked all the way up to the day of departure. In certain circumstances Qantas will update the passenger's ticket to reflect the new itinerary, this usually only happens when the departure is within 72 hours. Outside of that time, it is the responsibility of the agent to update the ticket or to rebook the passenger on an alternative flight and exchange the ticket. In both cases the agent must provide a "waiver code" in the ticket update request to Qantas. Incorrect usage of waiver codes may result in a debit memo.

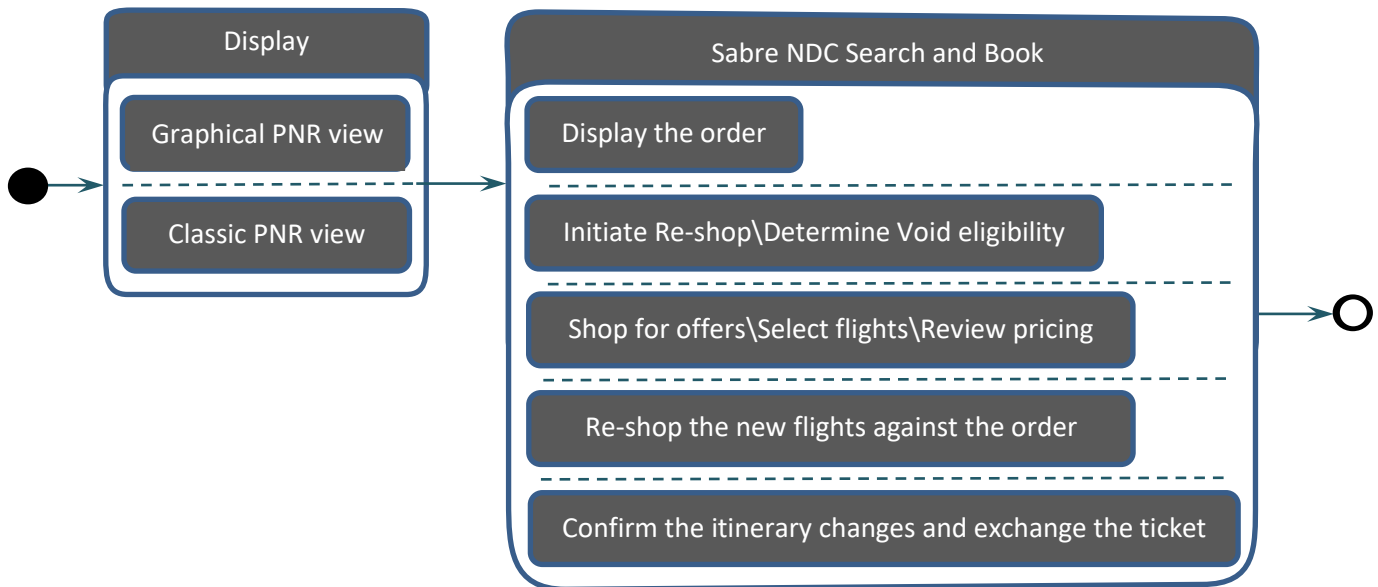
## Accepting the Schedule Change and Updating the Ticket

After Qantas have processed a schedule change the PNR is placed on Queue 13. The agent launches the application to check if the ticket has been revalidated or exchanged. If the passenger accepts the change to the itinerary the agent may update the ticket by going through the fulfilment process, specifying the reason for the exchange and entering the waiver code. The order is retrieved by entering the Qantas record locator, if the agent has displayed the PNR, the application will read the Qantas record locator and automatically send the message to Qantas to retrieve the order.

# Voluntary Changes – Singapore Airlines

After a ticket has been issued, the agent may need to modify the order and exchange or revalidate the ticket, this workflow starts with a check to determine if the original ticket is within the void period, if it is not and the agent elects to continue with the re-shopping process, the shopping screen is displayed. At this point the agent may specify alternate dates of travel, origin & destination cities and/or a different class of service (cabin). The shopping response returns flight options and once the agent has selected new flights, a “re-shop” request is made to price the new itinerary based on the existing order and fare rules. If the agent proceeds with the change, then a form of payment must be specified in the order change request to the airline as the itinerary update and ticket exchange are performed in a single transaction. The agent can exit from the re-shop workflow up until the point when the itinerary is modified, and the payment request is processed by the airline.

If the original ticket is within the void period, the agent should void the ticket and cancel the order using the “Cancel ticket\EMD” workflow option.



# Display The Reservation

Retrieve the PNR in the Graphical Display or in the Classic view

The screenshot displays the Sabre Red Workspace (CERT) interface for a reservation. The main window shows the reservation details for KEFGZO - SIERRA SAMMY. The command line at the top contains the following text:

```
1.1SIERRA/SAMMY
1 SQ 970Q 21APR W SINBKK HK1 710A 835A /NDSQ*5YQ39P/SQ5YQ39
P
2 SQ 983Q 26APR M BKK SIN HK1 810P 1130P /NDSQ*5YQ39P/SQ5YQ39
P
TKT/TIME LIMIT
1. T-10FEB-F9Q8*AKP
2. TO 6182433217112-XX SIERR/S F9Q8*AKP 0112/10FEB*
PHONES
1. JKT34344334
SERVICE FEE DATA EXISTS *SF TO DISPLAY ALL
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
ACCOUNTING DATA
1. SQ2433217112/ 0/IDR 4601000/ 951900/ONE/CA 1.1SI
ERRA S/1/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXC1T4FSKQ
F9Q8.F9Q8*AKP 1212/09FEB21 KEFGZO H
```

The summary section below the command line shows the reservation details:

KEFGZO	SIERRA, SAMMY	Traveler	Phone number	Itinerary
Order Id: SQ_5YQ39P		✓	✓	✓
Ticketed on: 10FEB SQ-5YQ39P		✓ Received from		

The sidebar on the right contains various tools and a 'Sabre NDC Search and Book' icon highlighted with a red circle and the number 1. The icon is labeled 'Open Sabre NDC Search and Book'.

1. Click on the “Sabre NDC Search and Book” icon



## Display The Order

If there is an active PNR with an NDC segment then the NDC order is automatically displayed. If there is not a PNR displayed click on the “Modify Booking” tab, select “Singapore Airlines” and enter the SQ record locator, then click on the “Send” button.

The screenshot shows the Sabre Red Workspace interface. The top menu bar includes 'File', 'Edit', 'View', 'Tools', 'Window', 'Help', and 'Contact Us'. Below the menu bar, there are tabs for 'Favorites', 'Tools', 'Community', and 'Admin'. The main area is titled 'Sabre NDC Search and Book' and contains a search bar with the following fields: 'Carrier' (Singapore Airlines), 'Airline Booking Reference' (SQ33P), and a 'Search' button. Below the search bar, there are three sections: 'Flight(s) Information', 'Passenger Information', and 'Booking Details'. The 'Flight(s) Information' section contains a table with columns: Flight Number, Operating Carrier, Brand Id, BookCls, Fare Basis, Departure, Arrival, Stops, and Duration. The 'Passenger Information' section contains a table with columns: PAX Type, Date Of Birth, Gender, Title, First Name, Last Name, Frequent Flyer Card, Frequent Flyer Number, Personal Contact, Email Address, and Emergency Contact. The 'Booking Details' section contains a table with columns: Order Status, Form of payment, Ticket Number(s), Date Of Issue, Ticket Time Limit, Base cost, Total taxes, and Agent commission. The 'Re-Shop' button is highlighted with a red circle 5.

Flight Number	Operating Carrier	Brand Id	BookCls	Fare Basis	Departure	Arrival	Stops	Duration
SQ970	-	-	Q	Q165GRPO	SIN Apr 21 07:10	BKK Apr 21 08:35	-	02:25
SQ983	-	-	Q	Q165GRPO	BKK Apr 26 08:10	SIN Apr 26 11:30	-	02:20

PAX Type	Date Of Birth	Gender	Title	First Name	Last Name	Frequent Flyer Card	Frequent Flyer Number	Personal Contact	Email Address	Emergency Contact
ADT	-	-	-	SAMMY	SIERRA	-	-	34344334	-	-

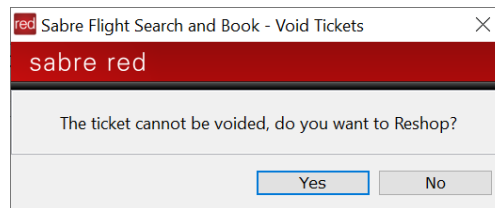
Order Status	Form of payment	Ticket Number(s)	Date Of Issue	Ticket Time Limit	Base cost	Total taxes	Agent commission
Confirmed	CASH	6182433217112	10 FEB 2021	-	IDR 4,601,000	IDR 951,900	-

1. If there is no PNR displayed, click on the “Modify Booking” button
2. Select the carrier from the drop-down menu
3. Enter the airline’s booking reference
4. Click on the “Search” button
5. Click on the “Re-Shop” button to initiate the shopping process

### Note:

- If the order has not been fulfilled the “Re-shop” option is not available
- The cancel itinerary button is disabled as cancellations are processed though the graphical PNR view, refer to the “Cancel Ticket” section of this document

Before displaying the “Shopping” screen the application will determine if the ticket is in the void period, if it is, the agent is prompted to void the ticket as this approach allows the agent to avoid any penalty fees. If, however, the ticket is outside of the voiding period a prompt is displayed asking the agent if they want to continue.



Click on the “Yes” button to continue the Re-shop process or “No” to exit.

## Shop Airfare

The “Shop Airfare” screen is displayed, note that the Airline and passenger types are set to the values from the original order and may not be changed. The “From”, “To”, “Departure Date” and “Return Date” fields are defaulted to the values from the original order, these may be modified. The agent may also change the cabin and enter the passenger’s frequent flyer information and/or a Corporate Account/Client Identifier.

1. The “Airline” selection field is set to the carrier whose order is being “re-shopped”, the agent cannot change this value
2. The passenger selection field is defaulted to the passenger values from the original order and cannot be modified
3. The “Trip Type” field defaults to the trip type of the original order and may be changed by the agent
4. The “From” field defaults to the origin of the original order and may be changed by the agent
5. The “To” field defaults to the destination of the original order and may be changed by the agent
6. The “Departure Date” defaults to the date of outbound travel from the original order, the agent can change this value
7. The “Return Date” defaults to the date of inbound travel from the original order, the agent can modify this value, this field is disabled if the original order was a One Way trip, this can be enabled by changing the “Trip Type” value (number 3)
8. The cabin selection defaults to economy, irrespective of which cabin was in the original order, the agent can select an alternative cabin
9. The agent may specify a frequent flyer program and enter the passenger’s frequent flyer number
10. The agent may enter a Corporate Account or Client Identifier
11. The agent clicks on the “Shop Airfare” button to initiate the re-shop request

Click on the “Shop Airfare” button to initiate the search for flight options.

The application lists flight options returned from the re-shop request, to get the detailed price information select both the outbound and inbound flights, the outbound flight must be selected first, the application will determine which return flights are combinable with the selected outbound flight. The display will roll up the “Shop Airfare”, “Outbound Flights” and “Inbound Flights” selections and display the pricing information.

The screenshot shows the Sabre Red Workspace interface. The main content area displays the 'Shop Airfare' process with the following elements:

- Shop Airfare Summary:** Carrier: Singapore Airlines, Cabin: AllEconomy, Trip: Roundtrip, From: SIN, To: BKK, ADT: 1, INF: 0, CHD: 0.
- Outbound Flights:** A section for selecting outbound flights.
- Inbound Flights:** A section for selecting inbound flights.
- Price Breakdown:** A table showing the breakdown of the total price.
- Right Sidebar:** Contains various application tools and buttons, including 'Re-Shop' (highlighted with a red circle 5).

Item	Adult	Child	Infant	Total
Fare/Equip Amount	IDR 7,381,000	-	-	IDR 7,381,000
G8	IDR 14,200	-	-	IDR 14,200
OP	IDR 64,300	-	-	IDR 64,300
E7	IDR 32,800	-	-	IDR 32,800
SG	IDR 399,000	-	-	IDR 399,000
L7	IDR 113,700	-	-	IDR 113,700
TS	IDR 327,900	-	-	IDR 327,900
<b>Total price</b>	<b>IDR 8,332,900</b>	-	-	<b>Amount Due IDR 2,780,000</b>

1. Click on the “Shop Airfare” summary to modify the shopping request
2. Click on the “Outbound Flights” header to display the flight options and to select another option

3. Click on the “Inbound Flights” header to display the flight options and to select another option
4. The price breakdown shows the fare in the currency of payment, the tax breakdown and the total price, this allows the agent to see how much a new ticket would cost
5. The amount due is the additional collection and any penalty fees, note that the fare comparison is made using the currency of the country of commencement of international travel, if this is not the same as the currency of payment then the amount due may vary due to exchange rate fluctuations
6. Click on the “Re-shop” button to verify the amount due and to initiate the exchange process
- 7.

The screenshot displays the Sabre Red Workspace (CERT) - Sabre Travel Network interface. The top menu bar includes 'File', 'Edit', 'View', 'Tools', 'Window', 'Help', and 'Contact Us'. Below the menu, there are tabs for 'Favorites', 'Tools', 'Community', and 'Admin'. The main workspace is divided into several sections:

- Search and Book:** Contains a search bar and a 'Shop Airfare' button.
- Shop Airfare:** A form for searching flights. It includes fields for 'Airline' (Singapore Airlines), 'Trip Type' (One Way, Roundtrip), 'From' (Singapore(SIN), SG), 'To' (Bangkok(BKK), TH), 'Departure Date' (22APR), and 'Return Date' (27APR). It also has sections for 'Adult', 'Child', and 'Infant' passengers, 'Cabin' (Economy), 'Card Type', 'Card Number', 'Loyalty Program', 'Frequent Flyer Number', and 'Corporate Account/Client Identifier'.
- Outbound Flights:** A table showing flight options from SIN to BKK. The table has columns for Flight Number, Operated by, Cabin Class, Class, Fare Type, Brand Id, Fare Basis, Departure, Arrival, Stops, and Duration. The table is sorted by Duration.
- Inbound Flights:** A table showing flight options from BKK to SIN. The table has columns for Flight Number, Operated by, Cabin Class, Class, Fare Type, Brand Id, Fare Basis, Departure, Arrival, Stops, and Duration. The table is sorted by Duration.
- Price Breakdown:** A table showing the breakdown of the fare. It includes columns for Item, Adult, Child, Infant, and Total. The total fare is IDR 7,381,000. There are buttons for 'Fare Rules', 'Re-Shop', 'Back', and 'Close'.

On the right side of the interface, there is a sidebar with various tools and services, including 'RED APPS', 'ETPR', 'Itinerary', 'Booking Services', 'PNR Pricing', 'PNR Pricing', 'Reissuance', 'Ticketing', 'Sabre NDC Search and Book', and 'APIS'.

This example shows the flight selections in the “rolled down” display, the agent can modify the shopping criteria or flight selections by clicking on the header and making the appropriate changes.

1. Click on the “Fare Rules” button to display additional itinerary information and detailed rule information
2. To show the additional collection and penalty fees click on the “Re-shop” button

Note: The “Fare Rules” and “Reshop” buttons are displayed in both the “rolled-up” and “rolled-down” views.

## The Fare Rules Display

The Fare Rules display provides a recap of the itinerary and shows information relating to changes, cancellations, baggage and mileage accrual.

The screenshot shows the 'Flight Details' window in Sabre Red. The window has a red header bar with the 'sabre red' logo. Below the header, there is a table with flight details. The first row is highlighted with a red circle and the number 1. The table has columns for Flight Number, Operating Carrier, Brand Id, Class, Fare Basis, Departure, Arrival, Duration, Cabin Class, Aircraft Type, Departure Terminal, and Arrival Terminal. The first row shows Flight Number SQ970, Operating Carrier -, Brand Id Economy Flexi, Class E, Fare Basis E12SGR, Departure SIN Apr 22 07:1..., Arrival BKK Apr 22 08:3..., Duration 02:25, Cabin Class ECO, Aircraft Type 787, Departure Terminal 3, and Arrival Terminal -. The second row shows Flight Number SQ983, Operating Carrier -, Brand Id Economy Flexi, Class E, Fare Basis E12SGR, Departure BKK Apr 27 20:1..., Arrival SIN Apr 27 23:3..., Duration 02:20, Cabin Class ECO, Aircraft Type 333, Departure Terminal -, and Arrival Terminal 0. Below the table, there is a section labeled 'Rules:' with a red circle and the number 2. This section contains a list of rules on the left and a large text area on the right. The list of rules includes: Change/No Show, Cancellation Before..., Award Upgrades, Ticket Sequence, Currency Conversion, Cancellation/No Show, Disclaimer, Changes Before Dep..., Checked Baggage, Award Accrual, and Mixed Fare Types. The 'Cancellation Before...' rule is selected. The large text area on the right contains the text: 'With payment of SGD 70, subject to currency conversion and your bank's exchange rate.' At the bottom right of the window, there is a 'Close' button with a red circle and the number 3.

Flight Number	Operating Carrier	Brand Id	Class	Fare Basis	Departure	Arrival	Duration	Cabin Class	Aircraft Type	Departure Termi...	Arrival Terminal
SQ970	-	Economy Flexi	E	E12SGR	SIN Apr 22 07:1...	BKK Apr 22 08:3...	02:25	ECO	787	3	-
SQ983	-	Economy Flexi	E	E12SGR	BKK Apr 27 20:1...	SIN Apr 27 23:3...	02:20	ECO	333	-	0

Rules:

- Change/No Show
- Cancellation Before ...
- Award Upgrades
- Ticket Sequence
- Currency Conversion
- Cancellation/No Show
- Disclaimer
- Changes Before Dep...
- Checked Baggage
- Award Accrual
- Mixed Fare Types

With payment of SGD 70, subject to currency conversion and your bank's exchange rate.

Close

1. The selected itinerary is recapped in the top panel
2. Rule information is displayed on the left-hand side, the agent can view the details of each item by clicking on it
3. To exit the rules display, click on the "Close" button

## The Second Reshop Response

The amount due is verified and the agent is prompted to confirm they wish to complete the exchange, click on the "Yes" button to proceed to the payment page, or "No" to exit.

The screenshot shows a dialog box titled 'Singapore Airlines Booking Re-shop'. The dialog box has a red header bar with the 'sabre red' logo. Below the header, there is a text area with the text: 'Total additional collection including change fees: IDR 2,780,000' and 'Do you want to confirm the changes to the booking?'. At the bottom of the dialog box, there are two buttons: 'Yes' and 'No'.

Singapore Airlines Booking Re-shop

sabre red

Total additional collection including change fees: IDR 2,780,000  
Do you want to confirm the changes to the booking?

Yes No

## The Payment Display

The Payment page is displayed, the form of payment defaults to that used in the original order.

Order Reshop

sabre red

Name Of Payer

Last Name  First Name

Amount payable

Total payable amount : IDR 2,780,000

Mode of payment

☐ Card ☒ Cash **1**

Address

Street  City Name  Postal Code  Country Code

Card Details

Card Type  \*Card Number  \*Expiry Date   Security Code

**2**

1. Select the form of payment and complete all of the details for credit card payments
2. Click on the "OK" button

Note:

- Even if there is no additional collection, the payment field is required in the request.

After modifying the booking and exchanging the tickets the application returns the Booking update successful display, click on the "OK" button to close the application.

Booking update successful

sabre red

Singapore Airlines PNR : 5YQ39P

Sabre PNR : KEFGZO

Please [Click here](#) for detailed Sabre logs.

The PNR is updated to reflect the changes:

```
1.1SIERRA/SAMMY
1 SQ 970E 22APR Q SINBKK HK1 710A 835A /NDSQ*5YQ39P/SQ 5YQ39P
2 SQ 983E 27APR T BKKSIN HK1 810P 1130P /NDSQ*5YQ39P/SQ 5YQ39P
TKT/TIME LIMIT
1.T-10FEB-F9Q8*AKP
PHONES
1.JKT34344334
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
ACCOUNTING DATA
1. SQ¥2433217112/ 0/IDR 4601000/ 951900/ONE/CA 1.1SI
ERRA S/1/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXC1T4FSKQ
F9Q8.F9Q8*AKP 1212/09FEB21 KEFGZO H
```

Note that only the flight information is updated, no new ticketing or accounting lines are added to the PNR.

## Display The Order To Review The Changes

Restart the application to view the updated order.

The screenshot displays the Sabre Red Workspace application interface. The top navigation bar includes 'Favorites', 'Tools', 'Community', and 'Admin'. The main content area shows the 'Search Order' results for the PNR 1SIERRA/SAMMY. The 'Flight(s) Information' panel (1) lists two flights: SQ970 and SQ983. The 'Passenger Information' panel shows the passenger SAMMY SIERRA. The 'Booking Details' panel (2) displays the ticket number 6162433236010, date of issue 16 FEB 2021, and ticket time limit (3). The 'Base cost' is IDR 7,380,000 (4), and the 'Total taxes' are IDR 951,900 (5). The 'Agent commission' is 0 (6). The 'Cancel Booking' button is visible. The right sidebar contains various tools and services, including 'RED APPS', 'ETPR', 'Itinerary', 'Booking Services', 'Paste Special', 'PNR Pricing', 'No PNR Pricing', 'Reissuance', 'Ticketing', 'Sabre NDC Search and Book', and 'APIS'.

1. The updated flight information is displayed in the "Flight Information" panel
2. The new ticket number
3. The new fare
4. The recalculated total taxes
5. The "Cancel Booking" button
6. Click on the "Itinerary Receipt" button to display the passenger receipt

Note that if the fare and routing do not change, Singapore Airlines may revalidate the existing ticket, this means the ticket will remain the same even though the reservation has been changed.

## Cancelling An Exchanged Order

After a booking has been changed and the ticket exchanged or updated the booking can be cancelled by clicking on the cancel button.

Launch the application, the order relating to the active PNR is displayed.

The screenshot displays the Sabre Red Workspace (CERT) - Sabre Travel Network interface. The main window shows the 'Search Order' section with the following details:

Flight(s) Information:									
Flight Number	Operating Carrier	Brand Id	BookCls	Fare Basis	Departure	Arrival	Stops	Duration	
SQ5050	SILKAIR	-	W	W145GR	SIN Apr 28 07:00	HKT Apr 28 07:45	-	01:45	
SQ5053	SILKAIR	-	W	W145GR	HKT May 05 02:55	SIN May 05 05:40	-	01:45	

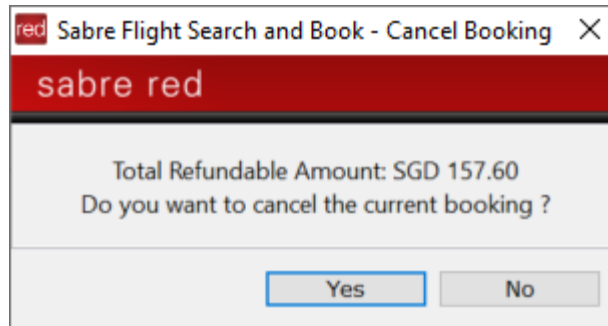
Below the flight information, the 'Passenger Information' section shows details for a passenger named MILO MIKE, including PAX Type (ADT), Date of Birth, Gender, Title, First Name, Last Name, Frequent Flyer Card, Frequent Flyer Number, Personal Contact, Email Address, and Emergency Contact.

The 'Booking Details' section shows the Order Status (Confirmed), Form of payment (AX XXXXXXXXXX0007), Ticket Number(s) (6182433217568), Date of Issue (10 FEB 2021), Ticket Time Limit, Base cost (SGD 267.00), Total taxes (SGD 90.60), and Agent commission.

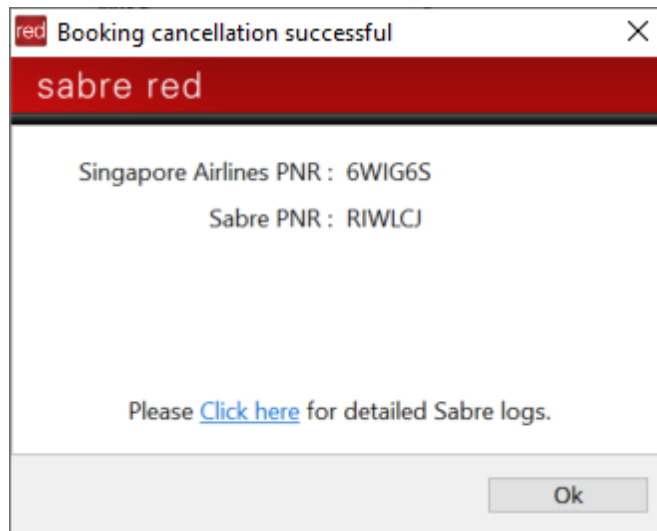
At the bottom right of the booking details, there are buttons for 'Re-Shop', 'Cancel Booking', 'Itinerary Receipt', and 'Close'. A red circle with the number '1' is placed over the 'Cancel Booking' button, indicating the step to be followed.

1. Click on the Cancel Booking button, the application will check for cancellation penalties and display the total refundable amount.





To confirm the cancellation, click on the “Yes” button, the order will be cancelled and the “Booking cancellation successful” confirmation message is displayed.



The carrier refunds any amount due to the original form of payment and the NDC segments are removed from the PNR.

```
RIWLCJ
1.1MIKE/MILO
NO ITIN
TKT/TIME LIMIT
1.T-04FEB-5607*ABE
2.OR 6182433202208-XX MIKE/M 5607*ABE 0000/04FEB
PHONES
1.SIN32423234
PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL
ACCOUNTING DATA
1. SQ¥2433202208/ 0.00/SGD 100.00/ 90.50/ONE/CCAXXXXX
XXXXXXX0007 1.1MIKE M/1/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXCVOBF303
5607.5607*ABE 0844/04FEB21 RIWLCJ H
```

# Incremental features list

## Release 21.6

- Pre-population of Frequent Flyer Number from PNR into Create Order

## Release 21.7

- Enablement of warning messages in NDC Cancel-Void and Cancel-Refund workflow to provide user carrier messages (i.e., United Airlines residual amount)

## Release 21.9

- Enablement of warning messages in TICKETING Graphical PNR view
- Adjustment in Create Order step – Traveler Name for Frequent Flyer Number as an optional element

## Release 21.10

- Pre-population of multiple email addresses present in PNR session into Create Order screen

## Release 21.11

- 3DS secure payments – fulfillment transactions performed by Sabre Red users are processed as a “card not present” (Mail Order, Telephone Order).

## Release 21.12

- Voluntary Exchanges workflow

## Release 22.1

- [Frequent Flyer qualifier available in Shop as well as Price step – capability which enables suppliers to personalize offers returned.](#)

## Release 22.2

- Enablement of NDC workflows to all Sabre Red 360 users. Agencies which have NDC content enabled, can take an advantage of following Sabre Red 360 workflows with no need for additional Sabre Red 360 roles assigned:
  - Create Reservation (Shop > Price > Book Air)
  - Display Reservation
  - Update Passenger Details
  - Cancel Reservation pre-fulfillment (Display Reservation > Cancel Reservation)
  - Fulfill Reservation (Display Reservation > Fulfill Reservation)
  - Cancel Reservation post-fulfillment (Display Reservation > Cancel-Void or Cancel-Refund)
- [Display of Baggage Allowance for created Order \(Graphical PNR – QUOTES\)](#)

## Release 22.3

- Seat Ancillary workflow accessible from Sabre Red 360 Trip Summary and Graphical PNR ITINERARY sections - an enhancement to earlier versions where Seat Ancillary workflow was available from Graphical PNR QUOTES section only
- Commercial Name for Seat Order Item displayed in Graphical PNR Quotes section.
- Voluntary Exchange workflow enhanced - Exchange Summary screen offering more details: Baggage Allowance, Taxes as well as Fare Description widgets
- NDC workflows translated into Sabre Red 360 supported languages.

## Release 22.4

- Order Create confirmation display showing warnings - an enhancement which gives agent more information about any additional details to be aware of.
- Ticketing Time Limit displayed in PCC city time - Offer Price, Order Create Confirmation and Order Item in Graphical PNR (QUOTES tab).  
City code is obtained from current Pseudo City Code. This capability works for suppliers that return Ticketing Time Limit in Coordinated Universal Time (UTC)

## Release 22.5

- [Contact Information – capability which allows agent to include traveler contact details at Order Create. Contact Information is used by suppliers for notification purposes \(i.e. flight schedule changes, reminders for traveler\)](#)

## Release 22.6

- Create Order – removal (cleanup) of input fields for unsupported data elements. Only data elements which are supported by NDC bookings are available on Create Order screen.
- Create Order – at least one contact (Email, Phone or Contact Information) must be associated with traveler. In an event contact in PNR is traveler associated – association will be automatically prepopulated.
- Create Order – additional validation introduced - when providing Secure Flight Passenger Data user must provide both data elements (Date of Birth & Gender)

## Release 22.7

- Offer Price – expansion and support for 8-digit BIN (Bank Identification Number) when using Re-Price with Form of Payment.

# Archive

Following section provides description of capabilities as well as limitations for airlines which offer NDC content via Sabre Red 360.

## American Airlines (Certification)

- Shopping
  - Shop with Frequent Flyer – No
  - Corporate Identifiers (Account Code) - Yes
- Re-price
  - Price with Frequent Flyer – No
  - Price with Form of Payment (Form of Payment Fees) - No
- Following data elements can be added at Order Create:
  - Passenger Advanced Passenger Information (APIS – Passport) – Yes
  - Passenger Secure Flight Passenger Data (Date of Birth & Gender) – Yes
  - Frequent Flyer – Yes
  - Phone number – Yes
  - Email address - Yes
  - Client ID - Yes
- Order modifications that are/are not supported:
  - Add Passenger Advanced Passenger Information (APIS – Passport) – Yes
  - Add Passenger Secure Flight Passenger Data – No
  - Phone Add/Delete - Yes
  - Email Add/Delete - Yes
  - Frequent Flyer Add/Delete – Yes
  - Client ID – No
- Fulfillment with Forms of Payment:
  - Cash
  - Credit Card
  - Seat Ancillary can be fulfilled with Credit Card only
- Cancel (Void & Refund)
  - Cancel Void as well as Cancel Refund are supported
- Voluntary Exchanges
  - Workflow available in Certification (testing) environment only
- Air Extras (Ancillaries)
  - Seat Ancillary – Yes
    - Seat Ancillary needs to be fulfilled within 4h
- Ticketing Time Limit
  - Offer Price - Yes
  - Created Order – Yes
- Form of Payment Fees (OB Fees)
  - Do not apply to this airline
- Other:

- Secure Flight or Passport Information need to be provided prior Order Fulfillment. User can add Secure Flight or Passport Information at Create Order, alternatively can add Passport Information after Order was created. It is not currently supported to include Secure Flight data (Date of Birth & Gender) after Order was created

## Avianca

- Shopping
  - Corporate Identifiers – Yes (Account Code)
- Re-price
  - Price with Frequent Flyer status – No
  - Price with Form of Payment – No
- Following data elements can be added at Order Create:
  - Passenger Advanced Passenger Information (APIS – Passport) – Yes
  - Passenger Secure Flight Passenger Data (Date of Birth & Gender) – Yes
  - Frequent Flyer – Yes
  - Phone number – Yes
  - Email address – Yes
  - Client ID – No
- Order modifications that are/are not supported:
  - Add Passenger Advanced Passenger Information (APIS – Passport) – No
  - Add Passenger Secure Flight Passenger Data – No
  - Phone Add/Delete - No
  - Email Add/Delete - No
  - Frequent Flyer Add/Delete – No
- Fulfillment with Forms of Payment:
  - Cash
  - Credit Card (not supported in following Points of Sale Mexico, Ecuador)
- Cancel (Void & Refund)
  - Cancel Void is supported
  - Cancel Refund is not supported
- Air Extras (Ancillaries)
  - Seat Ancillary – No
- Ticketing Time Limit
  - Offer Price - Yes
  - Created Order – Yes
- Form of Payment Fees (OB Fees)
  - Do not apply to this airline

## Finnair (Certification)

- Shopping
  - Corporate Identifiers – Yes (Account Code)
  - Shop with Frequent Flyer – No
- Re-price
  - Price with Frequent Flyer status – No
  - Price with Form of Payment – Yes
- Following data elements can be added at Order Create:
  - Passenger Advanced Passenger Information (APIS – Passport) – Yes

- Passenger Secure Flight Passenger Data (Date of Birth & Gender) – Yes
  - Frequent Flyer – Yes
  - Phone number – Yes
  - Email address – Yes
  - Client ID – Yes
- Order modifications that are/are not supported:
  - Add Passenger Advanced Passenger Information (APIS – Passport) – No
  - Add Passenger Secure Flight Passenger Data – No
  - Phone Add/Delete - No
  - Email Add/Delete - No
  - Frequent Flyer Add/Delete – No
- Fulfillment with Forms of Payment:
  - Cash
  - Credit Card
- Cancel (Void & Refund)
  - Cancel Void as well as Cancel Refund are supported
- Air Extras (Ancillaries)
  - Seat Ancillary – No
- Ticketing Time Limit
  - Offer Price - Yes
  - Created Order – Yes
- Form of Payment Fees (OB Fees)
  - Fees are applicable based on itinerary commencement point.

## Qantas Airways

- Shopping
  - Corporate Identifiers (Account Code, QCI - Qantas Corporate Identifier, ABN - Australian Business Number)
  - Shop with Frequent Flyer – Yes
- Re-price
  - Price with Frequent Flyer – Yes
  - Price with Form of Payment (Form of Payment Fees) – Yes
- Following data elements can be added at Order Create:
  - Passenger Advanced Passenger Information (APIS – Passport) – Yes
  - Passenger Secure Flight Passenger Data (Date of Birth & Gender) – Yes
  - Frequent Flyer – Yes
  - Phone number – Yes
  - Email address – Yes
  - Client ID – Qantas Corporate Identifier can be provided in Shopping criteria - Yes
- Order modifications that are/are not supported:
  - Add Passenger Advanced Passenger Information (APIS – Passport) – Yes
  - Add Passenger Secure Flight Passenger Data – No
  - Phone Add/Delete - Yes
  - Email Add/Delete - Yes
  - Frequent Flyer Add/Delete – Yes
  - Client ID – No

- Fulfillment with Forms of Payment:
  - Cash
  - Credit Card
- Cancel (Void & Refund)
  - Cancel Void as well as Cancel Refund are supported
- Voluntary Exchanges
  - Supported
  - EMD document gets created when exchange concludes with residual amount as well as additional collection
  - Exchange of itinerary which has been previously exchanged is not supported by carrier
- Air Extras (Ancillaries)
  - Seat Ancillary – Yes
    - Seat Status may be either HN or HD.  
In case HN is returned after seat sell - EMD document issuance may not be successful
- Ticketing Time Limit
  - Offer Price - Yes
  - Created Order – Yes
- Form of Payment Fees (OB Fees)
  - Form of Payment fees are supported
- Other:
  - Secure Flight Passenger Data (SFPD) or Passport Information need to be included for itineraries to/from/over United States. Otherwise, ticket issuance is refused. SFPD can be added at Order Create only.
  - Baggage Allowance is not provided in Shopping response. To get information about baggage allowance, agent needs to advance to next workflow step – Offer Price response

## Qatar Airways

- Shopping
  - Corporate Identifiers (Account Code)
  - Shop with Frequent Flyer – No
- Re-price
  - Price with Frequent Flyer – No
  - Price with Form of Payment (Form of Payment Fees) – No
- Following data elements can be added at Order Create:
  - Passenger Advanced Passenger Information (APIS – Passport) – Yes
  - Passenger Secure Flight Passenger Data (Date of Birth & Gender) – Yes
  - Frequent Flyer – Yes
  - Phone number – Yes
  - Email address – Yes
  - Client ID – No
- Order modifications that are/are not supported:
  - Add Passenger Advanced Passenger Information (APIS – Passport) – No
  - Add Passenger Secure Flight Passenger Data – No
  - Phone Add/Delete - No
  - Email Add/Delete - No
  - Frequent Flyer Add/Delete – No

- Client ID – No
- Fulfillment with Forms of Payment:
  - Cash
  - Credit Card
- Cancel (Void & Refund)
  - Cancel Void as well as Cancel Refund are supported
- Voluntary Exchanges
  - Not supported
- Air Extras (Ancillaries)
  - Not supported
- Ticketing Time Limit
  - Offer Price - Yes
  - Created Order – Yes
- Form of Payment Fees (OB Fees)
  - Does not apply to this airline

## Singapore Airlines

- Shopping
  - Corporate Identifiers – Yes (Account Code - carrier's Corporate Access Code, i.e. SQXYZSQLL11)
  - Shop with Frequent Flyer – No
- Re-price
  - Price with Frequent Flyer status – No
  - Price with Form of Payment – Yes (necessary to store Form of Payment to be used during fulfillment)
- Following data elements can be added at Order Create:
  - Passenger Advanced Passenger Information (APIS – Passport) – Yes
  - Passenger Secure Flight Passenger Data (Date of Birth & Gender) – Yes
  - Frequent Flyer – Yes
  - Phone number – Yes
  - Email address – Yes
  - Client ID – Yes (Corporate Identifier)
- Order modifications that are/are not supported:
  - Add Passenger Advanced Passenger Information (APIS – Passport) – No
  - Add Passenger Secure Flight Passenger Data – No
  - Phone Add/Delete - No
  - Email Add/Delete - No
  - Frequent Flyer Add/Delete – No
  - Client ID – No (it needs to be provided at Order Create)
- Fulfillment with Forms of Payment:
  - Cash
  - Credit Card
- Cancel (Void & Refund)
  - Cancel Void as well as Cancel Refund are supported
- Air Extras (Ancillaries)
  - Seat Ancillary – No



- Ticketing Time Limit
  - Offer Price - Yes
  - Created Order – Yes
- Form of Payment Fees (OB Fees)
  - Form of Payment fees are supported.
    - Case 1 – when Form of Payment is not provided explicitly at Pricing, then no fees are added by carrier. Order can be fulfilled either with Cash or Credit Card for which OB Fees do not apply.
    - Case 2 – when Form of Payment Cash is provided at Pricing – then no fees are added by carrier. Order can be fulfilled either with Cash or Credit Card for which OB Fees do not apply.
    - Case 3 – when Form of Payment Credit Card is provided at Pricing – then same Credit Card needs to be used during Fulfillment
- Other:
  - Secure Flight or Passport Information needs to be included for itineraries to/from/over United States. Otherwise, ticket issuance is refused.  
These data elements need to be included at Order Create.
  - ERROR AT ISSUANCE TIME: TST EXPIRED - OVERRIDE OR DELETE AND REPRICE  
This message can be observed during Ticket issuance when carrier's *Transitional Stored Ticket* is expired.  
At such point Order can't be fulfilled, and to pay for service, user needs to cancel segments (from Trip Summary) and start new PNR with new Order.  
Singapore Airlines Transitional Stored Ticket is configured by carrier and valid for 4 days.
  - FORM OF PAYMENT FEES PER TICKET MAY APPLY. INCLUDE CREDIT CARD NUMBER IN PRICING REQUEST TO CONFIRM  
This message can be observed at Offer Price response. It is a reminder to re-price carrier's offer with Credit Card if one will be used during ticket issuance.
  - Corporate Fares are supported.  
Providing Account Code (Corporate Access Code), user can request negotiated fares to be returned in Shopping response.  
To correctly capture bookings which include negotiated fare, Client ID (SQ Corporate Identifier) needs to be at Order Create step.
  - Singapore Airlines does utilize an anti-fraud mechanism which challenges suspicious transactions. Hence it may be observed that fulfillment transaction gets denied. Workaround in such situation is to attempt fulfillment with different Form of Payment.

## United Airlines (Certification)

- Shopping
  - Corporate Identifiers – Yes (Account Code)
  - Shop with Frequent Flyer – No
- Re-price
  - Price with Frequent Flyer status – No
  - Price with Form of Payment (Form of Payment Fees) – No
- Following data elements can be added at Order Create:
  - Passenger Advanced Passenger Information (APIS – Passport) – No
  - Passenger Secure Flight Passenger Data (Date of Birth & Gender) – Yes
  - Frequent Flyer – Yes
  - Phone number – Yes

- Email address – Yes
  - Client ID – No
- Order modifications that are/are not supported:
  - Add Passenger Advanced Passenger Information (APIS – Passport) – No
  - Add Passenger Secure Flight Passenger Data – No
  - Phone Add – Yes
  - Email Add – Yes
  - Frequent Flyer Yes
  - Client ID – No
- Fulfillment with Forms of Payment:
  - Credit Card
- Cancel (Void & Refund)
  - Cancel Void as well as Cancel Refund are supported
- Air Extras (Ancillaries)
  - Seat Ancillary – No
- Ticketing Time Limit
  - Offer Price - Yes
  - Created Order – Yes
- Form of Payment Fees (OB Fees)
  - Do not apply to this carrier
- Other:
  - Secure Flight Information need to be included for itineraries to/from/over United States. Otherwise Order creation is refused.
  - Advance purchase is provided in ISO 8601 standard duration format. As an example, advance purchase at Pricing step is shown as “Advance purchase: P28D”