# New Distribution Capability in Sabre Red 360



# Overview

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)

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# **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.

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Air Shopping	X SYD X	X LAX ×		13JUL2022	🛪 👻 Select	•										
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- 1. 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.
- 2. 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

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- o 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.



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

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#### 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.



- 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:
  - o same total price
  - o same itinerary (flight number and departure times)
  - same booking class

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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
  - o Alliance
  - o 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:
  - o Include Wholesale Fares
  - Include Multi-Ticket
  - Fare Type: Public Fare/ Private Fare
  - o 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.

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- 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.

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- 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 "Repricing" feature gives the agent an opportunity to add these additional details to allow offer adjustment.

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TAXES, FEES, CHARGES & FARE CALC	BAGGAGE DISCLOSURES & EMBARGO INFORMATION								
VIEW ALL	VIEW ALL								
						Re-pricing Create or	der	End & Retrieve	-

- 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.

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## **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				
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Traveler	-			
1.1 Plaunum Traveler	*			
Add Client ID				
Client ID				
Select	•		-	
				Cancel Create order
1. Secure Flight Pas	ssenger Data			
2. Email address				
2 Contact informat	tion – for an airline to noti	fy traveler a	hout 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)

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- 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 (<u>Optional PNR</u> <u>Edits</u>)
- 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.

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Theing						<ul> <li>Trip Summary</li> </ul>	
For a personalized	l offer, please add traveler details a	and re-price the itinerary.			Add details	PNR	^ Û
						Add to PNR	Ŧ
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			19m 39s	006 JUN 23:59	<sup>AUD</sup> 688.17	1.1 PLATINUM, TRAVELER (ADT)	
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Cancel after: MIN 20	00.00 AUD, MAX 200.00 AUD					🛱 Car (0)	$\sim$
Notes: OB Fees of 2.10 for CARE	FEE FD2 may be applied for traveler	T1.				Other (0)	$\sim$
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OB Fees of 6.20 for CARE	FEE FC2 may be applied for traveler	T1.					
OB Fees of 7.00 for CARL OB Fees of 7.00 for CARL	FEE FC3 may be applied for traveler FEE FC4 may be applied for traveler	T1.					
OB Fees of 6.20 for CARE	FEE FC5 may be applied for traveler	T1.					
OB Fees of 7.00 for CARE OB Fees of 3.10 for CARE	FEE FC6 may be applied for traveler	T1. T1					
OB Fees of 3.10 for CARE	FEE FD3 may be applied for traveler	τ1.					
OB Fees of 3.10 for CARE	FEE FD4 may be applied for traveler	T1.					
Qantas Frequent Flyers c	ould earn Qantas Points and Status C	redits for this booking. <a href="https://www.qanta&lt;/td&gt;&lt;td&gt;s.com/fflyer/dyn/program/terms" t:<="" td=""><td>arget="_blank"&gt;Terms and conditions apply.</td></a>	arget="_blank">Terms and conditions apply.				
BAGGAGE DISCLOSURES &	TAXES, FEES, CHARGES & FARE						
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Order Confirmation							
Order has been	n created successfully	ntil ticketed					
Graeno. Graen	e e e e e e e e e e e e e e e e e e e						
					NDC		
QF 81	SYD SIN 13 JUL 10:10	0 - 13 JUL 16:50 SLOSAS S	Economy	06 JUN 23:59	AUD 688.17		
				-	<b>2</b> •	End & Retrieve	^ <b>*</b>

- 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.
- 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.

Sabre Red 360 NDC Integration, 22.7 version

A WEJPOS - WOLAK LUKASZ	0	D	E		F			
TYPE COMMAND HERE				🗗 Se	nd 🤊 PFK	Keys 🏼 🎢 Cor	nmand H	lelper
*A«					« Trip Summar	ry		<b>n</b>
WEJPOS					WEJPOS		^	. #
1.1W0LAK/LUKASZ 1.14.8705.18.10.M.SVDSE0.HK1 200P.8404 (ND14*D	NTER/114016EE8				O Add to PNR			۲
E4EA4					🖀 Travelers (1)		^	•
2 UA 569S 18JAN M SFOEWR HK1 1045A 723P /NDUA*D E4EA4	INTEB/UA016FE8				1.1 WOLAK, LUKASZ	(ADT)	:	
3 UA 628L 25JAN M EWRLAX HK1 800P 1125P /NDUA*D	INTEB/UA016FE8				<b>X</b> Air (4)		^	•
4 UA 839Y 26JAN T LAXSYD HK1 1040P 850A /NDUA*D	INTEB/UA016FE8				SYD + SFO 18 Jan	an 14:00-08:40	SHK I	
E4EA4 TKT/TIME LIMIT					SFO + EWR 18 Jar	in 10:45-19:23	SHK I	
1. TL0959A/100CT-SAT					EWR+LAX 25 Jan	an 20:00-23:25	LHK I	
1.BNE12341234					LAX + SYD 26 Jar	an 22:40-08:50 +2	Y HK I	
EMAIL ADDRESS 1.¥LK VOLAK@SABRE.COM¥					🛤 Hotel (0)		~	,
RECEIV COM - ORDER EXISTS - SABRE ORDER ID 15XX	C6XCYAQI				🖨 Car (0)		~	
R141.908/*A, # 0030/080C120 WEJPUS H					Other (0)		~	,
WEJPOS WOLAK, LUKASZ	✓ Traveler	<ul> <li>Phone number</li> </ul>	✓ Itinerary					
Order Id: UA016FE8E4EA4	<ul> <li>Received from</li> </ul>			~				
		DEMARKS	TICKETING	HISTODY				
		WIATION REWARKS	HOREHING	INSTORT				
Order Items (1)				Delete				
UA 870 SYD + SFO 18 JAN 14:00 - 18 JAN 08:40	SLX00SDS S Economy Economy			NDC				
UA 569 SFO + EWR 18 JAN 10:45 - 18 JAN 19:23	SLX00SDS S Economy Economy	Ticketing Tin						
1 UA 628 EWR + LAX 25 JAN 20:00 - 25 JAN 23:25	LAA2AQEN L Economy	09 OCT 2	3:59	/53.40 ×				
UA 839 LAX + SYD 26 JAN 22:40 - 28 JAN 08:50	Y2EY Y Economy							
http://www.stackee.com/2010.2/24_262678#_0_50558/780501/017					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 <u>Archive</u> 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

Sabre Red 360 NDC Integration, 22.7 version

# **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

D A E (F) 💄 Profile 🛛 🛪 Air 🛛 🛤 Hotel CERT-R14 🖨 Car 🗐 PNR 📋 Proposal \* 0 H \* O R \* O H \* . « Trip Summary . NDC NDC I QXHAGQ ^ SIN - S... 14JUL, 359 00:20 8h 15min SYD SQ 242 nomy Standa Economy Fle 13JUL, 18:05 8 O Add to PNR AUD 698.67 AUD 961.67 0 😫 Travelers (1) ^ NDC NDC NDC NDC 1.1 PLATINUM, TRAVELER (ADT) : SYD SIN - S .... Premium Economy Standard Premium Economy Flexi SO 212 77W 8h 20min Economy Standard Economy Elexi 1 9 13JUL 13JUL, 14:15 🛪 Air (1) ^ re Airlines 07:55 AUD 698.67 AUD 961.67 AUD 1478.67 AUD 1823.67 SYD . SIN 13 Jul 10:10-16:50 SHK : U Hotel (0) NDC NDC NDC NDC SYD - ... 13JUL, 15:00 SIN - S... 13JUL, 388 21:20 8h 20min Premium Economy Premium Economy Flexi SQ 222 my Stand conomy FI 10 😭 Car (0) ~ AUD 961.67 AUD 698.67 AUD 1478.67 AUD 1823.67 Other (0) ~ NDC NDC SIN - S... 359 SYD -SQ 232 Economy Standard Economy Flex 11 13JUL, 11:00 13JUL, 17:30 Airlines 8h 30min AUD 698.67 AUD 961.67 QXHAGQ PLATINUM, TRAVELER 🗸 Traveler Phone number Itinerary v Ticket by: 06JUN Order Id: QF081HDBU6TA7 QF-53AREH Received from ITINERARY REMARKS HISTORY TICKETING HOME 2 6 Traveler Informa Summary Print | Copy= Travelers Add WEDNESDAY, JULY 13 Phone Add SYDNEY TO SINGAPORE 4 Add Email WEDNESDAY, JULY 13 Add Form of Payment QANTAS AIRWAYS, QF 81 D CONFIRMED, Confirmation#: 53AREH Frequent Flyer Add SIN - SINGAPORE, SINGAPORE Terminal 1 JUL 13, 16:50 8h 40min AIRBUS INDUSTRIE A333 JET 3907 Miles SYD - SYDNEY, AUSTRALIA Cabin: Seat(s): Economy N/A Time: Aircraft: Delivery Address Add JUL 13, 10:10 Add Client Address Meal: HR Distance OSI Add SSR Add Add Security Information End & Re de? Sabre Red 360 NDC Integration, 22.7 version Page | 17

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

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.
- 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.



- 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.

Sabre Red 360 NDC Integration, 22.7 version

_							-				
	- PLATINUM TRAV	HERE			D		E Send	6	PF Keys Z Command Helper	CERT-R14	
_	E CONTRATE	10.10	10.00	ф <b>н</b>	* • H	<b>Ф П</b>	ф 0 Д		<ul> <li>Trip Summary</li> </ul>		
				NDC	NDC				I QXHAGQ	^ c	
8 📏	SQ 242 Singapore Airli	SYD 13JUL,	SIN - S 359 14JUL, 8h 15min	Economy Standard	Economy Flexi			~	G Add to PNR		
		18:05	00:20	ADD 698.67	961.67				🛎 Travelers (1)	~ @	
				NDC	NDC	NDC	NDC		1.1 PLATINUM, TRAVELER (ADT)		
9 🌭	SQ 212 Singapore Airlines SYD Singapore Airlines	SIN - S 77W 13JUL, 8h 20min	Economy Standard	Economy Flexi	Premium Economy Standard	Premium Economy Flexi	~	<b>≭</b> Air (1)	^		
	Singapore Ann	07:55	14:15	<sup>AUD</sup> 698.67	<sup>AUD</sup> 961.67	AUD 1478.67	AUD 1823.67		SYD SIN 13 Jul 10:10-16:50	знк 🚦	
				NDC	NDC	NDC	NDC	-	<b>7</b> Hotel (0)	~	
10	SQ 222 SYD 13JUL,	SQ 222	SQ 222	SIN - S 388	Economy Standard	Economy Flexi	Premium Economy	Premium Economy	_	🛱 Car (0)	~
10 20	Singapore Airli	ines 15:00	21:20 8h 20min	AUD 698.67	AUD 961.67	AUD 1478.67	AUD 1823.67		Other (0)	~	
				NDC	NDC			-			
11	SQ 232	SYD	SIN - S 359	Economy Standard	Economy Flexi			-			
	Singapore Airli	ines 11:00	17:30 8h 30min	AUD 698.67	AUD 961.67						
QXHAQ	, <mark>0</mark>	PLATINUM, TRAVEL	ER 🗸 Traveler	✓ Phone	number	<ul> <li>Itinerary</li> </ul>					
Ticket by: 06	JUN		<ul> <li>Received from</li> </ul>					~			
Order Id: QF	081HDBU6TA7	QF-53AREH			_						
HC	ME2	ITINERARY		ELER INFORMATION	REMARKS	TICKETING	HISTORY				
Display	Security Inform	nation (1) 🗸			•	•	+ Add 📋 D	elete			
LINE I	AIRLINE	TYPE	INFORMATION			TRAVELER ASSOCIATION					
			LAST NAME: PLAT	NUM							
			FIRST NAME: TRAV	ELER					8		
			DOCUMENT NUMB	ER: 434343434						_	
NDC	QF	Passport	GENDER: MALE	00-03-22		PLATINUM, TRAVELER		:		_	
	DC QF Passport		EXPIRATION DATE: 2025-05-23								
			ISSUE DATE: 2015-	05-22							
			ISSUING COUNTRY	: PL							
			RESIDENCE COUNT	TRY: PL					End & Retrieve	K	

5. **TRAVELER INFORMATION** – section provides information about passenger details which are stored in Sabre reservation, as well as carrier's reservation system. Details applicable to NDC booking:

Contact Details (Email as well as Phone Number) Security Information (Passport) Security Information (Secure Flight: Date of Birth and Gender) Frequent Flyer Information Client ID - CLID

Using Display dropdown, user can select specific category of details to be displayed Some details (i.e. phone number, email address) are displayed twice denoted in 'Line' column either with a number or NDC. NDC indicates that element is part of NDC reservation.

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

Sabre Red 360 NDC Integration, 22.7 version

QXHAGQ -	PLATINUM TRAVELER	B		C		D		E	F	
TYPE	COMMAND HERE	13	→ 13				Standard	C Send	🕤 🛛 PF Keys 🏼 🎗 Comm	and Helper CEF
	Singapore Airlines	07:55	14:15 8h	:0min	AUD 698.67	AUD 961.67	AUD 1478.67	AUD 1823.67	Trip Summary	
-					NDC	NDC	NDC	NDC	I QXHAGQ	
	\$0.222	SYD	SIN - S 385		Factore Standard	Factor Flori	Premium Economy	Premium Economy	Add to PNR	
	Singapore Airlines	13JUL, • 15:00	→ 13JUL, 8h 21:20	0min	AUD 698.67	AUD 961.67	Standard	Flexi	Travelers (1)	
							14/8.07	1023.07	1.1 PLATINUM, TRAVELE	R (ADT)
		SYD -	SIN - S		NDC	NDC			🗙 Air (1)	
<u>ی</u>	SQ 232 Singapore Airlines	13JUL,	→ 13JUL, 8h	10min	Economy Standard	Economy Flexi AUD Q61 67			SYD + SIN 13 Jul 10:10-10	:50 S HK
	~	11.00	17.50		090.07	901.07				
HAG	d.	PLATINUM, TRAVELE	ER 🗸 Traveler		<ul> <li>Phone n</li> </ul>	umber	<ul> <li>Itinerary</li> </ul>		🖨 Car (0)	
et by: 06.	JUN								✔ Other (0)	
C Ticket	ts/EMDs (1)	-							Þ	
Tic	keting	e-Ticket Number 08157431251	141	lss 23	ue Date MAY 10:08 UTC	Tic XX	keting Details CPLATINUM/T		^	
assenger:	PLATINUM, TRAVELER	PNR: QXHAGQ								
oupon	Airline	Flight	Class	Date	From	То	Time Fare ba	asis Coupon Status	s	
	QF	81	S	13JUL22	SYD	SIN	10:10 SLOSA	S OPEN		
orm of Pay	yment			Base Fa	re AUD	Taxes/Fees/Cha	arges AUD	То	atal AUD	
					566.00		122.17		688.17	
TICKE									End & Ret	rieve

- 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.

Sabre Red 360 NDC Integration, 22.7 version

### **Classic PNR view**

The classic PNR provides information about NDC content.

TYPE COMMAND HERE	nd 🤊 PF Keys 🌾 Comma	and Hel	lper
*Åe	« Trip Summary		
QPKKRK 1.1W0L4K/LUKASZ		A	•
1 UA 398W 12JAN S LAXSFO HK1 1045P 1220A /NDUA*DRETRY/UA01698D	Travelers (1)	^	<ul><li><b>↑</b></li><li><b>○</b></li></ul>
Z DA 863W ISJAN M SFUSYU HKT 1045M 905A /NUDA*DRETRY/DA0T69BD - DF825	1.1 WOLAK LUKASZ (ADT)	i	
TKT/TIME LIMIT 1.T-15NOV-3YAB*ALW	<b>≭</b> Air (2)	^	
2.T0 0162480551867-XX WOLAK/L 3YAB*ALW 1917/15N0V	LAX > SF0 12 Jan 10:45 PM-12:20 AM+1	1 1	
1.TUL12341234 PASSENGEE EMATI DATA EVISTS *PE TO DISPLAY ALL	SFO > SYD 13 Jan 10:45 PM-09:05 AM+2	2 1	
ACCOUNTING DATA	Hotel (0)	~	
1. U4#24805018677 0.00/USD 809.007 67.04/UNE/CCAXXXX XXXXXXX0007 1.1WOLAK L/1/F/E	🖨 Car (0)	~	
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXCO4IDW74 3YAB.3YAB*ALW 1910/15NOV19 QPKKRK H	Other (0)	~	
	End & Retrieve	•	

- 1. NDC segments are indicated by the /ND tag which is followed by the carrier's record locater 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.

Sabre Red 360 NDC Integration, 22.7 version

# 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 worlflow.



### 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

Sabre Red 360 NDC Integration, 22.7 version

G20HEP - WOLAK LUKASZ	[B] C120		5	0		0		[F] C22C	
TYPE COMMAND HER	E						7	Send 🧐 PF Keys 🌶 Com	mand Help
Cantas	22.0	N, 20:30 🔺 vr0.	24JUN, 05/05		Cass 5 5	0 0 11	T	* ≪ Trip Summary	
						NDC		GZCHEP	^
10 QF 499, QF 9 Cantas	SYD - 22,0	Sydney JN, 22.05	LHR - London 24JUN, 05/05	332, 789	40h 00min Class S S	400 1438.92	$\sim$	Add to PNR	
						NDC	-	Travelers (1)	^
11 QF 583, QF 9 Qantas	SYD - 22.0	Sydney Angel Sydney Angel Sydney Angel Sydney Angel Sydney Angel Sydney	LHR - London 24JUN, 05:05	332, 789 @	42h 15min Class S S	400 1441.81	~	Air (2)	1
						NDC	-	MEL+ SYD 18 May 06:30-07:55	5.1
12 QF 403, QF 9 Centes	\$YD - 22.4	Sydney JNL 06:15 MIL	LHR - London 23JUN, 05:05	73H, 789 @	31h 50min Ciets L L	<sup>440</sup> 1568.92	~	SVD+MEL 22 May 07:30-09:05	<u>4</u>
0701/50	1000 AV 1100 APT						-	🔗 Car (0)	1
Order Id: OFD8106/196655		Received from	<ul> <li>Phone number</li> </ul>		<ul> <li>Itinerary</li> </ul>		~	Other (0)	~
HOME	ITINERARY Qu	OTES	TRAVELER INFORMATION	REMARKS	TICKETING	HISTORY			
Order Items (1)		9				80	eiete		
1 QF 405 MEL+ SYD	18 MAY 06:30 - 18 MAY 07:55 22 MAY 07:30 - 22 MAY 09:05	SDQZ14 S QDQX14 Q		Ticketing Tin 18 APR 2	ne Limit. 23:59	ALD 527.39	^		
Name	Phone number	Тури	Base fare AUD		Taxes / Fees / Charges	Tot	diA la		
LUKASZ WOLAK	12341234	ADT	439.56		87.83		527.39		
TAKES, FEES, CHARGES & FARE CALO VIEW ALL	SEAT MAP								
								End & Retrieve	

- 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

Sabre Red 360 NDC Integration, 22.7 version



- 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.

Sabre Red 360 NDC Integration, 22.7 version

### Sell Seats

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

A QZLNIF - WOLAK LUKASZ	В		С		D		E		F		
STYPE COMMAND	HERE						G	🖞 Send 🔊	PF Keys 🏼 🇭 Command I	lelper CI	ERT-R14I
									Trip Summary		•
Seat Map								×	I QZLNIF		<b>^</b> 🛈
MEL-SYD: QF 414	SYD-MEL: QF 415								Add to PNR		*
Qantas Airways	414		MA	IN		^	Passenger(s)	Seat	🔹 Travelers (1)		<b>^</b> ()
MEL - Melbourne →	SYD - Sydney		Econ	omy				145 2	1.1 WOLAK, LUKASZ (ADT)		÷
Date: 16 JUN 2022			A B C	DEF			1. WOLAK/LUKASZ	AUD 30.00	🛪 Air (2)		^
Equipment type: Boeing 7	37-800 -Winglets- Passenger		4					Total: AUD 30.00	MEL > SYD 16 Jun 07:30-08:55	E HK	÷
PRICE PER SEAT:AUD 0	AUD 30		5						SYD • MEL 23 Jun 07:30-09:05	Q HK	:
Seat Legend			0						Hotel (0)		~
Passenger(s)	Available		9						😭 Car (0)		~
Unavailable	Not Bookable		9						Other (0)		~
🛨 Paid	😭 Preferred Paid		10								
<> Exit	S Blocked		11								
			12								
		<	13 + + +	++++							
		<	14 + +	÷ ÷ •	•						
			15								
			16								
			17								
			18								
			19								
			20								
			21								
			22				No. of The late				
			23			*	Next Flight >		3		
								Close Save			
			_	_		_			End & Retrieve		<b>*</b>

- 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.
- 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

💄 Profile 🛛 🛪 Air	🛤 Hotel 🔗 Car	PNR							Э	PF	Keys 🔤 Manual Corrunar	nd CEI	RT-R14
EFGZJK		WOLAK, LUKASZ	✓ Traveler		<ul> <li>Phone number</li> </ul>		<ul> <li>Itiner</li> </ul>	ary			Trip Summary		- "
Ticket by: 18JUL			<ul> <li>Received from</li> </ul>		+ Frequent flyer		+ Trave	l insurance quote	`	<b>۲</b>	EFGZJK		<b>A</b> 4
Order Id: QF081HRH95TA7	QF-5MODKG		+ Security document	5							Add to PNR		C
HOME	ITINERARY		QUOTES		TRAVELER INFORMATION	REMARKS	TIC	CKETING HISTORY			A Travelers (1)		^
Order Items (1)									Delete		1.1 WOLAK, LUKASZ (ADT)		:
								NDC		۳.	¥ Air (2)		^
QF 458	MEL + SYD	04 OCT 15:30 - 04 OC	CT 16:55 KFQW	к	Economy	Ticketing Time Limit		AUD 1179.34		~	MEL > SYD 04 Oct 15:30-16:55	K HK	:
QF 437	SYD • MEL	11 OCT 11:00 - 11 OC	CT 12:35 KFQW	к	Economy	U 18 JUL 23:59		• •			SYD • MEL 11 Oct 11:00-12:35	K HK	:
								NDC		п.	Hotel (0)		~
2 QF 458	MEL + SYD	WOLAK, LUKASZ	HN	14F	Extra Legroom			AUD 30.00		~	🖨 Car (0)		~
			2		(3) (4)					1	Other (0)		~
											End & Retrieve		

- 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 <u>Archive</u> section.
- There is no Ticketing Time Limit for Seat Ancillary Order Items

Sabre Red 360 NDC Integration, 22.7 version

# **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.

B C D E	
LeProfile X Air ⊨Hotel Q Car ■PNR	PF Keys 🛛 📼 Manual Command
Qantas Frequent Flyer QF_XC07984-CE3A-4EEE-8854_pax_0 could earn 1600 Qantas Points and 20 Status Credit for this booking. <a href="https://www.gantas.com/flyer/dyn/program/terms" target="_blank">terms and conditions apply </a>	Summary 💼
BAGGAGE DISCLOSURES & TAXES, FEES, CHARGES & FARE EMBARGO INFORMATION CALC	
VIEW ALL VIEW ALL	to PNR
₩ Tr	elers (1)
Re-pricing Create order 1.1 WO	K LUKASZ (ADT)
Air	2)
MeL+S	) 18 May 06:30-07:55 S I
Order has been created successfully	22 May 07:30-09:05 Q I
	el (0) 🖌
💊 QF 406 MEL+ SYD 18 MAY 06:30 - 18 MAY 07:55 SDQ214 S NDC	(0) 🗸
0 0F 415 SYD MFI 22 MAY 0730-22 MAY 0705 00X14 0 18 APR 23:59 10 0ther	) 🗸
-	
SEAT MAP	
SEAT MAP	
GZCHEP WOLAK, LUKASZ Traveler Phone number timerary	_
Order Id: -QF081C6196655 Ticket by: 18APR_QF-PI0GH8	
HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS TICKETING HISTORY	
Display Security Information (0) • 2	_
3	
No security Information to display Prese add a security Information Add Security Information	E-10 D-14-
	End & Retrieve
Sabra Dad 260 NDC Integration 22.7 varian	Dogo   27
Sabre Red 300 NDC Integration, 22.7 Version	Page   27
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- 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.

A GZCHEP - WOLAK LUKASZ	C	D	E	F	
🛔 Profile 🛪 Air 🛏 Hotel 🚑 Car	PNR			ව PF Ke	eys 🛛 📟 Manual Command
Qantas Frequent Flyer QF_XC079B4-CE3A-4EEE-BB54_pax_0 co	uld earn 1600 Qantas Points and 20 Status Credit for this booking. <	a href="https://www.qantas.com/fflyer/dyn/program/te	erms" target="_blank">Terms and conditions appl	v,	y 💼
BAGGAGE DISCLOSURES & TAXES, FEES, CHARGES & FARE EMBARGO INFORMATION CALC				GZCHEP	<u>∧</u> ∓
VIEW ALL VIEW ALL				Add to PNR	©
				🔮 Travelers (1)	^
			Re-pricing	Create order 1.1 WOLAK LUKASZ	(ADT) I
Order Confirmation				🛪 Air (2)	^
				MEL + SYD 18 Ma	y 06:30-07:55 S I
Order has Add to PNR			×	SYD • MEL 22 Ma	y 07:30-09:05 Q 🚦
Add an option:				Hotel (0)	~
QF 406 Select from list				🖨 Car (0)	~
QF 415				Other (0)	~
Add Security Information					
Select APIS Type			- +		
SEAT M/					
2			Cancel Add to PNR		
GZCHEP Passport or secondary document	V Traveler	Phone number	✓ Itinerary		
Order Id: QF081C61966 Visa (DOCO)	<ul> <li>Received from</li> </ul>			×	
Ticket by: 18APR QF-PI Resident/Destination Address (DOCA)					
HOME HINERARY	QUOTES TRAVELER INFORMATI	ON REMARKS	TICKETING	IISTORY	
Display Security Information (0) •				+ Add	
No security information to display					
Please add a security information.			Add Security	Information	Retrieve

- 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

A GZCHEP - W	OLAK LUKASZ		В	C		D		E		F	
A Profile	<b>≭</b> Air	🛤 Hotel	🖨 Car	PNR						න PF Keys 📼 Man	nual Commai
Qanta	s Frequent Flyer	QF_XC079B4-CE3A	-4EEE-BB54_pax_0 c	ould earn 1600 Qantas Points and 20 Stat	us Credit for this boo	oking, <a href="https://www.qantas.com/ffly&lt;/td&gt;&lt;td&gt;er/dyn/program/terms" target:<="" td=""><td>"_blank"&gt;Terms and conditions ap</td><td>ply.</td></a>	"_blank">Terms and conditions ap	ply.	<ul> <li>« Trip Summary</li> </ul>		
BAGGAGE D	ISCLOSURES &	TAXES, FEES, O	CHARGES & FARE							GZCHEP	^
VIE	N ALL	VIE	N ALL							Add to PNR	
										📽 Travelers (1)	^
	Add	to PNR						×	Create order	1.1 WOLAK LUKASZ (ADT)	1
Order Con	firme Add	an ontion:								★ Air (2)	^
	Sele	art from list	~							MEL > SYD 18 May 06:30-07:55	S I
Orde	er has	cornonnist								SYD • MEL 22 May 07:30-09:05	QI
Older	Add	Security Informa	ation							🛤 Hotel (0)	~
🔉 QF 40	6 Docu	ument type		Issuing Country		Place of Issue (optional)	Document Nun	nber		🖨 Car (0)	~
05.41	Pas			V PL - Poland X	х		12341234		~	Other (0)	~
La drai	Natio	onality (optional)		Residence country		Issue Date (optional)	Expiration Date				
SEA	T MAP			PL - Poland ×	X	DDMMMYYYY	18APR2025				
SEA	Date	of Birth		Traveler		Gender (optional)	Title / Prefix (op	itional)			
	17A	PR2000		WOLAK LUKASZ	$\sim$	Select Gender	Select Title / Pre	fix 🗸			
	Last	Name		First Name		Middle Name (optional)					
GZCHEP	wola	ak		lukasz							
Order Id: QF08 Ticket by: 18AI	11C619 PR QI							Cancel Add to PNP			
ног	ME	THINKIN	HA I	QUUILS	TRAVELLER INFOR		NO 111		STORY		
Display S	ecurity Inform	ation (0) 🔻		_		_			+ Add		
	,		_		_						
A No s	ecurity infor	rmation to disp	lay					Add Securit	y Information		
Pleas	e add a securit	ty information.								End & Retrieve	

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

A CYVNWZ-WO	LAK LUKASZ	8	C	D	E	F		
🛔 Profile	<b>X</b> Air	🛏 Hotel 🛛 🔗 Car	PNR			ව PF Keys 📾 Mana	ial Comma	and
VIEW	ALL	VIEW ALL				* Trip Summary		đ
						CYVNWZ	^	Ŧ
					Re-pricing Create order	O Add to PNR		⊛
Order Confi	rmation					🚰 Travelers (1)	^	
		and a second all s				1.1 WOLAK LUKASZ (ADT)	1	
Order I	D: QF0810D952	BD5   Order not guaranteed until t	cketed.			<b>⊀</b> Air (2)	^	
-				T T		MEL + SYD 18 May 06:30-07:55	S I	
QF 406	MEL + SYD	18 MAY 06:30 - 18 MAY 07:55	SDQZ14 S	Ticketing Time Limit	AUD EOT OD	SYD + MEL 22 May 07:30-09:05	QI	
QF 415	SYD + MEL	22 MAY 07:30 - 22 MAY 09:05	QDQX1 Add to PNR	18 APR 23:59	0 0	🛤 Hotel (0)	~	
SEAT	MAP					🖨 Car (0)	~	
SEAT	MAP		Successfully added to PNR Following item has been added to	PNR		Other (0)	~	
			• 1 NDC Identity Document					
CYVNWZ		WOLAK, LU	KASZ 🗸 Traveler	Close Vitinerar	ry			
Order Id: QF081 Ticket by: 18API	0D9528D5 R QF-PIPNVT		✓ Received from		ľ.			
ном	Ē	ITINERARY	QUOTES TRAVELER INFORMATION	REMARKS TIC	CKETING HISTORY			
Display Se	curity Informati	on (1) 🔻			+ Add			
LINE I	AIRLINE	TYPE	INFORMATION	TRAVELER ASSOC	CIATION			
NDC	QF	Passport	DOCUMENT NUMBER: 12341234 BIRTH DATE: 2000-04-17 EXPIRATION DATE: 2025-04-18 ISSUIDS COUNTRY: PL RESIDENCE COUNTRY: PL 2	WOLAK, LUKASZ		End & Retrieve		

- 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

Sabre Red 360 NDC Integration, 22.7 version

# **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.

A KIKIQB - WOL	LAK LUKASZ	B	C	D		E		F			
A TYPE C	COMMAND HERE						⊠ Se	end 💈	ව PF Keys 🏼 🎢 C	ommand	Helper
*A«								« Trip	Summary		<b>n</b>
KIKIQB									IQB	1	^ ₹
1.1WOLAK 2 AA2398	/LUKASZ N 16NOV M DFWORD HK1 22	25P 454P /NDAA*KIK	IQB/AA0018C7					O Add	to PNR		۲
81F72	N 22NOV M OPDDEW HK1 63	254 0124 (NDAA+KTK	TOP / A A001907					📽 Trav	velers (1)	1	^
81F72	N ZSNOV H OKDDEN HKT 03	JOA 913A /NDAA-KIK	IQD/AA0010C/					1.1 WOLA	AK, LUKASZ (ADT)		1
TKT/TIME 1.TL065	LIMIT 9P/090CT-FRI							¥ Air (	(2)	1	^
PHONES	941994							DFW • OR	D 16 Nov 14:25-16:54	N HK	1
EMAIL ADD	RESS							ORD + DF	W 23 Nov 06:35-09:13	N HK	
1.¥LUKA RECEIVED	SZ.WOLAK@SABRE.COM¥ FROM - ORDER EXISTS - SAE	BRE ORDER ID 1SXXXC	KCXHB11					🛤 Hote	el (0)	`	× .
9DB7.9DB7	*A,¥ 0055/080CT20 KIKIQB	Н						🚗 Car	(0)	`	× 1
KIKIQB		WOLAK, LUKASZ	✓ Traveler	<ul> <li>Phone number</li> </ul>		✓ Itinerary		Other (0	))	•	× .
Order Id: AA00	18C781F72		<ul> <li>Received from</li> </ul>				~				
Ticket by: n/a	AAN-KIKIQB			1							
HC	OME ITINER.	ARY	QUOTES	TRAVELER INFORMATION	REMARKS	TICKETING	HISTORY				
Display En	nail (2) 🗸						+ Add				
LINE \$	TYPE		EMAIL			TRAVELER ASSOCIATION					
1			LUKASZ.WOLAK@SABRE.CO	MC			1				
NDC			LUKASZ.WOLAK@SABRE.CO	M		WOLAK, LUKASZ	1	2			
							Delete				
									End & Potriovo		
									End & Retrieve		30

- 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

A KIKIQB - WOLA	IK LUKASZ	B											
A TYPE CO	MMAND HERE							C					
*A«										« Trip Su	mmary		
KIKIQB													^
1.1WOLAK/ 2 AA2398N	LUKASZ 16NOV M DFWORD HK1 22	5P 454P /NDAA*KI	(IOB/AA0018C7							O Add to	PNR		
81F72	22NOV M ODDDEW HK1 62		(TOP / MAGA1907							📽 Travele	rs (1)		^
81F72	23NUV MURDEN AKI 03	SA 913A /NDAA^KI	(IQB/ AA0010C/							1.1 WOLAK, L	UKASZ (ADT)		1
1.TL0659	IMIT P/090CT-FRI									<b>オ</b> Air (2)			^
PHONES 1 DEW123	41234									DFW + ORD	16 Nov 14:25-16:54	N HK	1
EMAIL ADDR	ESS									ORD > DFW	23 Nov 06:35-09:13	N HK	1
RECEIVED F	Z.WOLAK@SABRE.COM¥ ROM - ORDER EXISTS - SAB	RE ORDER ID 1SXXX	CKCXHB11							🛤 Hotel (			~
9DB7.9DB7*	A,¥ 0055/080CT20 KIKIQB	н								🚗 Car (0)			× .
KIKIQB		WOLAK, LUKASZ	✓ Traveler		Delete Email	×	✓ Itinerary			Other (0)			~
Order Id: AA0018	3C781F72		<ul> <li>Received from</li> </ul>		1 email will be deleted.	•			~				
Ticket by: n/a A	AN-KIKIQB		_			3							
	ME ITINERA		QUOTES	TRAVEL		Cancel Delete Email	TICKETING						
Display Ema	ail (2) 🗸							+ Add 🖹 Del	lete				
LINE 🌡	TYPE		EMAIL				TRAVELER ASSOCIATION						
1			LUKASZ.WOLAK@SA	BRE.COM					:				
NDC			LUKASZ.WOLAK@SA	BRE.COM			WOLAK, LUKASZ		:				
								Delete					
											End & Potriovo		
											ing denteuleve		
				Ost							De se l oc	、 、	
				Sabre	e ked 360 NDC li	itegration, 22.7 v	ersion				Page   30	J	

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

A KIKIQB - WOLAK LUKASZ	C	D		E		F		
TYPE COMMAND HERE					🖍 Se	nd 🤊 PF Keys 🌶 Com	mand H	elper
*A«						« Trip Summary		•
KIKIQB						KIKIQB	^	
1.1W0LAK/LUKASZ 2 442398N 16N0V M DEWORD HK1 225P 454P /ND44*KT	TOB/440018C7					Add to PNR		۲
81F72						🖀 Travelers (1)	^	
4 AA 244N 23NOV M ORDDFW HK1 635A 913A /NDAA*KI 81F72	T08/440018C/					1.1 WOLAK, LUKASZ (ADT)	:	
TKT/TIME LIMIT						<b>オ</b> Air (2)	^	
PHONES						DFW > ORD 16 Nov 14:25-16:54	N HK	
1.DFW12341234 EMAIL ADDRESS						ORD + DFW 23 Nov 06:35-09:13	N HK	
1.¥LUKASZ.WOLAK@SABRE.COM¥ RECETVED FROM - ORDER EXISIS - SABRE ORDER ID 1SXXX	KCXHB11					🛤 Hotel (0)	~	
9DB7.9DB7*A,¥ 0055/080CT20 KIKIQB H	NOVED TT					🖨 Car (0)	~	
KIKIOB WOLAK, LUKASZ	✓ Traveler	Phone number		Itinerary		Other (0)	~	
Order M: AADD19C791E72					~			
Ticket by: n/a AAN-KIKIQB	<ul> <li>Received from</li> </ul>							
HOME ITINERARY	QUOTES TRAVE	LER INFORMATION	REMARKS	TICKETING	HISTORY			
Display Email (0)					+ Add			
No email to display					Add Empil			
Please add an email.					Add Email			
						End & Retrieve	•	•

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 <u>Archive</u> section of this User Guide

Sabre Red 360 NDC Integration, 22.7 version

# **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:



- 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.

DDLIUZ - LOYTEST SHERLY	8										
A TYPE COMMAND HERE							ď				
	LOYTEST SHERIY								« Trip Summary		-
		V Ildvelet		<ul> <li>Phone number</li> </ul>		<ul> <li>Ibnerary</li> </ul>		~	DDLIUZ	A	P
Order Id: QF081D63B3172 Ticket by: 070CT QF-P04TWC		<ul> <li>Received from</li> </ul>		+ Frequent flyer		+ Security documents			O Add to PNR		Ŧ
Agency Address: No Data Received From:	ORDER EXISTS - SABRE ORDER	ID 1SXXXC5PGILP2 Ticketin	ng Time Limit: TL1159P	070CT-MON					🐨 Travelers (1)	^	۲
Cancel PNR							Divide & File PNR	-	1.1 LOYTEST SHERLY (ADT)	I	
									<b>≭</b> Air (2)	^	
	NERARY	QUOTES		RMATION	REMARKS	TICKETING			JFK+ SYD 12 Nov 06:00 PM-08:35 AM+2	1	
Price Quote (0)									SYD + JFK 19 Nov 11:10 AM-04:30 PM	I	
No price quotes to display			Delete segment	S		×			Hotel (0)	~	
Please, add a price quote (applies	to air segments).	1	All Air segme	nts		_			육 Car (0)	~	
			JFK + SYD	12 Nov 06:00 PM - 14 M	lov 08:35 AM QF 12				Other (0)	~	
Order Items (1)			SYD > JFK	19 Nov 11:10 AM - 19 N	lov 04:30 PM QF 11						
0E12 IEV SVD 12	NOV 06:00 PM - 14 NOV 09:25 /	M 01728N 0				2	NDC				
1	107 00.007 11-14 1107 00.337	UN OLAZAN O				Cancel Delete US	₽1095.15	×			
QE TI SYD JFK 19	NOV 11:10 AM - 19 NOV 04:30 F	M OLX2RN O					0.0				
									End & Retrieve		

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.

Sabre Red 360 NDC Integration, 22.7 version

## **Cancel PNR**

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

A DDLIUZ - LOYTEST SHERLY	C	D	Ē		F		
A TYPE COMMAND HERE				🗹 Ser	nd න PF Keys 🌾 Comma	and Help	per
		A Disease surgicity			« Trip Summary		
	✓ traveler	<ul> <li>Phone number</li> </ul>	✓ ronerary	~	DDLIUZ	<b>A</b>	6
Ticket by: 070CT QF-P04TWC	<ul> <li>Received from</li> </ul>	+ Frequent flyer	+ Security documents		O Add to PNR		Ŧ
Agency Address: No Data Received From: ORDER EXISTS - SABRE ORDER	D 1SXXXC5PGILP2 Ticketing Time Limit: TL1159P/03	70CT-MON			😵 Travelers (1)	^	۲
Cancel PNR			Divid	ie & File PNR 🔺	1.1 LOYTEST SHERLY (ADT)	I	
					<b>⊀</b> Air (2)	^	
HOME HINERARY	QUOTES TRAVELER INFOR	MATION REMARKS	TICKETING		JFK + SYD 12 Nov 06:00 PM-08:35 AM+2	2 1	
Price Quote (0)					SYD • JFK 19 Nov 11:10 AM-04:30 PM	E.	
No price quotes to display	Cancel PNR	×			Hotel (0)	~	
Please, add a price quote (applies to air segments).	Do you want to demail itinerary se	egments and PQs for DDLIUZ?			🖨 Car (0)	~	
	Received From				Other (0)	~	
Order Items (1)	3YAB ALW						
0F 12 JFK + SYD 12 NOV 06:00 PM - 14 NOV 08:35 A	M D		NDC				
	M	No Yes Vers 11:59	<sup>imit</sup> <sup>USD</sup> 1095.1	15 🗸			
C CP 11 310/3FK 19 NOV 11.10 AM-19 NOV 04.30 F		2	0.0				
					End & Retrieve	-	

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.

Sabre Red 360 NDC Integration, 22.7 version

# 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.

*	TYPE C	OMMAND H	ERE								G	Z Send	3	PF Keys	诺 Command Helpe	er CEF	RT-R141
FE	GZ IK		WOI		Traveler		~	Phone number		~	Itinerary			< Trip	o Summary		•
	OZOK			<ul> <li>✓</li> </ul>	Received from		+	Frequent flyer		+	Travel insurance quote		~	🗉 EFGZ	ZJK	4	A 🔻
Orde	er Id: QF081HI	RH95TA7 QF	-5MODKG	+ :	Security documents									🗘 Add	to PNR		۲
	HOME		ITINERARY	QUOTE	ES	TRAVELER	R INFORMATIO	N	REMARKS		TICKETING	HISTORY		😩 Trave	elers (1)		^
Ord	ler Items (1)	)										1	elete	1.1 WOLAP	<, LUKASZ (ADT)		:
	B								Ticketing Time Limit <b>3</b> 18 JUL 23:59	1		NDC		🛪 Air (2	2)		^
1		QF 458	MEL + SYD	04 OCT 15:30 - 04 OCT 16:55	16:55 KFQ	и к	Economy				AUD 1	AUD 1179.34	~	MEL + SYD	04 Oct 15:30-16:55	КНК	:
		QF 437	SYD • MEL	11 OCT 11:00 - 11 OCT	12:35 KFQ	и к	Economy				<			SYD • MEL	11 Oct 11:00-12:35	КНК	:
						2						NDC 3	_	🛤 Hote	(0)		~
2	R	QF 458	MEL + SYD	WOLAK, LUKASZ	HN	14F	Extra Legroo	m			AUD	30.00	~	😭 Car (	0)		~
											ξ	30		Other (0)			~
															End & Retrieve		<b>1</b>
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- 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.

TYPE COMMAND HERE	🔁 Send 🍤 P	PF Keys 🏾 🎖 Command Helper CERT-R141
FFG7. JK WOLAK, LUKASZ 🗸 Traveler 🗸 Phone number 🗸 Itin	erary .	« Workflows
✓ Received from + Frequent flyer + Trav	rel insurance quote 🗸 🗸	Australian ETA
Tricketby, TaUUL Order (12: 0501HRH95TA7 QF-5MOD/kg + Security documents		Cancel ticket/EMD
HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS TH	CKETING HISTORY	Documents and Messaging
		Exchange shop
Order Items (1)	Delete	Exchange shop NDC
0F 458 MEL > SVD 04 007 15/30 - 04 007 16/55 KE0W K Economy	NDC	<ul> <li>Exchange ticket</li> </ul>
1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<sup>AUD</sup> 1179.34 ~	<ul> <li>Extended sales report</li> </ul>
Fulfill order	× * •	Fulfill order
	NDC	Generic seat request
2 OF 458 b Order items	AUD 30.00	Issue ticket/EMD
All order items	÷ •	Queue place
All order items AUD 1209.34		<ul> <li>Unused ticket report</li> </ul>
Orderitem 1 WOLKA, LUKASZ ADT QF458, QF437 AUD1179.34		
Urder item 2 WULAK, LUKASZ AUT UP438 Seat (14+) AUD 30.00		
Form of payment Credit card code Card number Expiration date Security code (optional)	1	
Use another card A XX EX. 0000 0000 000 0 01 V 22 V EX. 000	_	
Select		
Cash	_	
Cancel Fulfill or	der	
5		
		÷;

- 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

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- c. User PCC needs to have valid IATA number assigned.
- 5. With all necessary payment details provided User can submit form.

🛓 Profile 🛛 🛪 Air 🛛 🛤 Hotel	🖨 Car 📃 PN	IR						D PF Keys	s 🖾 Manual Command C	CERT-R14I
EFGZJK	WOLAK, LUKASZ	<ul> <li>Traveler</li> <li>Received from</li> </ul>	~ +	Phone number Frequent flyer		<ul> <li>Itinerary</li> <li>Travel insurar</li> </ul>	nce quote	× ©	Workflows Australian ETA	(iii) 7
ender Id: gef81HRH95TA7 ge-SMODK6 HOME ITTN Ticketa/EMDs (0) No ticketing data to disp	ERARY C	Security documents UOTES	TRAVELER INFORMATIO	N	REMARKS	TICKETING	G HISTORY Exch	ange *	Cancel ticket/EMD Documents and Messaging Exchange shop Exchange shop NDC Exchange ticket	©
Please issue a ticket. NDC Tickets/EMDs (1) 1 Ticketing	Fulfill Order	ly fulfilled order for QFC	181HRH95TA7			×	_	• • •	Fulfill order Generic seat request Issue ticket/EMD Queue place	I
	Traveler: LUK/ Total: AUD 11 PNR: EFGZJK	ASZ WOLAK 79.34	)		Close	Display tickets				1
										1
										\$

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.

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A 9DB7			B	C	D		Ē	F
2 Profile	🛪 Air	🛤 Hotel	🖨 Car 🔲 PNR					🏐 🛛 PF Keys 🔤 Manual Command
								« Workflows
								<ul> <li>Cancel ticket/EMD</li> </ul>
								Documents and Messaging
								Exchange shop
								Exchange ticket
								<ul> <li>Extended sales report</li> </ul>
								<ul> <li>Fulfill order</li> </ul>
								<ul> <li>Generic seat request</li> </ul>
								<ul> <li>Issue ticket/EMD</li> </ul>
								<ul> <li>Queue place</li> </ul>
			Extended Sales Report			×		<ul> <li>Unused ticket report</li> </ul>
			2		<b>0</b>			
			Date (optional)		Carrier (optional)	PCC (optional)		
			/SEP2021					
			3 Settlement type (optional)	Document type (optional)				
			NDC -	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.

A 9DB7	1		В	C				D			E		F
💄 Pro	file 🛪	Air 🛤 Hotel 🗲	Car 🗐 PNR										🥱 🛛 PF Keys 🔤 Manual Comman
Enter			1										« Workflows
Extend	ded Sales	κeport	9DB7-SABRE, INC.								6	- 4	Cancel ticket/EMD
Ticket	s (26)										Q, Se	arch	<ul> <li>Documents and Messaging</li> </ul>
No. 1		Passenger name	eTicket Number	Airline	FOP	Amount	Agent	D/I	Commission %	Commission	Status	Time	<ul> <li>Exchange shop</li> </ul>
1	KWAZGL	SNOW/JON	0815741242170	QF	CC	USD 224.90	A9Y	I				2021-09-07 22:34	<ul> <li>Exchange ticket</li> </ul>
2	WVAZQM	PATANKAR/PRATIK	0162366251837	UA	CC	USD 97.20	AUY	D			V	2021-09-07 21:32	Extended sales report
3	GTQEBM	PATANKAR/PRATIK	0162366251832	UA	CC	USD 136.80	AUY	D			V	2021-09-07 21:31	
4	MVQSLG	PATANKAR/PRATIK	0162366251827	UA	CC	USD 97.20	AUY	D			V	2021-09-07 21:29	Fulfill order
5	MUPNGR	PATANKAR/PRATIK	0162366251820	UA	CC	USD 136.80	AUY	D			V	2021-09-07 21:27	<ul> <li>Generic seat request</li> </ul>
6	KUAZZV	GOLICK/ELEGANT	0815741241841	QF	CC	USD 111.10	A@X	I				2021-09-07 14:42	<ul> <li>Issue ticket/EMD</li> </ul>
7	MQGDYM	PATANKAR/PRATIK MR	0015741241524	AA	CC	USD 243.40	AUY	D				2021-09-07 08:33	Oueue place
8	KREHEW	PATANKAR/PRATIK MR	0015741241522	AA	CC	USD 243.40	AUY	D				2021-09-07 08:31	
9	KRAKJS	PATANKAR/PRATIK MR	0015741241499	AA	CC	USD 243.40	AUY	D				2021-09-07 08:01	• Onused licket report
10	KRWFFQ	QANTAS/RAINMAN	0815741241484	QF	CC	USD 111.10	ATZ	I.				2021-09-07 07:39	
11	KQPAEY	PATANKAR/PRATIK MR	0015741241459	AA	CC	USD 243.40	AUY	D				2021-09-07 07:08	
12	GQUMXM	PATANKAR/PRATIK MR	0015741241444	AA	CC	USD 243.40	AUY	D				2021-09-07 07:01	
13	FPPPRK	PATANKAR/PRATIK MR	0015741241366	AA	CC	USD 0.00	AUY	D			E	2021-09-07 05:51	
14	FPPPRK	PATANKAR/PRATIK MR	0015741241365	AA	CC	USD 243.40	AUY	D				2021-09-07 05:50	
15	WRCIYC	PATANKAR/PRATIK MR	0015741241240	AA	CC	USD 0.00	AUY	D			E	2021-09-07 02:40	
16	WRCIYC	PATANKAR/PRATIK MR	0015741241239	AA	CC	USD 118.40	AUY	D				2021-09-07 02:40	
17	WRBKHM	PATANKAR/PRATIK MR	0015741241228	AA	CC	USD 0.00	AUY	D			E	2021-09-07 02:34	
18	WRBKHM	PATANKAR/PRATIK MR	0015741241227	AA	CC	USD 118.40	AUY	D				2021-09-07 02:33	
19	FPYJHX	PATANKAR/PRATIK MR	0015741241225	AA	CC	USD 0.00	AUY	D			E	2021-09-07 02:27	
20	FPYJHX	PATANKAR/PRATIK MR	0015741241224	AA	CC	USD 118.40	AUY	D				2021-09-07 02:26	
21	JOIABF	PATANKAR/PRATIK MR	0015741241209	AA	CC	USD 0.00	AUY	D			E	2021-09-07 01:50	3
22	JOIABF	PATANKAR/PRATIK MR	0015741241208	AA	CC	USD 118.40	AUY	D				2021-09-07 01:49	
23	JOFCYU	PATANKAR/PRATIK MR	0015741241204	AA	CC	USD 0.00	AUY	D			E	2021-09-07 01:37	
24	JOFCYU	PATANKAR/PRATIK MR	0015741241203	AA	CC	USD 118.40	AUY	D				2021-09-07 01:37	
25	JOEBVU	PATANKAR/PRATIK MR	0015741241202	AA	CC	USD 0.00	AUY	D			E	2021-09-07 01:32	
26	JOEBVU	PATANKAR/PRATIK MR	0015741241201	AA	CC	USD 118.40	AUY	D				2021-09-07 01:31	
Date		Total daily sales	Cash / check amo	unt		Credit amount			Settlement		Tran	saction type	
07 Sep :	2021	USD 2617.90				2617.90			NDC		SAL		

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- 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.

Sabre Red 360 NDC Integration, 22.7 version

# **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

A IHBCJU - MAN SPIDER		B		C		D		E		F			
TYPE COMMAND H	HERE								Ľ	Send	්ට PF Keys 🕉 Com	mand Help	per
1.1MAN/SPIDER										^ «	Trip Summary		-
1 SQ 32Q 28MAY F	F SINSFO HK1 925A	940A /NDSQ*6N2PKX/SC	6N2PK								HBCJU	^	₹
2 SQ 1Q 17JUN Q	Q SFOSIN HK1 115A 1	150A /NDSQ*6N2PKX/SC	6N2PK							0/	Add to PNR		P
X TKT/TIME LIMIT		•								-	Travelers (1)	^	Μ
1.T-18JAN-S3JK*A 2.T0_61824331491	ATD 148-XX MAN/S S3.JK*ATT	2034/18.JAN								1.1 M	AN, SPIDER (ADT)	:	
PHONES										*	Air (2)	^	
CUSTOMER NUMBER -	1234567890									SIN	SFO 28 May 09:25-09:40	QHK :	
PASSENGER DETAIL F ACCOUNTING DATA	FIELD EXISTS - USE PE	D TO DISPLAY								SFO	SIN 17 Jun 01:15-11:50 +1	QHK I	
1. SQ¥243314914	48/ 0/THB 3	39980/ 3525/ONE/CC	ICXXXX								Hotel (U)		
RECEIVED FROM - OR	RDER EXISTS - SABRE (	ORDER ID 1SXXXCVC9HYE	IC								Car (0)	~	
S3JK.S3JK*ATD 0734	4/18JAN21 IHBCJU H									Othe	r (0)	<b>~</b>	
IHBCJU		MAN, SPIDER	✓ Traveler		<ul> <li>Phone number</li> </ul>		<ul> <li>Itinerary</li> </ul>						
Order Id: SQ_6N2PKX			<ul> <li>Received from</li> </ul>					•	~				
Ticketed on: 18JAN SQ-6N2	PKX												
HOME	TINE	RARY	QUOTES	TRAVELER INF	URMATION	REMARKS	IICK	ETING	HISTORY				
Tickets/EMDs (0)									Exchange 👻				
i No ticketing dat	ta to display												
NDC Tickets/EMDs (1)		-											
		<b>B</b>		4			. 6						
1 Ticketing		6182433149148		18 JAN 00:0	00		XX MAN/S		^				
Passenger: MAN, SPIDER	Customer number: 1234567890	PNR: IHBCJU											
Coupon	Airline	Flight	Class	Date	From	То	Time	Fare basis	Coupon Status				
1	SQ	32	Q	28MAY21	SIN	SFO	09:25	Q16SGRP0	OPEN 6				
2	sq	1	Q	17JUN21	SFO	SIN	01:15	Q16SGRPO	OPEN				
Form of Payment			Base Fare THB		Equiv Far	e	Taxes/Fees/Charges THB		Total THB				
			39980				3525		43505		End & Retrieve		*

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- 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

A IHBCJU - MAN SPIDER		8		C		D		E		F	
L TYPE COMMAND H	HERE								Ľ	Send 🧐 PF Keys 🌾 Command He	elper
1.1MAN/SPIDER					_					Workflows	<b>I</b>
1 SQ 32Q 28MAY F	SINSFO HK1 925A 9	40A /NDSQ*6N2PKX/SC	06N2PK							Cancel ticket/EMD	*
2 SO 10 17JUN 0	SFOSIN HK1 115A 11	50A /NDSO*6N2PKX/SC	06N2PK							<ul> <li>Documents and Messaging</li> </ul>	۲
x										Exchange shop	
TKT/TIME LIMIT 1.T-18JAN-S3JK*A	ATD									<ul> <li>Exchange ticket</li> </ul>	
2.T0 61824331491	148-XX MAN/S S3JK*ATD	2034/18JAN								<ul> <li>Extended sales report</li> </ul>	
PHONES 1. BKK5556667888										<ul> <li>Fulfill order</li> </ul>	
CUSTOMER NUMBER -	1234567890									<ul> <li>Generic seat request</li> </ul>	
PASSENGER DETAIL F	IELD EXISTS - USE PD	TO DISPLAY								<ul> <li>Issue ticket/EMD</li> </ul>	
1. SQ¥243314914	18/ 0/THB 39	980/ 3525/ONE/CC	JCXXXX							Queue place	
XXXXXXXX5568	0 1.1MAN S/1/F/E	DEP TO 1SYXYOVOHVE	ac.								
S3JK.S3JK*ATD 0734	4/18JAN21 IHBCJU H		~								
IHBCJU		M Cancel ti	cket/EMD				× Itinerary		~		
Order Id: SQ_6N2PKX		Docume	nt number	(	2		_				
Ticketed on: 18JAN SQ-6N2	РКХ	Ticket or	der 6182433149148 XX MAN/S 18	8 Jan 12:01 AM 👻	-						
HOME	ITINERA	RY						CKETING	HISTORY		
Tickets/EMDs (0)							3		Exchange 💌		
							Cancel Continue				
No ticketing dat Please issue a ticket	ta to display et.					_					
NDC Tiekete (FMDe (1)											
NDC TICKELS/EMDS (1)											
1 Ticketing		e-Ticket Number		Issue Date	~~		Ticketing Details		_		
L L		6182433149148		18 JAN UU:	00		XX MAN/S				
Passenger: MAN, SPIDER	Customer number: 1234567890	PNR: IHBCJU									
Coupon	Airline	Flight	Class	Date	From	То	Time	Fare basis	Coupon Status		
1	SQ	32	Q	28MAY21	SIN	SFO	09:25	Q16SGRP0	OPEN		
2	SQ	1	Q	17JUN21	SFO	SIN	01:15	Q16SGRP0	OPEN		
Form of Payment			Base Fare THB			Equiv Fare	Taxes/Fees/Charges T	нв	Total THB		
			39980				35	525	43505	-	*

- 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.

Sabre Red 360 NDC Integration, 22.7 version

## **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.



A IHBCJU - MAN SPIDER B		C		D			Ē		F	
LA TYPE COMMAND HERE								Ľ	Send	ා PF Keys 🕻 Command Helpe
IHBC III	MAN SPIDER	A Tanka		1.0			1 Marca 199			« Workflows di
	in it, or ident	✓ Traveler		Phone number			<ul> <li>Itinerary</li> </ul>		~	Cancel ticket/EMD
Order Id: SQ_6N2PKX Ticketed on: 18JAN SQ-6N2PKX		<ul> <li>Received from</li> </ul>								Documents and Messaging
***	_	-			_	_		_	-	<ul> <li>Exchange shop</li> </ul>
-74	_				_	_			-	<ul> <li>Exchange ticket</li> </ul>
1.1MAN/SPIDER 1.SO 320.28MAY E SINSEO HK1 925A 940A	NDS0*6N2PKX/S0	6N2PK								<ul> <li>Extended sales report</li> </ul>
X	1000 0121100,00									<ul> <li>Fulfill order</li> </ul>
2 SQ 1Q 17JUN Q SFOSIN HK1 115A 1150A /	NDSQ*6N2PKX/SQ	6N2PK								<ul> <li>Generic seat request</li> </ul>
TKT/TIME LIMIT										<ul> <li>Issue ticket/EMD</li> </ul>
1.T-18JAN-S3JK*ATD 2.T0 6182433149148-XX MAN/S S3JK*ATD 2034/	18JAN									Queue place
PHONES						_				
1.8KK5556667888 CUSTOMER NUMBER - 1234567890	Cancel tie	cket				×				
PASSENGER DETAIL FIELD EXISTS - USE PD TO DI	(SPLA)	Tielet sumber			Original	Defind				
ACCOUNTING DATA 1. S0¥2433149148/ 0/THB 39980/	352 MAN, SPIE	DER 6182433149148	Refund	Base fare THB	39980	Refund				
XXXXXXXXX5560 1.1MAN S/1/F/E				Total taxes THB	2225					
RECEIVED FROM - ORDER EXISTS - SABRE ORDER I S3JK.S3JK*ATD 0734/18JAN21 IHBCJU H	D 1S)			Total refund taxes THB		2225				
				Cancel penalty THB		39980			-	
IHBCJU	V			Total refund THB		-2225	/ Itinerary			
Order Id: SQ_6N2PKX						-2			~	
Ticketed on: 18JAN SQ-6N2PKX				[	Cancel 0	ontinue				
HOME ITINERARY							TICKETING	HISTORY		
Tickets/EMDs (0)								Exchange	•	
No ticketing data to display										
Please issue a ticket.										
NDC Tickets/EMDs (1)										
1 Ticketing e-T	icket Number		Issue Date		Tid	eting Details			~	ß
61	02400149140		10 JAN 00.00			141-04/-5				
										G
			abre Red 360	) NDC Integratio	n 227	versio	n			Page I 42
		C			., /					

- 1. 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.
  - a. In an event of Void, sum of Base fare and Total taxes is an amount which will be returned.
  - b. 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.
- 2. 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.

Intermediate constrained in the series of	A KFLBRU - WOLAK LUKASZ	B		C		D		E				F						
I TRUE WITTURE LUTY THE LUTY TH	TYPE COMMAND HERE										C.	Send	ව PF Keys	🎢 Command He				
1. Not NUMBER     I	KFLBRU											<b>^</b>	<ul> <li>Trip Summary</li> </ul>					
Ninser       • 0.00000000000000000000000000000000000	1.1WOLAK/LUKASZ											6	KFLBRU	A				
1. Starting     1.	TKT/TIME LIMIT											(	Add to PNR					
1.0 w1817/6522456.r.w     1000.000 (00/10) 70.000 (CGL/CGC/CGC/CGC/CGC/CGC/CGC/CGC/CGC/CGC/	2.TO 0815749652436-XX WOL	AK/L C2ZC*ALW 1338/080CT										1	Travelers (1)	^				
Note:	3.0V 0815749652436-XX *V	0ID* C2ZC*ALW 1435/080CT										1.	1 WOLAK, LUKASZ (ADT)	1				
	1.MEL12341234											4	Air (0)	~				
A CRACING RP 7.1 INUAL LV1/F/E         <	ACCOUNTING DATA 1. QF¥5749652436/ 0.00	/AUD 490.00/ 190.76/ONE/CC	AXXXXX									Þ	Hotel (0)	~				
CCCCCCC-ALK 2138/0700720 VFLBRU II     Visited in the function of th	XXXXXXX0007 1.1WOLAK RECETVED FROM - ORDER EXIST	L/1/F/E S - SABRE ORDER TD 1SXXXCWOPM1	FV									6	🞝 Car (0)	~				
KLERU WOLAK LUKASZ * Tueker   Our di Gröfbibbi-Lik * Resenter from     NOE ININERA   Out di Gröfbibbi-Lik Out dis   Takker schoor Generation     NOE ININERA        NOE ININERA        NOE ININERA        NOE     Initeder generation        Initeder generation        Initeder generation        Initeder generation        Initeder generation        Initeder generation           Initeder generation        Initeder generation              Initeder generation         Initeder generation                   Initeder generation <td>C2ZC.C2ZC*ALW 2138/070CT20</td> <td>KFLBRU H</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>0</td> <td>ther (0)</td> <td>~</td>	C2ZC.C2ZC*ALW 2138/070CT20	KFLBRU H										0	ther (0)	~				
HOME       TITNERARY       QUOTES       TRAVELER INFORMATION       REMARYS       TXERING       HISTORY         TOCHTUREDDS ()	KFLBRU Order Id: QF08162D64144 Ticketed on: 080CT QF-VNMLG7	WOLAK, LUKASZ	<ul> <li>Traveler</li> <li>Received from</li> </ul>		<ul> <li>Phone number</li> </ul>	r		• Itinerary	8		~	ŀ						
Endemodel         Endemodel <th colspan="4" endemode<="" td=""><td>HOME</td><td>ITINERARY</td><td>QUOTES</td><td>TRAVELER IN</td><td>FORMATION</td><td>R</td><td>EMARKS</td><td>TICKETING</td><td></td><td>HISTORY</td><td></td><td></td><td></td><td></td></th>	<td>HOME</td> <td>ITINERARY</td> <td>QUOTES</td> <td>TRAVELER IN</td> <td>FORMATION</td> <td>R</td> <td>EMARKS</td> <td>TICKETING</td> <td></td> <td>HISTORY</td> <td></td> <td></td> <td></td> <td></td>				HOME	ITINERARY	QUOTES	TRAVELER IN	FORMATION	R	EMARKS	TICKETING		HISTORY				
Noticitied data play         Service in the constrained of display           I         Cricket Mundee en Toket Number pessage: WULK, LUKAZZ         Pisse 1 Save 2 Data en Toket Number pessage: WULK, LUKAZZ         Pisse 1 Save 2 Data en Toket Number pessage: WULK, LUKAZZ         Volded         Image: Constrained Number pessage: WULK, LUKAZZ         Image: Constrained Number pessage: WULK, LUKAZZ         Volded         Image: Constrained Number pessage: WULK, LUKAZZ         Image: Constrained Number pessage	Tickets/EMDs (0)									Exch	ange 💌							
Inclusion long       Toketing       Toketing       Toketing       Toketing       Toketing       Volded       Image: Composition of the thinking	No ticketing data to display     Please issue a ticket.  NDC Tickets/EMDs (1)		_	_		_												
1     Clockting     Clockting <th></th> <th>_</th> <th></th> <th></th> <th></th>											_							
Parsenger: WULK,LUKASZ       PAR: PLBBN         Corpon       Afrine       Fight       Class       Date       From       Tom       Teme Pare basis       Corpon Seture         1	1 Ticketing	0815749652436		08 OCT 13:38		XX	WOLAK/L		Voided		^		De					
Coopen         Affine         Flight         Class         Date         Free         Time         Fare basis         Coopen status           1	Passenger: WOLAK, LUKASZ PNR: KFLB	RU																
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Sabre Red 360 NDC Integration, 22.7 version

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Order Id: SQ_6N2PKX	<ul> <li>Received from</li> </ul>				Ť		
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HOME	QUOTES	TRAVELER INFORMATION	REMARKO	IICKETING	HISTORY		
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No ticketing data to display Please issue a ticket.							
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1 Ticketing e-Ticket N 618243:	Number 3149148	Issue Date 18 JAN 00:00	Ticketing Details XX MAN/S	Refunded	^		
Passenger: MAN, SPIDER Customer number: 1234567890 PNR: IH	HBCJU						
Coupon Airline Flight	Class	Date From	To Time	Fare basis	Coupon Status		
1					REFUND 4		
2				-	REFUND		
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	99980	3525	43505	30080	.2225		
TICKET BECEIDT		5325	10000	0000			
						End & Retrieve	*

- 1. Once Cancellation is completed, segments are removed from PNR
- 2. 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)
- 3. Cancellation of fulfilled document gets also reflected in TICKETING section of Graphical PNR.
- 4. Coupon statuses get updated and show cancellation's outcome. Depending on case, user can see there either VOID or REFUND
- 5. In an event of Refund, TICKETING section of Graphical PNR provides amount of penalties that were applied during Refund
- 6. In an event of Refund, Total refund amount is displayed as well

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3.0R 6182433149148-X	X MAN/S S3JK*ALW 0318/23JAN X MAN/S S3JK*ALW 0318/23JAN						1.1 MAN, SPIDER (ADT)	:
PHONES 1 BKK5556667888							🛪 Air (0)	~
CUSTOMER NUMBER - 1234	567890						🛤 Hotel (0)	~
ACCOUNTING DATA	EXISTS - USE PD TO DISPLAY						🖨 Car (0)	~
1. SQ¥2433149148/	0/THB 39980/ 3525	/ONE/CCJCXXXX					Other (0)	~
S3JK.S3JK*ATD 0734/18J IHBCJU Order Id: SQ_6N2PKX	AN21 IHBCJU H MAN, SPIDEI	R  Traveler R Received from	✓ Phone number	• Itinerary		~		
Ticketed on: 18JAN SQ-6N2PKX HOME	ITINERARY	QUOTES	TRAVELER INFORMATION	REMARKS TIC	KETING HIST	ORY		
Order Items (1)						Delete		
1 3				Refunded	NDC THB 43505	^		
Name	Phone number	Туре	Base fare THB	Taxes / Fees / Cl	harges THB	Total THB		
MAN, SPIDER	5556667888	ADT	39980		3525	43505		
TAXES, FEES, CHARGES & FARE CALC VIEW ALL					ß			
							End & Retrieve	• •

- 7. As an outcome of ticket Cancellation, QUTOES section of Graphical PNR gets updated as well
- 8. Segments that were cancelled, are no longer displayed as during cancellation segments are removed from Order
- 9. 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.

Sabre Red 360 NDC Integration, 22.7 version

# 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.



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.

Sabre Red 360 NDC Integration, 22.7 version

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<u> </u>												-11		Exchange ticket	_
VZXS	CV	WOLAK, LUKAS	Z Traveler		, i	Phone number		, i	Itinerary					Extended sales report	_
Ticketed o	on: 02AUG		Received from     Security document	nts	-	Frequent fiyer			Travel Insurance quote					Eulfill order	_
Order Id:	QF081HQNJYTA4 Q	F-5MZ2BK						_						Generic seat request	_
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Passeng	Jer: WULAK, LUKASZ	PNR: VZXSCV													
Coupon	Airline	Flight	Class	Date	From	То		Time	Fare basis	3	upon Status				
1	QF	81	н	15SEP22	SYD	SIN		11:10	HLFAS	OF	PEN				
2	QF	82	н	22SEP22	SIN	SYD		21:00	HLFAS	OF	PEN				
Form of	Payment			Base Fare AUD			Taxes/Fees/	Charges AUD			Total AU				
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- 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.

Sabre Red 360 NDC Integration, 22.7 version

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L TYPE COMMAND HERE					Ē	Send	<b>Ъ</b> Р	F Keys 🏾 🌮 Command Helper	CERT-R14I
1.BNE12341234 EMAIL ADDRESS 1.¥LUKASZ.WOLAKØSABRE. ACCOUNTING DATA 1. QF¥5743544133/ Ø E/CA 1.WOLAK LUKA RECEIVED FROM - ORDER EX R14I.HDQ*HQF 1047/01AUG2	COM¥ .00/AUD 1745.00/ SZ/1/F/E ISTS - SABRE ORDER ID 15 2 VZXSCV H	238.74/C0.00/ON XXXCC00S30U					Ì	Workflows     Australian ETA     Cancel ticket/EMD     Documents and Messaging     Exchange shop     Exchange shop NDC	.∰° ∓ ⊙
VZXSCV	WOLAK, LUKASZ	Traveler	<ul> <li>Phone number</li> </ul>	r 🗸	Itinerary			Exchange ticket	
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Order Id: QF081HQNJYTA4 QF-5MZ2		•			_			Fulfill order	
HOME	Order ID QF081HQNJYTA4					HISTORY		<ul> <li>Generic seat request</li> </ul>	
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No ticketing data t Please issue a ticket.	2. SIN + SYD QF 82 22 SE	P 21:00 - 23 SEP 06:50 H HK1	Exchange 👻					<ul> <li>Unused ticket report</li> </ul>	
	From	То	Date	3					
NDC Tickets/EMDs (1)	X SIN X	X SYD ×	24SEP2022	- +					
					_				
1 Ticketing	Ticket number	Passenger name	Passenger Type				^		
Passenger: WOLAK, LUKASZ PNR	0815743544133	1.1 WOLAK, LUKASZ	ADT						
Coupon Airline					- 4	Coupon Status			
1 QF				Cancel	Shop Airfare	OPEN			
2 QF	82 H	22SEP22	SIN	SYD 21:00	HLFAS	OPEN			
Form of Payment		Base Fare AUD		Taxes/Fees/Charges AUD		Tota	IAUD		
		1745.00		238.74		19	83.74		
TICKET RECEIPT									
E C									
							*		***

- 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.

- 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.

Sabre Red 360 NDC Integration, 22.7 version

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		QF 81	SYD - Sydney		SIN - Singapore	333	Class: S	NDC		<ul> <li>Workflows</li> </ul>	
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	2	QF 52, QF 509	SIN - Singapore	•	SYD - Sydney	332, 73H	Class: S S	AUD -102 70		Cancel ticket/EMD	
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		OF 81	SYD - Sydney		SIN - Singapore			3 NDC		Exchange shop	
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	14	Qantas	24SEP, 19:30		25SEP, 05:10	300	Class. H	×00 0.00		<ul> <li>Exchange ticket</li> </ul>	
			6					NDC		Extended sales report	
	R	QF 81	SYD - Sydney		SIN - Singapore	333	Class: H	1100		<ul> <li>Fulfill order</li> </ul>	
20		Qantas	15SEP, 11:10		15SEP, 17:50			Economy Flex	>	<ul> <li>Generic seat request</li> </ul>	
	B	QF 82	Silv - Singapore		→ SYD-Sydney	333	Class: H	AUD 0.00		Issue ticket/EMD	
		Qantas	24SEP, 21:00		255EP, 06:50						
	-	OE 91	SYD - Sydney		SIN - Singapore			NDC	4	Queue place	
	R	Qantas	15SEP 11:10		→ 15SEP 17:50	333	Class: H		4	<ul> <li>Unused ticket report</li> </ul>	
21		OF 36 OF 426	SIN - Singapore		SYD - Sydney		-	Economy Flex	>		
	B	Qantas	24SEP, 20:45	MEL	25SEP. 10:25	333, 73H	Class: H H	AUD 11.48			
		05.01	SVD - Svdnev		SIN - Singapore			NDC			
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22		OF 38 OF 438	SIN - Singapore		SYD - Sydney			Economy Flex	>		
	B	Qantas	24SEP, 00:20	MEL	24SEP, 12:55	333, 789	Class: H H	<sup>AUD</sup> 11.48			
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	B	QF 81	SYD - Sydney		→ SIN - Singapore	333	Class: H				
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	B	QF 36, QF 418 Qantas	24SEP, 20:45	MEL	25SEP. 09:25	333, 73H	Class: H H	AUD 11.48			
				10.000					-		
	R	QF 81	SYD - Sydney		SIN - Singapore	333	Class: I	NDC			
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	R	QF 2	SIN - Singapore		SYD - Sydney	388	Class: I	AUD 1742 00			
	-	Qantas	24SEP, 19:30		25SEP, 05:10			17 12.000			
		QF 81	SYD - Sydney		SIN - Singapore		211	NDC			
25	3	Qantas	15SEP, 11:10		15SEP, 17:50	333	Class: I	Puoiness Cala			22
25		QF 82	SIN - Singapore		SYD - Sydney	202	Class: I		1	•	*

- 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.

Sabre Red 360 NDC Integration, 22.7 version

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CAVITATION										Exchange ord	er			C

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

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## **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.



- 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.
- 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.

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VGHLWC - WOLAK LUKASZ	B	C		D	E	F	
TYPE COMMAND H	ERE				🖒 Send 🔊	PF Keys 🏾 🌮 Command Help	er CERT
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Quotes section of Graphical PNR allows agent to review Order Item which was created as an outcome of exchange process at later stage.

- 1. Information about new itinerary along with flight numbers, travel dates, class of service and cabin.
- 2. Ticketing time limit exchanges workflow allows agent to perform payment step later (deferred payment). Ticketing limit indicates by when payment needs to be done.
- 3. Amount of money to be paid (or returned in case of refundable amount) for new ticket.
- 4. 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

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Ticketing section of Graphical PNR allows agent to review status of original document that was issued for initial itinerary. Details in Ticketing view do change after Order Item was exchanged and allow agent to determine what next steps are required.

- 1. An indicator with additional note displayed when agent hovers over it information that originally issued ticket is no longer valid as new itinerary exists on new Order Item.
- Old Order Item has been removed because of that flight numbers, dates of travel and additional details are removed. Coupon status remains as OPEN. Status of document will be updated once new ticket document is issued.

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## Fulfill new Order Item

Newly crated 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.

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TICKET RECEIPT													<b>E</b>
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- 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.

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2 Ticketing	e-Ticket Number 0815743544138	Issue Date 02 AUG 02:1	I9 UTC	Ticketing Details XX WOLAK/L		

- 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)

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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
- 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.

Sabre Red 360 NDC Integration, 22.7 version

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- 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.

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# 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.



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# **Display The Reservation**

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

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1. Click on the "Sabre NDC Search and Book" icon

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# **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.

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- 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

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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.

red Sabre Flight Search and Book - Void Tickets	$\times$
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The ticket cannot be voided, do you want to Reshop?	
Yes No	

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.

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- 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.

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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

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- 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

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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.

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# 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.

ed Flight Details											- 0	×
sabre red												
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 Termi 3	Arrival Termi -	inal
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 Termi -	Arrival Termi 0	inal
Rules: 2 Change/No Show Cancellation Befor Award Upgrades Ticket Sequence Currency Convers Cancellation/No S Disclaimer	with payment ion Show	of SGD 70, subject to	currency conversion	and your bank's exchange	i ate.	1		1				1
Checked Baggage Award Accrual Mixed Fare Types	е е											
											3 🖸	lose

- 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

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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.

📧 Singapore Airlines Booking Re-shop	$\times$	
sabre red		
Total additional collection including change fees: IDR 2,780,000 Do you want to confirm the changes to the booking?		
Yes No		
Sabre Red 360 NDC Integration, 22.7 version		Page
Sabre Red 360 NDC Integration, 22.7 version Sabre, Sabre Red Workspace and Sabre Red 360 are trademarks and/or service m	arks of a	Page In affiliate of Sabre

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# 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 SI	ERRA	Firs	t Name SAMMY	
Amount payable Total payable amou	int : IDR 2,780,000			
Mode of payment Card  Cash	1			
Address				
	City Name			~
Card Details				
	*Card	Number <sup>sa</sup> Exp		
American Express		Mo	nth 🗸Year	
			2 🗆	<u>O</u> K <u>C</u> ancel

- 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 collecion, 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.

red Booking update successful	×
sabre red	
Singapore Airlines PNR : 5YQ39P	
Sabre PNR : KEFGZO	
Please <u>Click here</u> for detailed Sabre logs.	
Ok	

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#### 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.

vorites Tools	s - Community - Adm	in •									sab
	s community Adm										
re Q Sabre NDC Sear	ch and Book 😫										RE
h and Book Modify B	Booking										an e
arch Order											
Carrier: Singapore A	Airlines		~	*Airline Booking Reference:	5YQ39P						Search S
ht(s) Information:	1										2 p
ght Number	Operating Carrier	Brand Id		BookCls	Fare Basis	Departure	Arrival	Stops		Duration	∎ p
970		-		E	E12SGRPO	SIN Apr 22 07:10	BKK Apr 22 08:35			02:25	a 🖉 🖉
983	-			E	E12SGRPO	BKK Apr 27 08:10	SIN Apr 27 11:30			02:20	P
											D L L
											Details
enger Information:											
X Type	Date Of Birth	Gender T	itle	First Name	Last Name	Frequent Flyer Card	Frequent Flyer Number	Personal Contact	Email Address	Emergency Contact	B
				SAMMY	SIERRA	-	-	34344334			<b>*</b> A
king Details											
der Status:	Form of payment:	Ticket Nu	imber(s):	Date Of Issue:		Ticket Time Limit:	Base cost:	Total taxes:	Age	t commission:	
nfirmed	CASH	2 6182433	236010	16 FEB 2021			3 IDR 7,380,000	4 IDR 951,900		<b>A A</b>	

- 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

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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.

	<ul> <li>Community Admi</li> </ul>	in		_					sabre
a O Sabra NDC Search	and Book II								DED
and Book Modify Bo	oking								Q Sabe
rch Order									Sear
			411. 0.11. 0.4	owere					Boo
arrier: Singapore Air	lines		<ul> <li>Anine Booking Neterer</li> </ul>	ice: bWIGb5					Search
it(s) Information:									
ht Number	Operating Carrier	Brand Id	BookCls	Fare Basis	Departure	Arrival	Stops	Duration	
5050	SILKAIR		W	W14SGR	SIN Apr 28 07:00	HKT Apr 28 07:45		01:45	
5053	SILKAIR		W	W14SGR	HKT May 05 02:55	SIN May 05 05:40		01:45	
									Details
enger Information:									
(Туре	Date Of Birth	Gender Title	First Name	Last Name	Frequent Flyer Card	Frequent Flyer Number	Personal Contact	Email Address Emergency Contact	
1			MILO	MIKE			32423234	HARDACCEPT@SQTESTEM	
king Details									
der Status:	Form of payment:	Ticket Numb	er(s): Date Of Iss	ue:	Ticket Time Limit:	Base cost:	Total taxes:	Agent commission:	
nfirmed	AX 30000000000	0007 6182433217	568 10 FEB 202	1		SGD 267.00	SGD 90.60		

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

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

ed Booking cancellation successful	$\times$
sabre red	
Singapore Airlines PNR : 6WIG6S	
Sabre PNR : RIWLCJ	
Please <u>Click here</u> for detailed Sabre logs.	
Ok	

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

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# 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)
- <u>Display of Baggage Allowance for created Order (Graphical PNR QUOTES)</u>

## Release 22.3

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- 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 (QUTOES 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

<u>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)</u>

#### 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.

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# 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
  - o Email address Yes
  - o 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:
  - o 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
  - o Workflow available in Certification (testing) environment only
- Air Extras (Ancillaries)
  - Seat Ancillary Yes
    - Seat Ancillary needs to be fulfilled within 4h
- Ticketing Time Limit
  - o Offer Price Yes
  - Created Order Yes
- Form of Payment Fees (OB Fees)
  - o Do not apply to this airline
- Other:

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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
  - $\circ$  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
  - o Email Add/Delete No
  - Frequent Flyer Add/Delete No
- Fulfillment with Forms of Payment:
  - o Cash
  - o Credit Card (not supported in following Points of Sale Mexico, Ecuador)
  - Cancel (Void & Refund)
    - Cancel Void is supported
    - o Cancel Refund is not supported
- Air Extras (Ancillaries)
  - Seat Ancillary No
- Ticketing Time Limit
  - Offer Price Yes
  - $\circ$  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:
  - $\circ$  Passenger Advanced Passenger Information (APIS Passport) Yes

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- 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:
  - o 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
  - $\circ$  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
  - o Phone Add/Delete Yes
  - Email Add/Delete Yes
  - Frequent Flyer Add/Delete Yes
  - $\circ$  Client ID No

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- Fulfillment with Forms of Payment:
  - o Cash
  - o 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
  - o Phone Add/Delete No
  - o Email Add/Delete No
  - Frequent Flyer Add/Delete No
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- Client ID No
- Fulfillment with Forms of Payment:
  - o 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
  - o Offer Price Yes
  - Created Order Yes
- Form of Payment Fees (OB Fees)
  - o 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
  - $\circ$  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:
  - o Cash
  - Credit Card
- Cancel (Void & Refund)
  - o Cancel Void as well as Cancel Refund are supported
- Air Extras (Ancillaries)
  - Seat Ancillary No

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- 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 <u>for which</u> <u>OB Fees do not apply</u>.
    - 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 <u>for which OB</u> <u>Fees do not apply</u>.
    - 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

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- 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
  - o 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"