

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.

Contents

Workflows	5
End-to-end user workflow	5
Booking Air Service.....	6
Search for NDC Offers.....	6
Browse NDC Offers.....	8
Select Offer	9
Review Offer (Pricing)	11
Re-price criteria	12
Create Reservation	13
State Management	14
Reservation Confirmation.....	15
Create Reservation in Branched PCC.....	15
Display Reservation	17
Graphical PNR and Trip Summary.....	17
Classic PNR view	21
Sell Seat Ancillary	22
Shop Seats Availability.....	22
Sell Seats.....	25
Modify Passenger Details.....	27
Display Reservation	27
Add Traveler Information.....	28
Delete Traveler Information.....	30
Cancel Reservation.....	32
Display Reservation	32
Delete Segment.....	33
Cancel PNR.....	34
Issue Ticket/EMD.....	35
Display Reservation	35
Fulfill Order	36
Graphical Sales report.....	37
Cancel Ticket.....	40

Display Reservation	40
Verify Eligibility	41
Review Conditions	42
Cancel.....	43
Voluntary Ticket Exchange	46
Display Reservation	46
Reshop.....	47
Review New Offer	48
Exchange Order Item.....	51
Fulfill new Order Item	54
Voluntary Changes – Singapore Airlines.....	59
Display The Reservation	60
Display The Order.....	61
Shop Airfare.....	62
The Fare Rules Display.....	65
The Second Reshop Response	65
The Payment Display.....	66
Display The Order To Review The Changes	67
Cancelling An Exchanged Order	68
Incremental features list.....	70
Release 21.6	70
Release 21.7	70
Release 21.9	70
Release 21.10.....	70
Release 21.11	70
Release 21.12.....	70
Release 22.1	70
Release 22.2	70
Release 22.3	70
Release 22.4	71
Release 22.5	71
Release 22.6	71

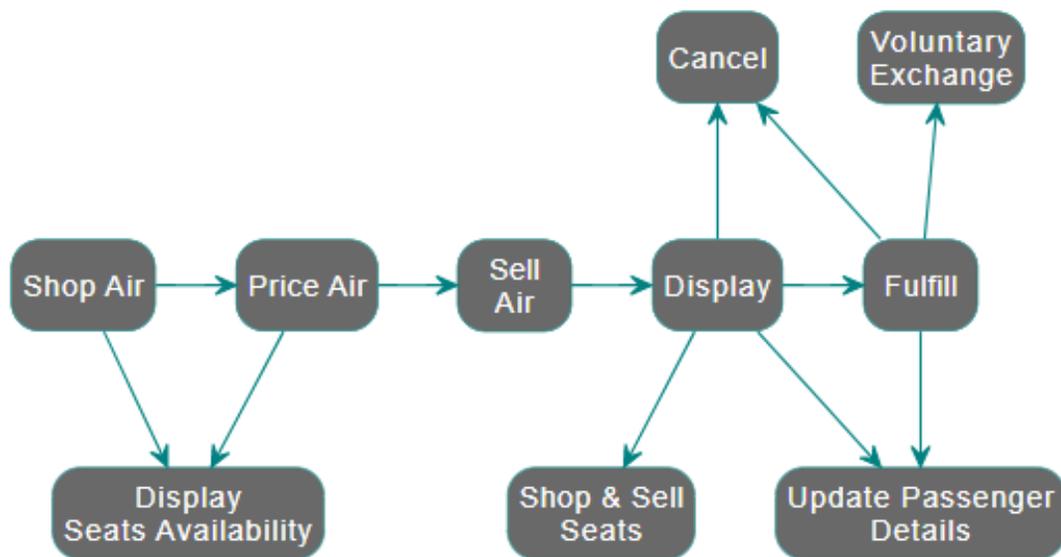
Release 22.7	71
Archive.....	72
American Airlines (Certification)	72
Avianca.....	73
Finnair (Certification)	73
Qantas Airways	74
Qatar Airways	75
Singapore Airlines.....	76
United Airlines (Certification).....	77

Workflows

End-to-end user workflow

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

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

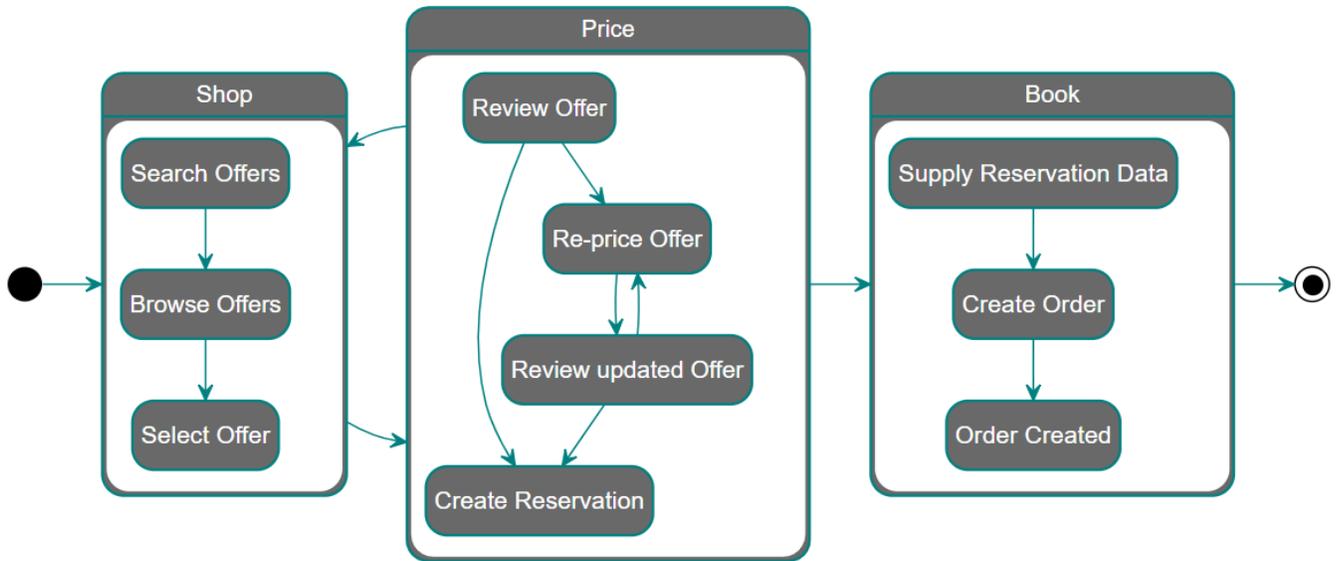


This allows users to execute following essential workflows with NDC content:

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

Booking Air Service

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



Search for NDC Offers

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

Air Shopping

Air Availability

Air Schedules

Fare Quote

From To [Add Via](#) Date Time -

From To [Add Via](#) Date Time - +

Passengers Carrier Cabin Stops

Calendar Search Include Wholesale Fares

Currency Code

Exclude Sabre Fares Exclude NDC Fares Exclude API Fares

Free Checked Baggage

NDC Corporate Identifiers

Carrier	Account Code	Identifier	Value	
<input type="text" value="QF"/>	<input type="text" value="QFX09"/>	<input type="text" value="QCI"/>	<input type="text" value="YKZ"/>	+

Frequent Flyer

Carrier Code	Frequent Flyer Number	Last Name	First Name	
<input type="text" value="QF"/>	<input type="text" value="1380227"/>	<input type="text" value="LOYTEST"/>	<input type="text" value="MEMBER"/>	+

Advanced Qualifiers +

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

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

Browse NDC Offers

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

The screenshot displays the Sabre Red workspace interface for an air shopping search from Sydney (SYD) to Singapore (SIN) on Wednesday, July 13th. The search results are filtered to show only NDC (Number Direct Carrier) fares. The left sidebar shows filters for Carriers (All, BA, QF, SQ, TR), Fare Tag (All, No Label, Tag), Fare Type (Public), and Fare Source (NDC, SABRE). The main results table shows several flight options with their respective fares and fare sources. A 'Trip Summary' panel is visible on the right, and an 'End & Retrieve' button is at the bottom right.

Carrier	Flight	Class	Price	Fare Source
Scout	TR 3	Scout		
Qantas	QF 1			
Qantas	QF 81	Economy Sale	AUD 585.17	SABRE
Qantas	QF 81	Economy Flex	AUD 1230.17	SABRE
Qantas	QF 81	Business Sale	AUD 2657.17	SABRE
British Airways	BA 16	Standard Economy	AUD 639.89	SABRE
British Airways	BA 16	Economy Select	AUD 729.89	SABRE
British Airways	BA 16	Economy Select Pro	AUD 1092.89	SABRE
British Airways	BA 16	Economy Fully Flex	AUD 1056.89	SABRE
Qantas	QF 81	Economy Flex	AUD 1230.17	SABRE
Qantas	QF 81	Business Sale	AUD 2657.17	SABRE
Qantas	QF 81	Business Saver	AUD 2998.17	SABRE
Singapore Airlines	SQ 242	Economy Standard	AUD 698.67	NDC
Singapore Airlines	SQ 242	Economy Flexi	AUD 961.67	NDC

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

Select Offer

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

The screenshot displays the 'Select Offer' interface for a flight from Sydney (SYD) to Singapore (SIN) on Wednesday, 17 Aug. The main content area shows five flight options (6-10) with their respective fares and classes. The selected offer (7) is expanded to show detailed fare information, including a SEAT MAP widget and a 'Select offer' button. The right-hand sidebar contains a 'Trip Summary' panel with options to add to PNR and view details for travelers, air, hotel, car, and other services. The bottom right corner features an 'End & Retrieve' button.

Flight	Carrier	Class	Fare	Source
6	QF 81	Nonstop	AUD 585.17	NDC
7	QF 431, QF 35	1 stop	AUD 603.15	NDC
8	QF 427, QF 35	1 stop	AUD 603.15	NDC
9	QF 423, QF 35	1 stop	AUD 603.15	NDC
10	SQ 242	Nonstop	AUD 609.09	NDC

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

Following are the Shopping response aspects to be considered.

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

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

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

Review Offer (Pricing)

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

The screenshot shows the 'Review Offer (Pricing)' interface. At the top, there's a navigation bar with 'Profile', 'Air', 'Hotel', 'Car', and 'PNR'. Below that, flight details for SQ 222 (Singapore Airlines) are shown, including departure from SYD to SIN on 17 AUG 11:05, a nonstop flight, and four fare options: Economy Value (AUD 609.09), Economy Standard (AUD 686.09), Economy Flexi (AUD 949.09), and Premium Economy Standard (AUD 1466.09). A red circle '11' is next to the flight details. Below this is a 'Pricing' section with an 'Add details' button. The main offer details include: QF 431 SYD to MEL (17 AUG 09:30 - 17 AUG 11:05) and QF 35 MEL to SIN (17 AUG 12:05 - 17 AUG 18:15), both on NLSOA N COACH. Offer time limit is 19m 45s (red circle '2'), and ticketing time limit is 21 JUL 23:59 (red circle '3'). The NDC price is AUD 603.15. A table shows passenger details for one adult, with Base Fare AUD 463.00, Taxes/Fees/Charges AUD 140.15, and Total AUD 603.15 (red circle '4'). A red circle '5' is next to the 'Adult' passenger type. Below the table are change and cancel rules. A 'Notes' section (red circle '6') lists various OB Fees. At the bottom, there are three widgets: 'BAGGAGE DISCLOSURES & EMBARGO INFORMATION' with a 'VIEW ALL' button (red circle '7'), 'TAXES, FEES, CHARGES & FARE CALC' with a 'VIEW ALL' button (red circle '8'), and 'SEAT MAP' with a 'SEAT MAP' button (red circle '9'). At the bottom right, there are 'Re-pricing' and 'Create order' buttons (red circle '10'). On the far right, there's a 'Trip Summary' sidebar with 'No PNR', 'Add to PNR', and sections for Travelers (0), Air (0), Hotel (0), Car (0), and Other (0). At the bottom right of the main interface is an 'End & Retrieve' button.

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

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

Re-price criteria

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

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

Create Reservation

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

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

Create order

Add an option:
Select from list

Add traveler

Options	Last Name	First Name	Middle Name (optional)	
<input type="checkbox"/>	PLATINUM	TRAVELER	Middle Name	- +
	Title / Prefix (optional)	Passenger Type (optional)	Date of Birth (optional)	1
	Title / Prefix	Adult ADT	22MAY2000	
	Gender (optional)			
	Male M			

Add email

Options	Email address	Traveler	
<input type="checkbox"/>	LUKASZ.WOLAK@SABRE.COM	Select Traveler	- +

Add contact information

Contact type	Contact phone	Contact phone number	
Contact phone	12341234	12341234	- +
Traveler			
1.1 Platinum Traveler			

Add Client ID

Client ID	
Select	-

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

Following data elements are supported at Order Create step:

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

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

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

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

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

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

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

State Management

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

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

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

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

Reservation Confirmation

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

The screenshot displays the Sabre Red 360 NDC Integration interface. The main window is titled "Pricing" and shows a flight itinerary for QF 81 from SYD to SIN on 13 JUL 11:10 - 13 JUL 17:50, class SLOSAS S COACH. The total price is AUD 688.17. The interface includes a "Trip Summary" sidebar on the right with options for PNR, Add to PNR, Travelers (1), and various services like Hotel, Car, and Other. Below the pricing section, there is an "Order Confirmation" section with a green checkmark and the message "Order has been created successfully" (marked with a red 1). The order ID is QF081HDBU6TA7. Below this, a summary row shows the flight details, class (Economy), and a "Ticketing Time Limit" of 06 JUN 23:59 (marked with a red 2). The total price is again shown as AUD 688.17. Buttons for "Re-pricing" and "Create order" are visible at the bottom of the pricing section.

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

Create Reservation in Branched PCC

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

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

WEJPOS - WOLAK LUKASZ

TYPE COMMAND HERE

A

WEJPOS
 1. TWOLAK/LUKASZ
 1 UA 870S 18JAN M SYDSFO HK1 200P 840A /NDUA*D1NTEB/UA016FE8
 E4EA4
 2 UA 569S 18JAN M SFOEWR HK1 1045A 723P /NDUA*D1NTEB/UA016FE8
 E4EA4
 3 UA 628L 25JAN M EWRLAX HK1 000P 1125P /NDUA*D1NTEB/UA016FE8
 E4EA4
 4 UA 839Y 26JAN T LAXSYD HK1 1040P 850A /NDUA*D1NTEB/UA016FE8
 E4EA4
 TKT/TIME LIMIT
 1. TL0959A/100CT-SAT
 PHONES
 1. BNE12341234
 EMAIL ADDRESS
 1. WLAK@SABRE.COM
 RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXC6XCVAQI
 R14I.9DB7*A, ¥ 0030/080CT20 WEJPOS H

WEJPOS WOLAK, LUKASZ ✓ Traveler ✓ Phone number ✓ Itinerary
 Order Id: UAD16FE8E4E4 ✓ Received from
 Ticket by: n/a UAD-D1NTEB

HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS TICKETING HISTORY

Order Items (1) Delete

Order Item	Carrier	Route	Dates	Class	Product	Remarks	NDC Price
1	UA	870 SYD-SFO	18 JAN 14:00 - 18 JAN 08:40	SLX00SDS	S Economy Economy		
	UA	569 SFO-EWR	18 JAN 10:45 - 18 JAN 19:23	SLX00SDS	S Economy Economy		
	UA	628 EWR-LAX	25 JAN 20:00 - 25 JAN 23:25	LAA2AQEN	L Economy	Ticketing Time Limit 09 OCT 23:59	AUD 5753.46
	UA	839 LAX-SYD	26 JAN 22:40 - 28 JAN 08:50	YZEY	Y Economy		

End & Retrieve

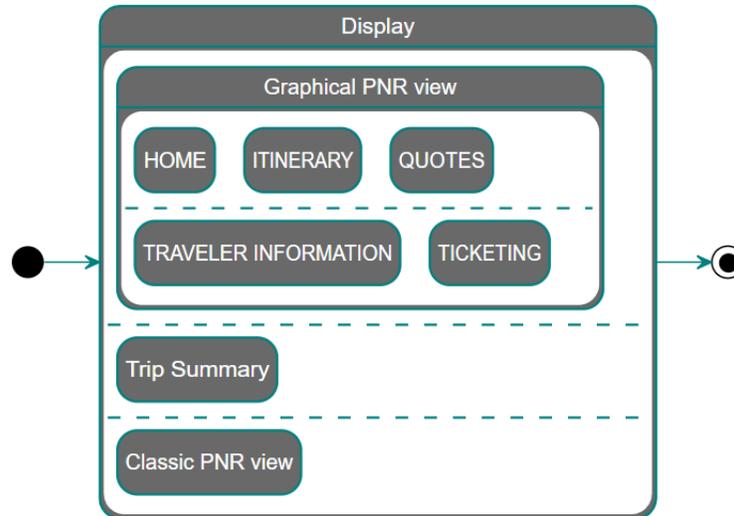
1. PNR with NDC content booked in other than user's home PCC does indicate that in PNR's signature line
2. In above example default currency of user's home PCC was USD. However, NDC booking was made in R14I PCC which is Australian Point of Sale. Hence Order Item currency is in AUD

Known Book (Create Order) limitations

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

Display Reservation

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



Graphical PNR and Trip Summary

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

The screenshot displays the Sabre Red 360 NDC Integration interface. At the top, there are tabs for Profile, Air, Hotel, Car, PNR, and Proposal. Below this, a list of flights is shown, including SQ 242, SQ 212, SQ 222, and SQ 232, all operated by Singapore Airlines. Each flight entry includes the route (SYD to SIN), dates, times, and pricing for different fare classes (Economy Standard, Economy Flexi, Premium Economy Standard, Premium Economy Flexi).

The main section shows the details for PNR QXHAGQ, identified as a PLATINUM TRAVELER. It includes fields for Traveler, Phone number, and Itinerary, all marked with green checkmarks. Below this, there are tabs for HOME, ITINERARY, QUOTES, TRAVELER INFORMATION, REMARKS, TICKETING, and HISTORY. The ITINERARY tab is selected, showing a summary for Wednesday, July 13, from Sydney to Singapore. The itinerary details include the carrier (QANTAS AIRWAYS, QF 81), confirmation number (53AREH), departure and arrival times, cabin class (Economy), seat number, meal (HR), and aircraft type (AIRBUS INDUSTRIE A333 JET).

On the right side, there is a sidebar with a 'Trip Summary' section, a search bar for 'QXHAGQ', and a list of services including Air (1), Hotel (0), Car (0), and Other (0). A red circle with the number 7 is placed over the 'Air (1)' entry. At the bottom right, there is an 'End & Retrieve' button.

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

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

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

The screenshot displays the Sabre Red workspace for a NDC reservation. The top navigation bar includes tabs for Profile, Air, Hotel, Car, PNR, and Proposal. The main content area shows flight segments for Singapore Airlines (SQ) with their respective fares and options. A right-hand sidebar shows a Trip Summary with details for QXHAGQ, including travelers and services. The bottom section shows Order Items (1) with a table of pricing and a 'TICKETING' section. Red callouts (1-7) and letters (a-e) highlight specific UI elements.

Name	Phone number	Type	Base fare AUD	Taxes / Fees / Charges AUD	Total AUD
PLATINUM, TRAVELER	12341234	ADT	566.00	122.17	688.17

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

The screenshot displays a Sabre Red 360 NDC Integration interface. At the top, there are flight itineraries for Singapore Airlines (SQ) flights: SQ 242, SQ 212, SQ 222, and SQ 232, all from SYD to SIN. Below the itineraries is a summary for QXHAGQ, PLATINUM, TRAVELER, with status indicators for Traveler, Phone number, Itinerary, and Received from. A navigation bar includes tabs for HOME, ITINERARY, QUOTES, TRAVELER INFORMATION (highlighted with a red circle 5), REMARKS, TICKETING, and HISTORY. A 'Display' dropdown is set to 'Security Information (1)'. Below this is a table with columns for LINE, AIRLINE, TYPE, INFORMATION, and TRAVELER ASSOCIATION. The table shows a single entry for NDC, QF, Passport, with detailed passenger information. A sidebar on the right shows a 'Trip Summary' for QXHAGQ, including 'Travelers (1)', 'Air (1)', 'Hotel (0)', 'Car (0)', and 'Other (0)'. A red circle 7 highlights the sidebar area.

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

The screenshot displays the Sabre Red workspace for a reservation with PNR QXHAGQ. The main area shows three flight segments (9, 10, 11) with their respective fares and NDC options. A navigation menu at the bottom includes HOME, ITINERARY, QUOTES, TRAVELER INFORMATION, REMARKS, TICKETING (highlighted), and HISTORY. A message states 'No ticketing data to display' with a red '7' next to it. A detailed ticketing table is shown below, including coupon details and a form of payment summary. A 'TICKET RECEIPT' widget with a red 'a' is located at the bottom left of the ticketing section. The right sidebar shows a 'Trip Summary' with various travel components like Air, Hotel, and Car.

Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1	QF	81	S	13JUL22	SYD	SIN	10:10	SLOSAS	OPEN

Form of Payment	Base Fare AUD	Taxes/Fees/Charges AUD	Total AUD
	566.00	122.17	688.17

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

Classic PNR view

The classic PNR provides information about NDC content.

```
*A*
QPKKRRK
1. 1WOLAK/LUKASZ
1 UA 398W 12JAN S LAXSFO HK1 1045P 1220A /NDUA*DRETRY/UA0169BD
DF825
2 UA 863W 13JAN M SFOSYD HK1 1045P 905A /NDUA*DRETRY/UA0169BD
DF825
TKT/TIME LIMIT
1. T-15NOV-3YAB*ALW
2. TO 0162480551867-XX WOLAK/L 3YAB*ALW 1917/15NOV
PHONES
1. TUL12341234
PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL
ACCOUNTING DATA
1. UA#2480551867/ 0.00/USD 809.00/ 67.04/ONE/CCAXXXXX
XXXXXXXX0007 1.1WOLAK L/1/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXX04IDW74
3YAB.3YAB*ALW 1910/15NOV19 QPKKRRK H
```

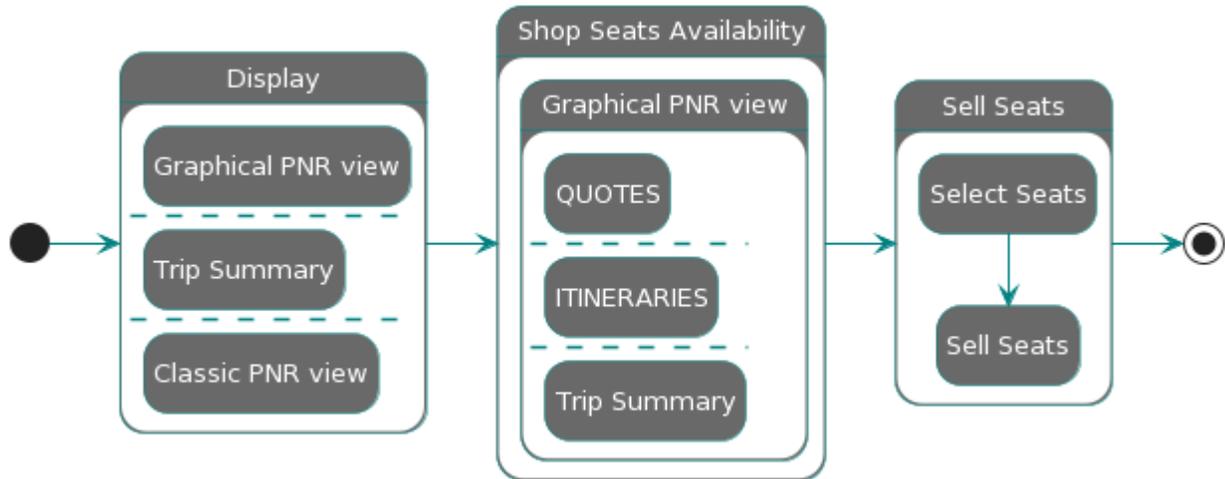
1. NDC segments are indicated by the /ND tag which is followed by the carrier's record locator and "Airline Order ID".
2. Tickets which were created from an NDC order are displayed in the ticketing field (*T) of the PNR using the TO prefix to indicate a Ticketed Order.
3. The received from field (*P6)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

Known Display Reservation limitations:

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

Sell Seat Ancillary

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



Shop Seats Availability

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

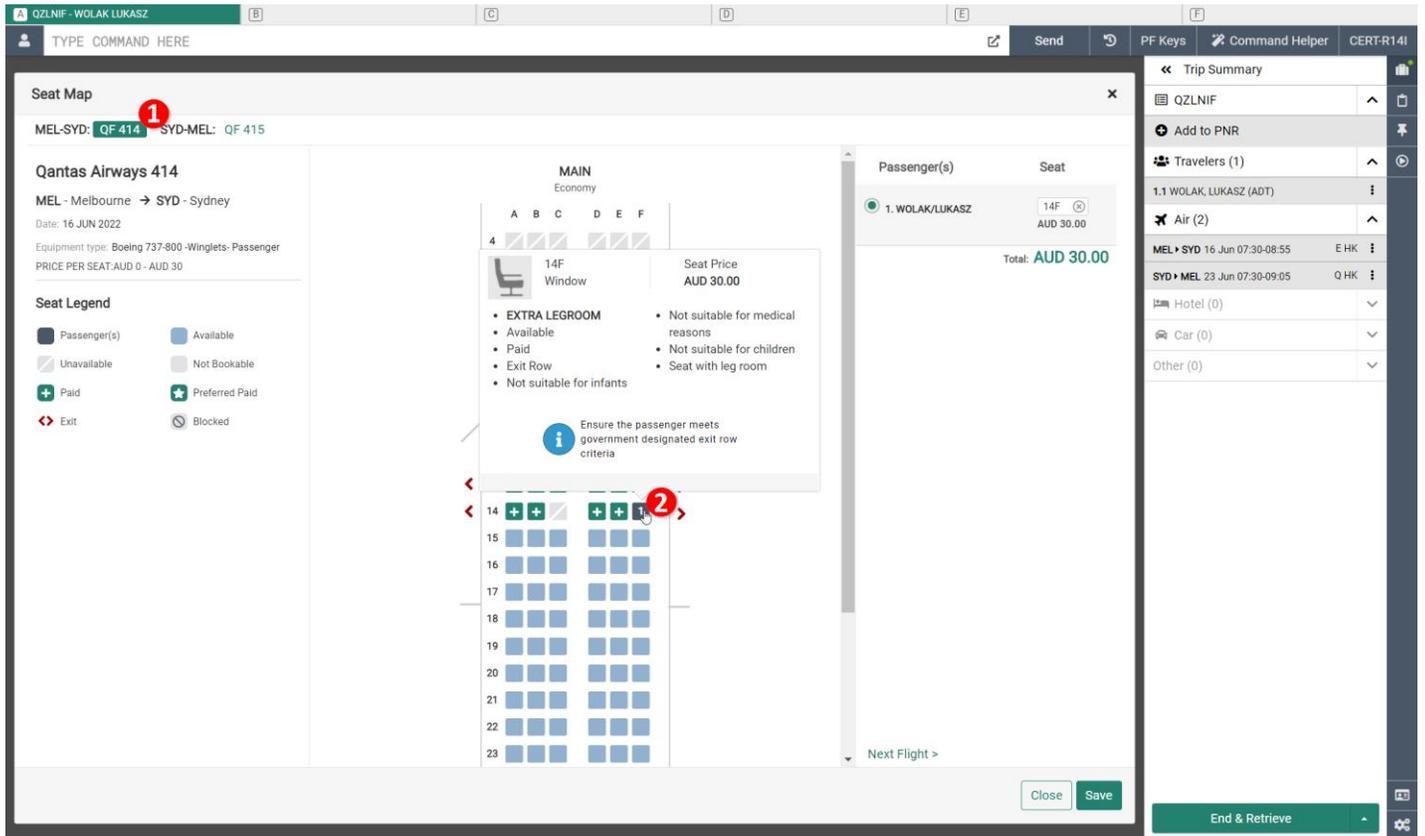
It is not necessary for an Air Order Item to be fulfilled before Seat is added – all Order Items can be fulfilled in single transaction at later stage.

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

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

The screenshot displays the Sabre Red 360 NDC Integration interface. The main area shows a graphical PNR view for GZCHEP, including flight details for QF 499, QF 583, and QF 403. The 'QUOTES' section is highlighted with a red callout '2'. The 'SEAT MAP' widget is highlighted with a red callout '3'. The right-hand 'Trip Summary' panel is highlighted with a red callout '1', and the 'Hotel' entry in the summary is highlighted with a red callout '4'.

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



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

Sell Seats

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

The screenshot displays the Sabre Red workspace interface for selling seats on a Qantas Airways 414 flight. The main window is titled "Seat Map" and shows flight details for MEL-SYD: QF 414 and SYD-MEL: QF 415. The flight is a Boeing 737-800 Winglets Passenger, with a price per seat of AUD 0 - AUD 30. The seat map shows a grid of seats (A-F, 4-23) with various status indicators. A legend on the left explains the status: Passenger(s) (blue square), Unavailable (grey square), Paid (green square with '+'), Exit (red diamond with '< >'), Available (light blue square), Not Bookable (light grey square), Preferred Paid (green square with '*'), and Blocked (grey square with 'X'). The seat map shows several seats in the 13-14 row are marked as "Paid" (green with '+') and "Preferred Paid" (green with '*'). A red callout '1' points to a seat in the 14th row, column E. To the right, a "Passenger(s)" panel shows "1. WOLAK/LUKASZ" with seat "14F" and price "AUD 30.00". A red callout '2' points to this passenger information. At the bottom right, a "Save" button is highlighted with a red callout '3'. The right sidebar shows a "Trip Summary" panel with flight details and options like "Add to PNR", "Travelers (1)", "Air (2)", "Hotel (0)", "Car (0)", and "Other (0)".

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

Order Item	Flight	Origin	Destination	Class	Carrier	Remarks	Price
1	OF 458	MEL	SYD	K	Economy	Ticketing Time Limit 18 JUL 23:59	AUD 1179.34
	QF 437	SYD	MEL	K	Economy		
2	OF 458	MEL	SYD	HN	14F Extra Legroom		AUD 30.00

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

Known limitations:

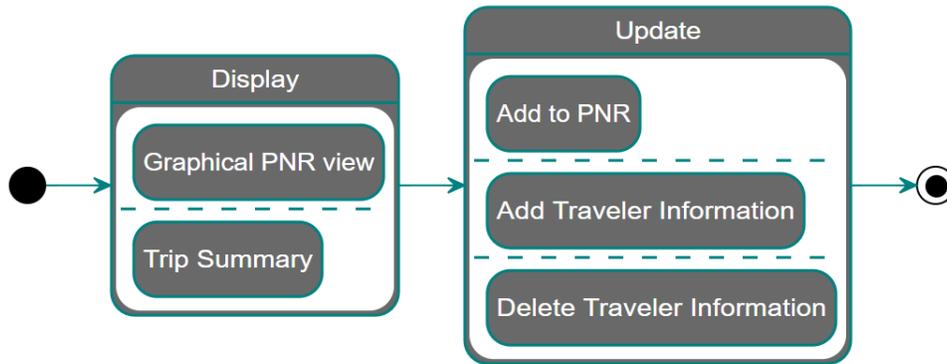
- At this point Seat Availability for NDC bookings is supported in test environment (CERT) for selected Airlines only. For more information, please refer to [Archive](#) section.
- There is no Ticketing Time Limit for Seat Ancillary Order Items

Modify Passenger Details

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

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

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



Display Reservation

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

The screenshot displays the Sabre Red 360 interface for a reservation. The main content area shows the reservation details for GZCHEP - WOLAK LUKASZ, including flight segments (QF 406 MEL to SYD, QF 415 SYD to MEL), ticketing information, and a total NDC price of AUD 527.39. The right-hand sidebar shows the 'Trip Summary' panel with a red circle '1' highlighting the 'Add to PNR' button. The bottom navigation bar has a red circle '2' highlighting the 'Security Information (0)' dropdown menu. The bottom right corner has a red circle '3' highlighting the 'Add Security Information' button.

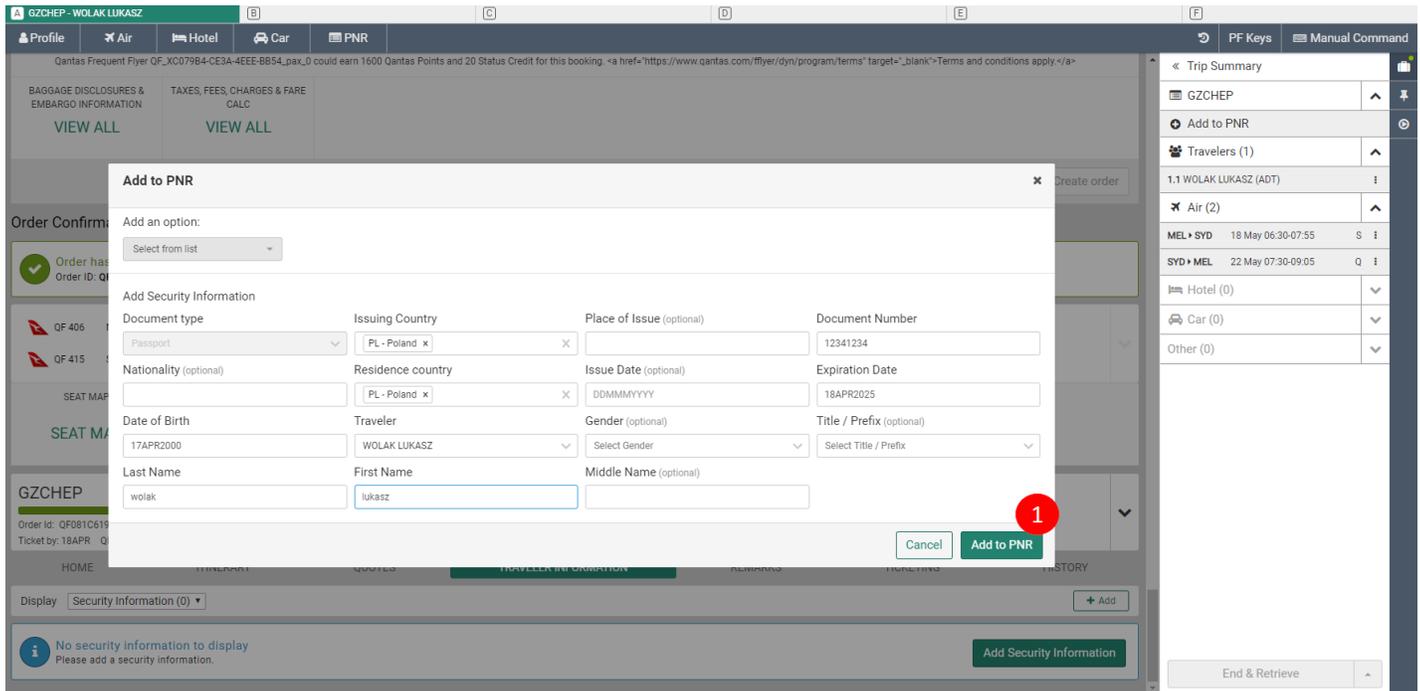
1. *Add to PNR* allows user to quickly include data element required, regardless of what gets displayed in main section. By clicking *Add to PNR* user will need to select appropriate option as presented on next screen.
2. Alternative approach of starting workflow is to navigate to TRAVELER INFORMATION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

Add Traveler Information

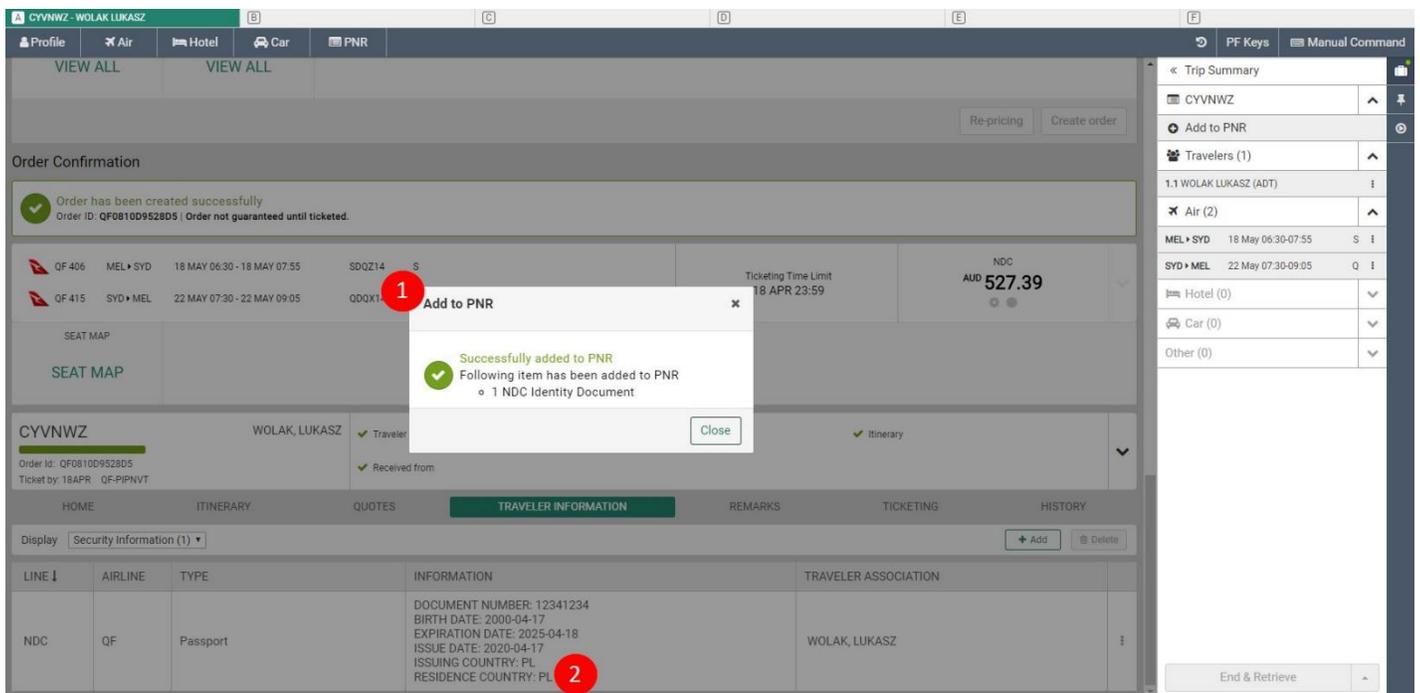
Add to PNR form displayed gives user options to choose from. To include Identity Document to existing NDC booking, *NDC Identity Document* option needs to be selected.

The screenshot displays the Sabre Red 360 NDC Integration interface. The main window shows the 'Order Confirmation' section with a 'TRAVELER INFORMATION' tab selected. A modal window titled 'Add to PNR' is open, allowing the user to add security information to the booking. The modal includes a dropdown for 'Add an option:' with 'NDC Identity Document' selected. Below this, there is a 'Select APIS Type' dropdown and a text input field. The 'NDC Identity Document' dropdown is open, showing options: 'Passport or secondary document (DOCS)', 'Visa (DOCO)', and 'Resident/Destination Address (DOCA)'. The background shows the 'TRAVELER INFORMATION' section with a 'Security Information (0)' display and an 'Add Security Information' button.

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



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



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

Delete Traveler Information

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

The screenshot shows the Sabre Red 360 interface for a PNR (KIKIQB). The main content area is divided into several tabs: HOME, ITINERARY, QUOTES, TRAVELER INFORMATION (highlighted with a red circle '1'), REMARKS, TICKETING, and HISTORY. The TRAVELER INFORMATION tab displays a table with columns for LINE, TYPE, EMAIL, and TRAVELER ASSOCIATION. The table contains two rows: one for the traveler (LUKASZ.WOLAK@SABRE.COM) and one for the NDC (LUKASZ.WOLAK@SABRE.COM). A 'Delete' button is visible next to the NDC row, highlighted with a red circle '2'. The right-hand side of the interface shows a Trip Summary panel with details for the PNR, including flight segments and other services.

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

This screenshot shows the same Sabre Red 360 interface as the previous one, but with a 'Delete Email' dialog box open in the foreground. The dialog box has a title bar 'Delete Email' and a close button (X). The main text in the dialog says '1 email will be deleted.' Below this text are two buttons: 'Cancel' and 'Delete Email' (highlighted with a red circle '3'). The background interface is dimmed, showing the TRAVELER INFORMATION tab and the table with the NDC row.

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

The screenshot displays the Sabre Red workspace interface. At the top, a command line shows 'KIKIQB - WOLAK LUKASZ'. Below this, a terminal window displays flight details for KIKIQB, including flight numbers (AA2398N, AA244N), dates (16NOV, 23NOV), times (225P, 635A), and destinations (DFWORD, ORDDFW). A 'TRAVELER INFORMATION' section is highlighted, showing details for 'WOLAK, LUKASZ' with status indicators for 'Traveler', 'Phone number', 'Itinerary', and 'Received from'. A navigation bar at the bottom includes tabs for HOME, ITINERARY, QUOTES, TRAVELER INFORMATION (active), REMARKS, TICKETING, and HISTORY. A 'Display' dropdown is set to 'Email (0)'. A message box with a red '4' icon states 'No email to display. Please add an email.' with an 'Add Email' button. On the right, a sidebar shows a 'Trip Summary' for KIKIQB, listing travelers (1), flights (DFW-ORD, ORD-DFW), and services (Hotel, Car, Other).

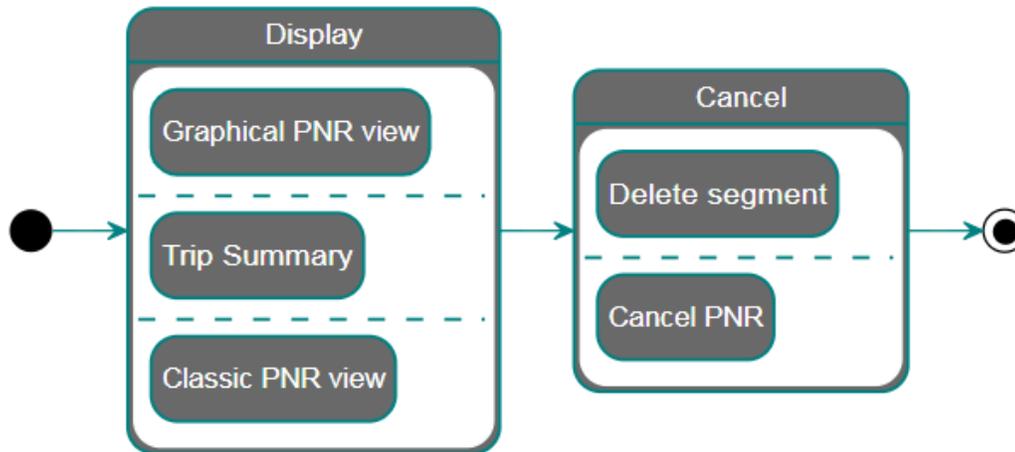
4. Once specific data element has been deleted, it is removed TRAVELER INFORMATION section

Known limitations:

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

Cancel Reservation

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



Display Reservation

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

The screenshot shows the Sabre Red workspace interface. The main area displays reservation details for DDLIUZ, including traveler information (LOYTEST, SHERLY) and a table of order items. The 'Cancel PNR' button is highlighted with a red circle and the number 1. The right-hand pane shows a list of segments, with the 'Delete segment' button highlighted by a red circle and the number 2.

Order Item	Segment	Class	Origin	Destination	Start Date	End Date	Time	Remarks	Rate	Unit
1	QF 12	JFK • SYD	12 NOV 06:00 PM	14 NOV 08:35 AM	OLX2RN	0				
	QF 11	SYD • JFK	19 NOV 11:10 AM	19 NOV 04:30 PM	OLX2RN	0				

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

Delete Segment

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

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

The screenshot displays the Sabre Red workspace interface. At the top, there's a header with the user name 'DDLIUZ - LOYTEST SHERLY' and a search bar. Below this, there's a section for 'Cancel PNR' and 'Divide & File PNR'. The main area is divided into several tabs: HOME, ITINERARY, QUOTES, TRAVELER INFORMATION, REMARKS, TICKETING, and HISTORY. The 'QUOTES' tab is active, showing a message: 'No price quotes to display. Please, add a price quote (applies to air segments)'. Below this, there's a table of 'Order Items (1)' with two rows of flight segments. A 'Delete segments' dialog box is open in the center, listing the segments to be deleted. A red circle '1' highlights the dialog title, and a red circle '2' highlights the 'Delete' button. The background shows the 'Trip Summary' panel with a baggage icon in the top right corner.

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

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

Cancel PNR

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

The screenshot displays the Sabre Red workspace interface. At the top, the PNR identifier is DDLIUZ - LOYTEST, SHERLY. The main area shows the 'QUOTES' tab, which is currently empty, displaying a message: "No price quotes to display. Please, add a price quote (applies to air segments)." A modal dialog box titled "Cancel PNR" is centered on the screen. The dialog asks, "Do you want to delete all itinerary segments and PQs for DDLIUZ?" Below this question is a "Received From" field containing the text "SYAB ALW". At the bottom of the dialog are two buttons: "No" and "Yes". Red circles with the numbers "1" and "2" are placed over the "Received From" field and the "Yes" button, respectively. In the background, the "Cancel PNR" button is visible in the upper left corner of the graphical PNR view.

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

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

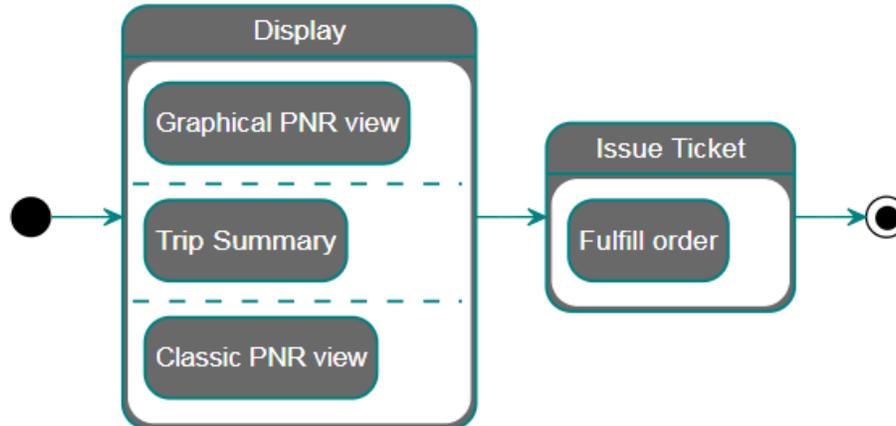
Known Cancel limitations:

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

Issue Ticket/EMD

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

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



Display Reservation

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

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

TYPE COMMAND HERE

EFGZJK WOLAK, LUKASZ ✓ Traveler ✓ Phone number ✓ Itinerary
Ticket by: 18JUL ✓ Received from ✓ Frequent flyer
Order id: QF081HRH95TA7 QF-SMODKG + Security documents + Travel insurance quote

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

Order Items (1) Delete

Order Item	Flight	Origin	Destination	Class	Carrier	Status	Remarks	Price
1	QF 458 QF 437	MEL • SYD SYD • MEL	04 OCT 15:30 - 04 OCT 16:55 11 OCT 11:00 - 11 OCT 12:35	K K	K K	Economy	Ticketing Time Limit 18 JUL 23:59	AUD 1179.34
2	QF 458	MEL • SYD	WOLAK, LUKASZ	HN	14F	Extra Legroom		AUD 30.00

Travelers (1)
1.1 WOLAK, LUKASZ (ADT)
Air (2)
MEL • SYD 04 Oct 15:30-16:55 K HK
SYD • MEL 11 Oct 11:00-12:35 K HK
Hotel (0)
Car (0)
Other (0)

End & Retrieve

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.

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

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

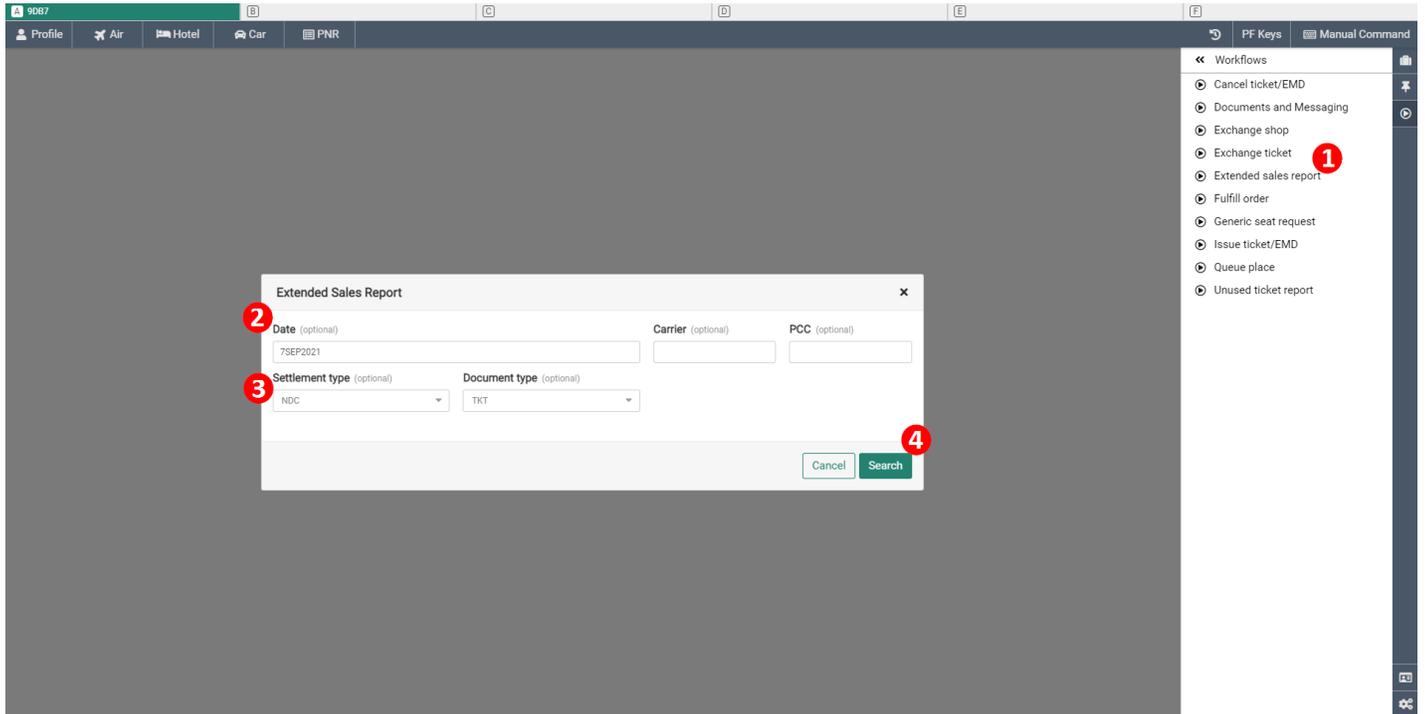
5. With all necessary payment details provided User can submit form.

The screenshot displays the Sabre Red workspace interface. At the top, there are navigation tabs for Profile, Air, Hotel, Car, and PNR. The main header shows the PNR 'EFGZJK' and traveler information 'WOLAK, LUKASZ'. Below this, there are sections for 'Traveler', 'Phone number', 'Itinerary', 'Received from', 'Frequent flyer', and 'Travel insurance quote'. A 'TICKETING' button is visible in the top right. A sidebar on the right contains a 'Workflows' menu with options like 'Australian ETA', 'Cancel ticket/EMD', 'Documents and Messaging', 'Exchange shop', 'Exchange shop NDC', 'Exchange ticket', 'Extended sales report', 'Fulfill order', 'Generic seat request', 'Issue ticket/EMD', 'Queue place', and 'Unused ticket report'. The main content area shows a message: 'No ticketing data to display. Please issue a ticket.' Below this, there is a table with one row: '1 Ticketing'. A 'Fulfill Order' dialog box is open in the center, displaying a green checkmark and the text: 'Successfully fulfilled order for QF081HRH95TA7'. The dialog also shows 'Ticket number: 0815743524932', 'Traveler: LUKASZ WOLAK', 'Total: AUD 1179.34', and 'PNR: EFGZJK'. A red circle with the number '1' is overlaid on the dialog. At the bottom of the dialog are 'Close' and 'Display tickets' buttons.

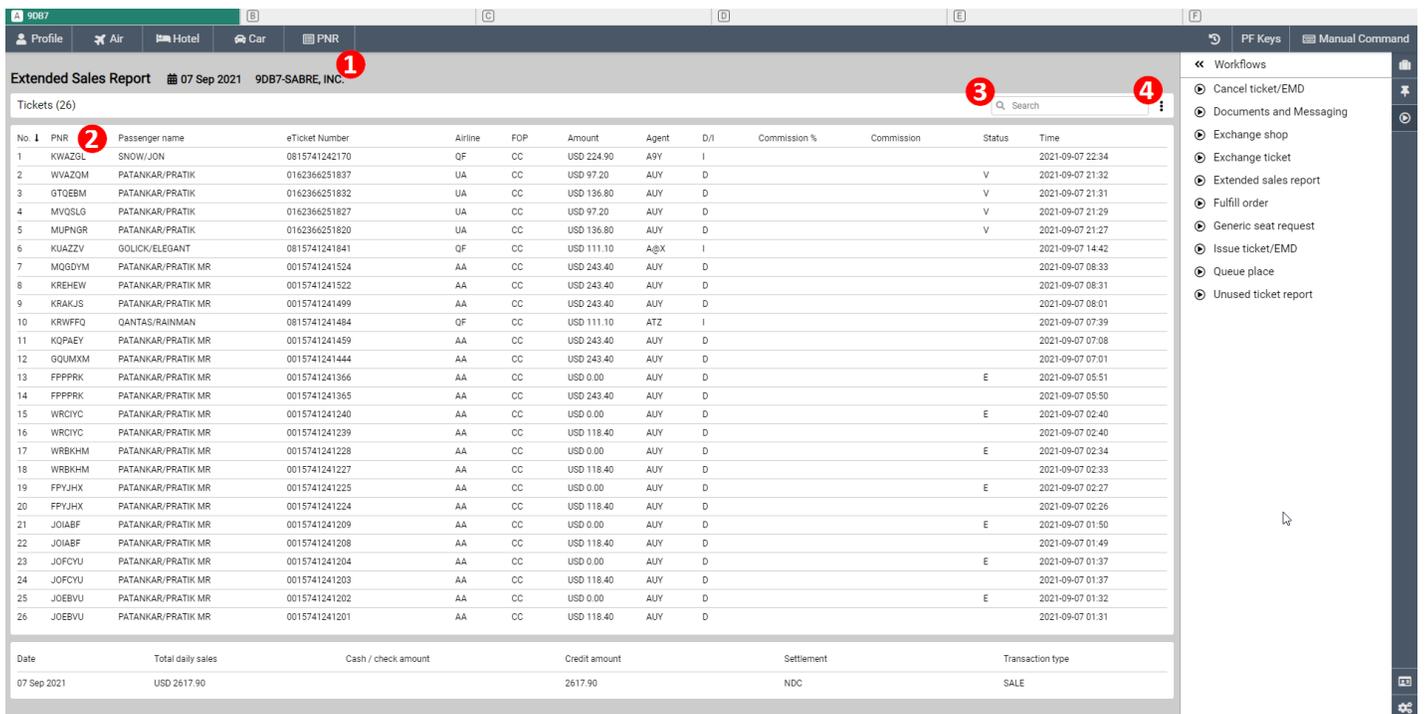
1. Successful Fulfillment returns a confirmation message with ticket number.

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.



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.



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

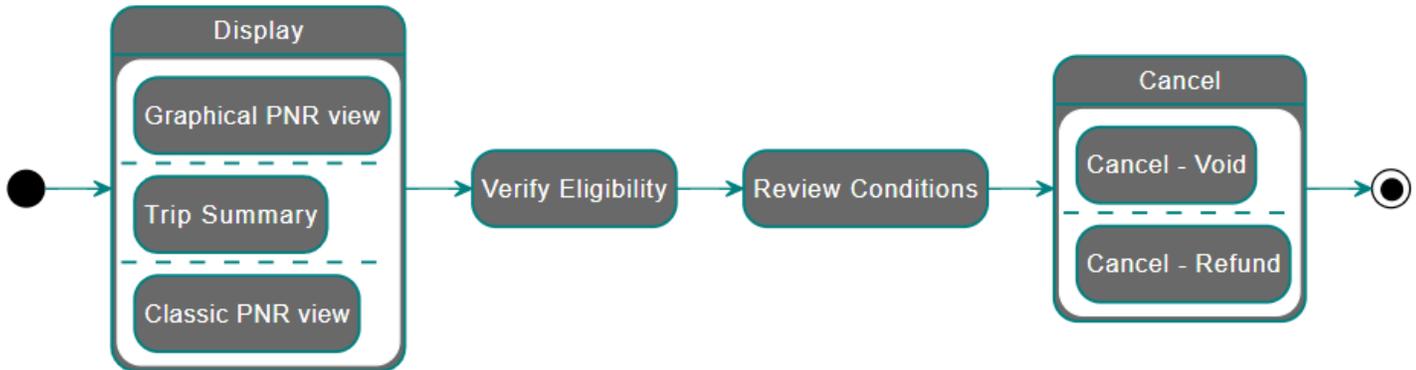
Known Issue Ticket limitations:

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

Cancel Ticket

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

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



Display Reservation

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

1. 1MAN/SPIDER
 1 SQ 32Q 28MAY F SINSFO HK1 925A 948A /NDSQ*6N2PKX/SQ6N2PK
 X
 2 SQ 1Q 17JUN Q SFOSIN HK1 115A 1150A /NDSQ*6N2PKX/SQ6N2PK
 X
 TKT/TIME LIMIT
 1.T-18JAN-S3JK*ATD
 2.TO 6182433149148-XX MAN/S S3JK*ATD 2034/18JAN
 PHONES
 1.BKK5556667888
 CUSTOMER NUMBER - 1234567890
 PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
 ACCOUNTING DATA
 1. SQ#2433149148/ /THB 39980/ 3525/ONE/CCJXXXX
 XXXXXXXX5566 1.1MAN S/1/F/E
 RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXCV9HYBC
 S3JK_S3JK*ATD 0734/18JAN21 IHBCJU H

IHBCJU MAN, SPIDER ✓ Traveler ✓ Phone number ✓ Itinerary
 Order id: SQ_6N2PKX ✓ Received from
 Ticketed on: 18JAN SQ_6N2PKX

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

Tickets/EMDs (0)

No ticketing data to display
 Please issue a ticket.

NDC Tickets/EMDs (1)

1	Ticketing	e-Ticket Number	Issue Date	Ticketing Details
		6182433149148	18 JAN 00:00	XX MAN/S

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

Form of Payment	Base Fare THB	Equip Fare	Taxes/Fees/Charges THB	Total THB
	39980		3525	43505

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

Verify Eligibility

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

The screenshot displays the Sabre Red workspace interface. At the top, there is a command line with the text "IHBCJU - MAN SPIDER". Below this, the main PNR view shows flight details for "IHBCJU". A "Cancel ticket/EMD" popup window is open, showing a list of tickets and a "Document number" field. The "Continue" button is highlighted with a red circle 3. On the right-hand side, a "Workflows" panel is visible, with the "Cancel ticket/EMD" button highlighted by a red circle 1. The main PNR view shows a table of tickets and a summary of the fare and taxes.

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

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

Review Conditions

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

EKKJEE - MAN SPIDER

Order Id: SQ_SAVTXA
Ticketed on: 23JAN SQ_SAVTXA

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

Order Items (1)

Order Item	Carrier	Class	Origin	Destination	Start Date	End Date	Status	Remarks
1	SQ	970	SIN	BKK	18 MAY 07:10	18 MAY 08:35	Ticketed	
	SQ	975	BKK	SIN	25 MAY 12:15	25 MAY 15:40	Ticketed	

Cancel ticket

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

Buttons: Cancel, Continue

IHBCJU - MAN SPIDER

Order Id: SQ_6N2PKX
Ticketed on: 18JAN SQ_6N2PKX

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

A

1. 1MAN/SPIDER
1 SQ 32Q 28MAY F SINSFO HK1 925A 948A /NDSQ*6N2PKX/SQ6N2PKX
X
2. 2 SQ 1Q 17JUN Q SFOSIN HK1 115A 1158A /NDSQ*6N2PKX/SQ6N2PKX
X
TKT/TIME LIMIT
1. T-18JAN-S3JK*ATD
2. TO 6182433149148-XX MAN/S S3JK*ATD 2034/18JAN
PHONES
1. BKX5556657888
CUSTOMER NUMBER - 1234567890
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
ACCOUNTING DATA
1. SQ#2433149148/ 0/THB 39980/ 35
XXXXXXXXX5560 1.1MAN S/1/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1S
S3JK.S3JK*ATD 0734/18JAN21 IHBCJU H

Cancel ticket

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

Buttons: Cancel, Continue

Tickets/EMDs (0)

No ticketing data to display
Please issue a ticket.

NDC Tickets/EMDs (1)

Order Item	Carrier	Class	Origin	Destination	Start Date	End Date	Status	Remarks
1		Ticketing					Ticketing	

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

Cancel

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

The screenshot displays the Sabre Red workspace interface for PNR KFLBRU. The main display area shows the following details:

- PNR:** KFLBRU
- Traveler:** WOLAK, LUKASZ
- Phone number:** (indicated as received)
- Itinerary:** (indicated as voided)
- Order ID:** QF08162D64144
- Issued on:** 08OCT QF-VNMLG7
- Accounting Data:** QF#5749652436/ 0.00/AUD 490.00/ 190.76/ONE/CCAXXXXX
- Received from:** ORDER EXISTS - SABRE ORDER ID 1SXXXCWQPM1EY

The navigation bar includes tabs for HOME, ITINERARY, QUOTES, TRAVELER INFORMATION, REMARKS, **TICKETING** (highlighted with a red circle 3), and HISTORY.

The TICKETING tab shows the following table:

Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1									VOID (highlighted with a red circle 4)
2									VOID

Below the table, the **Form of Payment** section shows:

Form of Payment	Base Fare AUD	Equip Fare	Taxes/Fees/Charges	Total AUD
	490.00		190.76	687.96

The right-hand sidebar shows a Trip Summary for KFLBRU, including a list of travelers (1.1 WOLAK, LUKASZ (ADT)) and options for Air, Hotel, Car, and Other.

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

PHONES
1. BKX5556667888
CUSTOMER NUMBER - 1234567890
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
ACCOUNTING DATA
1. SQ#2433149148/ 0/THB 39980/ 3525/ONE/CCJCXXXX
XXXXXXXXX5560 1.1MAN S/1/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXVC9HYBC
S3JK.S3JK*ATD 0734/18JAN21 IHBCJU H

IHBCJU MAN, SPIDER ✓ Traveler ✓ Phone number
Order id: SQ_042PKX
Ticketed on: 18JAN SQ4N2PKX
TICKETING 3

Tickets/EMDs (0) Exchange

No ticketing data to display
Please issue a ticket.

NDC Tickets/EMDs (1)

1	Ticketing	e-Ticket Number	Issue Date	Ticketing Details	Refunded
		6182433149148	18 JAN 00:00	XX MAN/S	

Passenger: MAN, SPIDER Customer number: 1234567890 PNR: IHBCJU

Coupon	Airline	Flight	Class	Date	From	To	Time	Fare basis	Coupon Status
1									REFUND 4
2									REFUND

Form of Payment	Base Fare THB	Equip Fare	Taxes/Fees/Charges THB	Total THB	Cancel penalties THB 5	Total refund THB 6
	39980		3525	43505	39980	-2225

TICKET RECEIPT

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

The screenshot displays the Sabre Red workspace interface for a Graphical PNR. The main display area shows flight details for IHBCJU, including passenger information, phone numbers, and accounting data. A navigation bar at the bottom of the main display area has 'QUOTES' highlighted, with a red circle '7' next to it. Below the navigation bar, the 'Order Items (1)' section shows a table with one item, 'MAN, SPIDER', which is marked as 'Refunded' with a red circle '9'. The table columns are Name, Phone number, Type, Base fare THB, Taxes / Fees / Charges THB, and Total THB. A red circle '8' is next to the item number '1'. A 'VIEW ALL' link is visible under the 'TAXES, FEES, CHARGES & FARE' section. On the right side, there is a 'Trip Summary' panel with various filters and a 'Send' button at the top right.

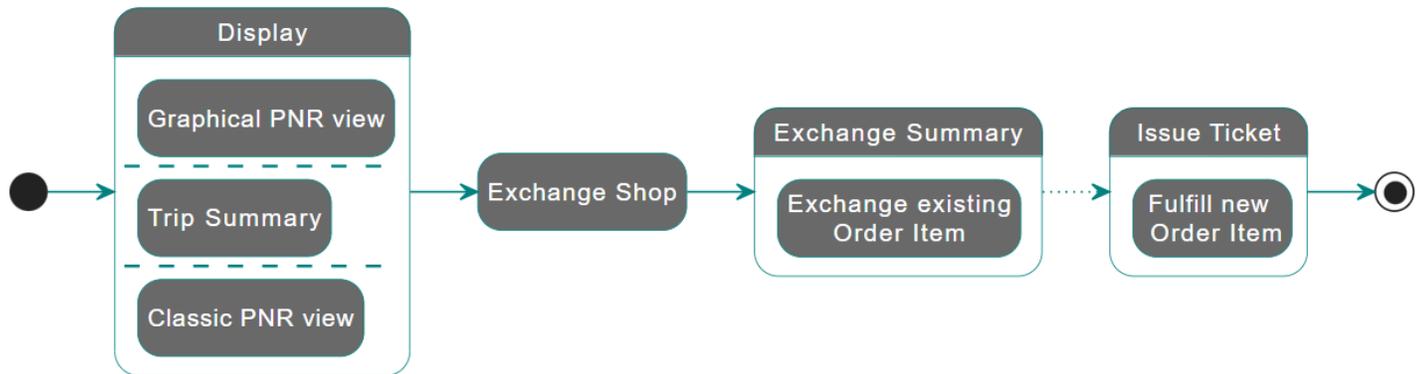
7. As an outcome of ticket Cancellation, QUTOES section of Graphical PNR gets updated as well
8. Segments that were cancelled, are no longer displayed as during cancellation segments are removed from Order
9. After cancellation, Order Item does also indicate current new status, Ticketed gets replaced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

Voluntary Ticket Exchange

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



Display Reservation

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

VZXSCV - WOLAK LUKASZ

1. BNE12341234
EMAIL ADDRESS 1. WOLAKSZ.WOL@...RE.COM#
ACCOUNTING DATA 1. QF#5743544133/ 0.00/AUD 1745.00/ 238.74/C0.00/ON
E/CA 1.1.WOLAK LUKASZ/1/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXC00S30U
R14I.HDQ*HQF 1047/01AUG22 VZXSCV H

VZXSCV WOLAK, LUKASZ
Ticketed on: 02AUG
Order Id: QF081HQNJYTA4 QF-5MZ2BK

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

Tickets/EMDs (0) Exchange

No ticketing data to display
Please issue a ticket.

NDC Tickets/EMDs (1)

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

TICKET RECEIPT

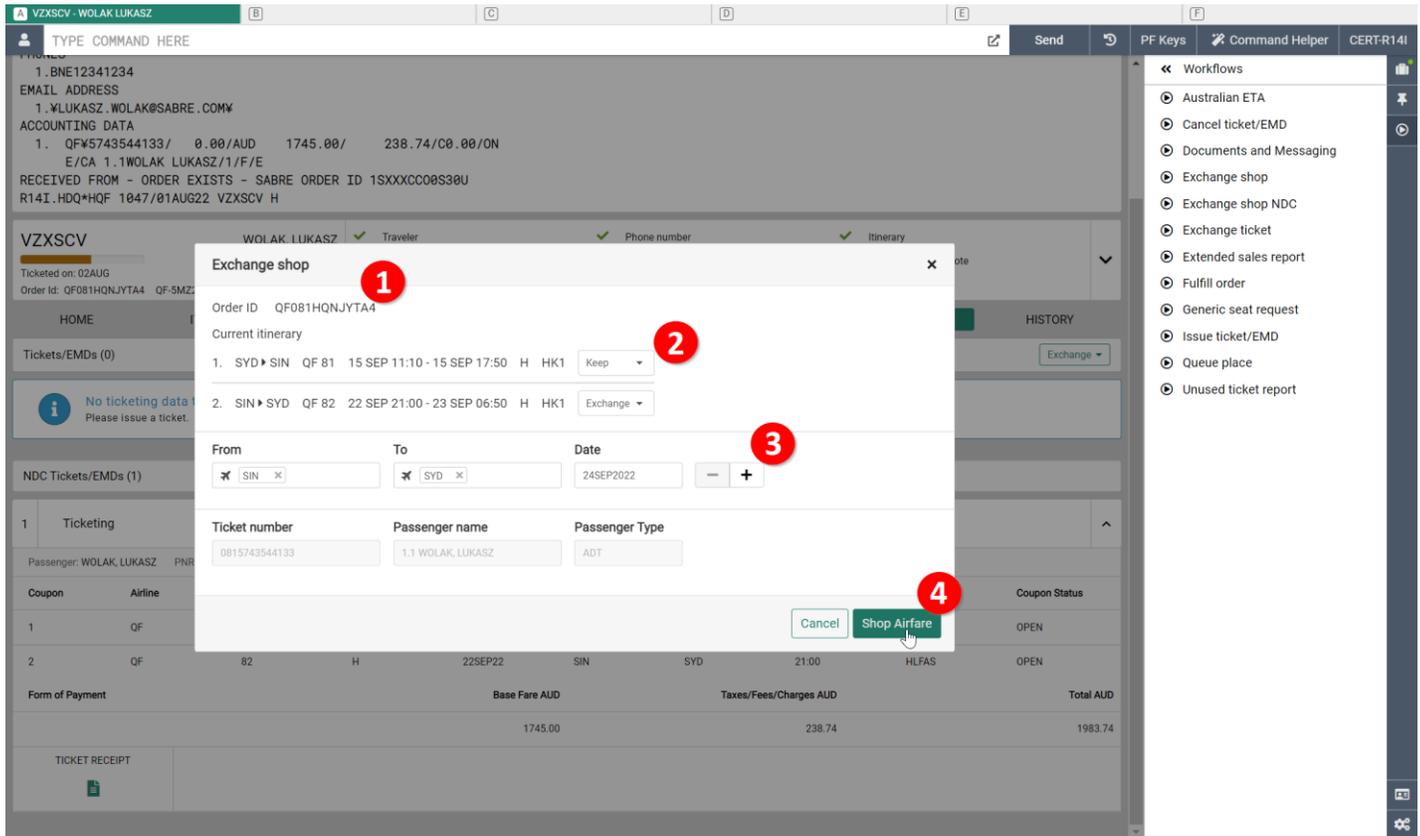
Workflows

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

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

Reshop

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



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

Review New Offer

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

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

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

- List of offers with alternative itineraries - as returned by supplier.
- Dates of travel for new itinerary requested.
- 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
- Additional details for exchange offer can be reviewed on *Exchange Summary* screen. Agent can navigate to it using chevron button.

The screenshot shows the Sabre Red 360 NDC Integration interface. At the top, there's a header with 'VZXSCV - WOLAK LUKASZ' and navigation tabs. Below that, a list of flight itineraries is shown, each with a Qantas logo, flight numbers (e.g., QF 36, QF 426), routes (SIN - Singapore to SYD - Sydney), and prices (e.g., AUD 2691.48). A red circle '1' highlights a back button on the left. Below the itineraries is an 'Exchange summary' section with a warning banner (red circle '2') that says 'Changes to the itinerary cannot be undone.' Below the banner are offer details (red circle '3') including flight numbers, dates, and class of service. Offer time limit (red circle '4') is '18m 27s' and ticketing time limit (red circle '5') is '05 AUG 22:59'. The total price (red circle '6') is 'AUD 1742.00'. A table (red circle '7') shows a breakdown of amounts: Base Fare AUD 3487.00, Taxes / Fees / Charges AUD 238.74, Total AUD 3725.74, Original Total 1983.74, and Additional Collection 1742.00. Below the table are three widgets (red circle '8') for 'BAGGAGE DISCLOSURES & EMBARGO INFORMATION', 'TAXES, FEES, CHARGES & FARE CALC', and 'FARE DESCRIPTION'. A red circle '9' highlights the 'Exchange order' button at the bottom right.

Exchange summary screen shows additional details for offer selected by agent

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

Exchange Order Item

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

The screenshot shows a Sabre Red workspace interface. At the top, there's a header with user information 'VGH/LWC - WOLAK LUKASZ'. Below that, a list of flight segments is visible, including Qantas routes between Sydney (SYD) and Singapore (SIN). A modal window titled 'Exchange order' is open, displaying a green checkmark and the message 'Exchange was successful'. Below the message, it shows 'Order ID: 1SXXCDRZ49Q5 | Order not guaranteed until ticketed.' and flight details for QF 81 and QF 2. A 'Ticketing time limit' of 05 AUG 22:59 is shown. The amount to be paid is AUD 1742.00. A 'Display order' button is highlighted with a red circle 5. Other red circles 1-4 mark the success message, flight details, ticketing time limit, and the amount to be paid respectively.

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

The screenshot displays the Sabre Red Graphical PNR interface. The main content area shows a summary of the PNR and a detailed quote table. The quote table includes columns for Name, Phone number, Type, Base fare AUD, Taxes / Fees / Charges AUD, and Total AUD. Red circles 1-4 highlight the following elements:

- 1: Flight numbers and travel dates for the new itinerary.
- 2: Ticketing time limit for the new ticket.
- 3: NDC (New Distribution Capability) price for the new ticket.
- 4: Total price of the new ticket.

The right-hand sidebar shows a Trip Summary with details for the traveler (WOLAK, LUKASZ) and the itinerary (SYD to SIN, SIN to SYD).

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

VGHLWC - WOLAK LUKASZ

TYPE COMMAND HERE

Send PF Keys Command Helper CERT-R141

Adult

BAGGAGE DISCLOSURES & EMBARGO INFORMATION VIEW ALL

TAXES, FEES, CHARGES & FARE CALC VIEW ALL

FARE DESCRIPTION BUSINESS SALE

Exchange order

VGHLWC WOLAK, LUKASZ

Ticketed on: 02AUG

Order Id: QF081H20JYTA4 QF-5NDZ2D

Traveler ✓ Phone number ✓ Itinerary ✓

Received from ✓ Frequent flyer +

Security documents + Travel insurance quote +

HOME ITINERARY QUOTES TRAVELER INFORMATION REMARKS TICKETING HISTORY

Tickets/EMDs (0) Exchange

No ticketing data to display
Please issue a ticket.

Tickets/EMDs (1)

1 Ticket Number: 0815743544137 - Itinerary has changed. Issue ticket for new quote.

1 Ticketing 0815743544137 Issue Date 02 AUG 02:14 UTC Ticketing Details XX WOLAK/L

Passenger: PNR: VGHLWC

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

Form of Payment Base Fare AUD Taxes/Fees/Charges AUD Total AUD

1745.00 238.74 1983.74

Notes: Ticket Number: 0815743544137 - Itinerary has changed. Issue ticket for new quote.

TICKET RECEIPT

End & Retrieve

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.
2. 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.

Fulfill new Order Item

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

The screenshot displays the Sabre Red workspace interface. At the top, there's a navigation bar with 'Send', 'PF Keys', 'Command Helper', and 'CERT-R141'. The main area shows a ticket summary for 'VGHWC - WOLAK LUKASZ' with details like 'Traveler', 'Received from', 'Phone number', 'Frequent flyer', 'Itinerary', and 'Travel insurance quote'. A 'Fulfill order' dialog box is open, showing 'Order items' with a table containing one item: 'Order Item 1 WOLAK, LUKASZ ADT QF81, QF2 AUD 1742.00'. The dialog has 'Cancel' and 'Fulfill order' buttons. A 'Workflows' menu is open on the right, with 'Fulfill order' highlighted. Red circles 1, 2, and 3 mark the 'Fulfill order' menu item, the 'Order Item 1' selection, and the 'Fulfill order' button respectively.

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.

The screenshot displays the Sabre Red 360 NDC Integration interface. A 'Fulfill Order' dialog box is open, showing a successful transaction for order QF081H20JYTA4. The dialog includes a green checkmark icon and the following details:

- Successfully fulfilled order for QF081H20JYTA4
- Ticket number: 0815743544138
- Traveler: LUKASZ WOLAK
- Additional Collection: AUD 1742.00
- Total: AUD 3725.74
- PNR: VGHLWC

Below the dialog, the 'NDC Tickets/EMDs (2)' table is visible:

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

Background interface elements include a top navigation bar with 'TYPE COMMAND HERE', a 'Send' button, and a 'Workflows' sidebar on the right with options like 'Australian ETA', 'Cancel ticket/EMD', etc. A warning message at the top states 'Changes to the itinerary cannot be undone.'

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)

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

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

VGHLWC - WOLAK LUKASZ

WOLAK, LUKASZ

Ticketed on: 02AUG
Order Id: QF081H20.JYTA4 QF-5ND22D

Traveler ✓
Received from ✓
Security documents +

Phone number ✓
Frequent flyer +

Itinerary ✓
Travel insurance quote +

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

Order Items (1) Delete

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

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

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

SEAT MAP [SEAT MAP](#)

NDC
AUD 1742.00
Additional Collection

End & Retrieve

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

Known limitations:

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

Involuntary Changes

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

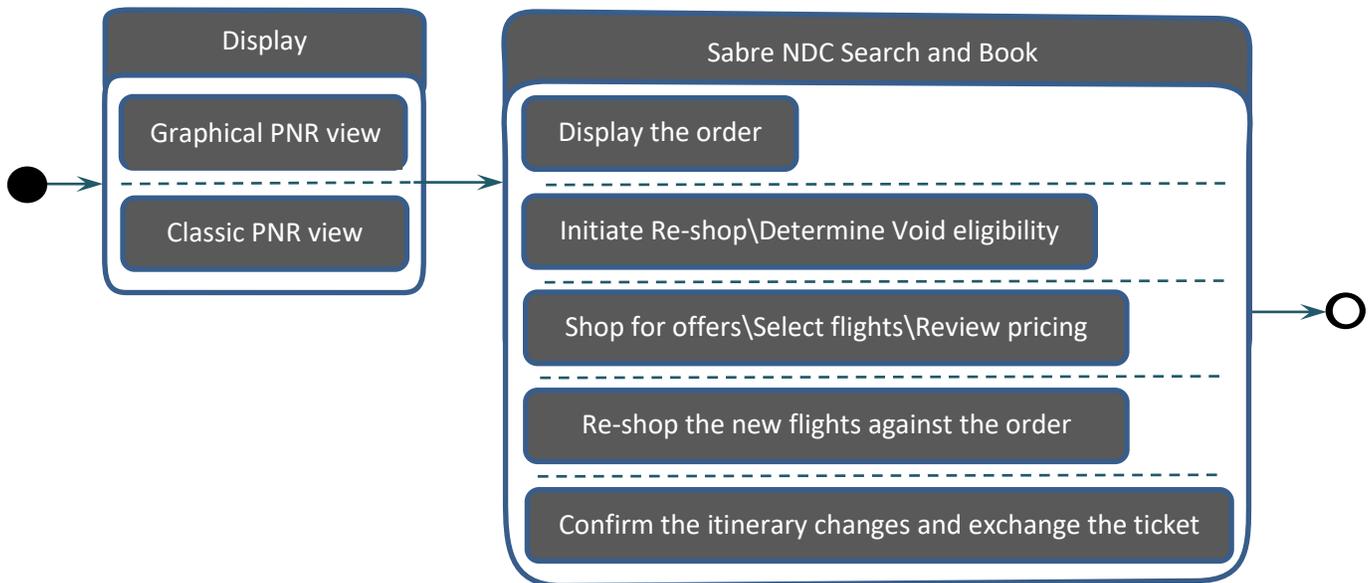
Accepting the Schedule Change and Updating the Ticket

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

Voluntary Changes – Singapore Airlines

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

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



Display The Reservation

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

The screenshot displays the Sabre Red workspace interface. At the top, the browser title is "Sabre Red™ Workspace (CERT) - Sabre Travel Network". The main window shows a reservation for PNR KEFGZO. The command line area contains the following text:

```
1. 1SIERRA/SAMMY
1 SQ 970Q 21APR W SINBKK HK1 710A 835A /NDSQ*5YQ39P/SQ5YQ39
P
2 SQ 983Q 26APR M BKKSIN HK1 810P 1130P /NDSQ*5YQ39P/SQ5YQ39
P
TKT /TIME LIMIT
1. T-10FEB-F908*AKP
2. TO 6182433217112-XX SIERR/S F908*AKP 0112/10FEB*
PHONES
1. JKT34344334
SERVICE FEE DATA EXISTS *SF TO DISPLAY ALL
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
ACCOUNTING DATA
1. SQ2433217112/ 0/IDR 4601000/ 951900/ONE/CA 1.1SI
ERRA S11/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXXC1T4FSQ
F908.F908*AKP 1212/09FEB21 KEFGZO H
```

Below the command line, a summary table provides details for the reservation:

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

The interface also features a sidebar on the right with various application icons. A red circle with the number "1" highlights the "Sabre NDC Search and Book" icon. The main content area shows a summary of the reservation, including the flight details for SINGAPORE AIRLINES, SQ 970, and the itinerary for WEDNESDAY, APRIL 21 and MONDAY, APRIL 26.

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

Display The Order

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

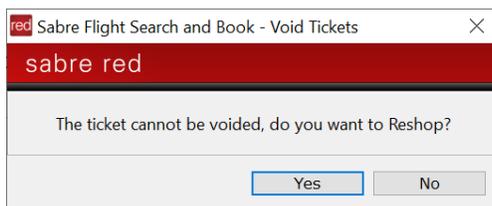
The screenshot displays the Sabre Red Workspace interface for NDC Search and Book. The search criteria are set to Singapore Airlines with the booking reference SYQ39P. The flight information table shows a Singapore Airlines flight (SQ) from SIN to SIN. The passenger information table lists a passenger named SAMMY SIERRA. The booking details section shows the order status as Confirmed, form of payment as CASH, and ticket number as 6182433217112. A red circle highlights the 'Re-Shop' button in the bottom right corner of the booking details section.

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

Note:

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

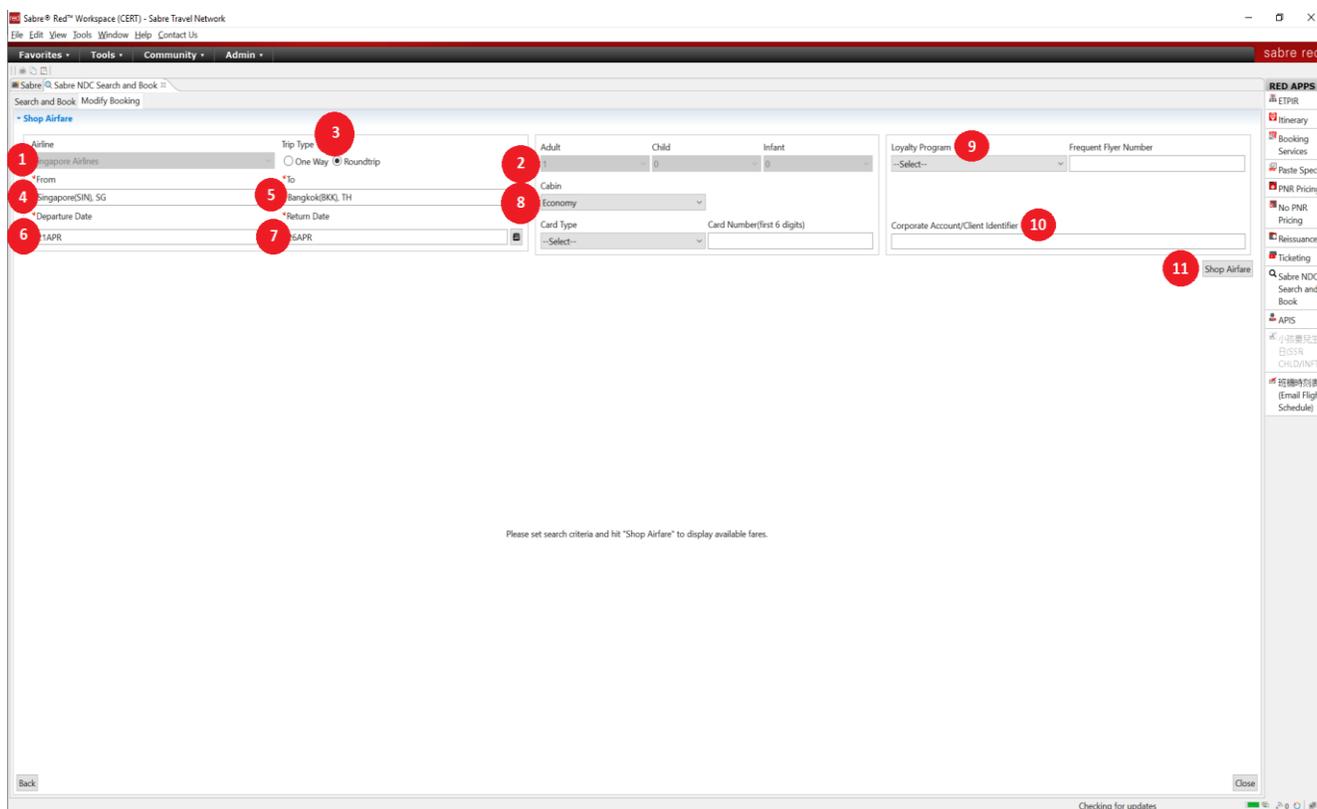
Before displaying the “Shopping” screen the application will determine if the ticket is in the void period, if it is, the agent is prompted to void the ticket as this approach allows the agent to avoid any penalty fees. If, however, the ticket is outside of the voiding period a prompt is displayed asking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



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

Shop Airfare

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



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

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

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

The screenshot shows the Sabre Red Workspace interface. At the top, there's a search bar with the text "Shop Airfare: (Carrier: Singapore Airlines, Cabin: AllEconomy, Trip: Roundtrip, From: SIN, To: BKK, ADT: 1, INF: 0, CHD: 0)". Below this, there are expandable sections for "Outbound Flights" and "Inbound Flights". A "Price Breakdown" section is visible, containing a table with columns for Item, Adult, Child, Infant, and Total. The table lists various fare components like G8, OP, E7, SG, LT, and TS, along with their respective prices in IDR. A "Re-Shop" button is located to the right of the table. On the right side of the interface, there is a sidebar with various application tools and options, including "ETPR", "Itinerary", "Booking Services", "Paste Special", "PNR Pricing", "No PNR", "Re-Shop", "Back", "Close", "Sabre NDC Search and Book", "APIS", and "Email Flight Schedule".

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

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

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

The screenshot displays the Sabre Red workspace interface. At the top, there are navigation menus and a search bar. Below the search bar, there are sections for "Shop Airfare" and "Outbound Flights". The "Outbound Flights" section shows a table of flight options with columns for Flight Number, Operated by, Cabin Class, Class, Fare Type, Brand Id, Fare Basis, Departure, Arrival, Stops, and Duration. Below this, there is an "Inbound Flights" section with a similar table. At the bottom, there is a "Price Breakdown" section with a table showing items, adult, child, and infant fares, and a total. A "Re-Shop" button is highlighted with a red circle and the number 2.

Item	Adult	Child	Infant	Total
Fare/Equip Amount	IDR 7,381,000	-	-	IDR 7,381,000
G8	IDR 14,200	-	-	IDR 14,200
OP	IDR 64,300	-	-	IDR 64,300
E7	IDR 32,800	-	-	IDR 32,800
cc	inc. 300.000	-	-	inc. 300.000

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

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

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

The Fare Rules Display

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

The screenshot shows a window titled "Flight Details" with a "sabre red" header. It contains a table of flight details and a "Rules" section.

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

Rules:

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

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

Close

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

The Second Reshop Response

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

The dialog box is titled "Singapore Airlines Booking Re-shop" and has a "sabre red" header. It displays the following text:

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

Yes No

The Payment Display

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

Order Reshop

sabre red

Name Of Payer
Last Name: SIERRA First Name: SAMMY

Amount payable
Total payable amount : IDR 2,780,000

Mode of payment
 Card Cash 1

Address
Street City Name Postal Code Country Code

Card Details
Card Type *Card Number *Expiry Date Security Code
American Express --Month-- --Year--

2 OK Cancel

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

Note:

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

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

Booking update successful

sabre red

Singapore Airlines PNR : 5YQ39P
Sabre PNR : KEFGZO

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

Ok

The PNR is updated to reflect the changes:

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

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

Display The Order To Review The Changes

Restart the application to view the updated order.

The screenshot displays the Sabre Red workspace interface. The 'Flight(s) Information' panel shows two flight segments: SQ970 (SIN to BKK) and SQ983 (BKK to SIN). The 'Booking Details' panel shows the order status as 'Confirmed', form of payment as 'CASH', ticket number as 6182433236010, date of issue as 16 FEB 2021, base cost as IDR 7,380,000, and total taxes as IDR 951,900. The 'Re-Shop', 'Cancel Booking', and 'Itinerary Receipt' buttons are visible at the bottom of the booking details panel.

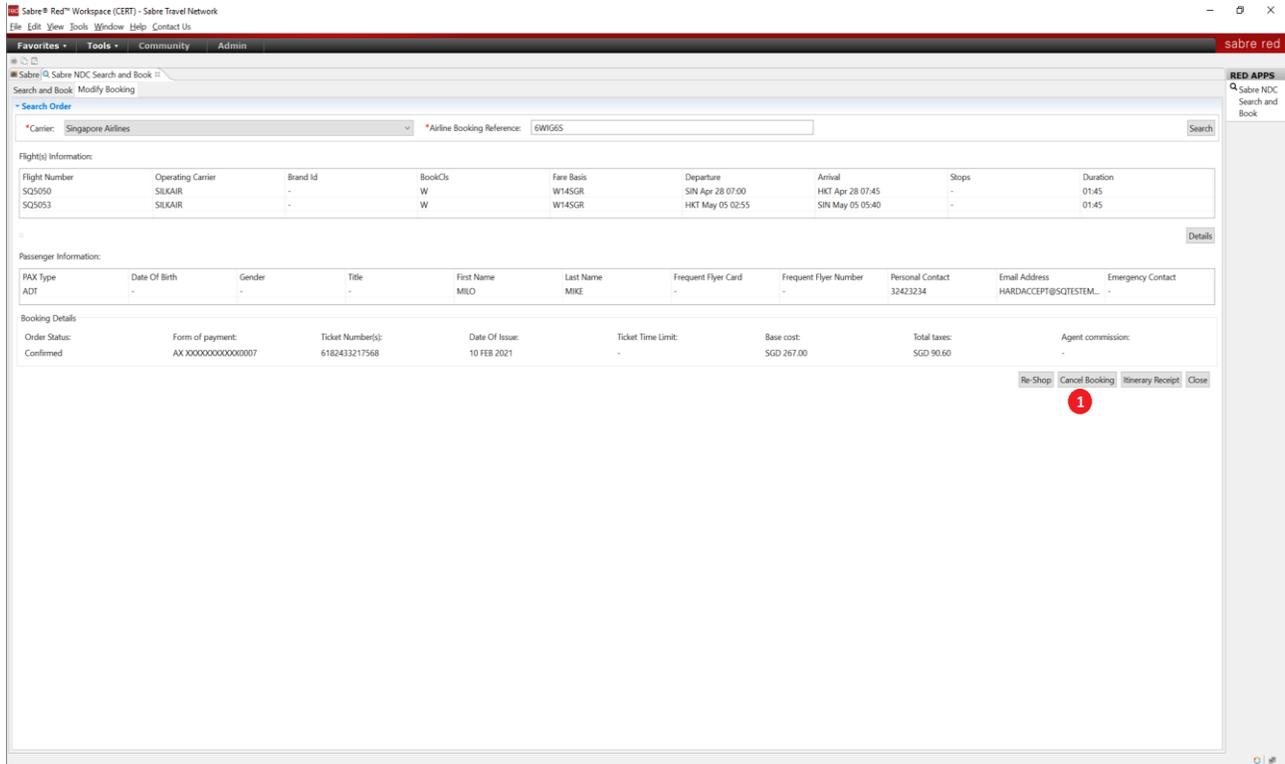
1. The updated flight information is displayed in the "Flight Information" panel
2. The new ticket number
3. The new fare
4. The recalculated total taxes
5. The "Cancel Booking" button
6. Click on the "Itinerary Receipt" button to display the passenger receipt

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

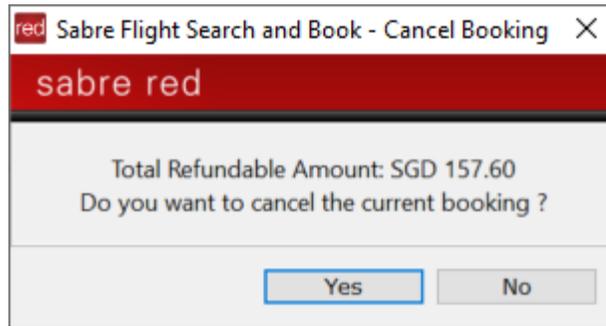
Canceling An Exchanged Order

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

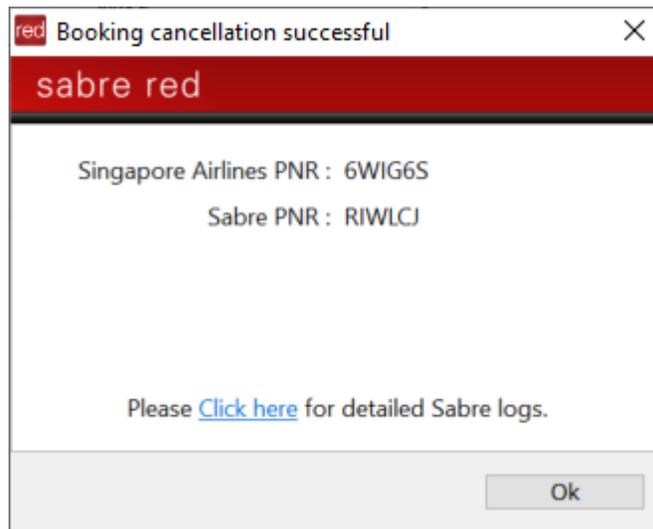
Launch the application, the order relating to the active PNR is displayed.



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



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



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

```
RIWLCJ
1.1MIKE/MILO
NO ITIN
TKT/TIME LIMIT
1.T-04FEB-5607*ABE
2.OR 6182433202208-XX MIKE/M 5607*ABE 0000/04FEB
PHONES
1.SIN32423234
PASSENGER EMAIL DATA EXISTS *PE TO DISPLAY ALL
ACCOUNTING DATA
1. SQ¥2433202208/ 0.00/SGD 100.00/ 90.50/ONE/CCAXXXXX
XXXXXX0007 1.1MIKE M/1/F/E
RECEIVED FROM - ORDER EXISTS - SABRE ORDER ID 1SXXCVOBF303
5607.5607*ABE 0844/04FEB21 RIWLCJ H
```

Incremental features list

Release 21.6

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

Release 21.7

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

Release 21.9

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

Release 21.10

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

Release 21.11

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

Release 21.12

- Voluntary Exchanges workflow

Release 22.1

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

Release 22.2

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

Release 22.3

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

Release 22.4

- Order Create confirmation display showing warnings - an enhancement which gives agent more information about any additional details to be aware of.
- Ticketing Time Limit displayed in PCC city time - Offer Price, Order Create Confirmation and Order Item in Graphical PNR (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

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

Release 22.6

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

Release 22.7

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

Archive

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

American Airlines (Certification)

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

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

Avianca

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

Finnair (Certification)

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

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

Qantas Airways

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

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

Qatar Airways

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

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

Singapore Airlines

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

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

United Airlines (Certification)

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

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