Content Services for Lodging in Sabre Red 360

Quick Reference

Overview

Content Services for Lodging in Sabre Red 360 is an easy-to-use graphical search functionality that integrates Sabre GDS and aggregator content* seamlessly into a data normalized, cohesive shopping display. Featuring improved location search capabilities, CSL shopping responses simply display property and rate options from several sources in a single screen, empowering agents to comparison shop for the best option for their customers while remaining in Sabre Red 360. Sabre GDS and aggregator bookings made through CSL are active segments eligible for booking credit and commissions (based on the agency's contracts).

**Integrating aggregator content is free and can earn your agency additional commission revenue. However, agencies must sign up with the aggregator directly to get access to the content in Sabre Red 360. For more information on how to get started with this process, refer to the "Sign Up with Aggregators" section of this document.*

Sign Up with Aggregators

Sabre Content Services for Lodging provides your business with over a million unique, bookable property options, but if you want to access the full spectrum of content available, you need to sign agreements with our aggregator partners: Booking.com*, Bedsonline, and/or Expedia**.

To connect with aggregator partners and integrate more content into Sabre Red 360, or to connect with an aggregator to earn commission payments for your agency's aggregator bookings, complete the inquiry form on Sabre Central Marketplace. You must have **ordering** rights on Sabre Central Marketplace to view and complete this form.

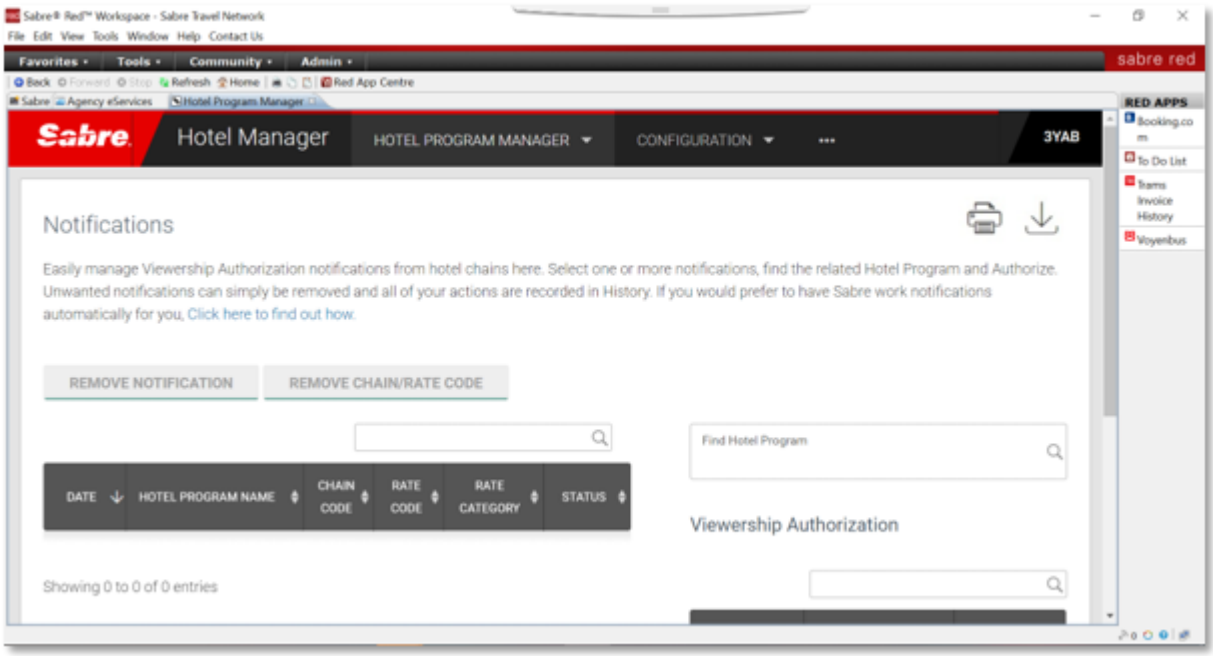
*Based on certain qualifying criteria, your agency may automatically have access to Booking.com content in Content Services for Lodging. If you already see Booking.com content in Sabre Red 360 hotel search responses, you do not need to request unique credentials. **However, to earn commissions on Booking.com bookings, you still must complete the above form to request a contract.**

**Bedsonline commissionable content is currently available for the USA, Canada, and South Africa only. Bedsonline commissionable rates are not available in other markets, but net rates will be available to agencies in these markets in Q4 2020. Expedia content will not be available until Q1 2021.

Activate Aggregator Content In Hotel Manager

After you complete the inquiry form, a representative from the aggregator will contact you with the unique credentials to use to unlock aggregator content through CSL in Sabre Red 360.

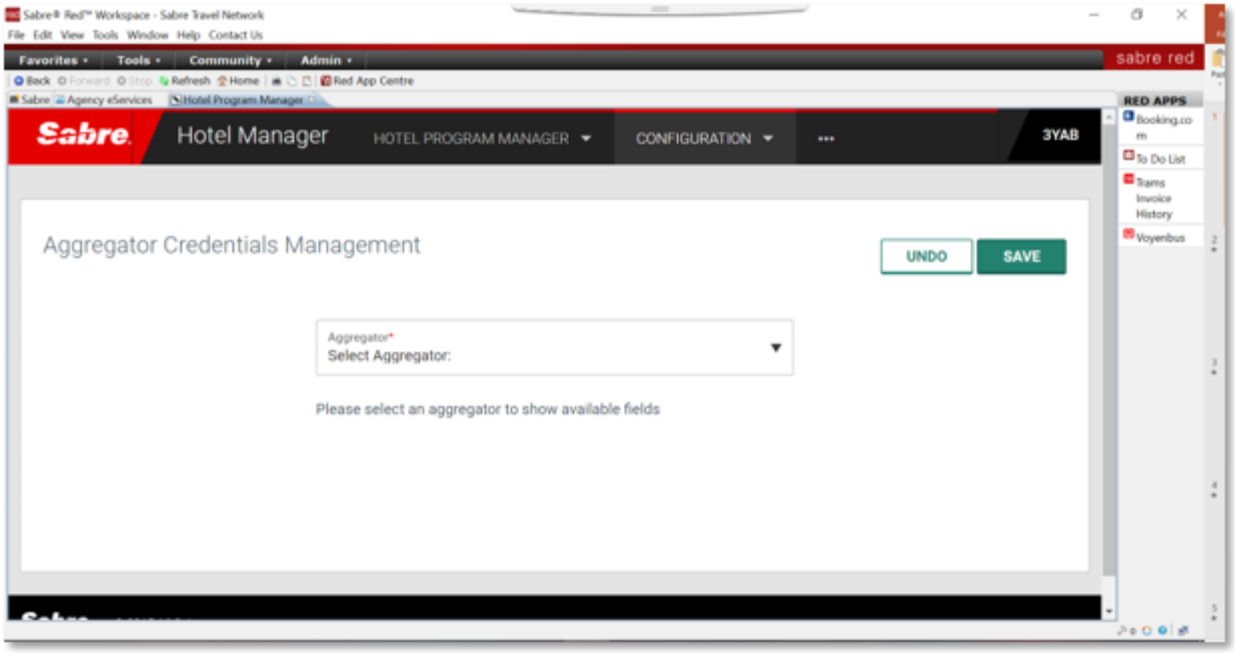
1. Once you receive these credentials, log in to Sabre Red 360, click **Admin,** and select **Hotel Program Manager**. The Hotel Manager tool displays in a separate window.



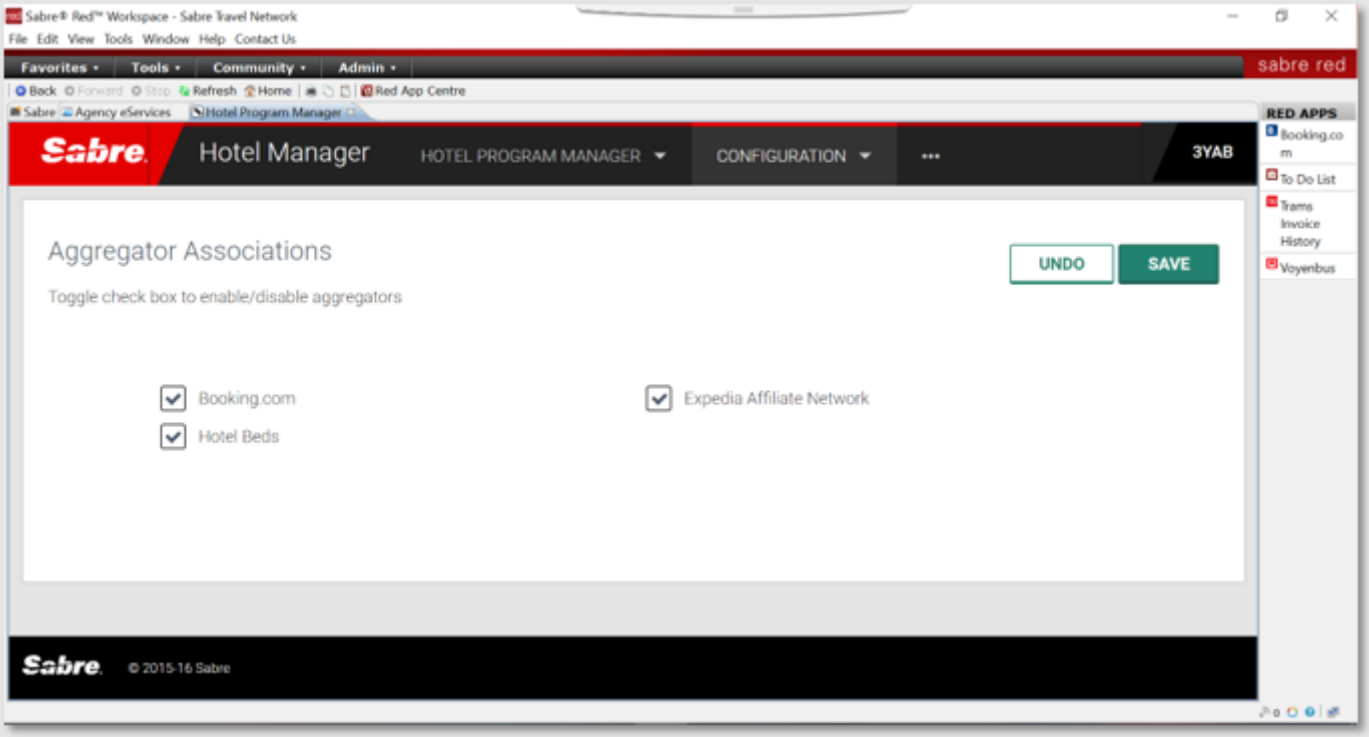
2. Select **Configuration** and click **Credentials**.

- To access Configuration, you must have the keyword **HCUPDT** in your EPR.

3. Select the aggregator you have credentials for and complete the information fields provided.
4. Click **Save** to finish and have the content automatically available through your booking tool.


Sabre® Red™ Workspace - Sabre Travel Network
File Edit View Tools Window Help Contact Us
Favorites
Tools
Community
Admin
sabre red
Back Forward Stop Refresh Home Red App Centre
Sabre Agency eServices
Hotel Program Manager
RED APPS
Booking.com
To Do List
Trams Invoice History
Voyenbus
Sabre
Hotel Manager
HOTEL PROGRAM MANAGER
CONFIGURATION
3YAB
Aggregator Credentials Management
UNDO
SAVE
Aggregator*
Select Aggregator:
Please select an aggregator to show available fields

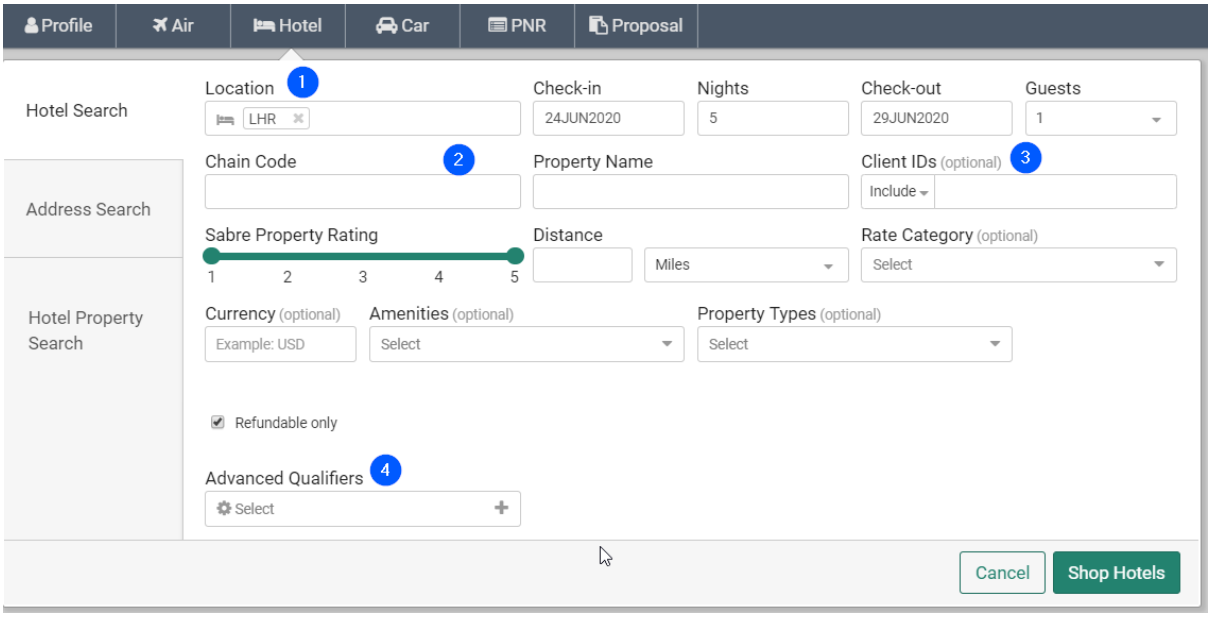
You activate Aggregator content at the PCC level. If you would like to enable or disable aggregator content for your PCC, click **Admin** under the Configuration menu.



Shopping

Hotel Search

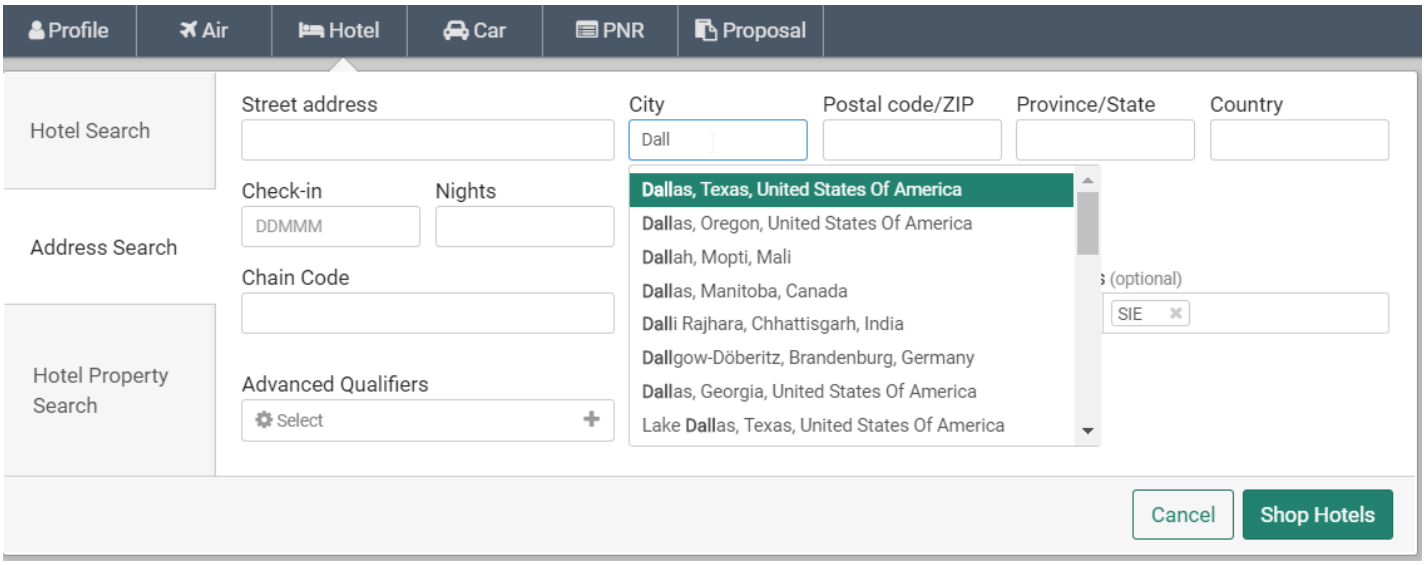
To access Hotel Search, click **Hotel** from the Command Helper bar.



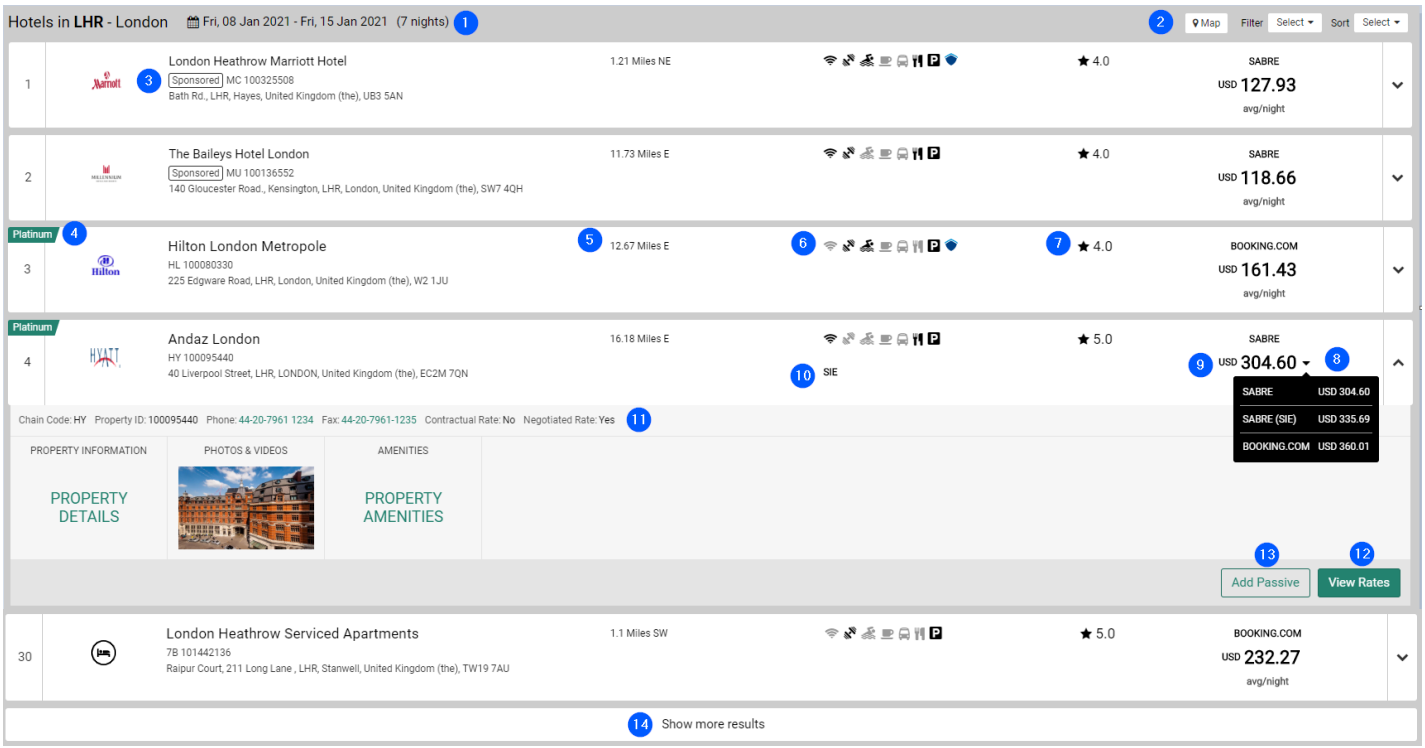
1. Enter an Airport or City Code, or request hotel properties that are near a Point of Interest. The search autocompletes with suggestions once you begin typing.
2. (Optional) Specify by Chain Code, including master chain codes or Property Name
3. (Optional) Request up to 8 Client IDs with Include or Include Only options. Supports Sabre Profiles integration.
4. When applicable, add any of the below Advanced Qualifiers to tailor the search:
   - Amenities
   - Currency
   - Distance from location, specified in miles or kilometers (default is based on the PCC country)
   - Property Types
   - Rate Category
   - Refundable Only
   - Sabre Property Rating, presented as the median of all ratings from multiple sources, including Sabre North Star, providing greater rating coverage with greater accuracy.

Address Search

Address search allows you to search for properties using a specific address as the location.



Search Response



The search response returns an initial list of up to 40 lodging options with an access to more if needed. Each response contains the same data elements, giving you a like-for-like comparison of each property.

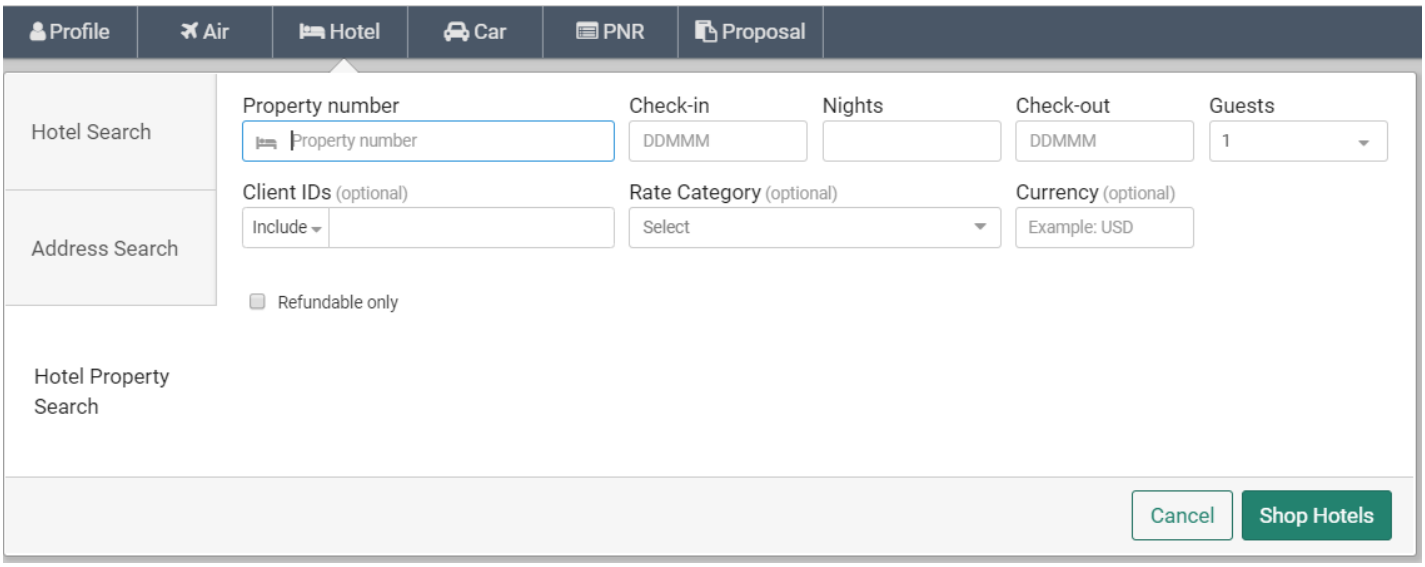
1. Header location and dates searched with easy replay option upon clicking
2. Access to Map, Sort and Filter features
3. Hotel chain logo, property name, and address
   - "Sponsored" indicator gives more visibility and transparency as to which properties were returned as a part of the Supplier preferred program (existing also on the legacy path)
4. Optional property preferencing and tagging through premium Lodging Retailer product
5. Distance & direction from location searched
6. Icons indicating whether commonly searched amenities are available at the property. If the amenity is available, the icon is black. Hover over the icon for more information. Icons include also Stay Safe indicator.
7. Sabre Property Rating
8. The lead rate is returned, based on the per-night average with taxes included, with a label indicating the rate source. Click the dropdown indicator to show lead rates from other sources, including the lead rate for a negotiated (Client ID) rate, when applicable.
9. Currency (based on PCC TJR setting or currency specified in search)
10. Client ID indicator, when applicable
11. Expand the property response panel to see more details, including widgets:
    - Property Details widget
    - High-resolution Photos widget
    - Property Amenities widget
12. Click **View Rates** to see all rates returned for the selected property.
13. Click **Add Passive** to create passive segment for the selected property
14. Click **Show more results** to display additional lodging options.

Hotel Property Search

Hotel Property Search allows you to search for a specific property by Property Number (ID). Content Services for Lodging supports two types of Property Numbers:

- Sabre (Legacy) Property Number
- Global Property Number

both returning Sabre GDS and Aggregator(s) content, when available.



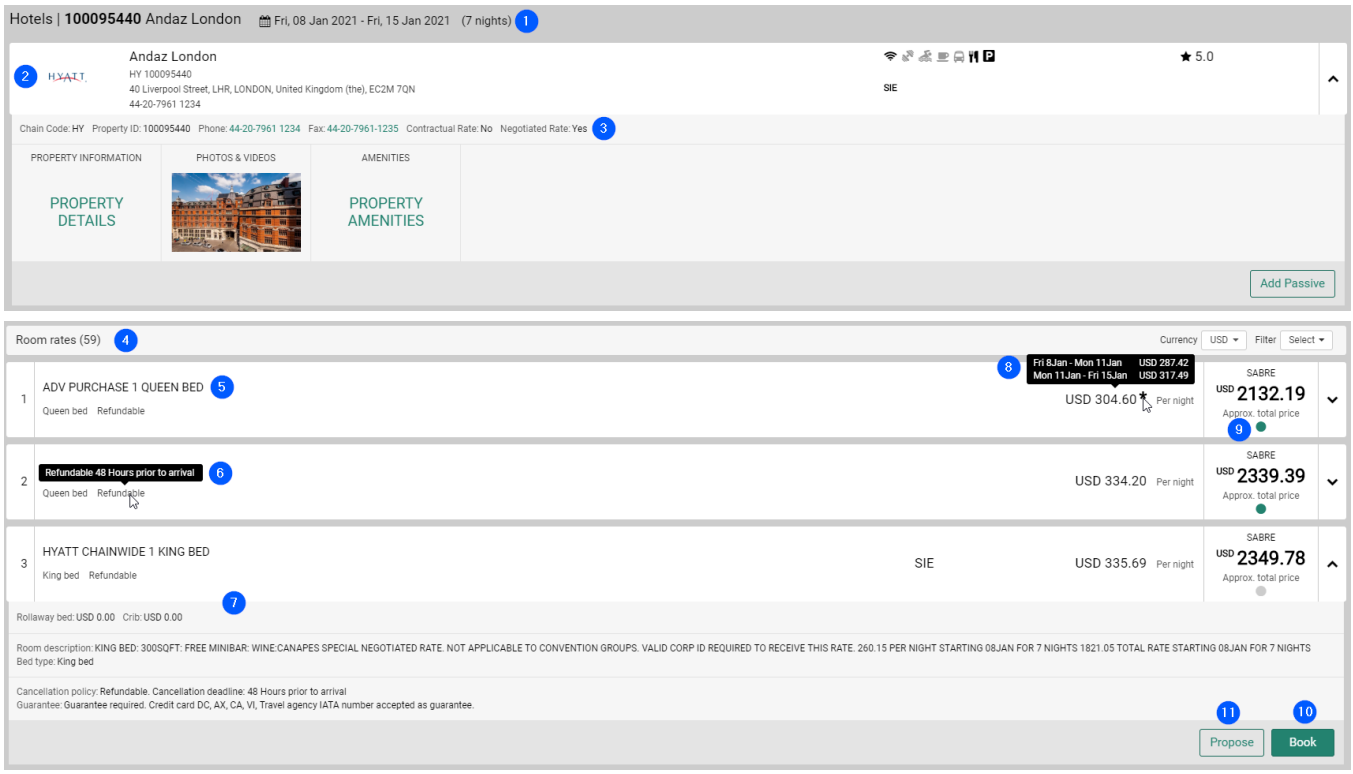
Optional qualifiers available for Hotel Property Search are:

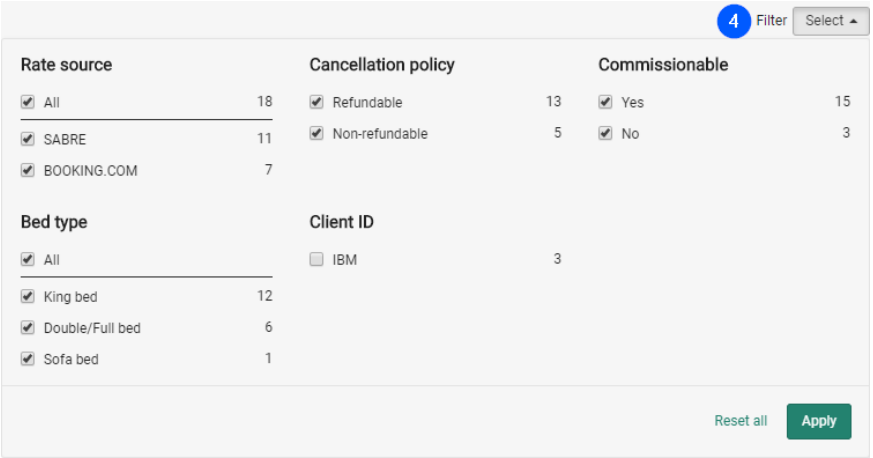
- Client IDs with Include or Include Only options (integrated with Sabre Profiles)
- Rate Category
- Currency
- Refundable Only

Property Response

You can access the Property Response, which contains a full list of rates, as well as additional details about the property option, from three workflows:

1. From Hotel Search, select a property option from the response, and click **View Rates**
2. From Address Search, select a property option from the response, and click **View Rates**
3. From Property Number Search





Each Property Response contains the following elements:

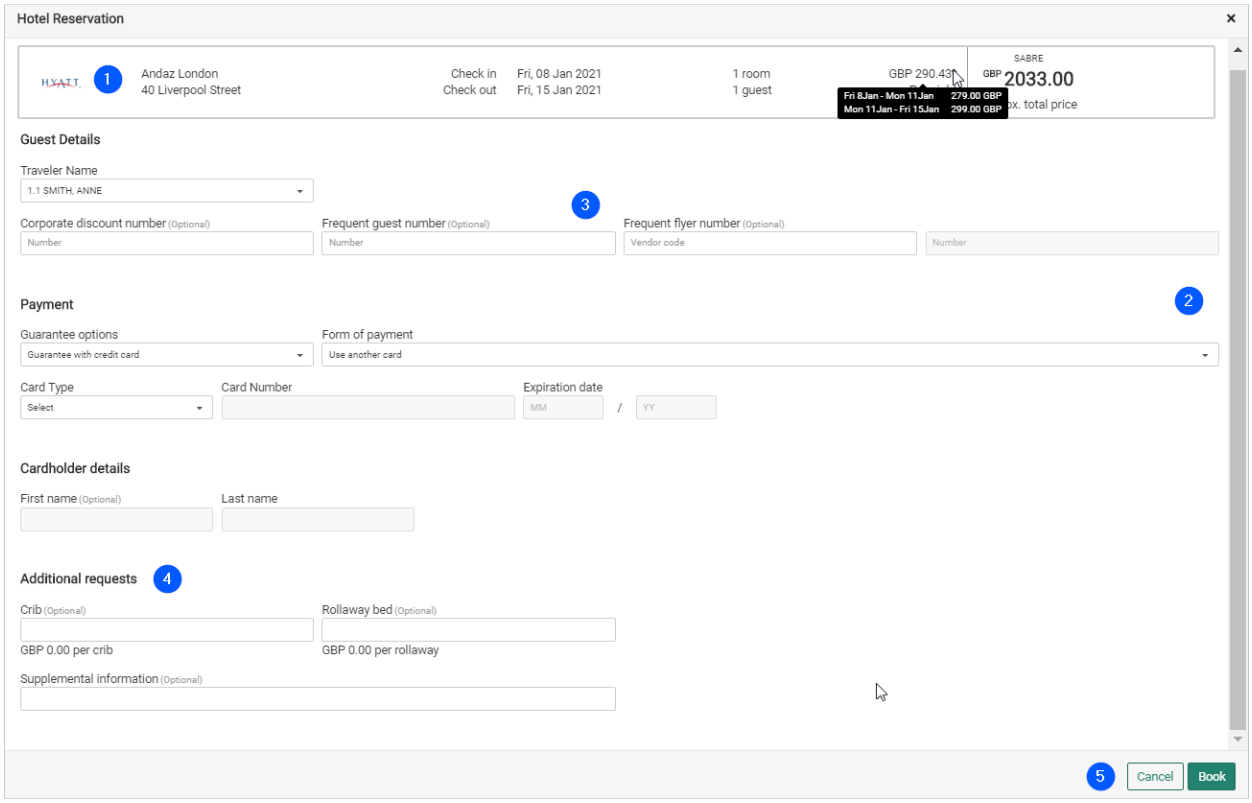
1. Header selected property and dates searched with easy replay option upon clicking
2. Property information, including address, chain code, and property number
3. Expand the response panel to see more details, including widgets:
   - Property Details widget
   - High-resolution Photos widget
   - Property Amenities widget

   and **Add Passive** option.
4. Number of room rates returned, currency toggle (if Currency qualifier used) and Filter by options:
   - Rate source
   - Cancellation policy
   - Commissionable
   - Bed Type
   - ClientID
5. Rate information, including rate name, room type, bed type, cancellation, breakfast inclusions, pre-paid information, ClientID indicator, average nightly rate with taxes included, total amount, commission and source indicator
6. Hover-over Cancellation Policy (refundability) to see detailed refund & penalties information
7. Expand the panel to see additional rate details, including taxes and fees details, crib and rollaway options, room description, cancellation, guarantee and other additional details
8. If the per-night rate changes, the rate displays with (*); hover-over to see rate change details
9. Commission indicator (green = commissionable; gray = not commissionable); click to see details
10. **Book** option to complete the booking at the rate selected. Rate will be validated when clicked.
11. **Propose** option to add offer to Proposal (available as Premium offering)

Booking

Hotel Reservation

To complete the hotel reservation and create an active segment on the PNR, complete all mandatory fields and any applicable optional fields in the Hotel Reservation form.



Please note, a traveler name and agency address **must** be present on the PNR prior to booking.

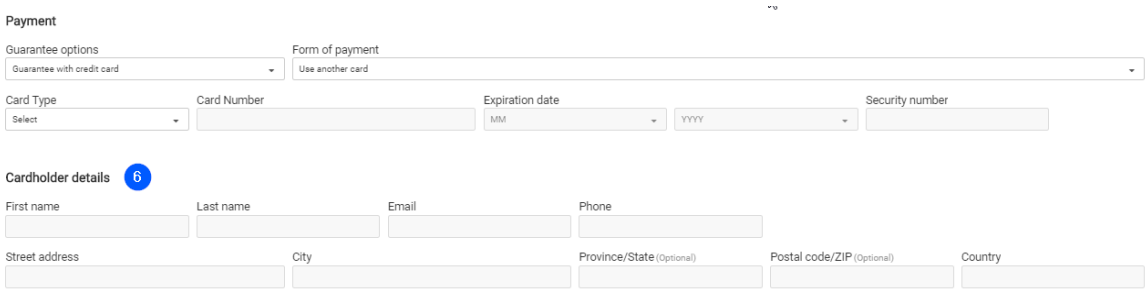
1. Property and rate summary, including rate change indicator (*); hover over for details
2. Streamlined mandatory and optional fields (depending on content source) in one form
3. Optional fields:

- Corporate discount number
- Frequent guest number
- Frequent flyer number

4. Additional requests:

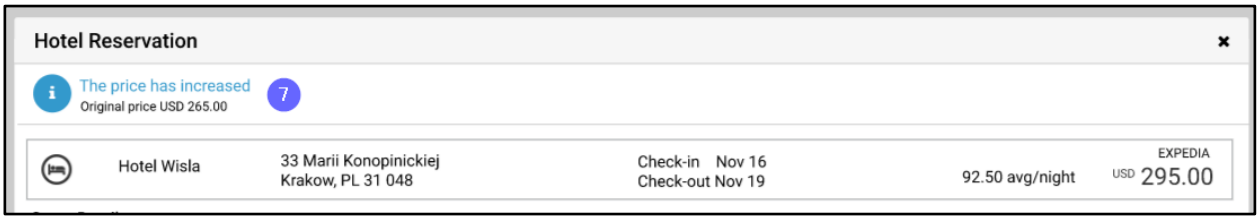
- Crib, Rollaway, if available for the rate
- Supplemental information field

5. Book and Cancel action buttons

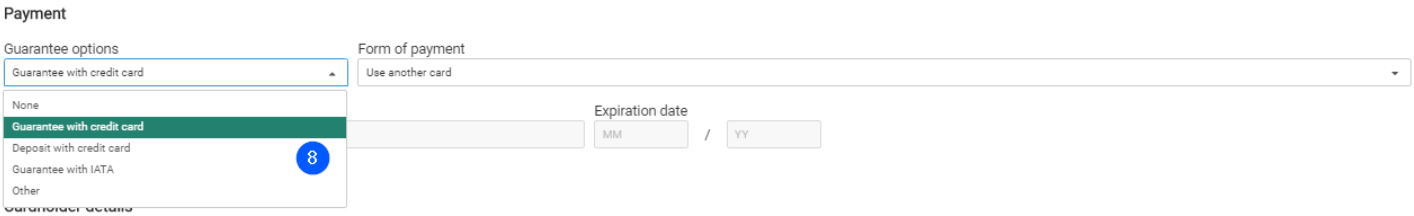


6. The following fields are mandatory fields for aggregator bookings only:

- Lead guest's email and phone number
- Credit Card security number
- Cardholder's first and last name
- Cardholder's email and phone number
- Cardholder's address



7. If the rate changes during the booking process, a warning message will appear at the top of the form.

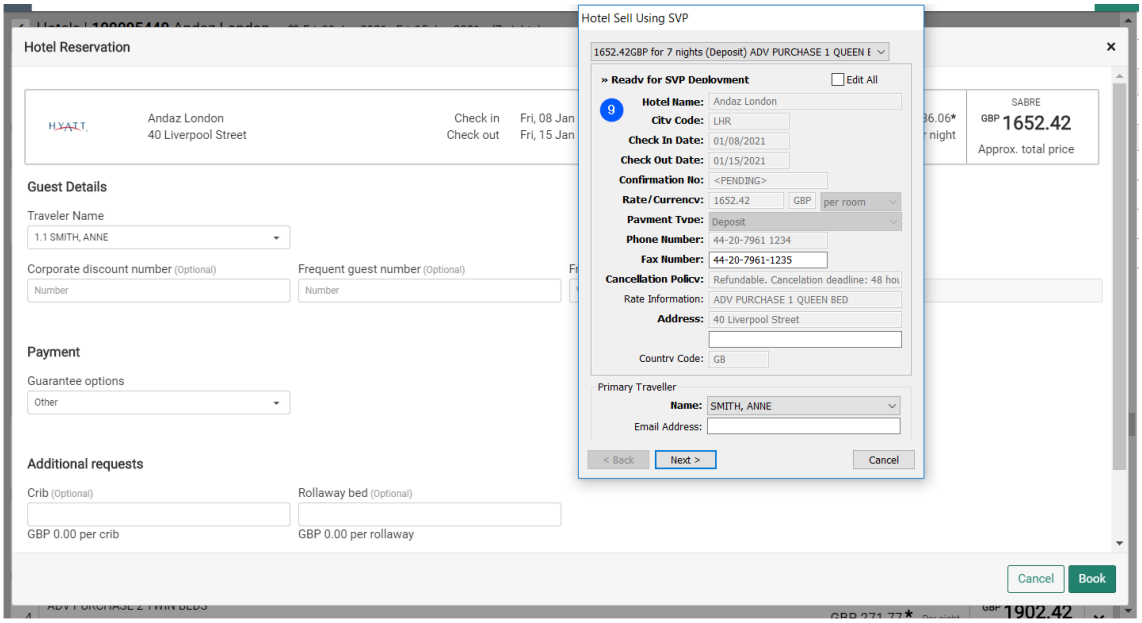


8. Guarantee options available:

- None
- Guarantee with credit card
- Deposit with credit card
- Guarantee to Agency
- Deposit to Agency
- Guarantee with IATA
- Other (available for SVP Red App users only)

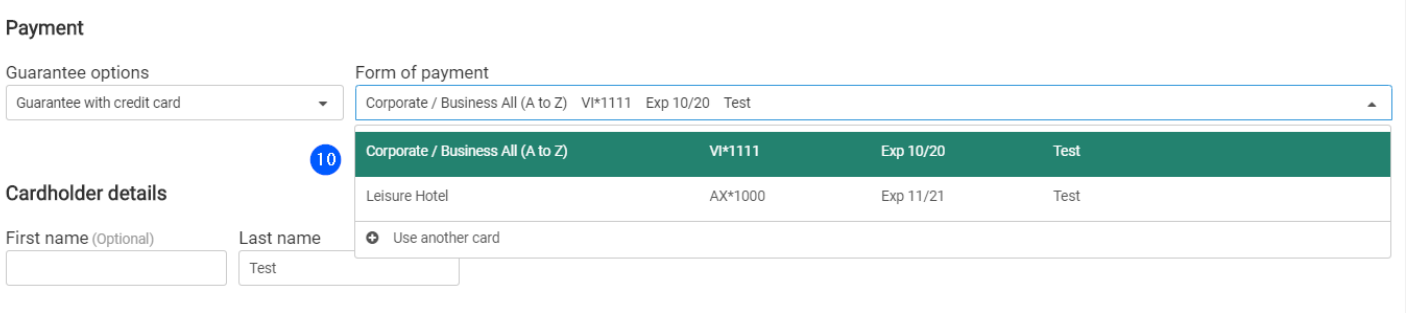
The default option pre-populated in the dropdown is "Guarantee with credit card" or "None" in case the rate doesn't require any guarantee.

The above guarantee options are available in the drop-down based on the accepted guarantee types sent for the selected rate. If no guarantee options are sent back in the shopping response, the drop-down contains all options as a default.



9. **Other** option is used for payments via Sabre Virtual Payment Red App (limited to GDS content) and it is available for SVP users only. When selected and Book button is clicked the Red App opens to fulfill Virtual Payment processing.

Note: The solution for SVP Red App is currently in testing phase, available only to selected customers. If you're interested, email Lodginginfo@sabre.com for details.

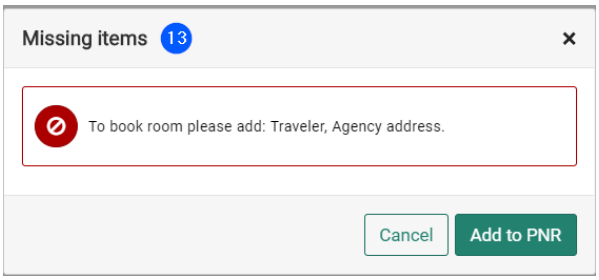


10. If a credit card from a copied Sabre Profile is available, it displays in the Form of Payment drop-down. If the credit card data from the Profile contains address details, they are copied over to the Cardholder's address fields as well.

11. Agency Name and Address required to complete the reservation is taken from the PNR field (W-).

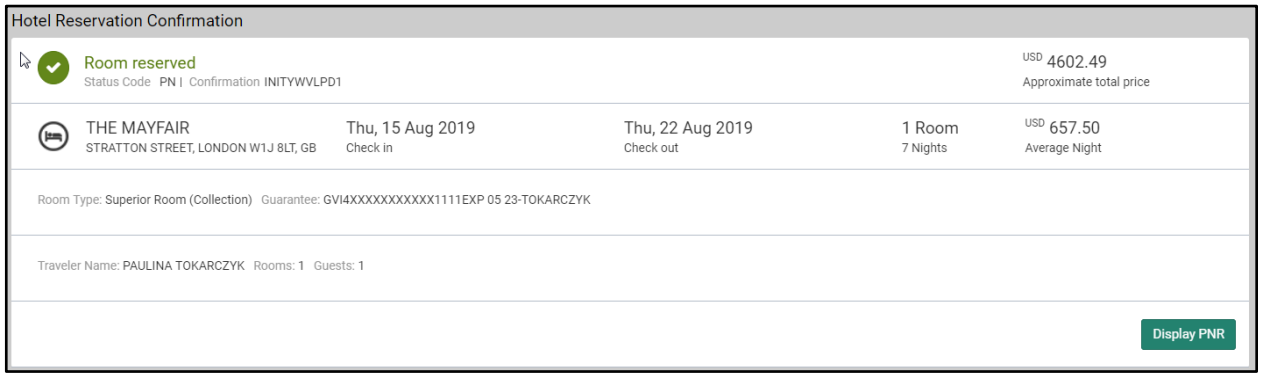
12. Rates expire after 5 minutes but are automatically rechecked behind the scenes for a seamless workflow.

13. If Traveler and/or Agency Address is missing from the PNR, a pop-up displays prompting you to add the missing elements.

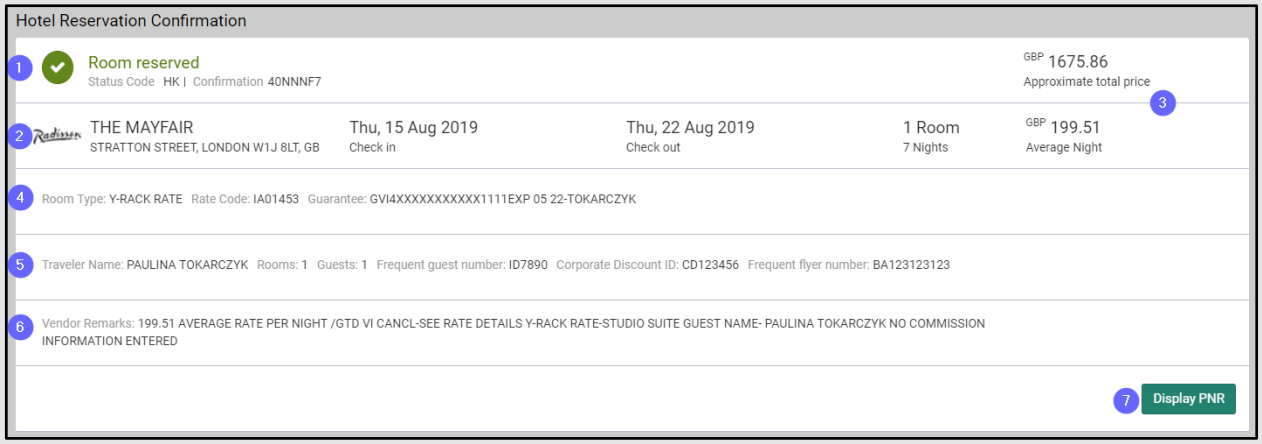


Hotel Reservation Confirmation

Aggregator Reservation Confirmation:



Sabre GDS Reservation Confirmation:



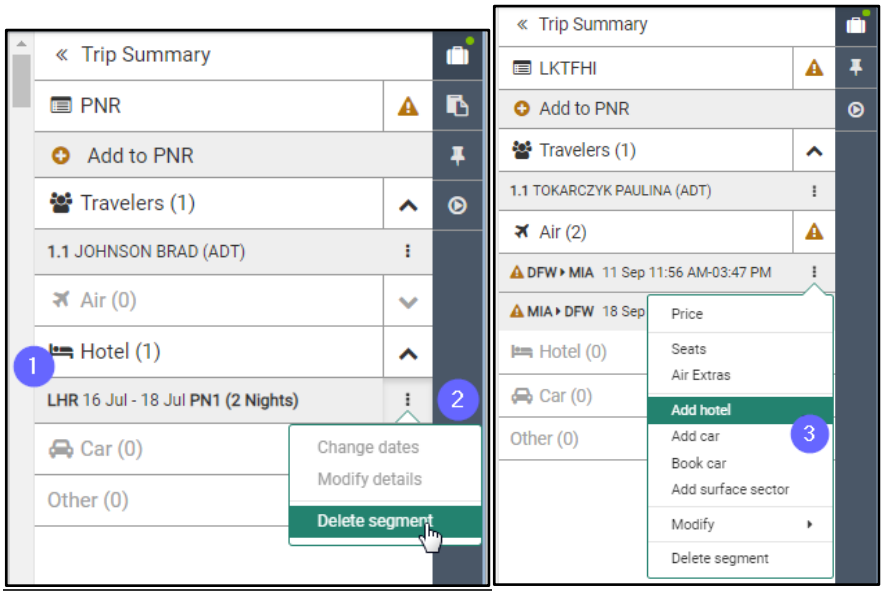
1. “Room reserved” header with segment status code and confirmation number

Note: Aggregator booking always results in PN status. The booking request transmits to the aggregator upon committing the PNR (Ending & Retrieving - ER or End Transaction – ET). Once confirmed, the status changes to HK.

2. Basic hotel information, check-in and check-out dates, number of rooms and nights booked
3. Nightly rate and approximate total amount
4. Details on room type, rate code (only for GDS content) and guarantee
5. Traveler details
6. Vendor message, if provided in the response
7. “Display PNR” action button, which displays the Graphical PNR with the hotel reservation included

Trip Summary

Bookings made through Content Services for Lodging display in the Trip Summary itinerary.



The following features are available:

1. Basic data about the segment:

- City code
- Check-in and check-out dates
- Status code (PN for aggregator, prior to ER/ET action)
- Number of nights

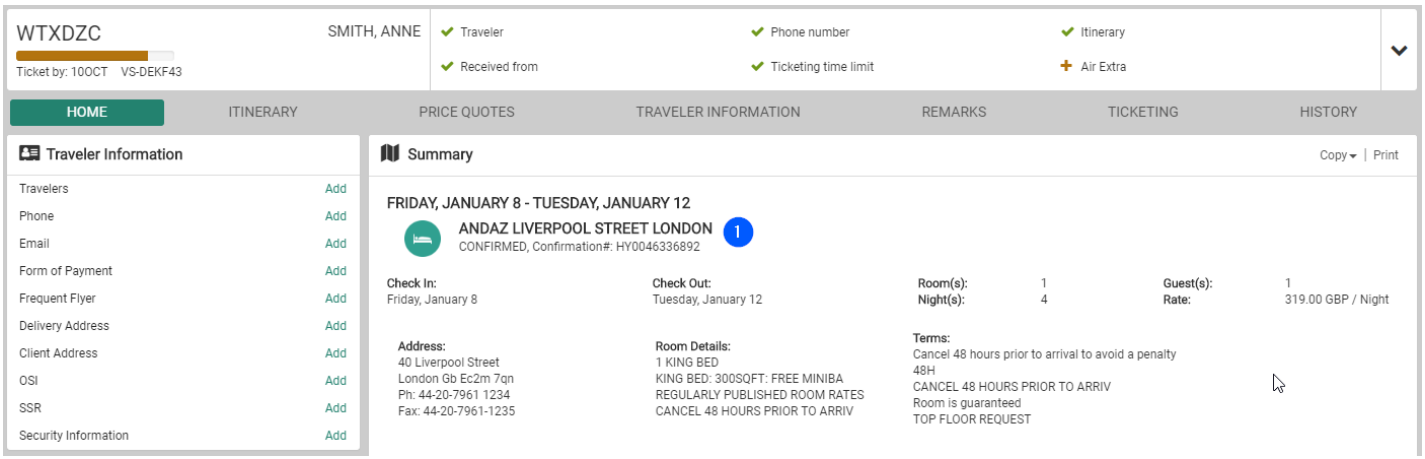
2. Click the ellipses to access a dropdown menu of actions.

- Delete segment available for all segments
- Change dates available for GDS rates only
- Modify details available for GDS rates only

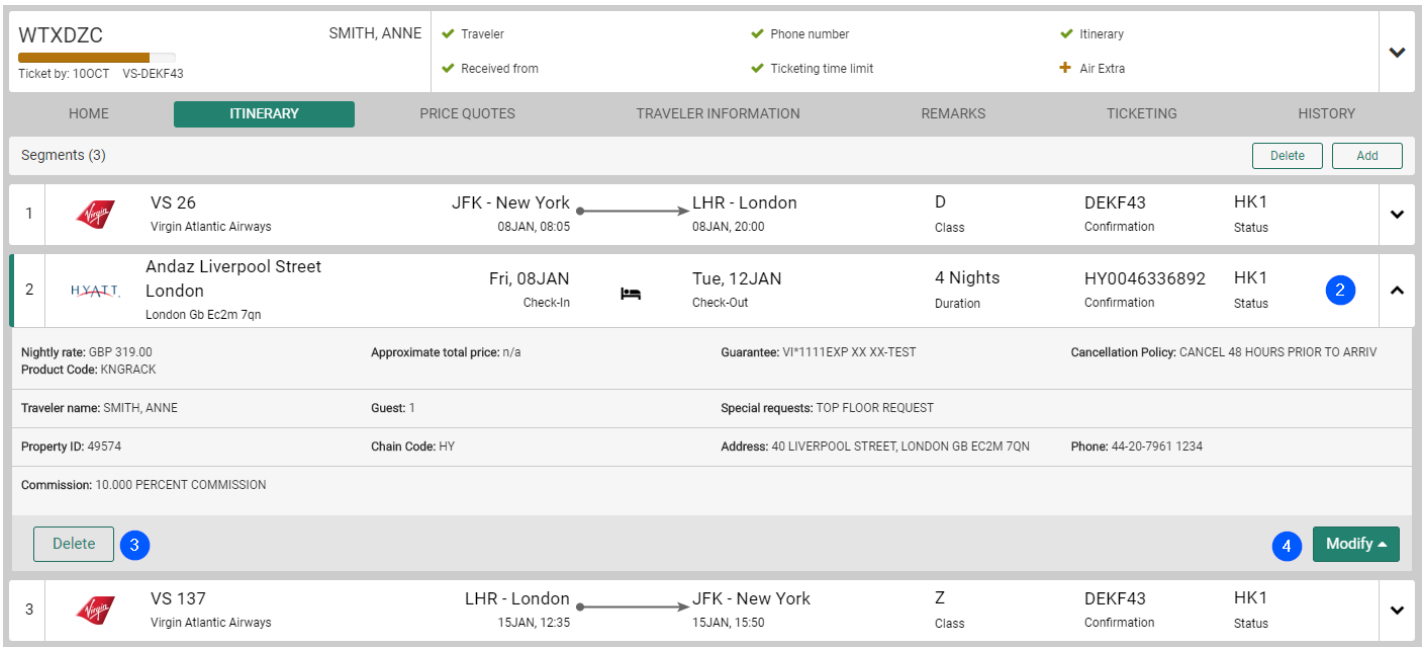
3. **Add Hotel shortcut**: click the ellipses next to the outbound air segment in Trip Summary and select **Add Hotel**. The Hotel Search form displays pre-populated with the flight dates and destination, allowing you to search for CSL properties in one easy action.

Graphical PNR

Bookings made through Content Services for Lodging display in the following places in Graphical PNR:



1. Home tab: summary view of the CSL segment alongside other itinerary details

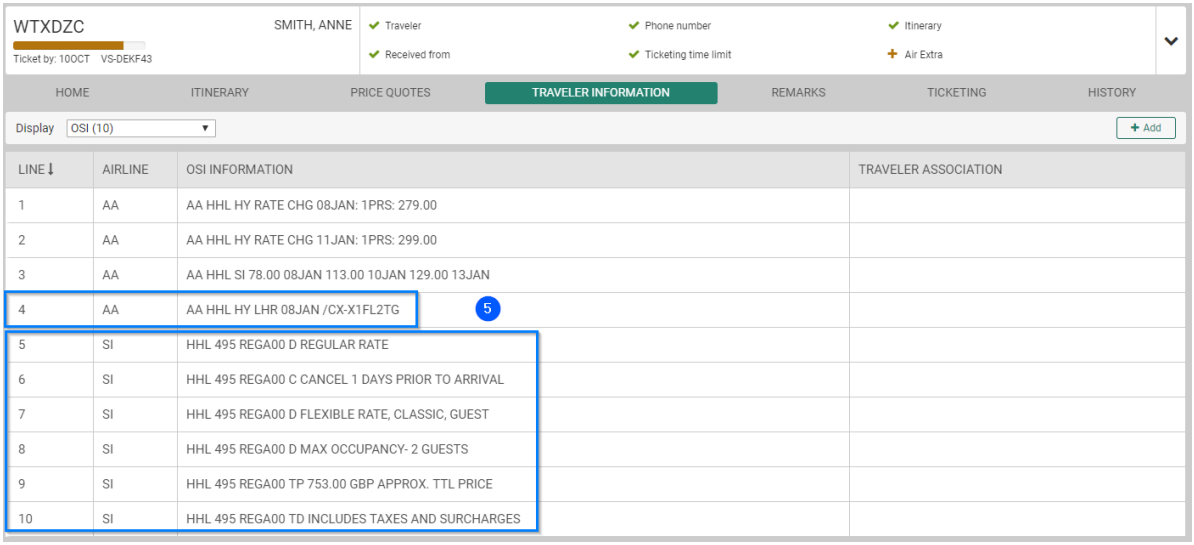


2. Itinerary tab:

- Rate amount details (including taxes, fees, total price, cancellation policy)
- Source indicator
- Traveler details
- Property details

3. Click **Delete** to cancel the segment.

4. Click **Modify** to change dates or additional details – supported for GDS rates only

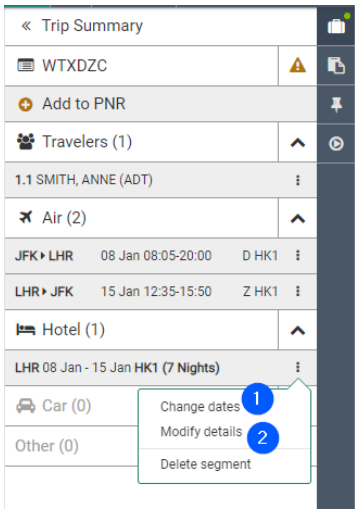


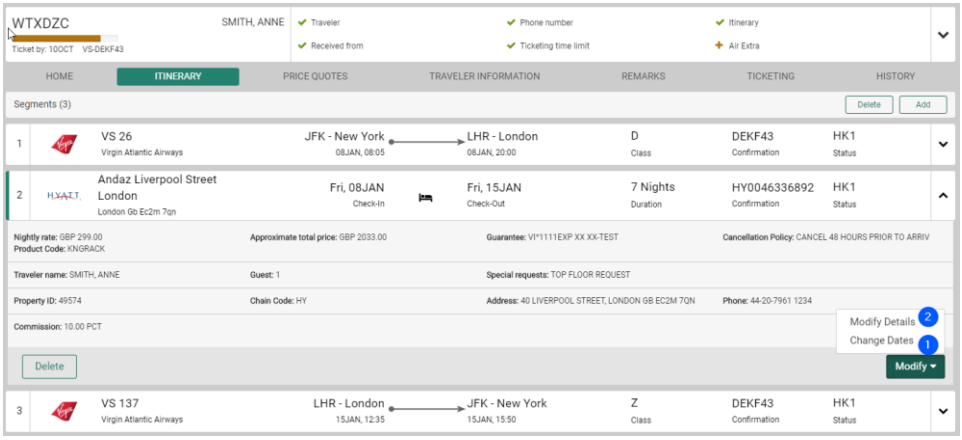
LINE	AIRLINE	OSI INFORMATION	TRAVELER ASSOCIATION
1	AA	AA HHL HY RATE CHG 08JAN: 1PRS: 279.00	
2	AA	AA HHL HY RATE CHG 11JAN: 1PRS: 299.00	
3	AA	AA HHL SI 78.00 08JAN 113.00 10JAN 129.00 13JAN	
4	AA	AA HHL HY LHR 08JAN /CX-X1FL2TG	
5	SI	HHL 495 REGA00 D REGULAR RATE	
6	SI	HHL 495 REGA00 C CANCEL 1 DAYS PRIOR TO ARRIVAL	
7	SI	HHL 495 REGA00 D FLEXIBLE RATE, CLASSIC, GUEST	
8	SI	HHL 495 REGA00 D MAX OCCUPANCY- 2 GUESTS	
9	SI	HHL 495 REGA00 TP 753.00 GBP APPROX. TTL PRICE	
10	SI	HHL 495 REGA00 TD INCLUDES TAXES AND SURCHARGES	

5. Traveler Information tab: OSI fields for confirmation or cancellation of CSL segment are included in PNR

Hotel Booking Modify

Modify is supported for GDS rates only. Aggregator content can be modified via cancel and re-book actions.





The following Modify options are available:

1. Change dates:

- Trip Summary
- Graphical PNR
- HOM1D/…. command supported only for changes within existing date range of booking

When booking requires change to new dates, it can be done via graphical flow only, as availability check needs to be done behind the scenes.

2. Modify details:

- Trip Summary
- Graphical PNR
- HOM1O/…. command

3. HOM1R/… command is not supported

Supported Commands

Sabre is committed to working with customers to enhance product usability and user experience. Product teams are actively engaging with CSL in Sabre Red 360 users to determine which workflows (whether command-driven or graphical) provide an optimal shopping and booking experience. The goal of customer usability testing is to determine the most efficient and intuitive CSL workflow possible, not necessarily to reach full parity with current command-driven workflows. The below list indicates which legacy hotel commands are currently supported with CSL in Sabre Red 360.

Description	Command
Property number search with optional qualifiers: • Client IDs • Rate category qualifiers including /RC-ALL	HOD(property number)/(check-in)-(check-out)(guest number)/¥(ClientID)/RC-(rate category) **HOD12345/10DEC-15DEC1/¥IMB/RC-C** **HOD12345/10DEC-5NT1/¥IMB/RC-C** **HOD12345/10DEC-5NT1/¥IMB/RC-ALL** **HOD12345/10DEC-5NT1/RC-N¥IMB**
Property number search without dates	HOD(property number) **HOD12345**
City code location search with optional qualifiers: • Client IDs • Rate category qualifiers including /RC-ALL • Chain code • Property name	HOT(city code)/(check-in)-(check-out)(guest number)/¥(ClientID)/(chain code)/N-(property name)/RC-(rate category) **HOTJFK/22DEC-24DEC1/¥IMB/MC/N-PROPERTY NAME/RC-C** **HOTJFK/22DEC-2NT1/¥IMB/MC/N-PROPERTY NAME/RC-C** **HOTJFK/22DEC-2NT1/¥IMB/MC/N-PROPERTY NAME/RC-ALL** **HOTJFK/22DEC-2NT1/MC/N-PROPERTY NAME/RC-N¥IMB**
City code location search with air segment reference and optional qualifiers: • Client IDs • Rate category qualifiers including /RC-ALL • Chain code • Property name	HOT(air segment number)/(check-in)-(check-out)(guest number)/¥(ClientID)/(chain code)/N-(property name)/RC-(rate category) **HOT1/2FEB2/¥IMB/MC/N-PROPERTY NAME/RC-C** **HOT1/3NT2/¥IMB/MC/N-PROPERTY NAME/RC-C** **HOT1/28JAN-2FEB2/¥IMB/MC/N-PROPERTY NAME/RC-C**
City code location search without dates with optional qualifiers: • Chain code • Property name	HOT(city code/(chain code)/N-(property name) **HOTJFK/MC/N-PROPERTY NAME**
Display a hotel description from shopping response, by line number	HOD*(line number) **HOD*1**
Basic sell entry to launch Hotel Reservation graphical form including entry with credit card as guarantee or deposit	**0H1¥1** **0H1¥1/GVI4444333322221111EXP 10 22-TEST**
Modify details supported for Sabre GDS rates only	HOM(segment number)O/…. **HOM1O/SI-TOP FLOOR REQUEST**

Date change supported for changes within existing date range of booking only supported for Sabre GDS rates only	HOM(segment number)D/(check-in)-(check-out)(**HOM2D/08JAN-12JAN** **HOM2D/08JAN-6NT**
End (Save) PNR / End and redisplay PNR	**E / ER / ET**
Ignore / Ignore and redisplay PNR	**I / IR**
Cancel complete Itinerary	**XI**
Cancel selected segment(s)	**X1** **X1/3/5/** **X1-3**

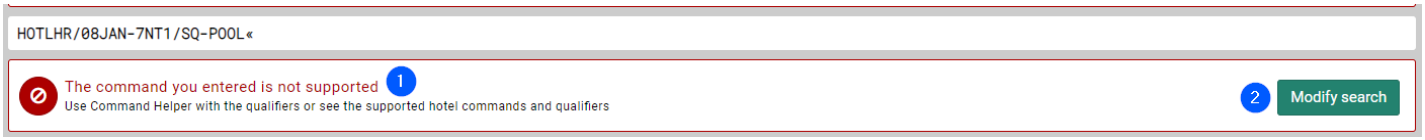
If the above list doesn't contain command that is used very frequently and you feel it would benefit the overall workflow, please share the feedback at Lodginginfo@sabre.com and it will be evaluated for any potential enhancements.

Commands coming soon:

1. HOTHELP, HODHELP with list of supported commands
2. /C- currency qualifier in HOT and HOD commands

Unsupported Commands

When user types HOT or HOD command that contains unsupported elements the error message is provided.



1. Information about unsupported command used.
2. **Modify search** to open Hotel graphical form.

Product Functionality Differences and Current Limitations

Certain functionalities available in legacy hotel shopping are **not** available through Content Services for Lodging. Some of these functionalities are no longer required and will be sunset with the new services - Product Functionality Differences, and some represent a gap in the current solution that Sabre plans to address in subsequent releases - Current Limitations.

Product Functionality Differences

Select Command Support

Sabre is committed to working with customers to enhance product usability and user experience. Product teams are actively engaging with CSL in Sabre Red 360 users to determine which workflows (whether command-driven or graphical) provide an optimal shopping and booking experience. The goal of customer usability testing is to determine the most efficient and intuitive CSL workflow possible, not necessarily to reach full parity with current command-driven workflows. The above list indicates which legacy hotel commands are currently supported with CSL in Sabre Red 360.

Current Limitations

1. Classic Styling output
2. Optional Qualifiers: min./max. rate, frequent guest number
3. Sabre Virtual Payments for aggregator content
4. Modify for bookings with Sabre Virtual Payments
5. Certain mid- and back-office systems*

* To fulfill aggregator bookings, mid- and back-office systems must be compatible with CSL. Sabre's own TRAMS, Powersuite, CentralCommand, Clientbase and Clientbase Online are all compatible. Sabre notified mid- and back-office providers in March to update their systems to support CSL. To verify if a mid- or back-office system is compatible, please contact your Sabre Account Team or your mid- and back-office provider.

Additional References

Additional references, quick tip videos and self-paced trainings are available on the Web at http://central.sabre.com/ under the Training menu.

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