Quick Reference Guide

Ordering Guide for Agents

Sabre APIs and Event Notification Services

Document Edition 1.1 (September 2024)

Template Version 3.1.1

Table of Contents

Introduction

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1.1   Overview: About this Quick Reference Guide

The objective of this guide is to assist Agents in ordering Sabre APIs and Event Notification Services through Sabre Central Marketplace.

Please be aware that JV Minorities, ANZ, Associates and Internal PCCs will not be included in the new process. The order will follow the standard process and after it is placed it will be in "Order Submitted" status, then move to fulfillment.
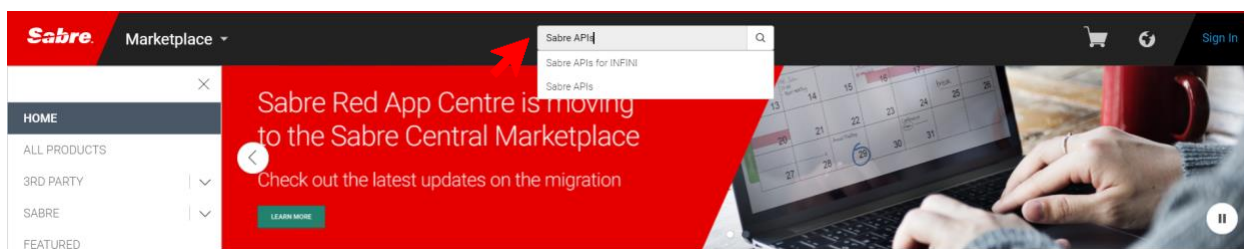
Orders for Sabre APIs

<div style="text-align: right; font-size: 3em;">2</div>
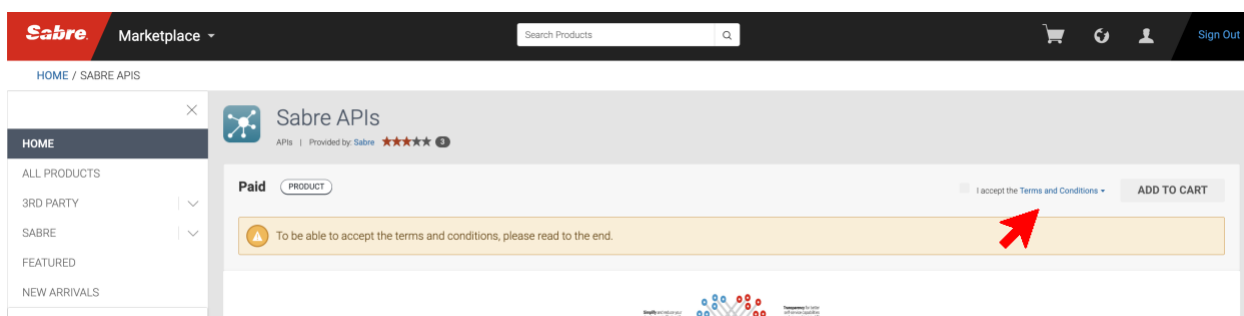
2.1   How to place a new order for Sabre APIs?

1. Log in to Sabre Central Marketplace.
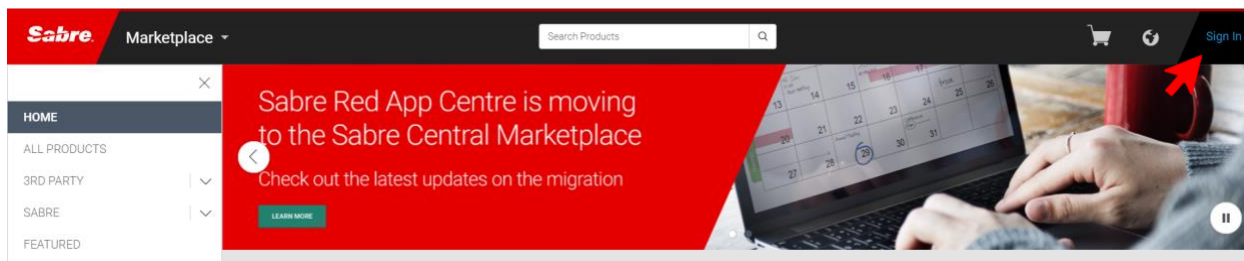
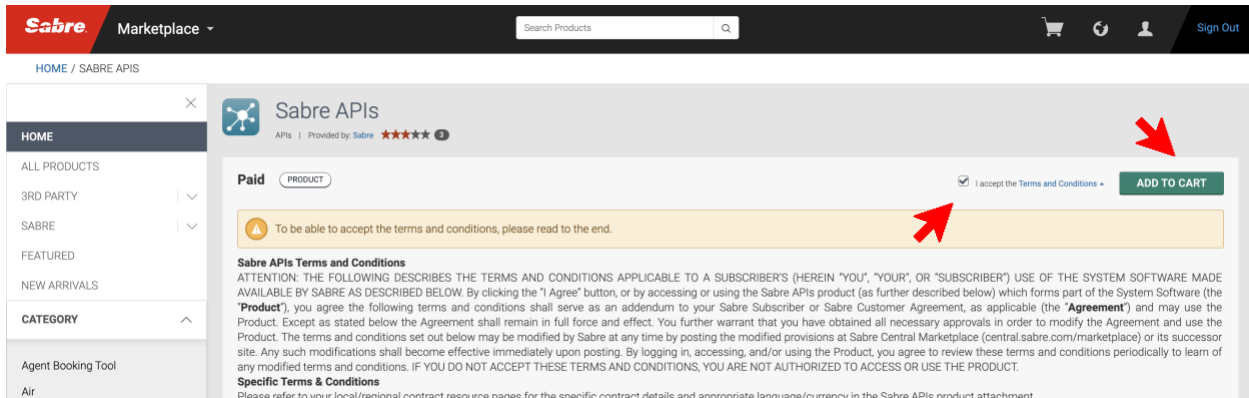
2. Use a search box to find Sabre APIs product

3. To order the product, you must accept the Terms and Conditions. To do it, click on the 'Terms and Conditions' and read them till the end.


4. After reading the 'Terms and Conditions' (you have to scroll through the entire text) you can tick the checkbox 'I accept the Terms and Conditions' and order the product by clicking on 'Add to Cart'.

5. In the shopping cart, click on 'PCCs and Product Details'.
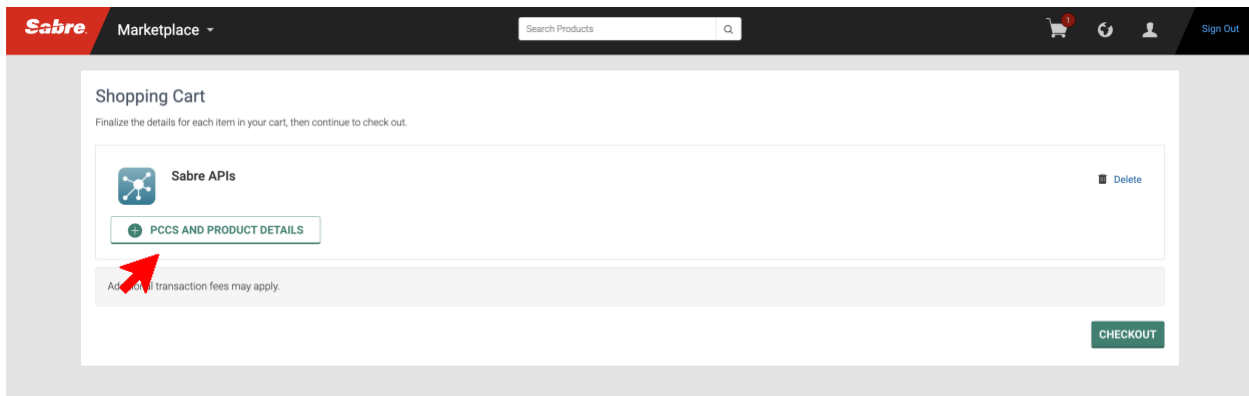
6. Use the search box or select from a list the PCC(s) you want to order. You can also order new IPCCs by clicking on 'Request to Create a New IPCC', specifying the parent PCC there and confirming by clicking on 'Select'. More details on IPCC ordering can be found in chapter 2.2.
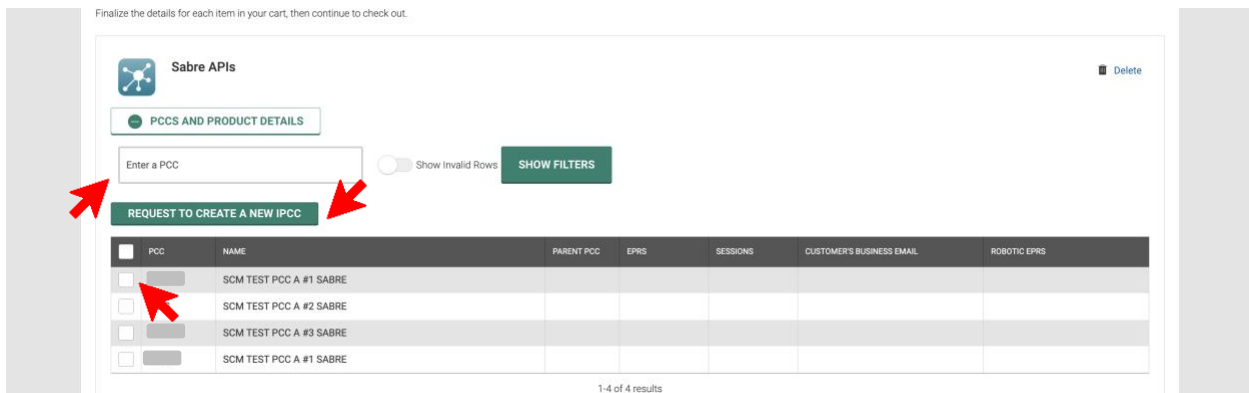

7. Complete all mandatory information in the order fields (number of EPRs and Sessions you want to order and Customer Business Email). To add more than one Customer Business Email, please click on 'Add another email'.
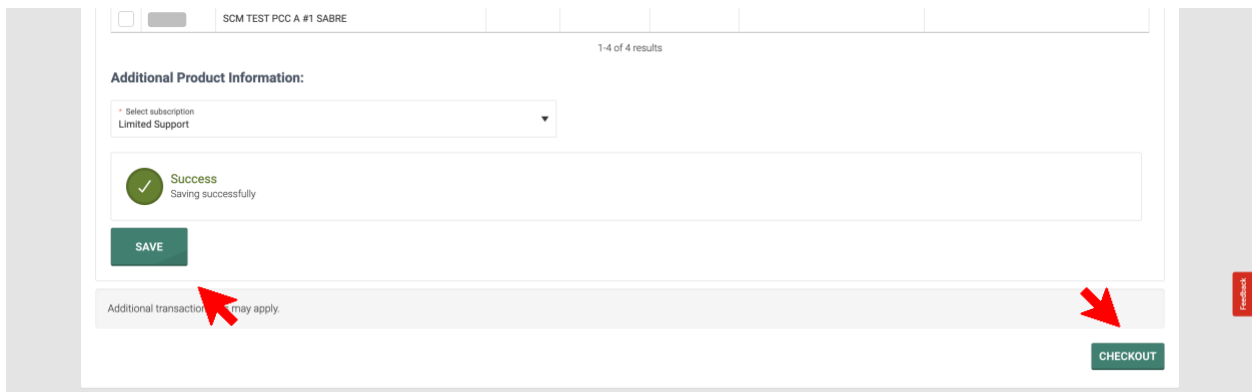
Note   The 'Robotic EPRs' column is read only and that's where the EPRs will appear once the order is processed.
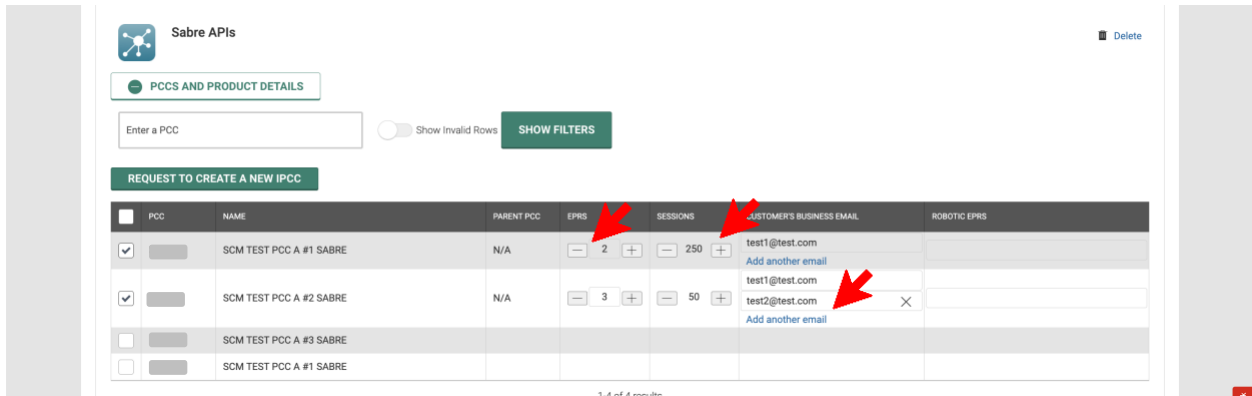
8. In the 'Additional Product Information' section, please select whether you are interested in Full or Limited Support.
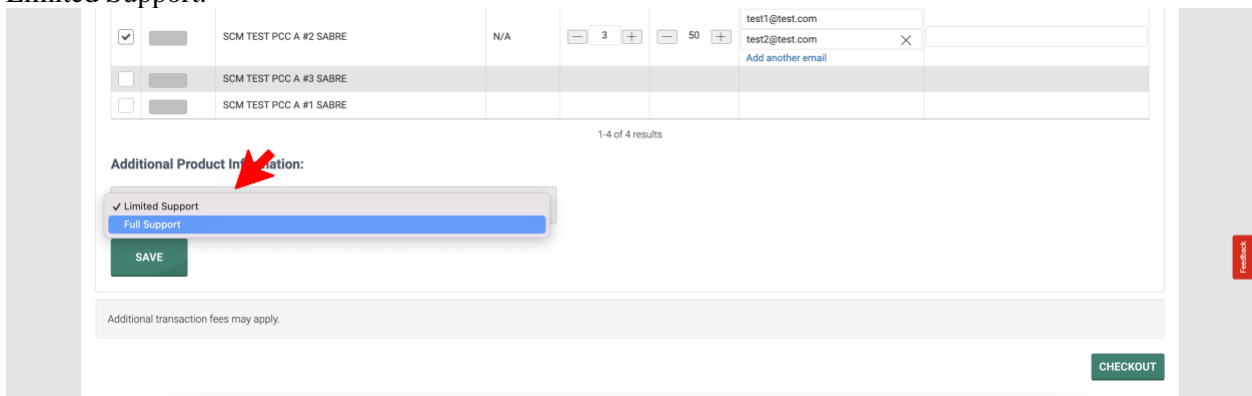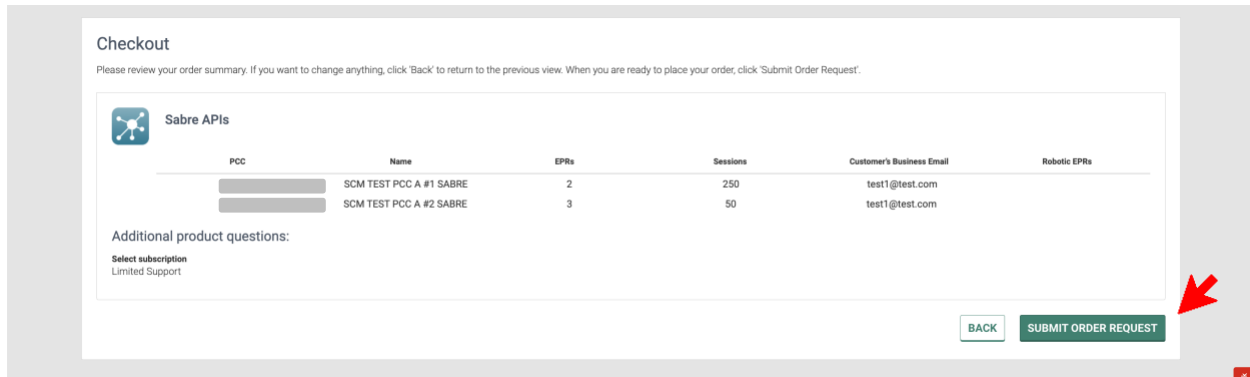

9. After you checked and completed the information for PCC(s) you are placing the order for, click 'Save', and then click on 'Checkout'.

10. In the 'Checkout' view, view the summary of your order. If you want to change something, then click 'Back' to return to the previous view.
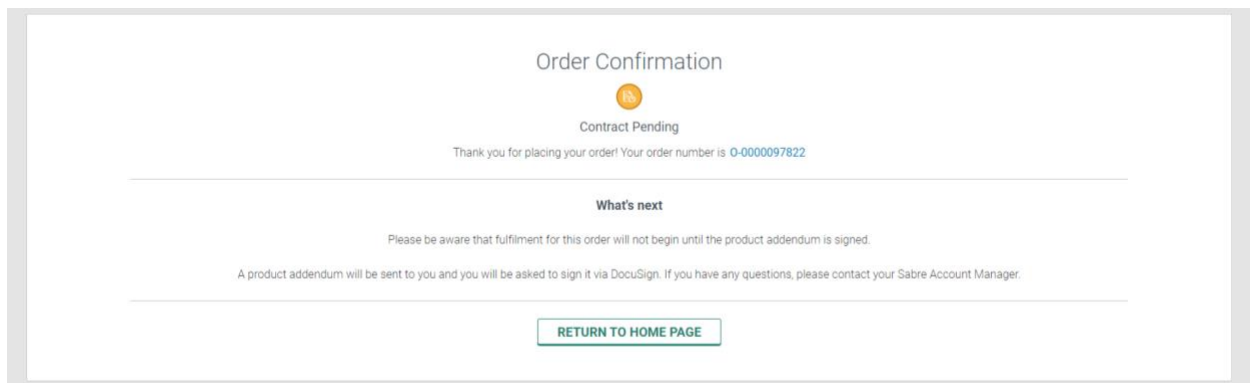
If you are ready to place an order, click 'Submit Order Request'.

11. After placing your order, you will receive the following confirmation.

The order is in 'Contract Pending' status, and we will start fulfillment after you sign the product addendum that will be sent to you.

If you have any questions, please contact your Sabre Account Manager.

12. After placing the order you will receive a confirmation email outlining the order details. Please retain this email for reference as it contains important information for tracking the order.

The provisioning of the order will commence only after the necessary product documentation has been signed by both parties. The SLA for this product begins upon the completion of this documentation and it is 5 business days.

Once the order is completed, you will receive a notification email with the order information, including the assigned Robotic EPRs for your PCC. In a separate email, you will also receive temporary passwords. Please note that these temporary passwords are valid for 24 hours only.
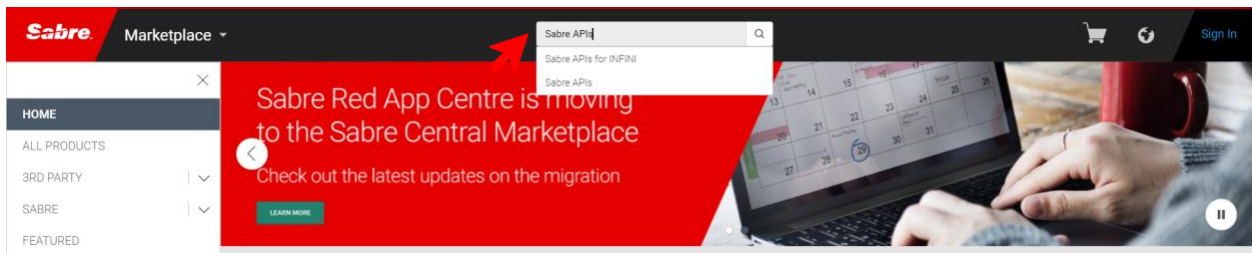
2.2 How to request a new IPCC?

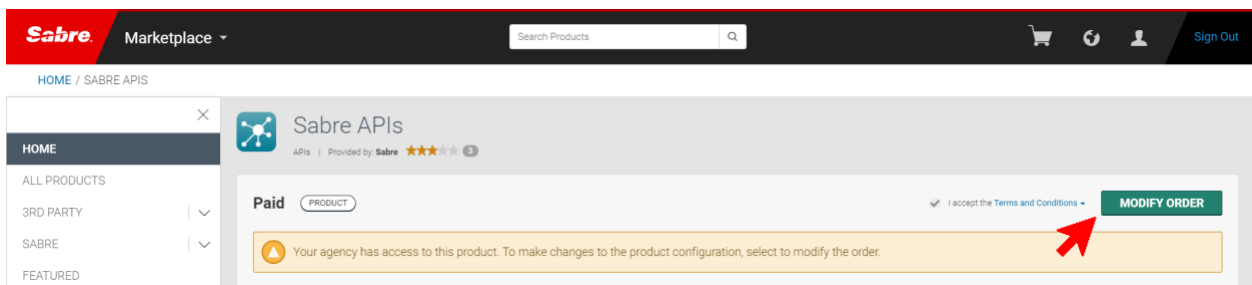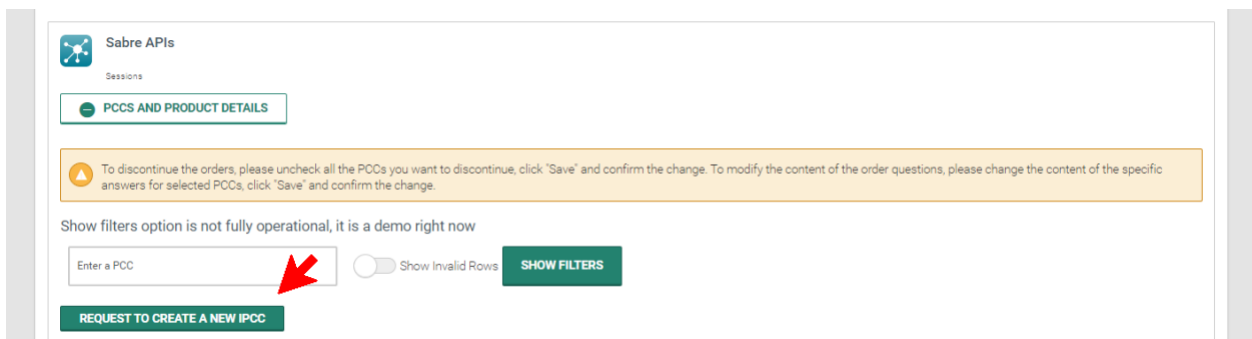1. Log in to Sabre Central Marketplace.
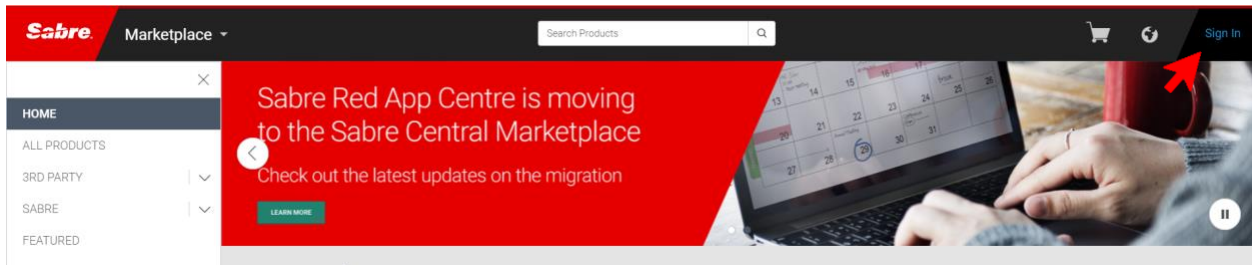
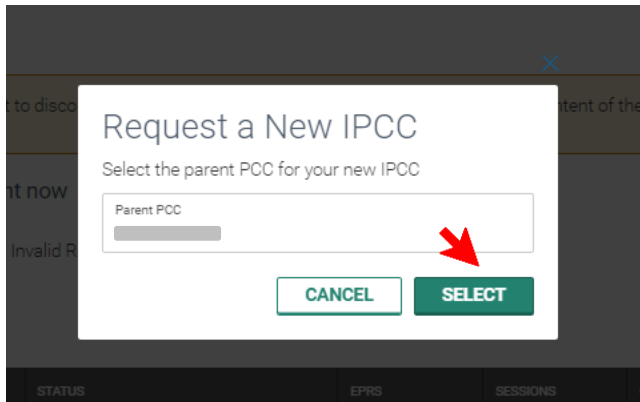2. Use a search box to find Sabre APIs product.

3. Click on 'Modify Order' button.

4. Click on 'Request to create a new IPCC'.

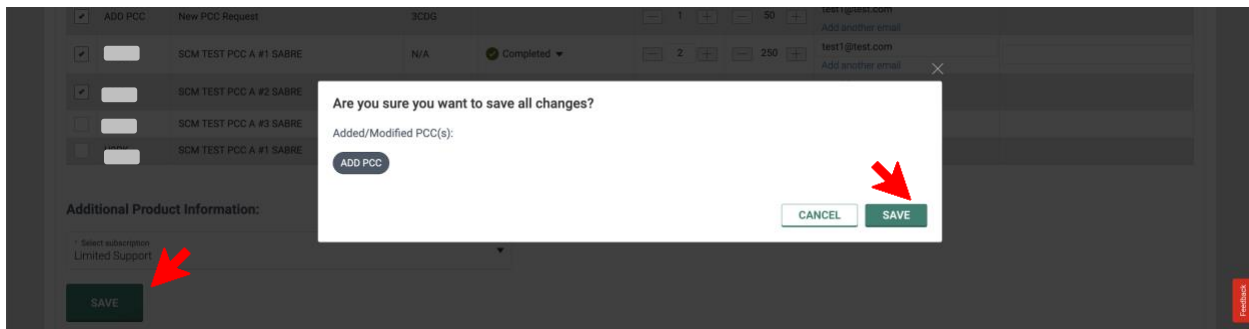5. Provide the parent PCC for your new IPCC and click 'Select'.

6. Complete all mandatory information in the order fields (number of EPRs and Sessions you want to order and Customer Business Email). To add more than one Customer Business Email please click on 'Add another email'.

7. Click 'Save' and then confirm by clicking 'Save' again.

8. You should receive a confirmation email from Sabre.
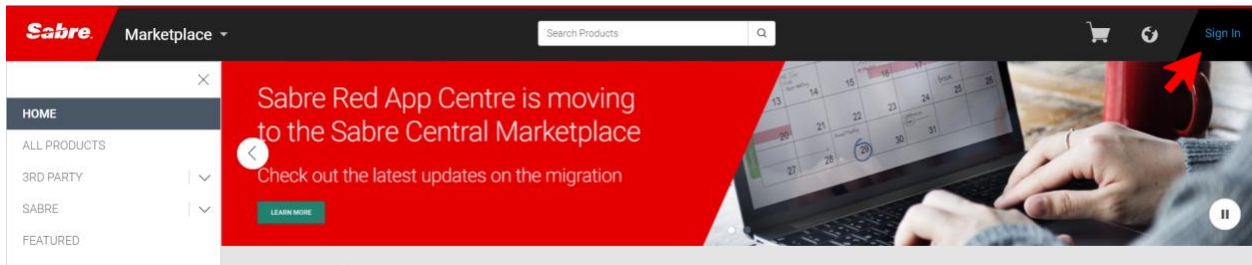
9. You should wait up to 5 business days to get your order processed. If this is not the case, please reach out to your Account Manager, describing your problem and providing order data (order number, PCC, when the order was placed). It's also helpful to provide screenshots.

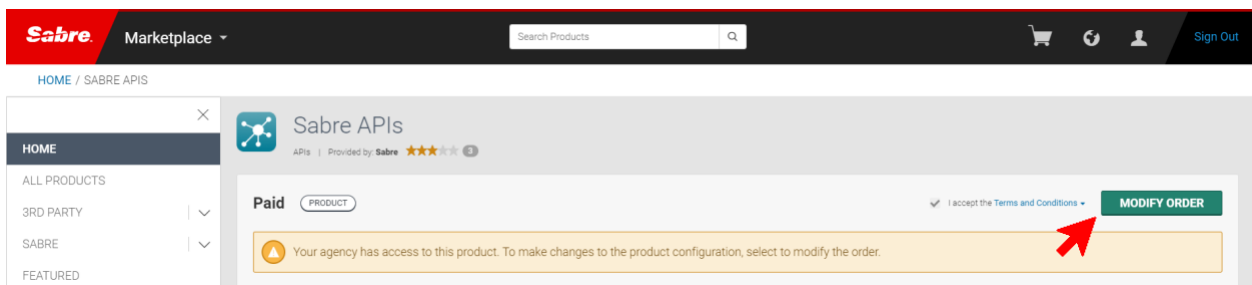## 2.3   How to modify a Sabre APIs order (+add new EPRs)?

1. Log in to Sabre Central Marketplace.

2. Use a search box to find Sabre APIs product.
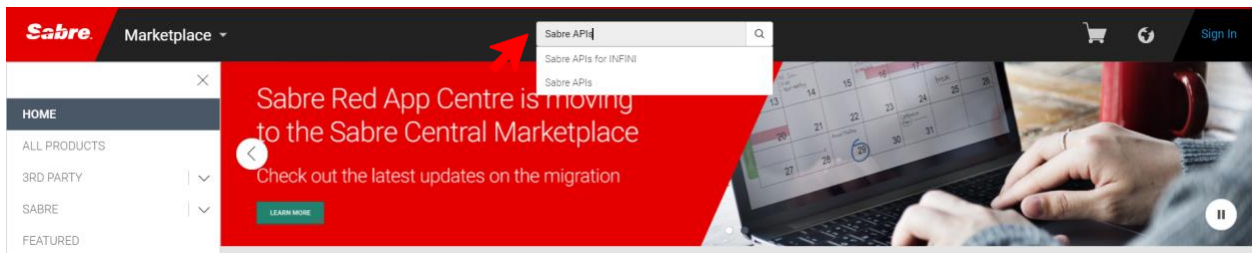
3. Click on 'Modify Order' button.

4. To order additional EPRs, please use the '+' button in the order fields.

Note New EPR requests to an existing PCC, need to add the number of EPRs they need to the existing EPR count for the PCC. *Example if the PCC currently has 2 EPRs, and you need 1 new EPRs, the screen should reflect 3 EPRs*. EPR deletion continues to be managed by a CREATE agent using Sabre Red 360. Do not use the '-' button to delete, only the '+' button to add EPRs. If you want to request specific EPRs, please contact your Account Manager.
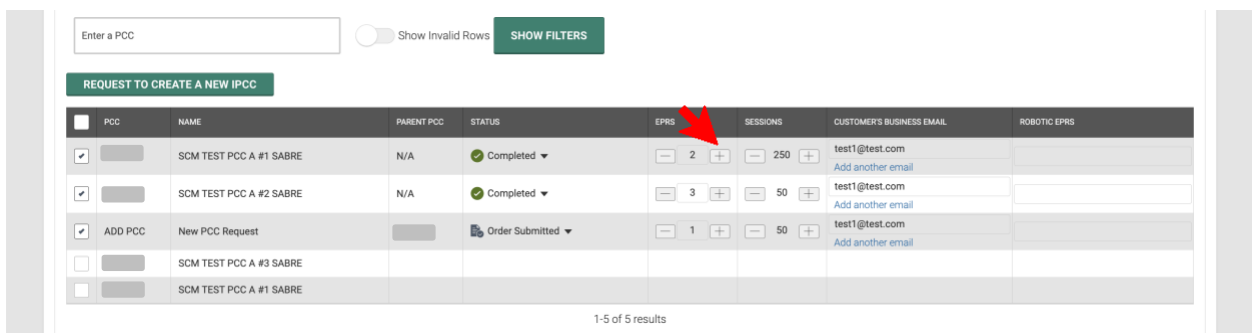
5. To edit any other information, click on the order field and update it. To order a new PCC(s), use the search box or select from a list of the PCC(s) you want to order and complete the mandatory information (EPRs, Sessions, Customer Business Email).

If you change from one support type to another, please be aware that you will be asked to sign the contract with updated information on the selected support type.
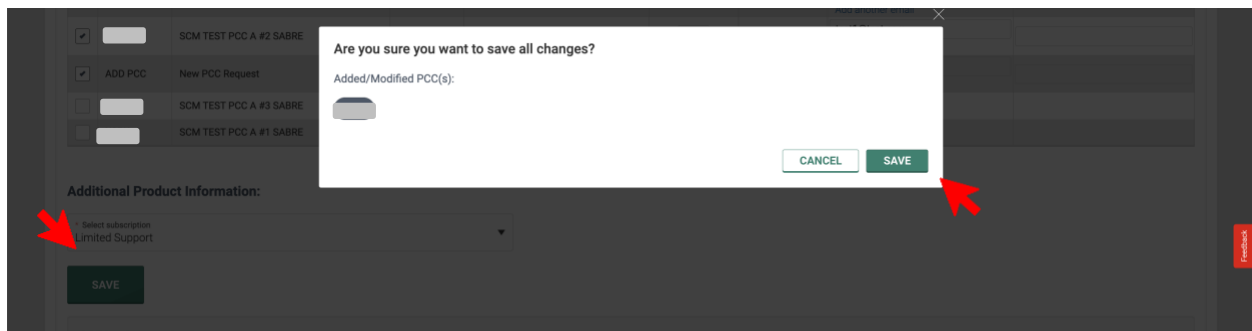
The provisioning of the order will commence only after the necessary product documentation has been signed by both parties. The SLA for this product begins upon the completion of this documentation and it is 5 business days.

6. After completing all information, click 'Save' and confirm the change by clicking 'Save' again.

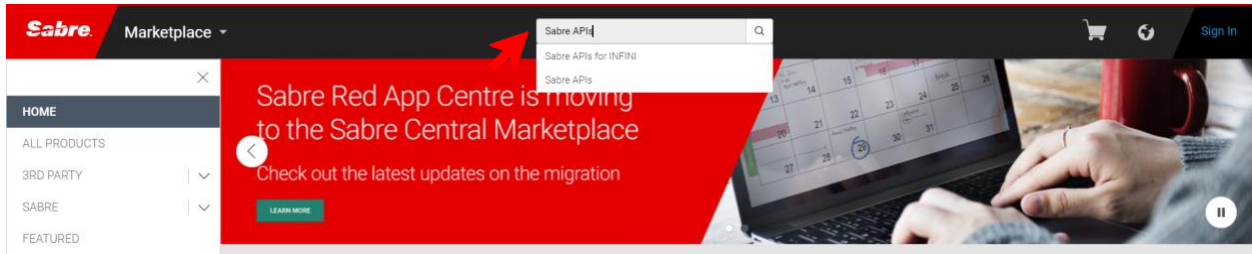7. You should receive a confirmation email from Sabre.

8. You should wait up to 5 business days to get your order processed. If this is not the case, please reach out to your Account Manager, describing your problem and providing order data (order number, PCC, when the order was placed). It's also helpful to provide screenshots.

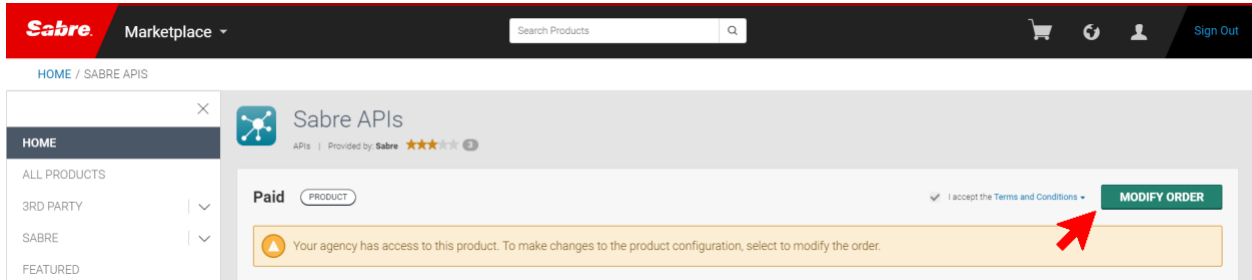## 2.4 How to discontinue a Sabre APIs order?
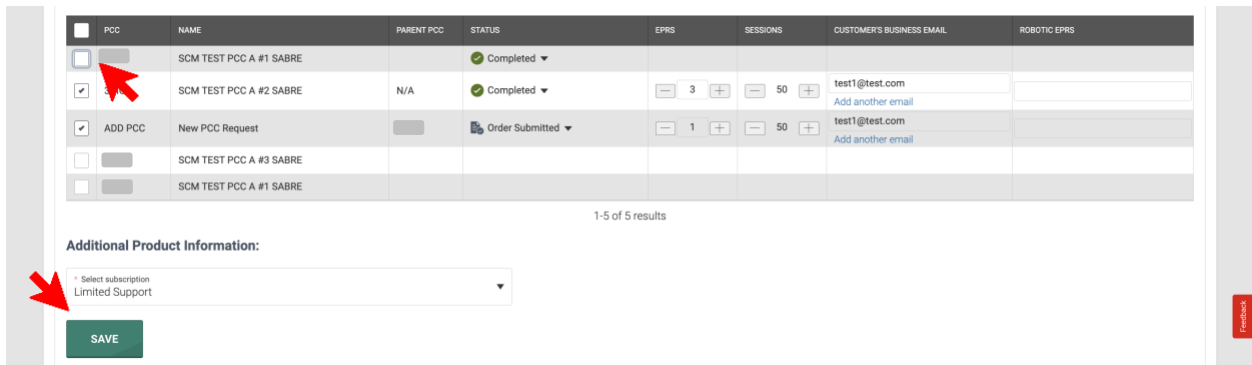
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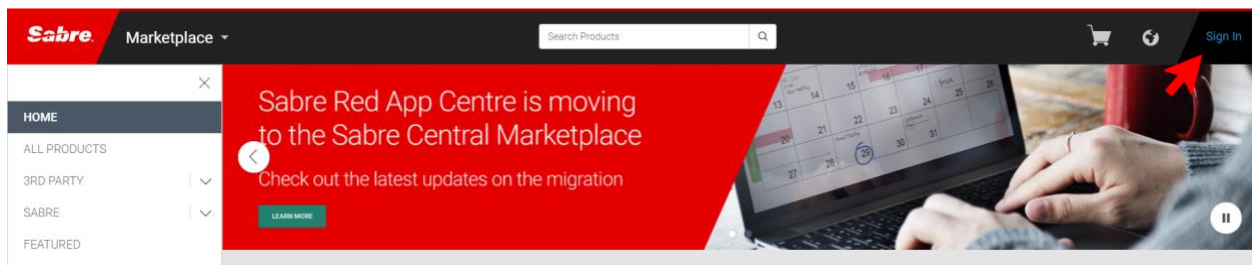
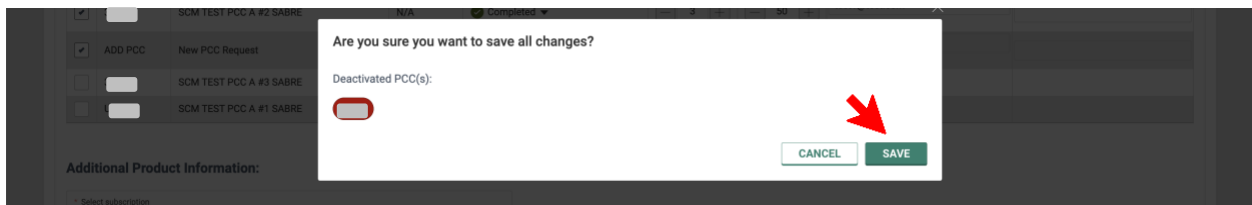2. Use a search box to find Sabre APIs product.

3. Click on 'Modify Order' button.

4. Uncheck all PCCs you'd like to discontinue and click 'Save'.

5. Confirm your choice by clicking 'Save' again.

6. You'll get an email with confirmation

7. You should wait up to 5 business days to get your order processed and change to "Discontinue Complete". If this is not the case, please reach out to your Account Manager, describing your problem and providing order data (order number, PCC, when the order was placed). It's also helpful to provide screenshots.
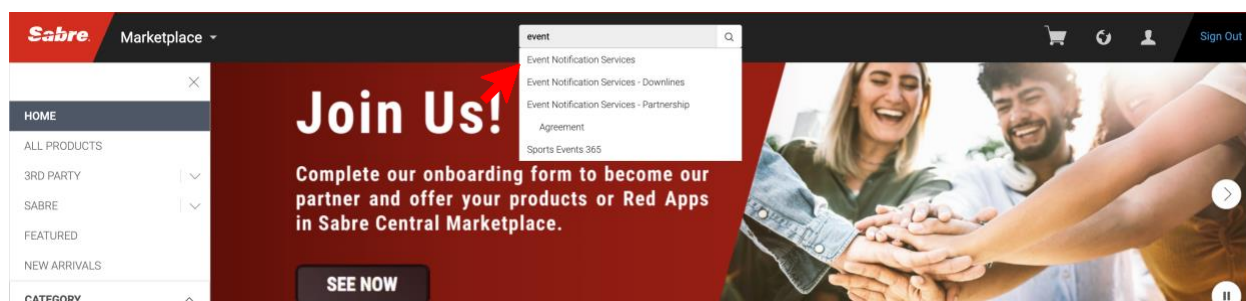
Orders for Event Notification Services

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3.1 How to place a new order for Event Notification Services?

1. Log in to [Sabre Central Marketplace](#).
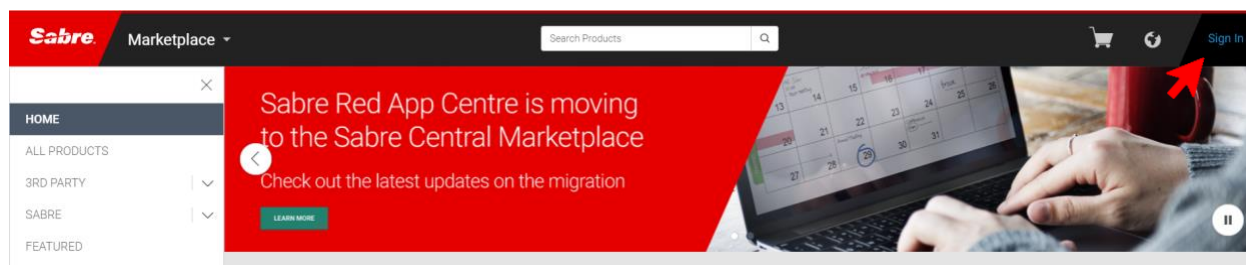
2. Use a search box to find Event Notification Services product.

3. To order the product, you must accept the Terms and Conditions. To do it, click on the 'Terms and Conditions' and read them till the end (you have to scroll through the entire text)

Note **Please be aware that you need to have a completed order for Sabre APIs first, so that you can place Event Notification Services order**
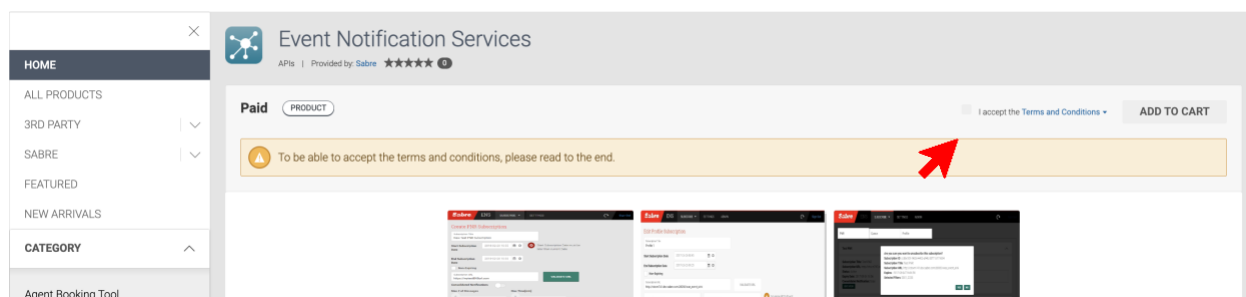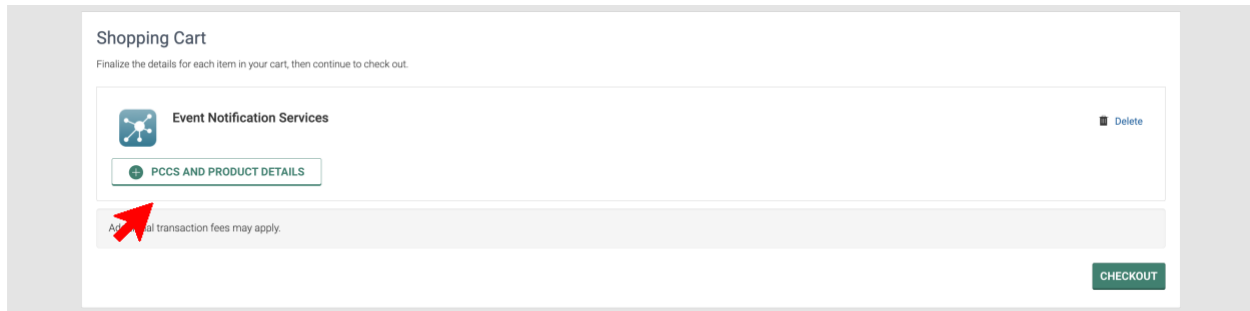

4. After reading the 'Terms and Conditions' you can tick the checkbox 'I accept the Terms and Conditions' and order the product by clicking on 'Add to Cart'.
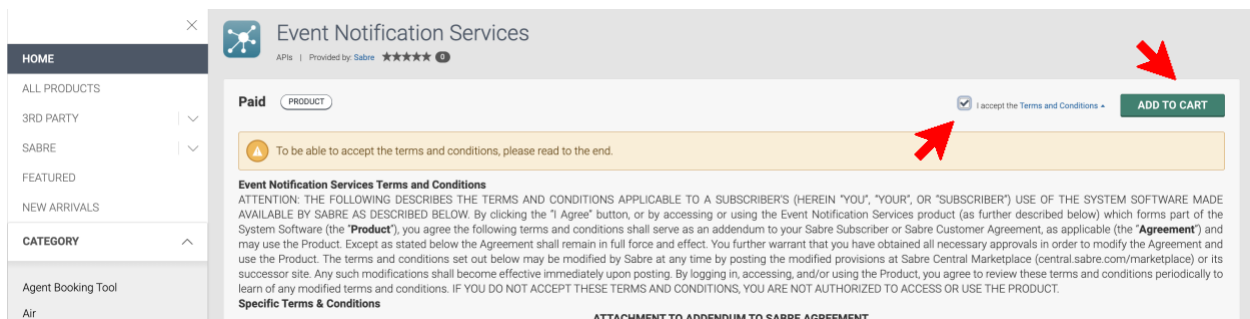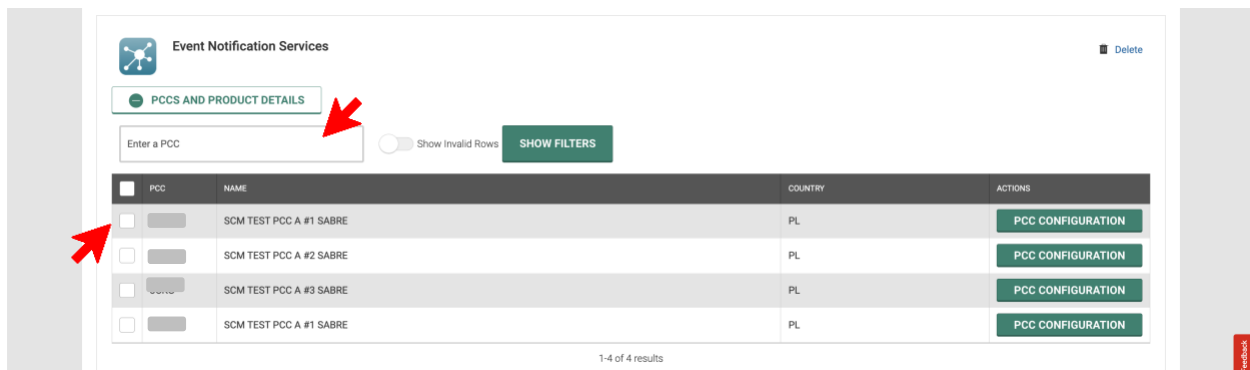
5. In the shopping cart, click on 'PCCs and Product Details'.

6. Use the search box or select from a list the PCC(s) you want to order.

7. After selecting the PCC(s), complete all mandatory information in the order fields. To see them, please click on 'PCC Configuration' button.

- PNR Change – select if you want to receive notifications when a PNR is created and updated, or only when updated.

- Sabre API WS IPCC – enter the SABRE API WS IPCC that will be the one monitoring the Event Synch App

- Customer Contact Name, Email & Phone – enter the customer data.

- Sabre Profile Changes - All – select if want to receive notifications when Profiles are added or changed to the PCC being monitored.

- Queue Change – enter the queue numbers that should be monitored for any changes. Ex: 1,3,5,7.

8. After you checked and completed the information for PCC(s) you are placing the order for, click 'Save', and then click on 'Checkout'.

9. In the 'Checkout' view, view the summary of your order. To see the order fields, please click on 'PCC Configuration' button. If you want to change something, then click 'Back' to return to the previous view.

If you are ready to place an order, click 'Submit Order Request'.

10. After placing your order, you will receive the following confirmation, that the order is in 'Contract Pending' status.

Provisioning will begin once both parties have signed the required documentation.

If you have any questions, please contact your Sabre Account Manager.

11. You will receive an email confirmation once we begin the fulfillment process. You should wait up to 5 business days to get your order processed. If this is not the case, please reach out to your Account Manager, describing your problem and providing order data (order number, PCC, when the order was placed). It's also helpful to provide screenshots.

3.2   How to modify an Event Notification Services order?
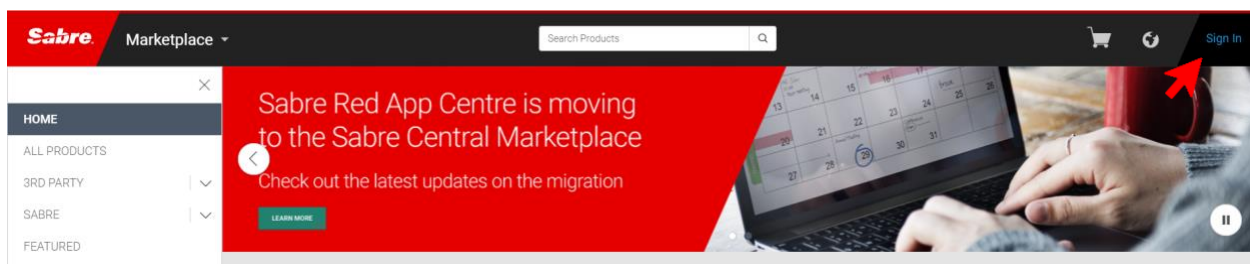
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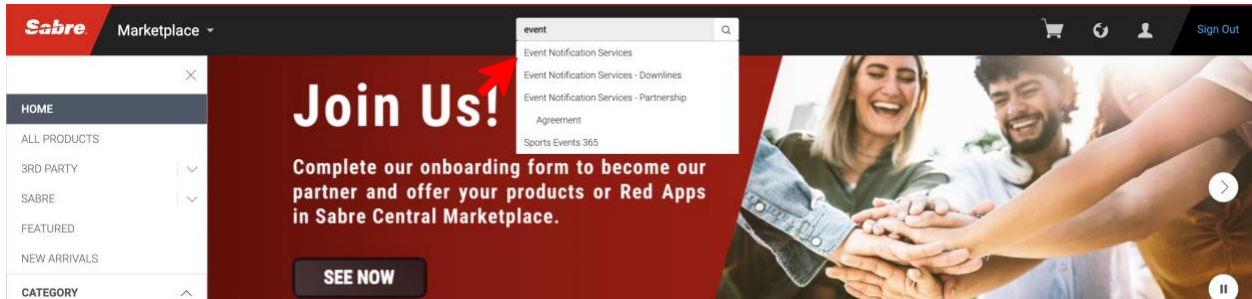
3. Click on 'Modify Order' button.
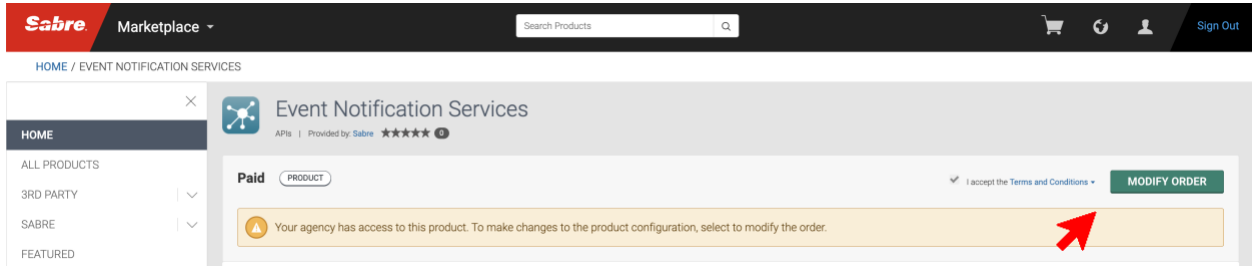
4. To edit any information, click on the order field and update it. To see the order fields, click on 'PCC Configuration'. To order a new PCC(s), use the search box or select from a list the PCC(s) you want to order and complete the mandatory information. After completing all information, click 'Save'.

Note SABRE API WS IPCC filed cannot be modified. If you no longer want this SABRE API WS IPCC to be the one monitoring the Event Synch App of your PCC, please discontinue the order.

Note If you need your PCC to be monitored by another SABRE API WS IPCC, please contact your Sabre Account Manager.

5. Confirm the change by clicking 'Save' again.

6. You should receive a confirmation email from Sabre.

7. You should wait up to 5 business days to get your order processed. If this is not the case, please reach out to your Account Manager, describing your problem and providing order data (order number, PCC, when the order was placed). It's also helpful to provide screenshots.

## 3.3   How to discontinue an Event Notification Services order?
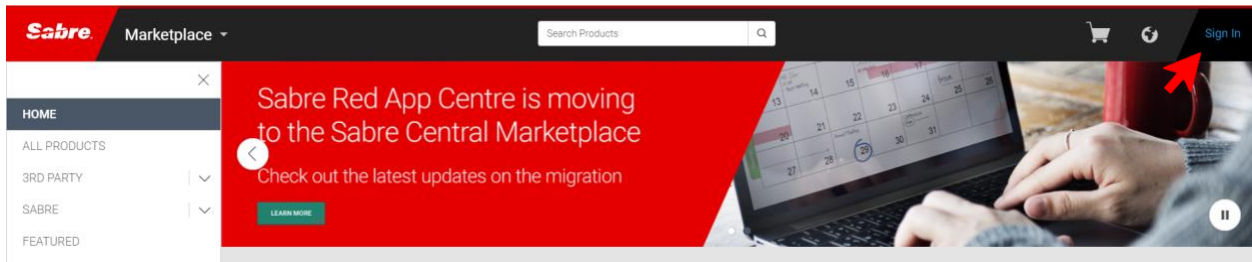
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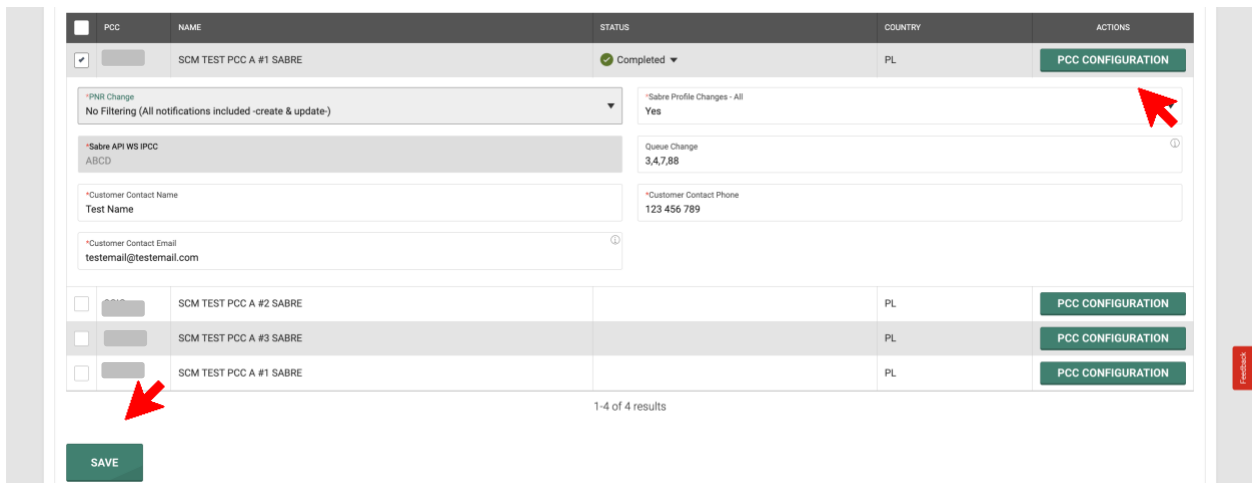2. Use a search box to find Event Notification Services product.
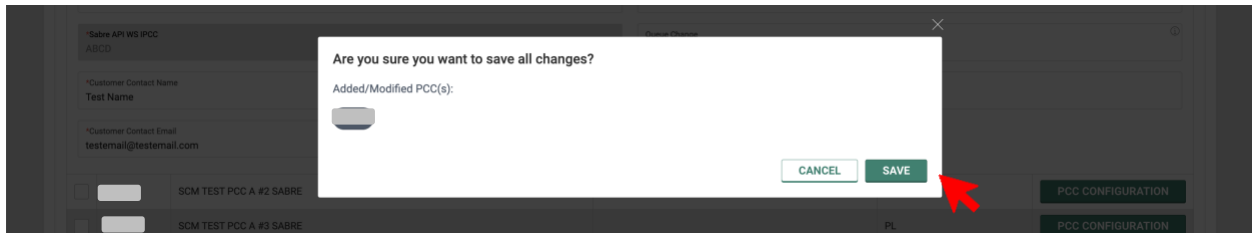

3. Click on 'Modify Order' button.

4. Uncheck all PCCs you'd like to discontinue and click 'Save'.

5. Confirm your choice by clicking 'Save' again.
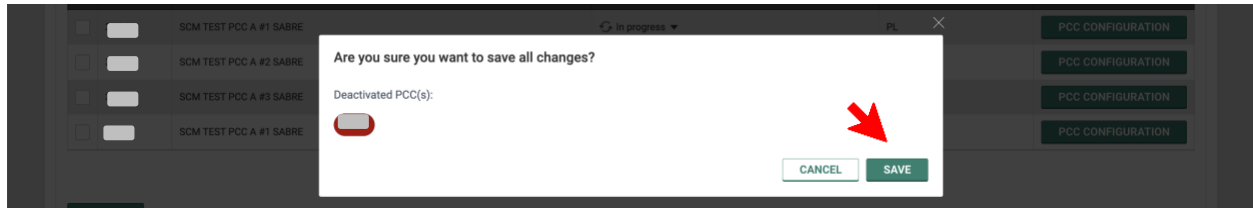
6. You'll get an email with confirmation.

7. You should wait up to 5 business days to get your order processed and change to "Discontinue Complete". If this is not the case, please reach out to your Account Manager, describing your problem and providing order data (order number, PCC, when the order was placed). It's also helpful to provide screenshots.

Glossary

D

Discontinue

Discontinue, in the context of an order means its deletion/deactivation

DocuSign

We use DocuSign to securely send, sign, and manage agreements online

E

ENS

Event Notification Services

EPR

Employee Profile Record, the lowest code, assigned to a specific agent

O

Order Number

An order number assigned to each order individually. Thanks to it, it is possible to identify and process orders. If you are concerned about your order and want to reach out to support team you should always provide the order number

P

PCC Code

Pseudo City Code, four characters alphanumeric code that identifies Travel Agency. Medium level of codes covers for example a specific branch of the agency. Under PCC there are EPRs

S

SC Code

The highest level of codes, meaning literally the entire agency globally. It includes all PCCs and EPRs

Status 'Cancelled'

It indicates that the order was rejected during processing. This is most likely due to an error in the order

Status 'Completed'

It means that the order has been successfully processed and the product is ready to be used

Status 'Contract Pending

It means that the order has been placed but the product addendum needs to be signed before Sabre can proceed with the fulfillment process

Status 'Discontinue Complete'

It means that the order has been deactivated

Status 'Discontinue in Progress'

It means that the order is being in process of discontinuation

Status 'In Progress'

It means that the order is currently being processed after modification

Status 'Order Submitted'

It means that the order has been submitted and is waiting for Sabre to process it