



USER GUIDE

Sabre Red Launchpad™

Air Servicing



November 2024

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Introduction

Sabre Red Launchpad exchange shop and book workflow lets the agent easily shop for alternative itineraries when the traveler needs to make a change to their existing air reservation.

The simple to use workflow takes airline rule and combinability information into consideration when shopping for alternative options and quickly returns up to fifty itineraries including any additional costs and/or penalties.

After selection, the reservation is updated to reflect the new itinerary and the price information is stored in preparation for fulfillment.

Agencies wishing to use Exchange shop and book workflow must have following configuration:

- Automated Exchanges activated in the Agency Travel Journal Record (AUTO REISSUE ACTIVE). Automated Exchanges is a premium offering which can be ordered through Sabre Central Marketplace. (Enter the W/AR¥* command to check if Automated Exchanges is currently active in your PCC)
- Auto Segment Arrangement activated in the Agency Travel Journal Record (AUTOMATIC SEGMENT ARRANGE ACTIVE). This determines the ability to automatically order the segments in the itinerary after canceling and rebooking.

The Exchange shop and book workflow requires “select flights to change”, meaning that at least one flight needs to be present in the reservation that is a match to the ticket coupon being exchanged.



SABRE EXCHANGE SHOP AND BOOK

CHANGE

The Sabre Exchange shop and book workflow is launched by clicking on the CHANGE button. It is located at the top of the FLIGHTS and TICKETS section of the Reservation view.

RESERVATION SUSXOJ ✓ Purchased CLOSE

Summary
SHARE ⋮

1

American Airlines
 Round trip, Miami - Sao Paulo

Wed, Jan 8th **Mon, Jan 20th**

Economy
 2 travelers

USD 920.02
✓ Confirmed

FLIGHTS

1
CHANGE

Flight	From ▶ To	Date	Time	Cabin & Class	Confirmation	Seats	Status
AA 0925	MIA ▶ GRU	08 Jan	9:46 PM - 8:10 AM	ECONOMY (0)	SWKCEO	1	✓ Confirmed ▼
AA 0906	GRU ▶ MIA	20 Jan	12:30 AM - 6:55 AM	ECONOMY (0)	SWKCEO	1	✓ Confirmed ▼

1 Change a previously ticketed flight reservation



RESERVATION SUSXOJ ✓ Purchased CLOSE

Summary SHARE ⋮

1 **American Airlines**
Round trip, Miami - Sao Paulo Wed, Jan 8th Mon, Jan 20th **Economy**
2 travelers USD **920.02** ✓ Confirmed ^

TICKETS 1 CHANGE

Type	Ticket/EMD Number	Issue Date	Ticket Details	Ticket/EMD Status
TICKET	0017092130406	25 OCT	AT RETTO/K *ARM	⌵
TICKET	0017092130407	25 OCT	AT RETTO/N *ARM	⌵

FLIGHTS
TRAVELERS
ORDERS
SERVICES
TICKETS
REMARKS

1 Change a previously ticketed flight reservation

The Exchange shop and book workflow requires “select flights to change,” meaning that at least one flight needs to be present in the reservation that is a match to the ticket coupon being exchanged.



Exchange shop ✕

[Ticket information](#) 1

Ticket number	Passenger	Type
0017092130406	Karen Retto	Adult (ADT)
0017092130407	Nancy Retto	Infant without a seat (INF)

Select flights to change 2

Miami (MIA) ▶ Sao Paulo (GRU) 3

<input type="checkbox"/> 4 From ▶ To	Date	Time	Flight	Status
<input type="checkbox"/> MIA ▶ GRU	08 JAN	9:46 PM - 8:10 AM +1	AA 925	✓ Confirmed

Sao Paulo (GRU) ▶ Miami (MIA)

<input type="checkbox"/> From ▶ To	Date	Time	Flight	Status
<input type="checkbox"/> GRU ▶ MIA	20 JAN	12:30 AM - 6:55 AM	AA 906	✓ Confirmed

CANCEL
SHOP FLIGHTS

- 1 Expand the ticket information section to display ticket details:
 - Ticket number
 - Passenger name
 - Passenger type and passenger type code.

- 2 Select the flights to change section with flight details based on the reservation, grouped by origin and destination airports.

- 3 Origin and Destination airports with 3 letter airport codes.

- 4 Flights details:
 - Origin and destination airport codes
 - Date of travel
 - Arrival and departure time
 - Flight number
 - Status of flight.



To change the entire itinerary or only a specific portion of travel, select the checkbox for the flights that should be changed. The flight that has a deselected checkbox is considered as “not shopped” portion of the itinerary and will remain unchanged during the exchange process.

The origin and destination airport and departure date are prepopulated with the selected flight details. Input new origin and destination airports, departure date, and departure time. You can add or remove additional origin and destination airports, departure date and departure time with plus/minus button. When the search criteria for the new itinerary is complete, the next step is to **SHOP FLIGHT** for new itinerary options.

Exchange shop ✕

[Ticket information](#) ▾

Select flights to change

Miami (MIA) ▶ Sao Paulo (GRU)

<input checked="" type="checkbox"/>	From ▶ To	Date	Time	Flight	Status
<input checked="" type="checkbox"/>	MIA ▶ GRU	08 JAN	9:46 PM - 8:10 AM +1	AA 925	✓ Confirmed

Origin
MIA ✕ 1

Destination
GRU ✕ 2

Departure date
10JAN2025 3

Departure time (Optional) 4

- 5 +

Sao Paulo (GRU) ▶ Miami (MIA)

<input checked="" type="checkbox"/>	From ▶ To	Date	Time	Flight	Status
<input checked="" type="checkbox"/>	GRU ▶ MIA	20 JAN	12:30 AM - 6:55 AM	AA 906	✓ Confirmed

Origin
GRU ✕ 6

Destination
MIA ✕

Departure date
22JAN2025

Departure time (Optional)

- +

7 CANCEL
8 SHOP FLIGHTS

- 1 Input originating¹ city or airport using 3 letter code or full text.
- 2 Input destination¹ city or airport using 3 letter code or full text.
- 3 Select departure date¹, using input text, or select date from calendar.
- 4 Input preferred departure time² for outbound flight that will result in search for itinerary options within the time window between given departure time and one hour after provided departure time.



- 5 Add or remove additional origin and destination airports, departure date and departure time.
- 6 Input originating¹ city or airport, destination¹ city or airport, departure date¹, and preferred departure time² for inbound flight, add or remove additional origin and destination airports, departure date and departure time for inbound flights.
- 7 Close Exchange shop form and return to View reservation.
- 8 Search for new itinerary exchange shopping option based on the provided criteria by clicking on SHOP FLIGHTS button.

¹ Mandatory field

² Optional field

SABRE EXCHANGE SHOPPING RESULTS

Exchange Shopping results are returned and displayed by bound along with the single lead lowest exchange/reissue total cost for the complete itinerary. Exchange shopping itinerary options are ordered from lowest to highest total price difference for all passengers (grand total cost for all passengers).

FLIGHTS

1

MIA → GRU GRU → MIA Flights 2 Passengers

10 Jan 2025 22 Jan 2025 None Selected

Choose flight to Sao Paulo (GRU)

3	<p>AA 995 American Airlines 772</p>	<p>10:56 PM - 9:15 AM Fri, 10 Jan - Sat, 11 Jan</p>	<p>8h 19min MIA - GRU</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Passenger</th> <th>Fare difference</th> <th>Tax difference</th> <th>Change fee</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>RETTO, KAREN</td> <td>40.00</td> <td>0.00</td> <td>N/A</td> <td>40.00</td> </tr> <tr> <td>RETTO, NANCY</td> <td>4.00</td> <td>0.00</td> <td>N/A</td> <td>4.00</td> </tr> <tr> <td>Total</td> <td>44.00</td> <td>0.00</td> <td>N/A</td> <td>44.00</td> </tr> </tbody> </table> <p style="font-size: 8px; margin-top: 2px;">All amounts are in USD</p>	Passenger	Fare difference	Tax difference	Change fee	Total	RETTO, KAREN	40.00	0.00	N/A	40.00	RETTO, NANCY	4.00	0.00	N/A	4.00	Total	44.00	0.00	N/A	44.00	<p>Main Cabin from USD 44.00</p> <p style="font-size: 8px;">Additional cost</p>
Passenger	Fare difference	Tax difference	Change fee	Total																					
RETTO, KAREN	40.00	0.00	N/A	40.00																					
RETTO, NANCY	4.00	0.00	N/A	4.00																					
Total	44.00	0.00	N/A	44.00																					
	<p>AA 925 American Airlines 772</p>	<p>9:46 PM - 8:10 AM Fri, 10 Jan - Sat, 11 Jan</p>	<p>8h 24min MIA - GRU</p>	<p>Nonstop</p>	<p>Main Cabin from USD 44.00</p> <p style="font-size: 8px;">Additional cost</p>																				
	<p>AA 929 American Airlines 77W</p>	<p>7:46 PM - 6:20 AM Fri, 10 Jan - Sat, 11 Jan</p>	<p>8h 34min MIA - GRU</p>	<p>Nonstop</p>	<p>Main Cabin from USD 44.00</p> <p style="font-size: 8px;">Additional cost</p>																				
	<p>AA 905, AA/G3 7742 American Airlines 788, 738</p>	<p>11:06 PM - 12:35 PM Fri, 10 Jan - Sat, 11 Jan</p>	<p>11h 29min MIA - GRU</p>	<p>1 Stop GIG</p>	<p>Main Cabin from USD 203.60</p> <p style="font-size: 8px;">Additional cost</p>																				

- 1 Itinerary summary to show where the user is in the exchange shopping workflow.
- 2 Passenger count.



- 3 Details about the flight, including, airline & logo, flight number, aircraft type, departure & arrival times, travel dates, flight duration, departure and arrival city/airport and number of stops.
- 4 Single lead lowest price difference includes brand name, grand total price difference for all passengers. Additional cost or no additional cost or Residual amount label depending on total price difference.
- 5 Hover over a grand total price difference to open an informational tooltip box including fare breakdown difference per passenger name:
 - Passenger name
 - Fare difference amount
 - Tax difference amount
 - Change fee amount
 - Total amount per passenger name
 - Grand total amount for all passengers
 - Amount currency code
 - Residual amount forfeited per rule information if applicable.

To select one of the flights, simply click on the line of your preferred flight. You will then be presented with the flight options for the next leg of your itinerary.

FLIGHTS

MIA → GRU GRU → MIA Flights 2 Passengers
 AA 995 22 Jan 2025 1 Selected

1

Choose flight to Miami (MIA) **2**

 AA 930 American Airlines 772	10:35 PM - 5:00 AM Wed, 22 Jan - Thu, 23 Jan	8h 25min GRU - MIA	Nonstop	Main Cabin from USD 44.00 Additional cost
 AA 958 American Airlines 772	11:50 PM - 6:15 AM Wed, 22 Jan - Thu, 23 Jan	8h 25min GRU - MIA	Nonstop	Main Cabin from USD 44.00 Additional cost
 AA 906 American Airlines 77W	12:30 AM - 6:55 AM Wed, 22 Jan - Wed, 22 Jan	SAO PAULO, SAO PAULO GUARULHOS INTL AIRPORT, Brazil 3 GRU - MIA	Nonstop	Main Cabin from USD 44.00 Additional cost
 G3 1925, AA 904 Multiple Airline 738, 788	9:15 PM - 6:35 AM Wed, 22 Jan - Thu, 23 Jan	GRU - MIA	4 GIG	Main Cabin from USD 247.80 Additional cost

● Arriving in RIO DE JANEIRO, RIO DE JANEIRO GALEAO-A.C.JOBIM INT AP AIRPORT at 10:20 PM
 (1h 35min Layover)
 ● Departing from RIO DE JANEIRO, RIO DE JANEIRO GALEAO-A.C.JOBIM INT AP AIRPORT at 11:55 PM



- 1 Outbound flight details.
- 2 Return flight options.
- 3 Decoded airport code.
- 4 Arriving and departing stop airports details.

To navigate back to the search results for any leg of the itinerary, simply click on the itinerary summary (1).

SABRE FARE UPSSELLS

After flight selection, the user is presented with fare upsell options.

FLIGHTS

MIA → GRU GRU → MIA Flights 2 Passengers
AA 995 AA 930 2 Selected

⚠ Changes to the itinerary cannot be undone. 1

	AA 995 American Airlines 772	10:56 PM - 9:15 AM Fri, 10 Jan - Sat, 11 Jan	8h 19min MIA - GRU	Nonstop	3	Main Cabin from USD 44.00 Additional cost	2
	AA 930 American Airlines 772	10:35 PM - 5:00 AM Wed, 22 Jan - Thu, 23 Jan	8h 25min GRU - MIA	Nonstop			

Available fares

Passenger	Fare difference	Tax difference	Change fee	Total
TACOS, BARBARA	165.00	0.00	N/A	165.00
TACOS, LINDA	17.00	0.00	N/A	17.00
Total	182.00	0.00	N/A	182.00

All amounts are in USD

4 SABRE Main Cabin Selected Total USD 44.00 Markup: None Commission: None Fare type: Public Discount: None Baggage: No data Changeability: No data Refundability: No data Seat selection: No data	+138.00 Total USD 182.00 Markup: None Commission: None Fare type: Public Discount: None Baggage: No data Changeability: No data Refundability: No data Seat selection: No data	+644.00 Total USD 688.00 Markup: None Commission: None Fare type: Public Discount: None Baggage: No data Changeability: No data Refundability: No data Seat selection: No data	Flagship Business Flexible / Premium Economy Flexible Mixed Brands 6 +2211.00 Total USD 2255.00 Markup: None Commission: None Fare type: Public Discount: None Baggage: No data Changeability: No data Refundability: No data Seat selection: No data
--	--	--	---

7 **CONTINUE TO PAYMENT**

- 1 A warning banner indicating to the user that once the Exchange transaction is performed it is not possible to revert to the original (ticketed) itinerary.



-
- 2** Summary of the flights selected from the exchange shopping response.
-
- 3** Lowest available exchange/reissue cost for the new itinerary.
-
- 4** Upsell fares in order of lowest to highest exchange/reissue cost. Each card displays:
- Brand name
 - Total price difference amount
 - Indicators to call out:
 - Mark-up, commission, and discounts – currently the indicators are not supported in Sabre exchange shopping fare card view.
 - Fare type
 - Brand inclusions, baggage, the flexibility of the fare and if a seat is free or paid - currently the indicators are not supported in Sabre exchange shopping fare card view.
-
- 5** Hover over a grand total price difference in available fares card to open an informational tooltip box including fare breakdown difference per passenger name:
- Passenger name
 - Fare difference amount
 - Tax difference amount
 - Change fee amount
 - Total amount per passenger name
 - Grand total amount for all passengers
 - Amount currency code.
-
- 6** Hover over the mixed brands label to open an informational tooltip box to display the brand names.
-
- 7** Continue to payment if the selected exchange shopping itinerary option is additional cost.
Please note: - if the selected fare has no additional cost or residual amount, the Rebook button is presented instead of Continue to payment.
-

CONTINUE TO PAYMENT

After fare selection, the next step in the workflow is to choose the form of payment on the Flight reservation form, which is presented if the exchange shopping itinerary option has an additional cost. Select either the credit card populated based on the first form of payment field in the reservation or use another card.



Flight reservation ×

⚠ Changes to the itinerary cannot be undone. 1

AA 995 American Airlines	10:56 PM - 9:15 AM Fri, 10 Jan - Sat, 11 Jan	8h 19min MIA - GRU	Nonstop	Economy 0 2 passengers	Main Cabin USD 44.00 Additional cost
AA 930 American Airlines	10:35 PM - 5:00 AM Wed, 22 Jan - Thu, 23 Jan	8h 25min GRU - MIA	Nonstop	Economy 0 2 passengers	

PAYMENT INFORMATION

Form of payment 3
VI *1111 Exp12/32 RET...

RESERVATION CARDS

**VI *1111 Exp12/32 RETTO
KAREN**

Use another card

CANCEL REBOOK 4

- 1** A warning banner indicating to the user that once the Exchange transaction is performed it is not possible to revert to the original (ticketed) itinerary.

- 2** Summary of the new flights with exchange/reissue cost selected from the exchange shopping response.

- 3** PAYMENT INFORMATION
 - Credit card details populated based on the first form of payment field in the reservation.
 - Use another card.

- 4** Rebook flights based on the selected exchange shopping itinerary option.

Select use another card in Payment information field in order to use a different credit card.



Flight reservation ✕

⚠ Changes to the itinerary cannot be undone.

AA 995 American Airlines	10:56 PM - 9:15 AM Fri, 10 Jan - Sat, 11 Jan	8h 19min MIA - GRU	Nonstop	Economy 0 2 passengers	Main Cabin USD 44.00
AA 930 American Airlines	10:35 PM - 5:00 AM Wed, 22 Jan - Thu, 23 Jan	8h 25min GRU - MIA	Nonstop	Economy 0 2 passengers	Additional cost

PAYMENT INFORMATION

Form of payment
Use another card 1

Card Number 2

Card Type 3

Expiration date 4

5

CANCEL

REBOOK

- 1 Select use another card option.
- 2 Provide card number.
- 3 Card type will auto-populate when entering the card number.
- 4 Provide expiration date.
- 5 Rebook flights based on the selected exchange shopping itinerary option.

REBOOK

After payment selection, the next step in the workflow is to rebook flights. At this step, the system commits the updates to the itinerary automatically by booking new flights, cancelling previously booked flights and create and add a single, or multiple, Price Quote Reissue (PQR) record(s) to the reservation in preparation for fulfilment.

Note - Secure flight passenger data and Infant special service requests for Sabre fares are added back into the reservation automatically when the new flights are booked using the existing passenger details from the reservation.

CONFIRMATION

After completion of rebook, you will receive a confirmation that your flights have been successfully booked and prompted to review reservation.



BOOKING CONFIRMATION



Exchange successful, flight segments added

Airline confirmation: SWKCEO (AA) Status: Confirmed (HK) Fare not guaranteed until ticketed, purchase to ticket



AA 995
American Airlines

10:56 PM - 9:15 AM
Fri, 10 Jan - Sat, 11 Jan

8h 19min
MIA - GRU

Nonstop

Economy
0 2 passengers

SABRE
Main Cabin
USD 44.00



AA 930
American Airlines

10:35 PM - 5:00 AM
Wed, 22 Jan - Thu, 23 Jan

8h 25min
GRU - MIA

Nonstop

Economy
0 2 passengers

Additional cost

VIEW RESERVATION

VIEW RESERVATION AFTER REBOOK

Continue to review changes in the reservation.

FLIGHTS

Open the FLIGHTS tab, to view the updated flights details.

RESERVATION SUSXOJ In progress CLOSE

Summary SHARE

1 American Airlines Round trip, Miami - Sao Paulo Fri, Jan 10th Wed, Jan 22nd Economy 2 travelers USD 964.02 Confirmed

FLIGHTS CHANGE

Flight	From ▶ To	Date	Time	Cabin & Class	Confirmation	Seats	Status
AA 0995	MIA ▶ GRU	10 Jan	10:56 PM - 9:15 AM	ECONOMY (0)	SWKCEO	1	Confirmed
AA 0930	GRU ▶ MIA	22 Jan	10:35 PM - 5:00 AM	ECONOMY (0)	SWKCEO	1	Confirmed

TRAVELERS
ORDERS
SERVICES
TICKETS
REMARKS

1 Flights details of the rebooked itinerary:

- Flight number
- Origin and destination
- Date of travel
- Arrival and departure time



- Cabin and class of service
- Airline confirmation number
- Number of seats
- Status of flights.

ORDERS

Open the ORDERS tab to view the Price Quote Reissue (PQRs) for each passenger name. Each Price Quote Reissue drawer can be expanded to view more details.

RESERVATION SUSXOJ In progress CLOSE

Summary
SHARE ⋮

1

American Airlines
Round trip, Miami - Sao Paulo

Fri, Jan 10th

Wed, Jan 22nd

Economy
2 travelers

USD 964.02

✓ Confirmed

✈️ FLIGHTS

👤 TRAVELERS

📄 **ORDERS**

🔔 SERVICES

🎫 TICKETS

📄 REMARKS

ORDERS

Traveler	Flights	Ticket By	Total USD	OB Fees	Type	Status
Karen Retto	MIA ▶ GRUGRU ▶ MIA	28 OCT	822.11	0.00	PQR3	<div style="display: flex; align-items: center; gap: 5px;"> ⚙️ ● 🗑️ </div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px; display: inline-block; font-size: 0.7em;"> ✓ Confirmed </div> ▼
Nancy Retto	MIA ▶ GRUGRU ▶ MIA	28 OCT	141.91	0.00	PQR4	<div style="display: flex; align-items: center; gap: 5px;"> ⚙️ ● 🗑️ </div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px; display: inline-block; font-size: 0.7em;"> ✓ Confirmed </div> ▼

1 Price Quote Reissue details for each passenger name.

EXCHANGE SHOPPING MULTIPLE TICKETS PER PASSENGER NAME

Exchange shop with multiple tickets with different coupons details is not currently supported in the new Exchange shop and book workflow, however, you can still search for exchange shopping options for a single ticket from the reservation.

Navigate to Exchange Shop form with Change button in View reservation.

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Exchange shop ✕

[Ticket information](#) ^

Ticket number	Passenger	Type
0017092130424 ¹	Paula Terra	Adult (ADT)
1397092130425 ²	Paula Terra	Adult (ADT)

Select flights to change

TICKET: 0017092130424 ³
Atlanta (ATL) ▶ Miami (MIA)

<input checked="" type="checkbox"/>	From ▶ To	Date	Time	Flight	Status
<input checked="" type="checkbox"/> ⁵	ATL ▶ MIA	20 NOV	8:50 AM - 10:51 AM	AA 1049	✓ Confirmed

Origin: Destination: Departure date: Departure time (Optional):

TICKET: 1397092130425 ⁴
Miami (MIA) ▶ Mexico City (MEX)

<input type="checkbox"/>	From ▶ To	Date	Time	Flight	Status
<input checked="" type="checkbox"/> ⁶	MIA ▶ MEX	27 NOV	3:24 PM - 6:15 PM	AM 421	✓ Confirmed

TICKET: 1397092130425
Mexico City (MEX) ▶ Miami (MIA)

<input type="checkbox"/>	From ▶ To	Date	Time	Flight	Status
<input type="checkbox"/>	MEX ▶ MIA	11 DEC	6:45 AM - 11:00 AM	AM 412	✓ Confirmed

1 First ticket for the passenger's name.

2 Second ticket for the passenger's name.

3 First ticket number that matches the flight details.
Note: The ticket number is only presented in the Exchange shop form if there are multiple tickets per passenger name in the reservation.

4 Second ticket number that matches the flight details.
Note: The ticket number is only presented in the Exchange shop form if there are multiple tickets per passenger name in the reservation.



5 Flight checkbox selected for the first passenger's name ticket.

6 Flight checkbox for the second passenger's name ticket is disabled for selection.

REBOOK MIXED BRAND FARE

Rebook itinerary with a mixed brand fare is not currently supported in the new Exchange shop and book workflow and will be part of a future development.

Flight reservation ✕

⚠ Changes to the itinerary cannot be undone.

AA 469 American Airlines	10:15 - 14:14 Tue, 21 Jan - Tue, 21 Jan	2h 59min DFW - MIA	Nonstop	Economy 0 1 passenger	<div style="background-color: #333; color: white; padding: 2px; font-size: 8px;">Main Cabin / First</div> Mixed Brands USD 473.00 Additional cost
AA 2962 American Airlines	06:05 - 08:25 Fri, 21 Feb - Fri, 21 Feb	3h 20min MIA - DFW	Nonstop	First 1 1 passenger	

PAYMENT INFORMATION

Form of payment
VI *1111 Exp12/32 SOL...

CANCEL

REBOOK

If you attempt to REBOOK an itinerary with Mixed Brands fare, you will receive an error "Exchange unsuccessful" banner:

⊘ Exchange unsuccessful
Segments not added



NDC EXCHANGE SHOP AND BOOK

CHANGE

The NDC Exchange shop and book workflow is launched by clicking on the CHANGE button. It is located at the top of the FLIGHTS or TICKETS section of the Reservation view.

RESERVATION SZRQHS ✔ Purchased CLOSE

Summary
SHARE

American Airlines

Round trip, Charlotte - London

Tue, Jan 14th

Thu, Jan 30th

Economy

2 travelers

USD 2530.42

✔ Ticketed

FLIGHTS

CHANGE

FLIGHT	FROM ▶ TO	DATE	TIME	CABIN & CLASS	CONFIRMATION	SEATS	STATUS
AA 730	CLT ▶ LHR	14 Jan	6:10 PM - 7:00 AM	ECONOMY (0)	IZINAI	2	✔ Confirmed
AA 735	LHR ▶ CLT	30 Jan	10:05 AM - 2:25 PM	ECONOMY (0)	IZINAI	2	✔ Confirmed

- 1 Change a previously ticketed flight reservation.



RESERVATION SZRQHS ✓ Purchased CLOSE

Summary SHARE :

American Airlines
Round trip, Charlotte - London

Tue, Jan 14th Thu, Jan 30th Economy
2 travelers

USD **2530.42** ^
✓ Ticketed

TICKETS 1 CHANGE

TYPE	TICKET/EMD NUMBER	ISSUE DATE	TICKET DETAILS	TICKET/EMD STATUS
TICKET	0015755790696	31 OCT	XX BROWN/B 3YAB*ARM	▼
TICKET	0015755790697	31 OCT	XX BROWN/J 3YAB*ARM	▼

FLIGHTS
TRAVELERS
ORDERS
SERVICES
TICKETS
REMARKS

1 Change a previously ticketed flight reservation.

Open the Exchange shop form and select the search parameters for the NDC exchange shopping query.



Exchange shop ×

Order ID 1SXXXCKDYNFXZ 1

Ticket number	Passenger	Type
0015755790696	Barbara Brown	Adult (ADT)
0015755790697	John Brown	Adult (ADT)

Select flights to change 2

Charlotte (CLT) ▶ London (LHR) 3

<input type="checkbox"/> 4	From ▶ To	Date	Time	Flight	Status
<input type="checkbox"/>	CLT ▶ LHR	14 JAN	6:10 PM - 7:00 AM +1	AA 730	✔ Confirmed

London (LHR) ▶ Charlotte (CLT)

<input type="checkbox"/>	From ▶ To	Date	Time	Flight	Status
<input type="checkbox"/>	LHR ▶ CLT	30 JAN	10:05 AM - 2:25 PM	AA 735	✔ Confirmed

CANCEL
SHOP FLIGHTS

- 1** Order ID with expandable Ticket information section including:
 - Ticket number
 - Passenger name
 - Passenger type and passenger type code.

- 2** Select the flights to change section with the flight details based on the reservation, grouped by origin and destination airports.

- 3** Origin and Destination airports with 3 letter airport codes.

- 4** Flights details:
 - Origin and destination airport codes
 - Date of travel
 - Arrival and departure time
 - Flight number
 - Status of flight.



To search for the entire itinerary or only for a specific portion of travel, select the checkbox for the flights to be changed. The flight that has a deselected checkbox is considered as “not shopped” portion of the itinerary and will remain unchanged during the exchange process.

Origin airport, destination airport and departure date are prepopulated with the selected flight details. Provide the origin and destination airports, departure date, and departure time optionally to match with the requested change. You can add or remove additional origin and destination airports, departure date and departure time with plus/minus button. When the search criteria for the new itinerary is complete, the next step is to SHOP FLIGHTS for a new itinerary option.

Exchange shop ✕

Order ID 1SXXXCKDYNFXZ ^

Ticket number	Passenger	Type
0015755790696	Barbara Brown	Adult (ADT)
0015755790697	John Brown	Adult (ADT)

Select flights to change

Charlotte (CLT) ▶ London (LHR)

<input checked="" type="checkbox"/>	From ▶ To	Date	Time	Flight	Status
<input checked="" type="checkbox"/>	CLT ▶ LHR	14 JAN	6:10 PM - 7:00 AM +1	AA 730	✓ Confirmed

Origin
CLT ✕ 1

Destination
LHR ✕ 2

Departure date
15JAN2025 3

Departure time (Optional) 4

- 5 +

London (LHR) ▶ Charlotte (CLT)

<input checked="" type="checkbox"/>	From ▶ To	Date	Time	Flight	Status
<input checked="" type="checkbox"/>	LHR ▶ CLT	30 JAN	10:05 AM - 2:25 PM	AA 735	✓ Confirmed

Origin
LHR ✕ 6

Destination
CLT ✕

Departure date
31JAN2025

Departure time (Optional)

- 7 + 8

CANCEL
SHOP FLIGHTS

1 Input originating¹ city or airport using 3 letter code or full text.

2 Input destination¹ city or airport using 3 letter code or full text.



- **3** Select departure date¹, using input text, or select date from calendar.
- **4** Input preferred departure time² for outbound flight.
- **5** Add or remove additional origin and destination airports, departure date and departure time.
- **6** Input originating¹ city or airport, destination¹ city or airport, departure date¹, and preferred departure time² for inbound flight, add or remove additional origin and destination airports, departure date and departure time for inbound flights.
- **7** Close the Exchange shop form and return to View reservation.
- **8** Search for a new NDC itinerary exchange shopping option based on the provided criteria by clicking on Shop flights button.

¹ Mandatory field

² Optional field

NDC EXCHANGE SHOPPING RESULTS

NDC Exchange Shopping results are returned and displayed by bound along with the single lead lowest exchange/reissue total cost for the complete itinerary. Exchange shopping itinerary options are ordered from lowest to highest total price difference for all passengers (grand total cost for all passengers).

FLIGHTS

1
CLT → LHR
15 Jan 2025

2
LHR → CLT
31 Jan 2025

Flights
None Selected

2 Passengers

Choose flight to London (LHR)

<div style="display: flex; align-items: center;"> <div> 3 AA 734 American Airlines <small>772</small> </div> </div>	11:20 PM - 12:00 PM <small>Wed, 15 Jan - Thu, 16 Jan</small>	CLT - LHR	Nonstop	Main Cabin Flexible from USD 0.00 4 <small>No additional cost</small>
<div style="display: flex; align-items: center;"> <div> AA 730 American Airlines <small>77W</small> </div> </div>	6:15 PM - 7:00 AM <small>Wed, 15 Jan - Thu, 16 Jan</small>	CLT - LHR	Nonstop	Main Cabin Flexible from USD 0.00 <small>No additional cost</small>
<div style="display: flex; align-items: center;"> <div> AA 732 American Airlines <small>772</small> </div> </div>	8:30 PM - 9:15 AM <small>Wed, 15 Jan - Thu, 16 Jan</small>	CLT - LHR	Nonstop	Main Cabin Flexible from USD 0.00 <small>No additional cost</small>

- **1** Itinerary summary to show where the user is in the NDC exchange booking workflow.
- **2** Passenger count.



- 3 Details about the flight, including, airline & logo, flight number, aircraft type, departure & arrival times, travel dates, departure and arrival city/airport and number of stops.
- 4 Single lead lowest price difference includes brand name, grand total price difference for all passengers. Additional cost or no additional cost or Residual amount label depending on total price difference.

To select one of the flights, simply click on the line of your preferred flight. You will then be presented with the flight options for the next leg of your itinerary.

FLIGHTS

CLT → LHR LHR → CLT Flights 2 Passengers
AA 734 31 Jan 2025 1 Selected

1

Choose flight to Charlotte (CLT) 2

 AA 731 <small>American Airlines 772</small>	1:30 PM - 5:50 PM <small>Fri, 31 Jan - Fri, 31 Jan</small>	<div style="background-color: black; color: white; padding: 2px; font-size: 8px;">LONDON, LONDON HEATHROW AIRPORT, United Kingdom</div> <small>LHR - CLT</small>	Nonstop	<small>Main Cabin Flexible from USD</small> 0.00 <small>No additional cost</small>
 AA 733 <small>American Airlines 772</small>	11:50 AM - 4:10 PM <small>Fri, 31 Jan - Fri, 31 Jan</small>	<small>LHR - CLT</small>	Nonstop	<small>Main Cabin Flexible from USD</small> 0.00 <small>No additional cost</small>
 AA 735 <small>American Airlines 77W</small>	10:05 AM - 2:25 PM <small>Fri, 31 Jan - Fri, 31 Jan</small>	<small>LHR - CLT</small>	Nonstop	<small>Main Cabin Flexible from USD</small> 0.00 <small>No additional cost</small>
 AA/BA 6912, AA 2034 <small>American Airlines 351, 738</small>	1:10 PM - 7:45 PM <small>Fri, 31 Jan - Fri, 31 Jan</small>	<small>LHR - CLT</small>	<div style="background-color: black; color: white; padding: 2px; font-size: 8px;"> ● Arriving in PHILADELPHIA, PHILADELPHIA INTERNATIONAL AIRPORT at 4:20 PM (1h 34min Layover) ● Departing from PHILADELPHIA, PHILADELPHIA INTERNATIONAL AIRPORT at 5:54 PM </div> <small>PHL</small>	<small>Main Cabin Flexible from USD</small> 20.20 <small>Additional cost</small>

4

- 1 Outbound flight details.
- 2 Return flight options.
- 3 Decoded airport code.
- 4 Arriving and departing stop airports details

To navigate back to the search results for any leg of the itinerary, simply click on the itinerary summary (1).



NDC FARE UPSELLS

After flight selection, the next step in the workflow is to select the preferred fare.

The screenshot displays the 'FLIGHTS' section of a Sabre interface. At the top, it shows the flight route 'CLT → LHR' and 'LHR → CLT' with flight numbers 'AA 734' and 'AA 731', and '2 Selected' passengers. Below this, two flight segments are listed: AA 734 (American Airlines 772) from CLT to LHR on Wed, 15 Jan - Thu, 16 Jan, and AA 731 (American Airlines 772) from LHR to CLT on Fri, 31 Jan - Fri, 31 Jan. Both are nonstop flights. A callout box indicates 'Main Cabin Flexible from USD 0.00' with 'No additional cost'. Below the flights, the 'Available fares' section shows five fare options for NDC, ordered by price: Main Cabin Flexible (Total USD 0.00), Premium Economy (Total USD 3893.20), Premium Economy Flexible (Total USD 4493.20), Flagship Business (Total USD 6265.20), and Flagship Business Flexible (Total USD 7265.20). Each fare card displays details like Markup, Commission, Fare type, Discount, Baggage, Changeability, Refundability, and Seat selection. A 'REVIEW' button is visible at the bottom right.

- 1 Summary of the flights selected from the NDC exchange shopping response.
- 2 Lowest available exchange/reissue cost for the new NDC itinerary.
- 3 NDC upsell fares in order of lowest to highest exchange/reissue cost. Each card displays:
 - Brand name
 - Total price difference amount
 - Indicators to call out:
 - commission,
 - mark-up and discounts –indicators are not currently supported for NDC exchange shopping fare card view.
 - fare type
 - Brand inclusions, baggage, the flexibility of the fare
 - Seat selection – not currently supported for NDC exchange shopping fare card view.
- 4 Hover over the “i” icon on the fares card to open an informational tooltip box to display the ticket by date and time.



- 5 Click on the  icon to review Fare description details.
- 6 Open Compare Fares to easily compare in more detail what is included in each brand.
- 7 Continue to review the selected NDC exchange shopping itinerary option details.

FARE DESCRIPTION

You can review fare description details (5) for each available fare card using  icon.

Fare description
✕

ADT ▾
CLT-LHR: OLX2C1M9
LHR-CLT: OLX2C1M9

Main Cabin Flexible Q Search ▾ ▲

Check 1 bag free

Choose a Main Cabin seat

Pay for an extra legroom seat

Board in general group (6-8)

Changes allowed

Full refund to original form of payment

If you're an AAdvantage® status member or AAdvantage® credit cardholder, your bag benefit and boarding group applies if higher based on status. Benefits may not apply on partner airlines.

If you're an AAdvantage® credit cardholder, your bag benefit applies only on domestic American Airlines marketed and operated trips.

AAdvantage® members traveling within the U.S. can cancel Basic Economy fare tickets on aa.com or American app for a travel credit, less a Basic Economy cancellation fee.

CLOSE



COMPARE FARES

Compare fares (6) displays an expanded fare card so you can easily compare in more detail what is included in each brand. You can continue to review the selected NDC exchange shopping itinerary option step.

Compare fares ✕

Available fares (5) Options ▾ ADT ▾ Commission

NDC	NDC	NDC	NDC	NDC
Main Cabin Flexible	Premium Economy	Premium Economy Flexible	Flagship Business	Flagship Business Flexible
✓ Selected Total USD 0.00	3893.20 Total USD 3893.20	4493.20 Total USD 4493.20	6265.20 Total USD 6265.20	7265.20 Total USD 7265.20
<ul style="list-style-type: none"> ⚙ Markup: None ● Commission: None ▣ Fare type: Public ⬇ Discount: None 	<ul style="list-style-type: none"> ⚙ Markup: None ● Commission: None ▣ Fare type: Public ⬇ Discount: None 	<ul style="list-style-type: none"> ⚙ Markup: None ● Commission: None ▣ Fare type: Public ⬇ Discount: None 	<ul style="list-style-type: none"> ⚙ Markup: None ● Commission: None ▣ Fare type: Public ⬇ Discount: None 	<ul style="list-style-type: none"> ⚙ Markup: None ● Commission: None ▣ Fare type: Public ⬇ Discount: None
Check 1 Bag Free	Check 2 Bags Free	Check 2 Bags Free	Check 2 Bags Free	Check 2 Bags Free
Choose A Main Cabin Seat	Choose A Wider Seat With More Legroom	Choose A Wider Seat With More Legroom	Choose A Lie-Flat Seat	Choose A Lie-Flat Seat
Pay For An Extra Legroom Seat	Priority Check-In And Boarding Access (Group 4)	Priority Check-In And Boarding Access (Group 4)	Priority Check-In And Boarding Access (Groups 1-2)	Priority Check-In And Boarding Access (Groups 1-2)
Board In General Group (6-8)	Changes Allowed	Changes Allowed	Flagship Lounge And Admirals Club Access	Flagship Lounge And Admirals Club Access
Changes Allowed	Full Refund To Travel Credit	Full Refund To Original Form Of Payment	Changes Allowed	Changes Allowed
Full Refund To Original Form Of Payment	Full Refund To Original Form Of Payment	Full Refund To Original Form Of Payment	Full Refund To Travel Credit	Full Refund To Original Form Of Payment
<small>If You're An Aadvantage® Status Member Or Aadvantage® Credit Cardholder. Your Bag Benefit And</small>	<small>If You're An Aadvantage® Status Member Or Aadvantage® Credit Cardholder. Your Bag Benefit And</small>	<small>If You're An Aadvantage® Status Member Or Aadvantage® Credit Cardholder. Your Bag Benefit And</small>	<small>If You're An Aadvantage® Status</small>	<small>If You're An Aadvantage® Status</small>

CLOSE
REVIEW



NDC REVIEW

After NDC fare selection, the next step in the workflow is to review the selected NDC exchange shopping itinerary option.

FLIGHTS

CLT → LHR
AA 734
LHR → CLT
AA 731
Flights
2 Selected
2 Passengers

⚠ Changes to the itinerary cannot be undone. 1

AA 734 American Airlines	11:20 PM - 12:00 PM Wed, 15 Jan - Thu, 16 Jan	CLT - LHR	Nonstop	NDC Main Cabin Flexible USD 0.00 3 <small>No additional cost</small>
AA 731 American Airlines	1:30 PM - 5:50 PM Fri, 31 Jan - Fri, 31 Jan	LHR - CLT	Nonstop	

TIME LIMITS Offer time limit: 6m 5s Ticket by: 4 03 NOV 11:59 PM

FARE DETAILS 5	Count	Bags	Base Fare USD	Taxes / Fees / Charges USD	Total USD
Adult	2	6	625.00	640.21	1265.21
Original Total					2530.42
Even Exchange					0.00

ADULT

OLX2C1M9 7

FARE RULES Cancel: Allowed Change: Allowed Refund: Allowed 8

FARE DESCRIPTION MAIN CABIN FLEXIBLE 9	BAGGAGE DISCLOSURES & EMBARGO INFORMATION VIEW ALL 10	TAXES, FEES, CHARGES & FARE CALC VIEW ALL 11
--	---	--

12 **REBOOK**

- 1 A warning banner indicating to the user that once the Exchange transaction is performed it is not possible to revert to the original (ticketed) itinerary.
- 2 Summary of the new flights with exchange/reissue cost chosen from the exchange shopping response.
- 3 Brand name, grand total price difference for all passengers with fare indicators. Additional cost or no additional cost or Residual amount label depending on total price difference.
- 4 Time limits:
 - The Offer time limit indicates how long the offer is available for.
 - The Ticketing time limit indicates the amount of time allowed before fulfillment.
 -
- 5 Fare details include the following:



-
- Base fare, Taxes, Fees and Charges, Total amount of new ticket,
 - Total amount of the original ticket,
 - Price difference between the original and the new ticket, which may indicate additional collection, even exchange or refundable amount.
 -

6 Click on the baggage icon to review baggage disclosures and embargo information.

7 Fare basis per passenger type.

8 Fare rules details.

9 Click on the Fare description tile to review details.

10 Click on the Baggage disclosures & embargo information tile to review details.

11 Click on the Taxes, Fees, Charges & Fare calc tile to review details.

12 Rebook flights based on the selected exchange shopping itinerary option.



FARE DESCRIPTION

You can review fare description details (9).

Fare description
✕

ADT ▾
CLT-LHR: OLX2C1M9
LHR-CLT: OLX2C1M9

Main Cabin Flexible

▾
▴

Check 1 bag free

Choose a Main Cabin seat

Pay for an extra legroom seat

Board in general group (6-8)

Changes allowed

Full refund to original form of payment

If you're an AAdvantage® status member or AAdvantage® credit cardholder, your bag benefit and boarding group applies if higher based on status. Benefits may not apply on partner airlines.

If you're an AAdvantage® credit cardholder, your bag benefit applies only on domestic American Airlines marketed and operated trips.

AAdvantage® members traveling within the U.S. can cancel Basic Economy fare tickets on aa.com or American app for a travel credit, less a Basic Economy cancellation fee.

CLOSE



BAGGAGE DISCLOSURES AND EMBARGO INFORMATION

You can review Baggage disclosures & embargo information details (10).

Baggage disclosures & embargo information ✕

Adult

CLT ▶ LHR	Checked baggage 1 piece checked allowance Up to 50 lb/23 kg per bag AA 734 CLT ▶ LHR 15 JAN 11:20 PM - 16 JAN 12:00 PM OLX2C1M9 O
LHR ▶ CLT	Carry on baggage 2 pieces carry on allowance
	Baggage charge No data
	Embargoes No data

CLOSE

TAXES, FEES, CHARGES AND FARE CALCULATION

You can review Taxes, Fees, Charges & Fare calc details (11).

Taxes, fees, charges & fare calc ✕

Adult

OLX2C1M9	Segment details AA 734 CLT ▶ LHR 15 JAN 11:20 PM - 16 JAN 12:00 PM O
OLX2C1M9	Cabin type Economy
Taxes/Fees/Charges	Brand name Main Cabin Flexible
	Base amount No data
	Total taxes No data

CLOSE

REBOOK

After reviewing, the next step in the workflow is to rebook flights. At this step, the system commits the updates to the itinerary by booking new flights, cancelling the original flights and replacing the NDC order with the new order details.



CONFIRMATION

After completion of rebook, you will receive a confirmation that your flights have been successfully booked and prompted to review reservation.

BOOKING CONFIRMATION

✓ **Exchange successful**
 Order ID: 1SXXXCKDYNFXZ | Order not guaranteed until ticketed.

 AA 734 <small>American Airlines</small>	11:00 PM - 12:00 PM <small>Wed, 15 Jan - Thu, 16 Jan</small>	8h 00min <small>CLT - LHR</small>	Nonstop	<small>NDC</small> <small>Main Cabin Flexible</small> <small>USD</small> 0.00 <small>No additional cost</small>
 AA 731 <small>American Airlines</small>	1:30 PM - 5:50 PM <small>Fri, 31 Jan - Fri, 31 Jan</small>	9h 20min <small>LHR - CLT</small>	Nonstop	

[VIEW RESERVATION](#)

VIEW RESERVATION AFTER REBOOK

Continue to review changes in the reservation.

FLIGHTS

Open the Flights tab, to view the new updated flight details.



RESERVATION SZRQHS In progress CLOSE

Summary SHARE

American Airlines
Round trip, Charlotte - London

Wed, Jan 15th Fri, Jan 31st Economy
2 travelers

USD **2530.42** Confirmed

FLIGHTS CHANGE

FLIGHT	FROM ▶ TO	DATE	TIME	CABIN & CLASS	CONFIRMATION	SEATS	STATUS
AA 734	CLT ▶ LHR	15 Jan	11:00 PM - 12:00 PM	ECONOMY (O)	IZINAI	2	Confirmed
AA 731	LHR ▶ CLT	31 Jan	1:30 PM - 5:50 PM	ECONOMY (O)	IZINAI	2	Confirmed

TRAVELERS

ORDERS

SERVICES

TICKETS

REMARKS

- 1** Flights details of the rebooked itinerary:
- Flight number
 - Origin and destination
 - Date of travel
 - Arrival and departure time
 - Cabin and class of service
 - Airline confirmation number
 - Number of seats
 - Status of flights.

ORDERS

Open the Orders tab to view new NDC Order item for the ticket exchange/reissue.



RESERVATION SZRQHS In progress CLOSE

Summary SHARE

American Airlines
Round trip, Charlotte - London

Wed, Jan 15th Fri, Jan 31st Economy
2 travelers

USD **2530.42** Confirmed

ORDERS

TRAVELER	FLIGHTS	TICKET BY	TOTAL USD	OB FEES	TYPE	STATUS
1 2 Travelers	CLT ▶ LHR LHR ▶ CLT	03 NOV	2530.42		NDC	Confirmed

FLIGHTS
TRAVELERS
ORDERS
SERVICES
TICKETS
REMARKS

1 NDC Order item for exchange/reissue.

EXCHANGE SHOPPING WHEN SABRE AND NDC ARE IN THE SAME RESERVATION

It is not currently possible to request an exchange shop for reservations that contain both Sabre and NDC content. This will be part of a future release. For these scenarios, the agent will be presented with an information message advising that this is not supported.



RESERVATION SYIHXS ✓ Purchased CLOSE

Summary SHARE ⋮

American Airlines
One way, New York - New York

Wed, Dec 4th

Economy
1 traveler

USD **1873.51** ^
✓ Confirmed

FLIGHTS CHANGE

FLIGHT	FROM ▶ TO	D	SEATS	STATUS
AA 142	JFK ▶ LHR	0	1	✓ Confirmed ▼
AA 0103	LHR ▶ JFK	20	1	✓ Confirmed ▼

Exchange shop ×

ⓘ **Mixed NDC and Sabre content not supported in exchange shop**

CLOSE

TRAVELERS

ORDERS

SERVICES

TICKETS

REMARKS

Sabre[®]