



CBW PNR Integration Red App

Overview

Aim: *The CBW PNR Integration App* is a powerful tool that quickly and efficiently passes customer profile data from ClientBase into the new Sabre Red Workspace. It also allows for the import of air, rail, car, and hotel reservations from a Sabre PNR to a ClientBase Res Card providing a complete itinerary/invoice of all travel reservations for agency customers.

Benefits:

Merge to PNR - Improves agent efficiency by preventing manual entry, provides consistency of PNR entries, agency administrator can manage Sabre PNR rules for all offices at one time no matter what PCC the branch office uses.

PNR Import - Provides one complete Trip Proposal or Invoice with all reservation details rather than sending multiple reservation confirmations to the customer from multiple booking systems. Reservation details are stored in ClientBase for future reference and can easily be reprinted or emailed to customer as requested.

Functions:

- Send customer profile data from ClientBase to the new Sabre Red Workspace
- Import Sabre reservations into ClientBase Res Card

Order and [Download](#) the CBW PNR Integration App from the Sabre Red App Centre

Provision the Red App to ClientBase Windows users that will be utilizing these features with the [Agency Administrator Tool](#).

See the Red App configuration steps below.

For assistance with setup, bypass the Trams General Support desk by emailing our Level 2 Tech Desk (trams.techdesk@sabre.com).

Supported Versions:

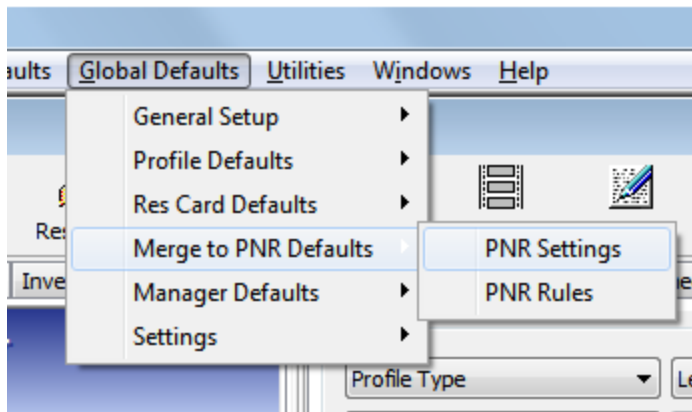
new Sabre Red Workspace (NSRW)

ClientBase Windows 4.03 and above

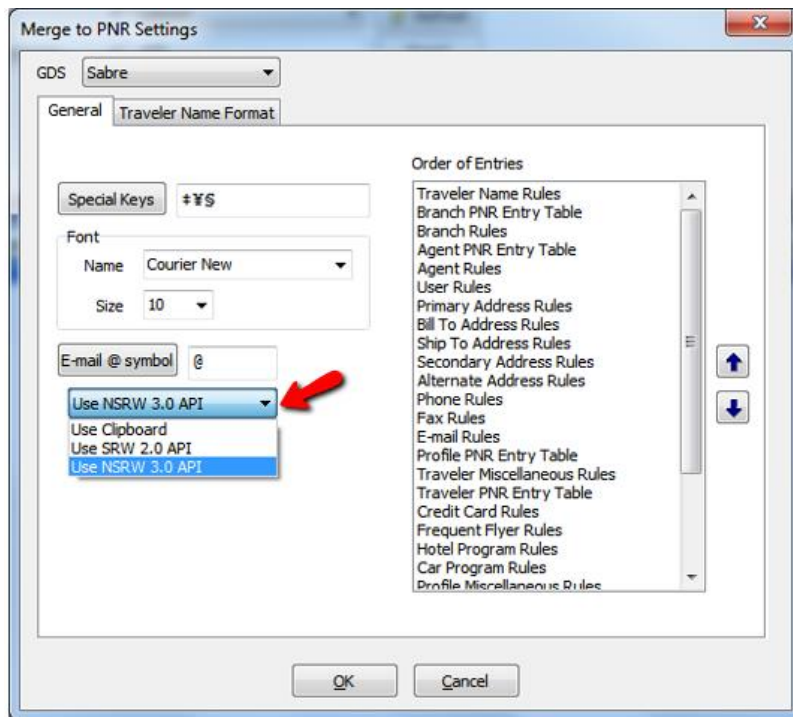
Setting Up:

Update API settings in ClientBase Windows using system administrator credentials

Global Defaults > Merge to PNR Defaults > PNR Settings

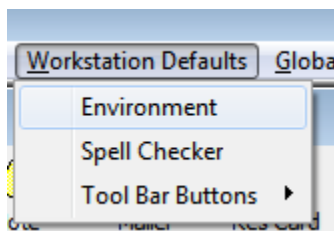


Change to "Use NSRW 3.0 API" from drop down selection



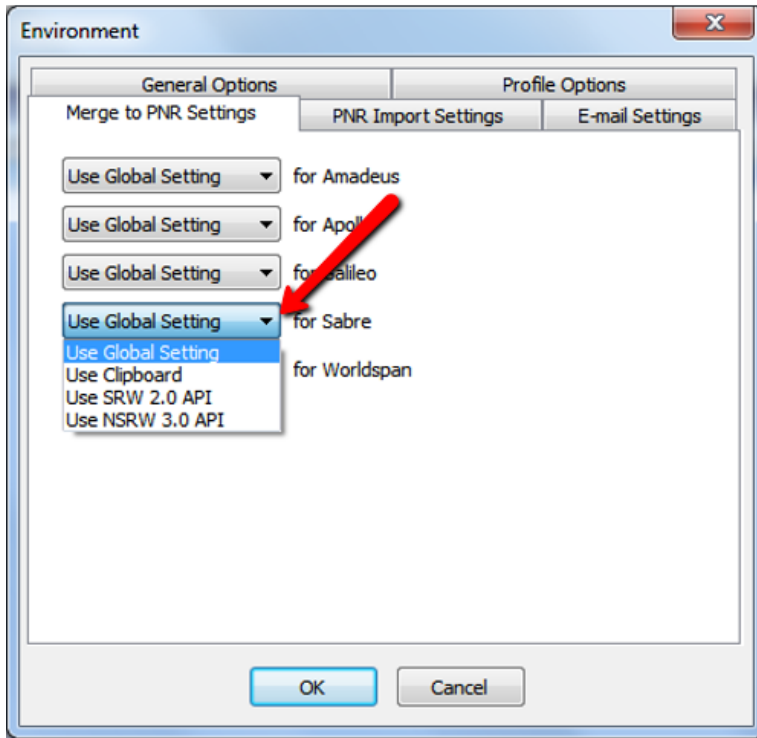
If agent is using selection other than Global Setting under their login they will also need to update their Workstation Defaults.

Workstation Defaults > Environment

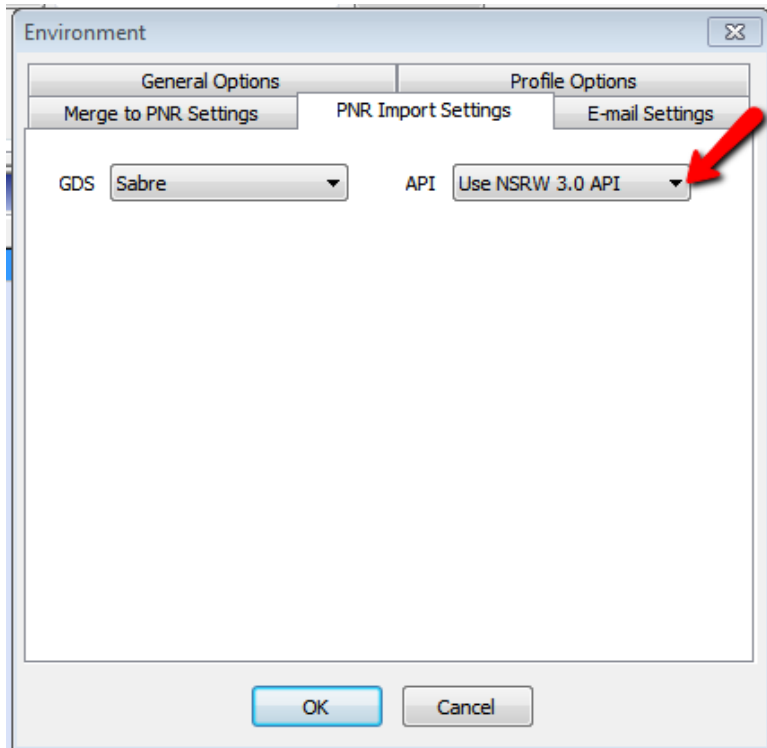


Select "Use NSRW 3.0 API" from Global Setting drop down for Sabre

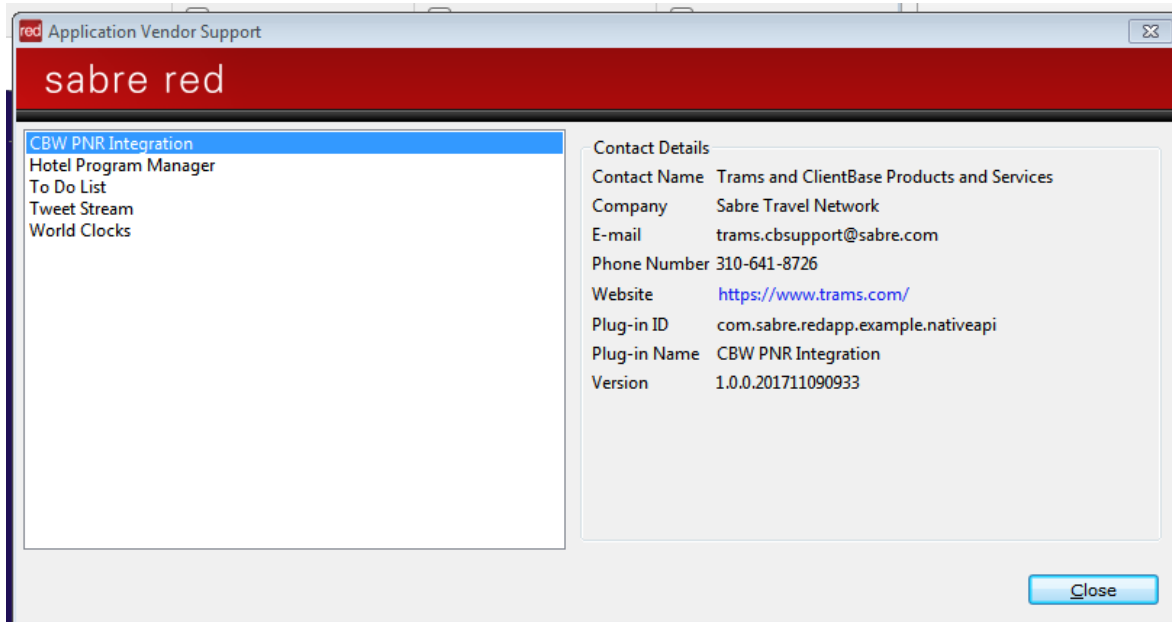
If current selection is already "Use Global Setting" no changes are needed



Under PNR Import Settings change API drop down selection to "Use NSRW 3.0 API"



Once Red App is installed it will automatically run upon launching Sabre Red Workspace each day. It will not be visible from the Helper App menu, but can be viewed under Contact Us > Application Vendor Support



Merge to PNR Feature

Step 1 – View customer profile that you want to send to Sabre

Step 2 – Click on PNR icon at the top of the profile to launch PNR Builder

The screenshot shows the 'Leisure' customer profile window. At the top, there is a toolbar with icons for Remind, Note, Mailer, Res Card, Receipt, Print, Label, Letter, PNR (highlighted with a red box), E-mail, and Q-View. The main area displays customer information for Mr. Kenneth David Able, including contact details, marketing codes, and primary agent information. Below this, there are tabs for General Info, Communications, Remarks, Marketing, Travelers, Activities, Travel History, Cards, Res Cards, Payment History, Attachments, and PNR Entries. The General Info tab is active, showing fields for Name, Address, and Special Dates.

Step 3 - Using the ClientBase PNR Builder select the profile data to pass to the Sabre PNR

Step 4 – Click on Send to PNR button. Once confirmation is received view the PNR in Sabre

The screenshot shows the 'PNR Builder' window. At the top, it says 'Connect To: Sabre'. Below this, there are three main sections: Profile Entries, Traveler Entries, and Branch Entries. Each section contains a list of data items with checkboxes. An 'Information' dialog box is overlaid on the window, displaying the message 'PNR sent to Sabre.' with an 'OK' button. At the bottom of the PNR Builder window, there are buttons for 'Cancel', 'Preview', and 'Send To PNR'.

*R or *A

```
1.VANCE/ALLISON M 2.VANCE/JASON M
NO ITIN
PHONES
 1.LAX213-555-1212-H
 2.LAX202-226-9274-C
 3.LAX408-555-1717-C
 4.LAX202-579-9277-C
CUSTOMER NUMBER - 2135551212
SECURITY INFO EXISTS *P3D OR *P4D TO DISPLAY
REMARKS
 1..S*SASMM
 2..S*DP40
 3./ALLISON VANCE
 4./3322 NORTHWEST BOULEVARD
 5./WASHINGTON DC 20024
 6.DL-ALLISON VANCE
 7.DL-3322 NORTHWEST BOULEVARD
 8.DL-WASHINGTON DC 20024
 9.S#SEATS-WINDOW - JASON VANCE
10.S#SEATS-AISLE - ALLISON VANCE
11.H#SHERATON STARWOOD/ID-431879123456 - JASON VANCE
12.H#SHERATON STARWOOD/ID-430866123789 - ALLISON VANCE
13.H#MARRIOTT REWARDS/ID-707778000 - ALLISON VANCE
```

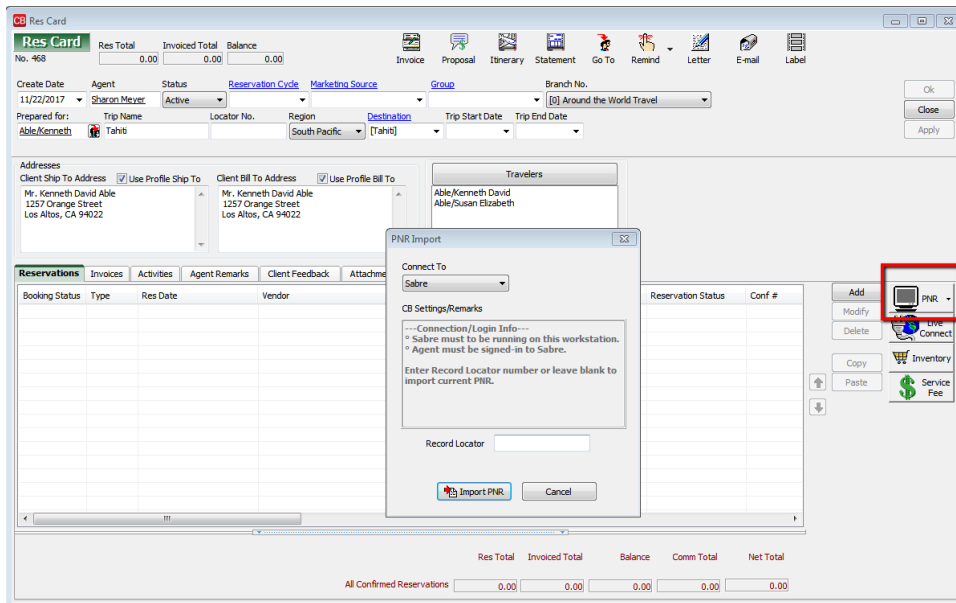
PNR Import Feature

Step 1 – Pull up PNR in Sabre that you want to enter in your ClientBase Res Card

```
1. 1TABLE/KENNETH D 2. 1TABLE/SUSAN E
1 AA1063Y 12JUN T ORDLAX*HK2 1219P 246P HRS /DCAA*DBJQUD /E
2 AA7173Y 12JUN T LAXPPT*HK2 425P 945P /DCAA*DBJQUD /E
OPERATED BY AIR TAHITI NUI
3 CAR ZI 12JUN T HK1 PPT/25JUN/ECMR/ARR-1100/RET-11 /DCZI
00/RQ-αXPf40145.00 UNL WY XD5735.00 UNL XH1911.66 UNL/AP-αXPf84
247.15 UNL 13DY 0HR 9692.15MC/RC-TSI/CF-00418583US4-
4 HHL GD HK1 PPT IN12JUN T-OUT15JUN 3NT 282194 TA /DCGD
HITI PEARL BEACH 1E1KAAA -2/ 346.18EUR/RC-ααα-AAA-P/CMN-C/CMT
-COMMISSIONABLE - 10.00 PERCENT/TAC-10.00 PCT/AA/GVI4444333222
21111EXP 03 21-KENNETH ABLE/NM-ABLE KENNETH D/C07D/ARR-2145/SI-
CF-45029SB000231-
5 TN 102Y 25JUN M PPTLAX HK2 1159P 1110A 26JUN T
/DCTN*WH2TQY /E
6 AA1155H 26JUN T LAXORD HK2 255P 900P HRS /DCAA*DBJQUD /E
TKT/TIME LIMIT
1. TAW/11MAR
PHONES
1. LAX650-988-1222-H
2. LAX650-333-1234-C
3. LAX650-555-5555-B
4. LAX310-555-1234-H
```

Step 2 – Open the customer Res Card where reservations are to be imported

Step 3 – Click on the PNR icon on the right and select PNR Import. Select Sabre from the Connect To drop down menu and click on Import PNR



Step 4 – Upon confirmation that reservation have been imported click OK and then Apply to save changes

The screenshot shows the 'Res Card' application interface. A 'PNR Import' dialog box is open in the center, displaying the message: '3 reservations have been imported.' Below the message are 'Record Locator' and 'Import PNR' fields, and 'OK' and 'Cancel' buttons. The background interface shows reservation details for a trip to Tahiti, including a table of reservations and a summary of totals at the bottom.

| Booking Status | Type | Res Date | Vendor |
|----------------|-----------|------------|-------------------|
| Confirmed | Tour | 11/22/2017 | Pleasant Holidays |
| Confirmed | Insurance | 11/22/2017 | Travel Guard |

| | Res Total | Invoiced Total | Balance | Comm Total | Net Total |
|-----------------------|-----------|----------------|----------|------------|-----------|
| All Confirmed Res USD | 8,071.21 | 0.00 | 8,071.21 | 1,285.28 | 6,785.93 |

The screenshot shows the 'Res Card' application interface. The 'Apply' button in the top right corner is highlighted with a red rectangle. The background interface shows reservation details for a trip to Tahiti, including a table of reservations and a summary of totals at the bottom.

| Booking Status | Type | Res Date | Vendor | Reservation Status | Conf # |
|----------------|-----------|------------|---------------------------|--------------------|--------------|
| Confirmed | Tour | 11/22/2017 | Pleasant Holidays | | 7TYTH123 |
| Confirmed | Insurance | 11/22/2017 | Travel Guard | | 12398571 |
| Confirmed | Air | 11/16/2017 | American Airlines | Confirmed | 450296800023 |
| Confirmed | Hotel | 11/16/2017 | Tahiti Pearl Beach Resort | Confirmed | 00418383US4 |
| Confirmed | Car | 11/16/2017 | Avis Rent A Car | Confirmed | |

| | Res Total | Invoiced Total | Balance | Comm Total | Net Total |
|-----------------------|-----------|----------------|----------|------------|-----------|
| All Confirmed Res USD | 8,071.21 | 0.00 | 8,071.21 | 1,285.28 | 6,785.93 |