Quick Reference Guide

Sabre Central Marketplace

Red App Provider Guide

Document Edition 1.1 (October 2022)

Template Version 3.1.1

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Introduction

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## 1.1 Overview: About this Quick Reference Guide

With the migration of Sabre Red App Centre, Red Apps will be moved to Sabre Central Marketplace. The way and process by which they are ordered has been refined and adapted to meet accessibility and UX standards, as well as feedback from current Red App Centre users.

This guide explains items related with Red Apps management from the perspective of provider.

How to accept an order for a Red App with manual confirmation?

2

2.1 How to see orders for my Red Apps?

1. Log in to [Sabre Central Marketplace](#) page

2. Click on the human icon next to "Sign Out" and select "My Sales"
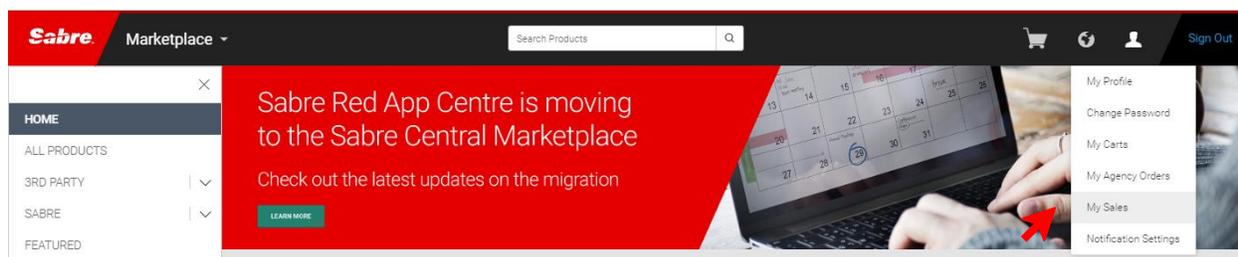
3. In tab "All Sales" you'll be able to see all orders for your products, in Agency per product format

4. In tab "Action Required" you'll be able to see all products that require your action (accept/reject order). If there are many orders, you can select a specific product in "Select Product" or use search box for order number, product name or Agency name. To open a specific order please click on the order number.

Note   After there is a new order placed for your Red App with manual confirmation, you'll get an email with information. You can turn off these emails (please follow steps described in the last chapter)

2.2 How to accept reject PCC/EPR level order?

1. After opening your order you'll see all orders for your Red App, and ones that require your action will have status "Verification in Progress"

2. To accept/reject orders please check a box on the left side for each PCC/EPR you want to accept/reject

3. Click on "Accept" or "Reject" button, depending on what you want to do with these orders

4. After accepting the order, it will go through the usual flow ("Order Submitted" ⇨ "Completed" or "Purchase Declined" in case of processing issues). After rejecting the order, it will go to status "Rejected by Provider" and buyer will be able to place the order again for this PCC/EPR

2.3 How to accept/reject SC Code level order?

1. After opening your order you'll see order status as "Verification in Progress"

2. To accept/reject it please click "Accept SC Code Order" or "Reject SC Code Order" on the right side

3. After accepting the order, it will go through the usual flow ("Order Submitted" ⇨ "Completed" or "Purchase Declined" in case of processing issues). After rejecting the order, it will go to status "Rejected by Provider" and buyer will be able to retry order for this SC Code

2.4 How to accept/reject orders when there are two different-level orders waiting for your action?

1. After opening your order, you'll see SC Code and PCC/EPR level orders with status "Verification in Progress"

2. To accept/reject order on SC Code level please click "Accept SC Code Order" or "Reject SC Code Order" on the right side. To accept/reject orders on PCC/EPR level please check a box on the left side for each PCC/EPR you want to accept/reject

3. After accepting/rejecting SC Code level only, you'll be informed that there are still remaining PCC/EPR levels to be accepted/rejected. After accepting/rejecting EPR/PCC level order only, you'll be informed that there is still an SC Code order waiting to be accepted/rejected

Buyer Name: **Test UserDST**
Buyer Email: **agnieszka.bozek@sabre.com**
Buyer Phone: **+1 435678907**

ual EPRs
ress ▼ ⑦

efer to the Agent who placed the latest order for this product.   ✕

Accept SC Code Order

You are currently accepting an order at the SC Code level, while items with the status "Verification in Progress" that were submitted as individual orders are still waiting for your action. To accept/reject them, select individual items from the list and click on the corresponding button in the lower right corner of the screen.

[CANCEL]   [**CONFIRM**]

ACTIVATION METHOD	EPRs	SUMMARY	STAT
Automatic	Entire	1 EPR (1 Automatic)	❌ Purchase de
	1	1 EPR (1 Automatic)	

to the Agent who placed the latest order for this product.   ✕

Approve PCC(s)/EPR(s)

You are currently accepting the order for the individual item(s), while the order at the SC Code level is still waiting for your action. To accept/reject it, use the corresponding button on the right side above the table.

App:
Car Sell Script

Ordered Items:
1 entire PCC

[CANCEL]   [**CONFIRM**]

❌ Purch

1 EPR (1 Automatic)

How to turn the Red App notifications on/off?

3

3.1 How to turn on/off the Red App notifications?

1. Log in to Sabre Central Marketplace. Click on the human icon next to "Sign Out" and select "Notification Settings".
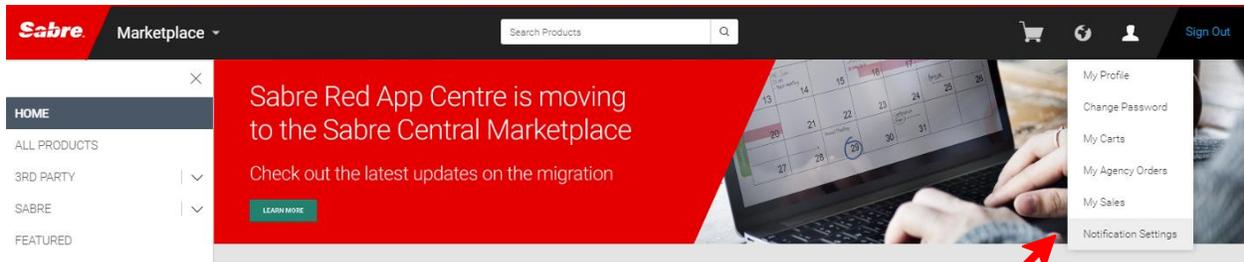
2. If you are both buyer and provider, you'll see three sections "Red App Versions", "Red App Orders" and "Orders for my Red Apps", if you are only the provider, you'll see "Orders for my Red Apps" section.
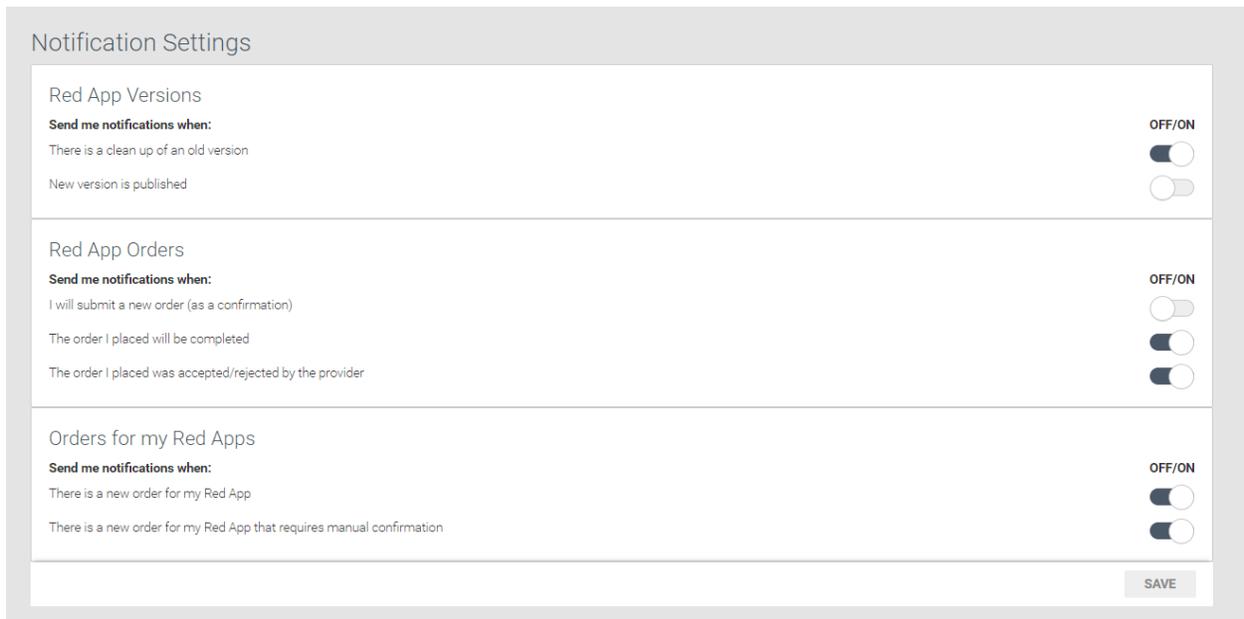
3. Change your notification settings and click "Save".

Notification Settings

Red App Versions

Send me notifications when: OFF/ON

There is a clean up of an old version

New version is published

Red App Orders

Send me notifications when: OFF/ON

I will submit a new order (as a confirmation)

The order I placed will be completed

The order I placed was accepted/rejected by the provider

Orders for my Red Apps

Send me notifications when: OFF/ON

There is a new order for my Red App

There is a new order for my Red App that requires manual confirmation

SAVE

Glossary

A

Activation Method

This is the way the Red App will be updated to its next versions. There are two methods, automatic and manual

Agency Level

Otherwise, SC Code Level

Automatic Activation

It means that if a new version of Red App is released, it will be automatically installed on your side

D

Discontinue

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

E

EPR

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

M

Manual Activation

This means that if a new version of the Red App is released, you will have to manually initiate the update in Sabre Red 360 Agency Admin Tool

Manual Confirmation

This is the mechanism by which the Red App provider must manually accept or reject each order for his product

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 has been 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 Red App is ready to be used

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 someone from Sabre to process it

Status "Purchase Declined"

It means that the order has been automatically declined. There might be many reasons for such an action like missing permissions, timeout etc. To investigate the issue why your order has been declined it is best to contact the Sabre Central Marketplace support team at scm-support@sabre.com

Status "Rejected by Provider"

It means that the order has been rejected by the Red App provider, and such Red App requires manual confirmation. In such case you can place the order once again

Status "Verification in Progress"

It means that the order has been placed and is waiting for the provider to accept or reject it