Sabre

VIRTUAL
Developer
Bench

Tech Transformation for Hotel Services

Sarang Agarwal and Sushant Mathur
Product Management

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Presenters

Sushant Mathur
Director, Product Management

Sarang Agarwal
Principal, Product Management

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The Virtual Developer Bench

The Virtual Developer Bench is the developer's opportunity to engage *directly* with the Sabre experts who know their product inside and out.

By the end of today's call, you will:

1. Understand the impact of the approaching sunset of legacy Hotel Services
2. Be familiar with the alternate options available with Content Services for Lodging
3. Have a high-level overview and recommendations on how to minimize impact to you

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Agenda

01 Upcoming changes to Legacy Hotel Shop and Book

02 Impacted Services and alternate options

03 Detailed breakdown of API level changes

04 Q&A

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SUNSET OF LEGACY HOTEL SERVICES

Sabre CSL – Mainframe offload

Shopping

- SDS commands to be disabled, in **Q2 2022**
- Legacy shopping (HOT) will be sunset by **Q2 2022**
- Legacy HOD and HRD to be sunset by **mid Q4 2022**

Booking

- Legacy Booking services (0H) to be sunset in **mid Q4 2022**
- All new bookings via EHB, *CreatePNR* or *UpdatePNR* will create CSL segments, starting **mid Q4 2022**

Post-Booking

- No impact to back offices due to CSL segment
- Drain down of existing legacy segments from **mid Q4 2022** to end of **Q3 2023**

- Migrate to CSL Shop APIs
- Deadline: **Mid Q4 2022**

- Migrate to CSL Book APIs
- Deadline: **Mid Q4 2022**

- Migrate to APIs for retrieve, cancel and modify true CSL segments
- Ensure mid-office compatibility
- Deadline: **Mid Q4 2022**

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IMPACTED SERVICES

Impacted Host Commands

Action Code	Function	Sunset / Migration timeline	Equivalent CSL service
HOT	Shop hotels in a location	Sunset between June 21 – June 28, 2022	GetHotelAvailRQ (SOAP / REST)
HOD	Shop rates in a hotel	Sunset in Q4, 2022	GetHotelDetailsRQ (SOAP / REST)
HRD	Retrieve all details for a specific rate	Sunset in Q4, 2022	HotelPriceCheckRQ (SOAP / REST)
0H	Book a Hotel segment	Sunset in Q4, 2022	UpdateResRQ and EnhancedHotelBookRQ (SOAP) CreatePassengerNameRecord (SOAP and REST) createBooking (REST)
XI (for hotel segments)	Cancel a segment in the PNR	Migration - service will be available to use to cancel any legacy Hotel segments already existing in our system. This service cannot cancel CSL segments.	UpdateResRQ (SOAP) *The below services can cancel both CSL and Legacy segments.* EnhancedCancelBooking (SOAP) cancelBooking (REST)
HOM	Modify a hotel segment in the PNR	Migration - service will be available to use to modify any legacy Hotel segments already existing in our system. This service cannot modify CSL segments.	UpdateResRQ (SOAP) modifyBooking (REST) – *available soon*

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Impacted Host Commands

- **Outside SR360**
  - HOT / HOD / HRD / 0H host commands will no longer work
  - XI and HOM will continue to be supported for legacy segments
  - CSL segments cannot be cancelled or modified with legacy Host commands
  - CSL segments do not have a segment display (*SD). You will need to recreate the command via information returned in APIs
- **In SR360**
  - SR360 will convert HOT / HOD / HRD / 0H commands using CSL APIs
  - XI and HOM will work for both CSL and Legacy segments. SR360 will internally use CSL APIs to cancel / Modify CSL segments and LLS APIs for Legacy segments
  - *SD will be recreated based on the retrieve API responses

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Impacted APIs

API Name	Function	Sunset / Migration timeline	Equivalent CSL service
OTA_HotelAvailLLSRQ	Shop hotels in a location	Sunset between June 21 – June 28, 2022	GetHotelAvailRQ (SOAP / REST)
HotelPropertyDescriptionLLSRQ	Shop rates in a hotel	Sunset in Q4, 2022	GetHotelDetailsRQ (SOAP / REST)
HotelRateDescriptionLLSRQ	Retrieve all details for a specific rate	Sunset in Q4, 2022	HotelPriceCheckRQ (SOAP / REST)
OTA_HotelResLLSRQ	Book a Hotel segment	Sunset in Q4, 2022	UpdateResRQ and EnhancedHotelBookRQ (SOAP) CreatePassengerNameRecord (SOAP and REST) createBooking (REST)
OTA_CancelRQ	Cancel a segment in the PNR	Migration - service will be available to use to cancel any legacy Hotel segments already existing in our system. This service cannot cancel CSL segments.	UpdateResRQ (SOAP) *The below services can cancel both CSL and Legacy segments.* EnhancedCancelBooking (SOAP) cancelBooking (REST)
OTA_HotelResModifyLLSRQ	Modify a hotel segment in the PNR	Migration - service will be available to use to modify any legacy Hotel segments already existing in our system. This service cannot modify CSL segments.	UpdateResRQ (SOAP) modifyBooking (REST) – *available soon*

CSL - BOOKING APIS

Orchestrated Sell APIs

1. Enhanced Hotel Book
2. Create Passenger Name Record
3. Update Passenger Name Record
4. Create Booking

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Orchestrated Sell APIs

- Current state
  - bookGDSviaCSL = true creates CSL segments and the CSL IUR
  - bookGDSviaCSL = false creates legacy segments and the legacy IUR.

- Future state
  - bookGDSviaCSL = true creates CSL segments and the CSL IUR
  - bookGDSviaCSL = false **will create CSL segments** and the legacy IUR.

- Recommendation
  - If you're already using any of these APIs, continue sending the flag as-is to maintain back-office compatibility.

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Orchestrated Sell APIs

Current State

bookGDSviaCSL	Segment type	IUR type
true	CSL	CSL
false	Legacy	Legacy

Future State

bookGDSviaCSL	Segment type	IUR type
true	CSL	CSL
false	CSL	Legacy

Recommendation

- If you're already using the API, continue sending the flag as-is to maintain back-office compatibility and make changes to handle the new CSL segments
- If you're on a legacy API / command workflow, use the flag as bookGDSviaCSL = false

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Orchestrated Sell APIs

Changes for when bookGDSviaCSL = false creates a CSL segment

- Request
  - All hotel sell requests must include lead guest information.
- Response
  - Response will match what is returned today for a CSL segment. No difference in the API response with the flag as true OR false.
  - All CSL segments always have the /AGT and /NM elements in the PNR
- Exact details will be sent out in a SAN in April 2022

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Orchestrated Sell APIs

- API
  - As a developer, you can immediately start the changes to handle CSL segments.
    - Use the APIs with *bookGDSviaCSL* = true → will create CSL segments.
    - You can start making necessary changes to handle CSL segments based on the current behavior of the APIs with *bookGDSviaCSL* = true.

- Back-office compatibility
  - You can make the relevant API changes today – this will allow you to look at E2E flows including your back-office systems.
  - We're making changes to allow you to test end to end flows of how this behavior will look once the changes are live.

- Sabre will ensure you have at least 3 months to test and validate your new flows before the sunset of the legacy services.

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CreateRes and UpdateRes

- Create and manage CSL segments
- New version will be released with a new flag “LegacyCompatible”
  - Using the new version will allow you to maintain back-office compatibility while still getting CSL segments
- All older versions will continue to create only CSL segments and **CSL IURs**
- Recommendations:
  - If you’re using a version of CreateRes / UpdateRes for Hotel Sell, no changes needed
  - If you’re using EHB, continue using EHB with the same flag as today. Code to handle CSL segments
  - If you’re using Legacy services / Commands, migrate to the latest version and use the "LegacyCompatible" flag as "true" to minimize back office impact

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GetRes

- GetRes and TIR (3.10) retrieve both CSL and Legacy segments
  - Difference in response structure
- New minor version will be released with the “LegacyCompatible” flag in resposne
  - This will return information on the kind of IUR that segment will create
  - Older versions of GetRes will not return this information
  - TIR will not return this information

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Legacy and CSL segments

Legacy segment

```
<ProductDetails startDateTime="2022-06-10T00:00:
    vendorCode="MC" statusCode="HK">
    <ProductName type="HHL"/>
    <Hotel sequence="1" id="38" isPast="false">
        <Reservation>
            <LineNumber>1</LineNumber>
            <LineType>HHL</LineType>
            <LineStatus>HK</LineStatus>
```

CSL segment

```
<ProductDetails endPoint="ORD" startDateTime="2022-06-10T
    productType="HHL" productCategory="AGTLCSSEGMENT" ven
    <ProductName type="HHL">Lodging</ProductName>
    <Lodging>
        <ResGlobalInfo>
            <BookingInfo Status="39" InfoSource="100" Rat
                VOWixGCJL2Ads/cfrqA//YSTzR8SW1sGvnvkeGB5T
                +mtuJutOoFZwQU1h1rq3avDR/9CLrZPhTnxc+V82c
                +HmOzrRAu1fha4DERL3ZgCE0sRQDh4m3TUrsi1ujS
                GHXmQ8rCEcYhU1bZQuveOb6pnySBBVxd9NpUHHOmu
                uTtDhOe3TdeSF60HT+v80To648VYi/ft6WnCvuOP2
```

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Mid Office Impact

Mid-Office potential impact

Since all new hotel segments created after mid Q4, 2022 will be CSL segments, relevant changes will also apply when retrieving the segments. If your Mid-office uses any of the impacted services from earlier, they will need to migrate to CSL APIs

Display PNR - Global Hotel Codes in OSI lines

CSL Segment

```
1 Sabre
*UKVOSM«
UKVOSM
 1.1TEST/SABRE
 1  HHL MC HK1 ORD IN20NOV J-OUT21NOV   1NT    1212 MA    /DCMC
RRIOTT SCHAUMBURG 1SM3A00 -1/  141.55USD/RC-xxxx-xxxx-R/CMN-C/CMT
-COMMISSIONABLE/AGT12345678/GDPSTVIXXXXXXXXXXXX1111EXP XXXXX-TE
ST/NM-TEST BOOKING/CNOR/SI-ROADSIDE VIEW NEEDED-CF-98768145-
TKT/TIME LIMIT
  1.T-A
PHONES
  1.BWI111111
GENERAL FACTS
  1.OSI MC HHL 100019414 SM3A00  D PREPAY NONREF
  2.OSI MC HHL 100019414 SM3A00  C UP TO 01 DAYS AFTER BOOKING
  3.OSI MC HHL 100019414 SM3A00  D PREPAY NON-REFUNDABLE, CHANG
  4.OSI MC HHL 100019414 SM3A00  D ES UP TO 3 DAYS PRIOR TO STA
  5.OSI MC HHL 100019414 SM3A00  TTX 21.23 TTL TAX
  6.OSI MC HHL 100019414 SM3A00  TX 11.32 CITY / MUNICIPAL TAX
  7.OSI MC HHL 100019414 SM3A00  TX 8.49 STATE / PROVINCE TAX
  8.OSI MC HHL 100019414 SM3A00  TX 1.42 COUNTY TAX
  9.OSI MC HHL 100019414 SM3A00  TP 162.78 USD APPROX. TTL PRIC
 10.OSI MC HHL 100019414 SM3A00  TD INCLUDES TAXES AND SURCHARG
RECEIVED FROM - BOOKING
TM61.HDQ*HU7 1008/31AUG21 UKVOSM H
```

Legacy Segment

```
*A«
IPUXDT
 1.1TEST/T
 1  HHL MC HK1 ORD IN20NOV J-OUT21NOV   1NT    1212 MA    /DCMC
RRIOTT SCHAUMBURG 1SM3A00 -1/  141.55USD/RC-xxxx-xxxx-R/CMN-C/CMT
-COMMISSIONABLE/AA/GDPSTVIXXXXXXXXXXXX1111EXP XXXXX-TEST/CNOR/S
I-CF-98768128-
PHONES
  1.BWI*
ADDRESS
    ADD
GENERAL FACTS
  1.OSI MC HHL    1212 SM3A00  D PREPAY NONREF
  2.OSI MC HHL    1212 SM3A00  C CANCEL NO REFUND
  3.OSI MC HHL    1212 SM3A00  D PREPAY NON-REFUNDABLE, CHANGES
  4.OSI MC HHL    1212 SM3A00  D  RATE DETAILS, ..
  5.OSI MC HHL    1212 SM3A00  TTX 21.23 TTL TAX
  6.OSI MC HHL    1212 SM3A00  TX 11.32 CITY   MUNICIPAL TAX
  7.OSI MC HHL    1212 SM3A00  TX 8.49 STATE   PROVINCE TAX
  8.OSI MC HHL    1212 SM3A00  TX 1.42 COUNTY TAX
  9.OSI MC HHL    1212 SM3A00  TP 162.78 USD APPROX. TTL PRICE
 10.OSI MC HHL    1212 SM3A00  TD INCLUDES TAXES AND SURCHARGES
RECEIVED FROM - P
TM61.HDQ*HU7 1005/31AUG21 IPUXDT H
```

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Host Display – CSL vs Legacy segments for GDS chains

```
MRLJRV
 1.1BOOKING/TEST*ABC123
Legacy segment
 1  HHL MC HK1 ORD IN10JUN F-OUT12JUN   2NT    1212 MA    /DCMC
RRIOTT SCHAUMBURG 1IBVQ00 -1/  109.00USD/RC-IBM-IBM-N/CMN-NC/CM
T-**NON-COMMISSIONABLE PRODUCT**/AA/GVIXXXXXXXXXXXX1111 01 2
4-NEVER/C06P/SI-CF-93044543-
CSL segment
 2  HHL MC HK1 ORD IN10JUN F-OUT12JUN   2NT    1212 MA    /DCMC
RRIOTT SCHAUMBURG 1IBVQ00 -1/  109.00USD/RC-IBM-IBM-N/CMN-NC/CMT
-**NON-COMMISSIONABLE PRODUCT**/AGT99999999/GVIXXXXXXXXXXX1111
EXP 01 24-NEVER/NM-NEVER WILLIAM/C06P/SI-CF-93044569-

PHONES
  1.BWI682-605-1000-H-1.1
ADDRESS
    N/SABRE TRAVEL
    A/3150 SABRE DRIVE
    C/SOUTHLAKE, TX US
    Z/76092
```

```
GENERAL FACTS
  1.OSI MC HHL    1212 IBVQ00  D IBM PREFERRED
  2.OSI MC HHL    1212 IBVQ00  C CANCEL BY 6 PM DAY OF ARRIVAL
  3.OSI MC HHL    1212 IBVQ00  D IBM, 0.2 MI, INCLUDES BREAKFAS
  4.OSI MC HHL    1212 IBVQ00  D  GUEST ROOM, 2 QUEEN-S-
  5.OSI MC HHL    1212 IBVQ00  TTX 32.70 TTL TAX
  6.OSI MC HHL    1212 IBVQ00  TX 17.44 CITY   MUNICIPAL TAX
  7.OSI MC HHL    1212 IBVQ00  TX 13.08 STATE   PROVINCE TAX
  8.OSI MC HHL    1212 IBVQ00  TX 2.18 COUNTY TAX
  9.OSI MC HHL    1212 IBVQ00  TP 250.70 USD APPROX. TTL PRICE
 10.OSI MC HHL    1212 IBVQ00  TD INCLUDES TAXES AND SURCHARGES
 11.OSI MC HHL 100019414 IBVQ00  D IBM PREFERRED
 12.OSI MC HHL 100019414 IBVQ00  D IBM, 0.2 MI, INCLUDES BREAKF
 13.OSI MC HHL 100019414 IBVQ00  D AST, WIFI, PARKING, OFFICE S
 14.OSI MC HHL 100019414 IBVQ00  TTX 32.70 TTL TAX
 15.OSI MC HHL 100019414 IBVQ00  TX 17.44 CITY / MUNICIPAL TAX
 16.OSI MC HHL 100019414 IBVQ00  TX 13.08 STATE / PROVINCE TAX
 17.OSI MC HHL 100019414 IBVQ00  TX 2.18 COUNTY TAX
 18.OSI MC HHL 100019414 IBVQ00  TP 250.70 USD APPROX. TTL PRIC
 19.OSI MC HHL 100019414 IBVQ00  TD INCLUDES TAXES AND SURCHARG
REMARKS
  1.H-AGY/CSL-E9AD6E35-3862-4A47-824B-E5CED7CF7C6F/93044543-
RECEIVED FROM - SWS TESTING
TM61.HDQ*HU7 0502/24MAR22 MRLJRV H
```

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Exceptions

1. No exceptions possible for the HOT sunset and the SDS sunset in June (Jun 21–28)
2. No exceptions possible for the legacy host commands and LLS APIs (mid Q4, 2022) without loss of functionality
   - You may request for exceptions to this sunset with your advance purchase date limited to Sep 30, 2023 for legacy hotel shop / book
   - Exception requests will be reviewed individually and will need to be approved before exceptions are granted
   - Exceptions requests should be sent to lodginginfo@sabre.com

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Impact from Sunset of legacy services

Area	Fully legacy users (either Green Screen or LLSRQ APIs)	EHB as legacy users	Pure CSL users
Shopping	• **Current State**: Host Commands / LLSRQ APIs • **Future State**: HOT / HOD / HRD: Migrate to CSL Shop API	• **Current State:** CSL Shopping APIs • **Future State:** No change	No Change
Booking	• **Current State**: Host Commands / LLSRQ APIs • **Future State**: Migrate to CSL segments via UpdateRes or another API that orchestrates it	• **Current State:** EHB as Legacy • **Future State**: Handle the CSL segments while still receiving legacy IURs for GDS segments	No Change
Retrieve	• **Current State**: Host Commands (*A), LLSRQ APIs and TIR / GetRes • **Future State**: Absorb Retrieve changes for CSL segments	• **Current State:** Host Commands (*A), LLSRQ APIs and TIR / GetRes • **Future State**: Absorb Retrieve changes for CSL segments	No Change
Cancel	• **Current State**: Host Commands / LLSRQ • **Future State**: Orchestrate Cancel (Legacy vs CSL segments)	• **Current State**: Host Commands / LLSRQ • **Future State**: Orchestrate Cancel (Legacy vs CSL segments)	No Change
Modify	• **Current State**: Host Commands / LLSRQ • **Future State**: Orchestrate Modify (Legacy vs CSL segments)	• **Current State**: Host Commands / LLSRQ • **Future State**: Orchestrate Modify (Legacy vs CSL segments)	No Change