

# Quick Reference

## New Agency eServices

### OVERVIEW

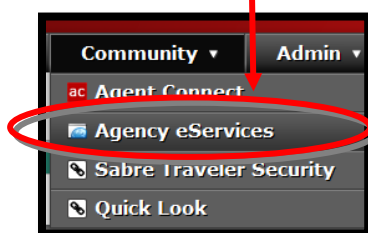
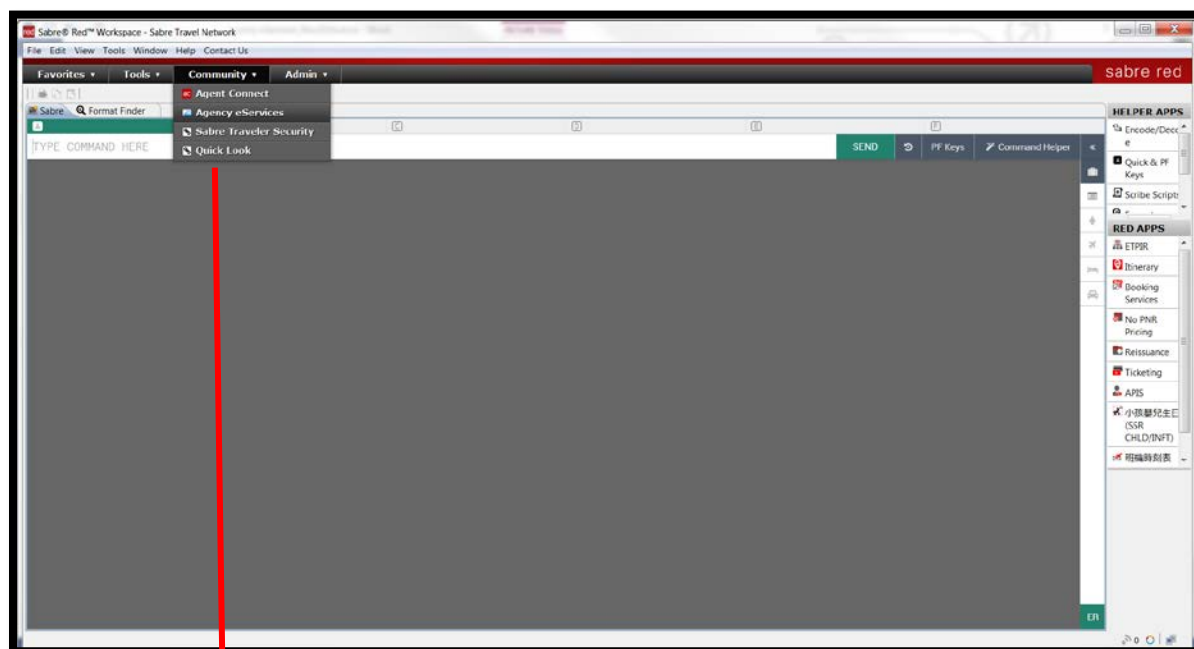
*New Agency eServices* is the Modern, Dynamic & Smart way to get instant help and support from Sabre Travel Network.

You can view and access the many support offerings 24/7, such as Format Finder, Personal Trainer, Agent Connect, Quick References etc.

There are 2 ways to access the system. Either by the Sabre Red Workspace or the Web browser. To login, you can sign in using the Host EPR, Sabre Employee number or B1B sign in credentials.

### VIA SABRE RED WORKSPACE (FOR TRAVEL AGENTS)

**Step 1:** Select Agency eServices under Community tab.



## VIA WEBSITE (FOR TRAVEL AGENTS)

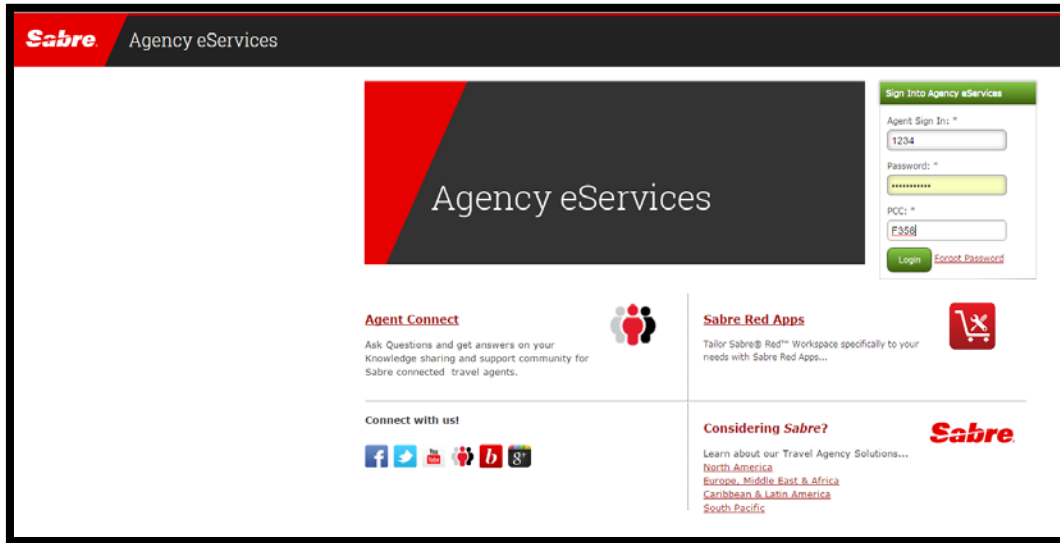
**Step 1:** <https://agencyeservices.sabre.com>

Fill in the fields to sign in:

**Agent Sign In:** (host EPR sign in, e.g. 1234)

**Password:** (enter your host password)

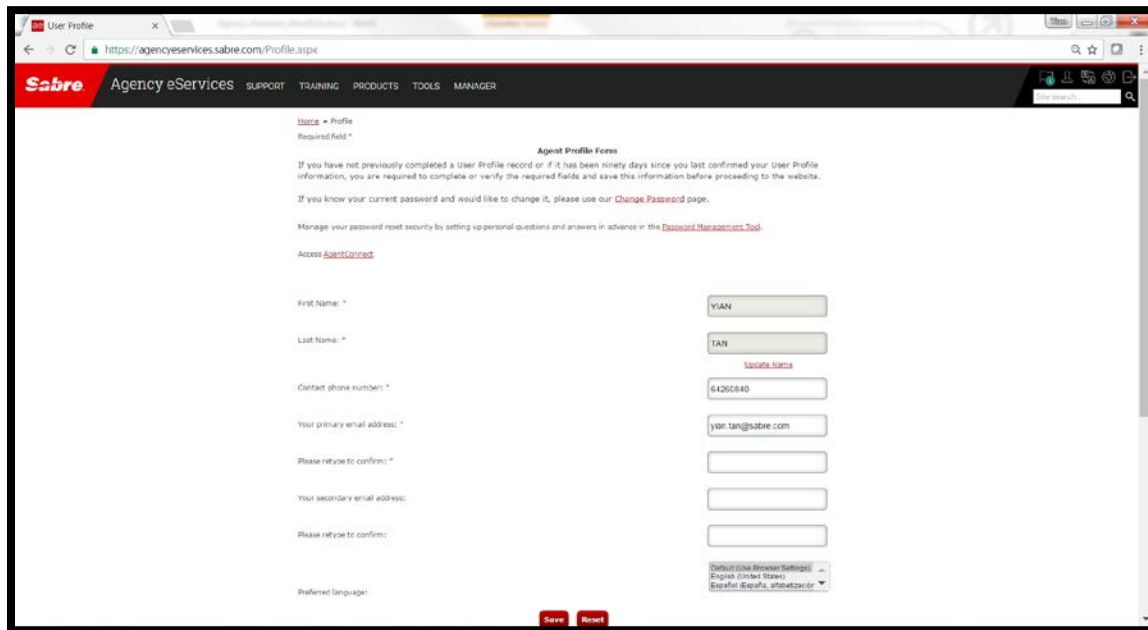
**PCC:** (input Agency Pseudo City Code)



The screenshot shows the Sabre Agency eServices login page. The header includes the Sabre logo and "Agency eServices". A large banner in the center reads "Agency eServices". On the right, there is a "Sign Into Agency eServices" form with the following fields: "Agent Sign In:" (containing "1234"), "Password:" (masked with asterisks), and "PCC:" (containing "E358"). Below the form are "Login" and "Forgot Password" buttons. The page also features sections for "Agent Connect", "Sabre Red Apps", "Connect with us" (with social media icons for Facebook, Twitter, YouTube, LinkedIn, and Google+), and "Considering Sabre?" with regional links for North America, Europe, Middle East & Africa, Caribbean & Latin America, and South Pacific.

If this is your first time signing in, you will need to fill up the Agent Profile form and your preferred language.

**Step 2:** **Fill up the Agent Profile Form and Save for 1<sup>st</sup> timer.**



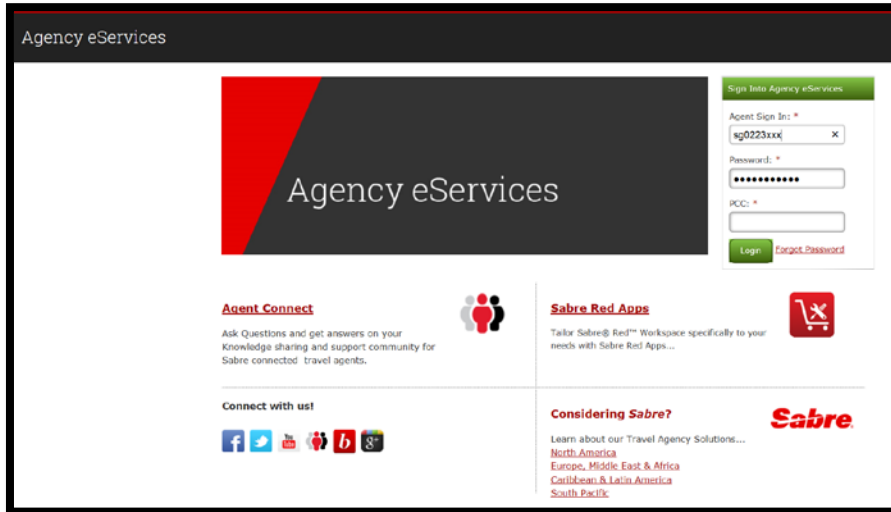
The screenshot shows the Sabre Agency eServices Agent Profile Form. The page title is "User Profile" and the URL is "https://agencyeservices.sabre.com/Profile.aspx". The form includes the following fields: "First Name:" (YIAN), "Last Name:" (TAN), "Contact phone number:" (64260840), "Your primary email address:" (yian.tan@sabre.com), "Please retype to confirm:" (empty), "Your secondary email address:" (empty), "Please retype to confirm:" (empty), and "Preferred language:" (Region United States). There are "Save" and "Reset" buttons at the bottom of the form.

VIA WEBSITE (FOR SABRE EMPLOYEE/JV MARKETS)

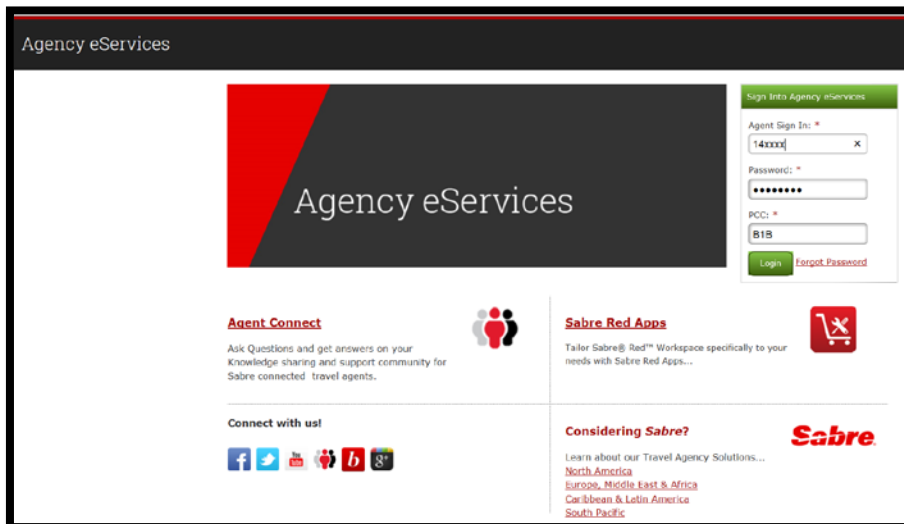
<https://agencyeservices.sabre.com>

Fill in the fields to sign in:

**Agent Sign In:** (Sabre employee number, e.g. sg0223xxx)  
**Password:** (enter your password)  
**PCC:** (leave this blank)

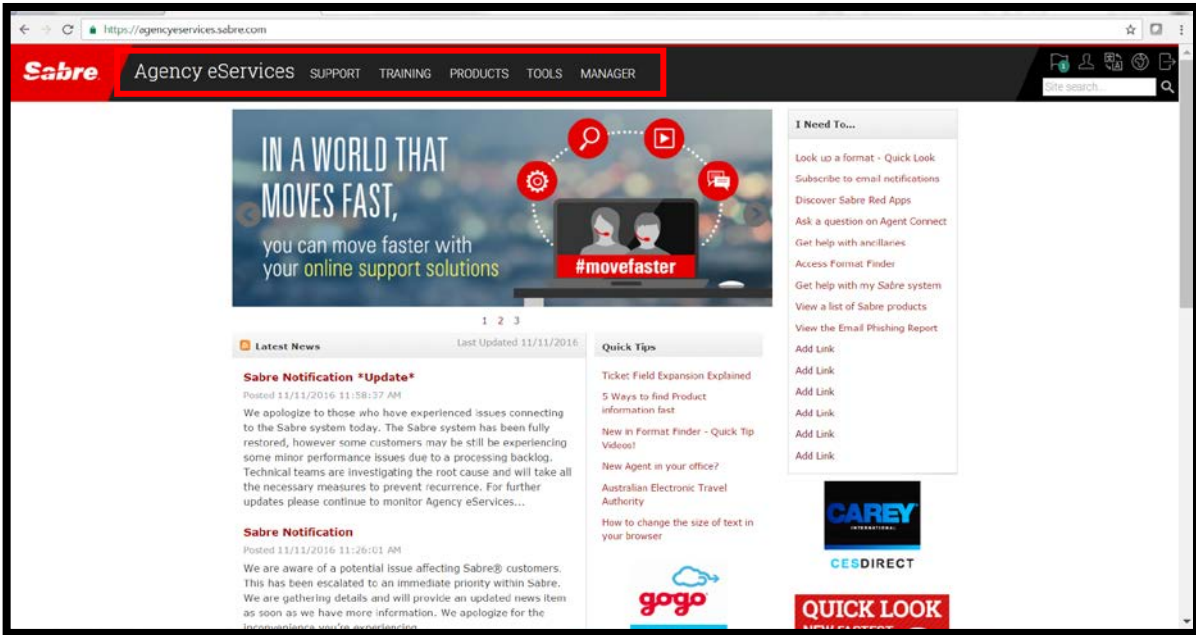


**Agent Sign In:** (JV market – 6 digit number)  
**Password:** (enter your password)  
**PCC:** (triple alpha sign in, e.g. DWG, VMF, B1B)

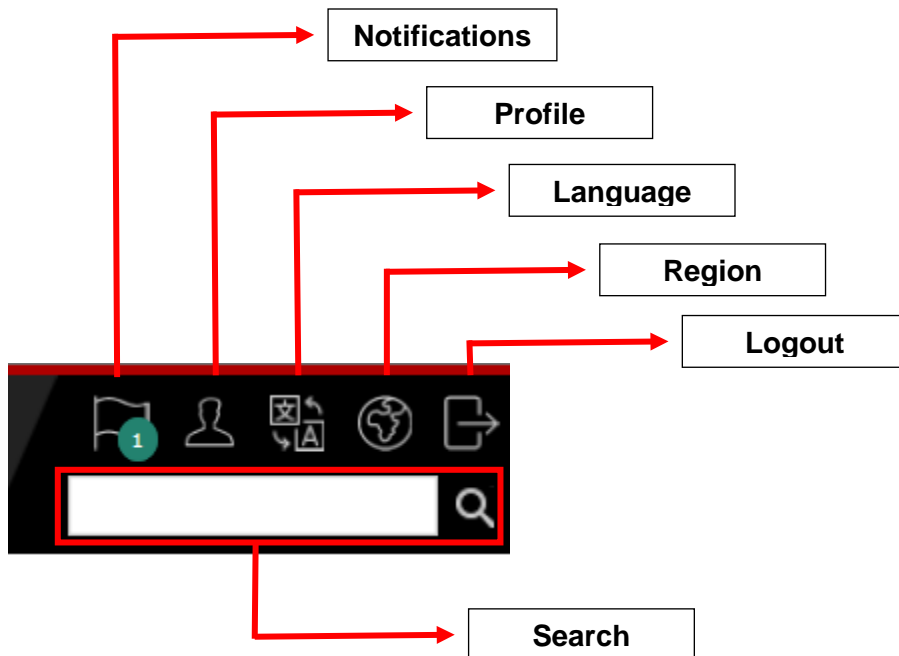


## Home Page

There are 5 main menu – **Support, Training, Products, Tools** and **Manager** in the Home page.



From the top right hand corner, you can view Notifications, edit your Profiles, Language, Region or Logout.



From the content of the Home page.

## Latest News

Keep yourself updated of the latest news.

Latest News Last Updated 11/11/2016

**Sabre Notification \*Update\***  
Posted 11/11/2016 11:58:37 AM  
We apologize to those who have experienced issues connecting to the Sabre system today. The Sabre system has been fully restored, however some customers may be still be experiencing some minor performance issues due to a processing backlog. Technical teams are investigating the root cause and will take all the necessary measures to prevent recurrence. For further updates please continue to monitor Agency eServices...

**Sabre Notification**  
Posted 11/11/2016 11:26:01 AM  
We are aware of a potential issue affecting Sabre@ customers. This has been escalated to an immediate priority within Sabre. We are gathering details and will provide an updated news item as soon as we have more information. We apologize for the inconvenience you're experiencing...

**[Infographic] How to Meet the Needs of the Modern Business Traveler**  
Posted 11/11/2016 8:03:50 AM  
While doing the research for a previous article about changes in business travel, we realized the data tells an interesting story...

**TripCase system issue RESOLVED**  
Posted 11/10/2016 2:39:48 PM  
The connectivity issues impacting TripCase Web and Mobile have been resolved.  
TripCase is currently experiencing intermittent connectivity issues affecting both web and mobile application. Our engineers are working to solve this problem. We apologize for this inconvenience.

## Quick Tips

Click on it for some quick tips information.

**Quick Tips**

- [Ticket Field Expansion Explained](#)
- [5 Ways to find Product information fast](#)
- [New in Format Finder - Quick Tip Videos!](#)
- [New Agent in your office?](#)
- [Australian Electronic Travel Authority](#)
- [How to change the size of text in your browser](#)

## Add a Link

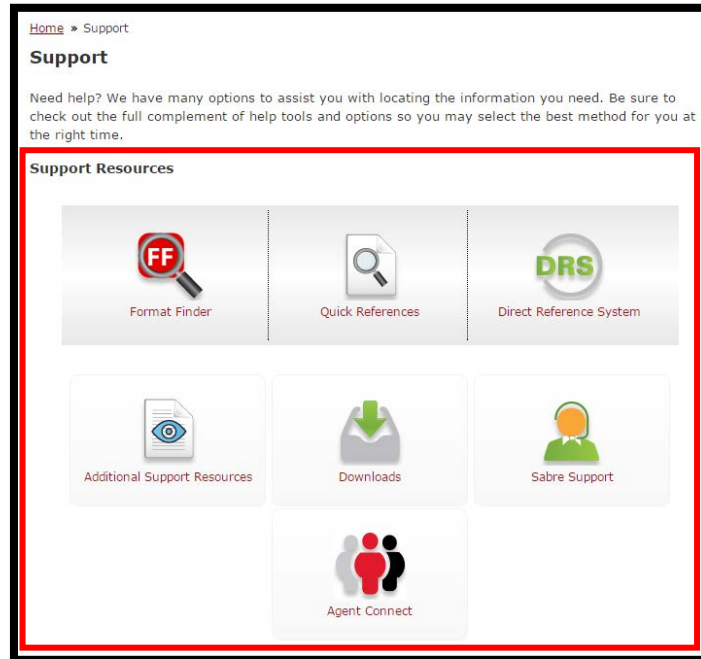
You may add your favorite link.

**I Need To...**

- [Look up a format - Quick Look](#)
- [Subscribe to email notifications](#)
- [Discover Sabre Red Apps](#)
- [Ask a question on Agent Connect](#)
- [Get help with ancillaries](#)
- [Access Format Finder](#)
- [Get help with my Sabre system](#)
- [View a list of Sabre products](#)
- [View the Email Phishing Report](#)
- [Submit a TJR Update Form](#)
- [Add Link](#)
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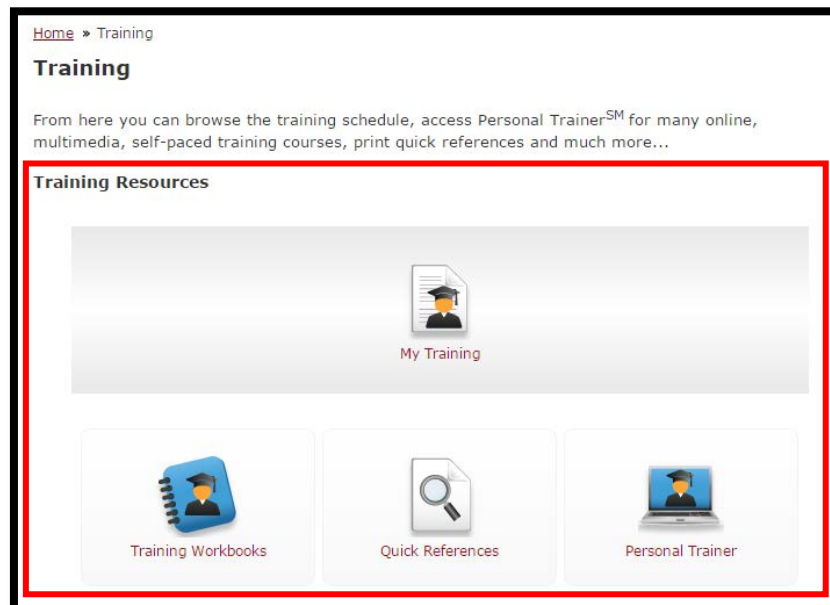
## 1. SUPPORT

You can access other options like Format Finder, Quick References, Direct Reference System and Agent Connect. Click on each icon to access.



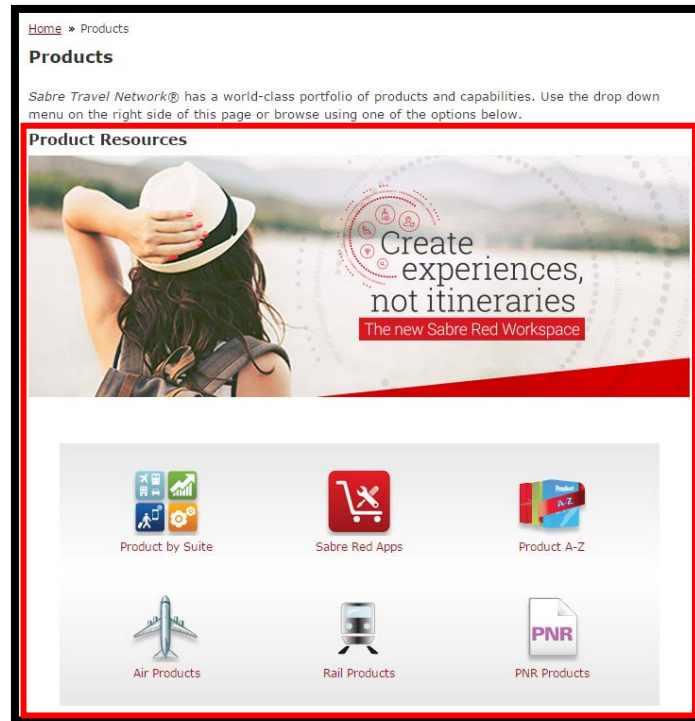
## 2. TRAINING

This is where you can access the Training Workbook, Quick References and your elearning experience in Personal Trainer.



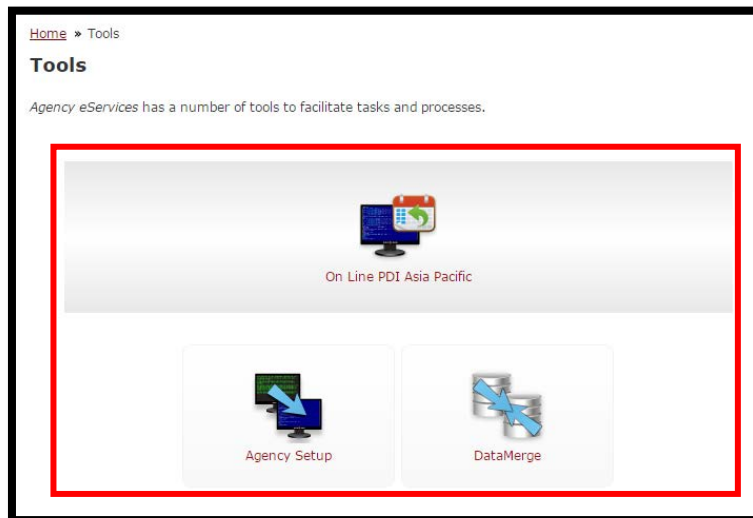
### 3. PRODUCTS

This is where you can search about our products using Product by Suite, Sabre Red Apps, Product A-Z, All Products, Rail Products and PNR Products.



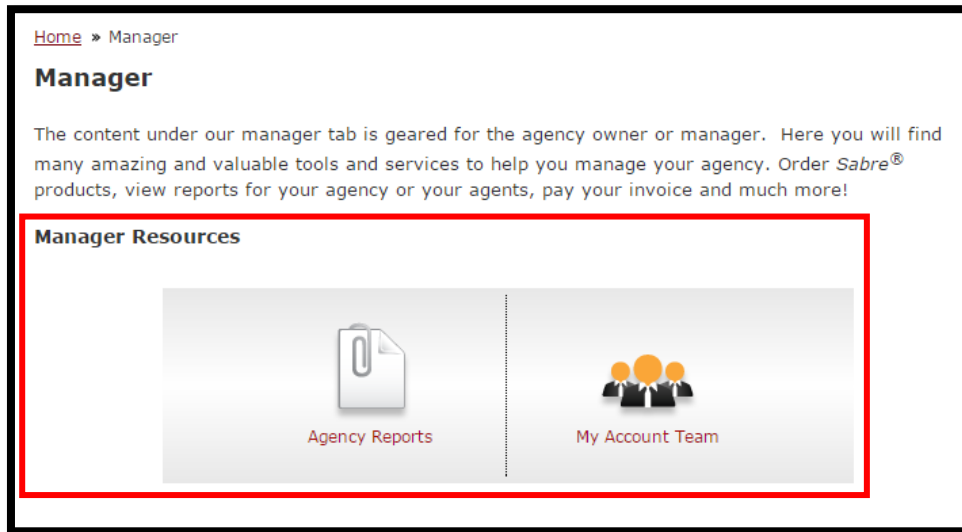
### 4. TOOLS

Helps you to facilitate tasks and processes such as retrieving the Past Date Information (PDI) record, access Agency Setup and Data Merge.



## 5. MANAGER

Fantastic information on the Agency Reports and Sales Contacts for Asia Pacific.



You may also see our video on the New Agency eServices in the Youtube link:

[https://www.youtube.com/watch?feature=player\\_embedded&v=ZVZvhCa09\\_s](https://www.youtube.com/watch?feature=player_embedded&v=ZVZvhCa09_s)

