

Sabre Cruises

February 20, 2019

There is currently an issue with Sabre Cruises and bookings that include an On-Board ship credit. We should be receiving both the credit and an offset entry to make sure that the sale amount is correct. At this time, a positive entry is imported, but we are not receiving a negative offset. If you experience this issue, you will need to enter the Itemized pricing of the reservation and update it accordingly.

December 28, 2017

We are currently experiencing an issue with Viking River Cruise bookings. They do not contain the full XML, which we read to populate your ClientBase Reservation, so we are showing the "Reservation Details are not Available for Import" error message. Sabre is aware and working on the issue. Please return to this page for any updates we may have, or if the note is removed it confirms the issue has been resolved.