SAN 17034

Enhancement Queue Placement Logic

Updated September 5, 2024

CONTENTS

Queue Placement (QP)

WHO IS AFFECTED?

All Travel Network customers who utilize Sabre queues.

IMPACT LEVEL?

Medium – Potential risk to business flow (robotics) but not considered serious

WHAT'S CHANGING?

Today, when a queue placement is performed to more than 1 queue (maximum of 3 in a single instruction) and any of the instructions in the string fails the response returned is not informative.

- Only 1 fail code is returned. If the failure occurred on the 2nd or 3rd instruction there is no positive message to advise that the ones before it executed successfully.
- Customer does not know which queue instruction was invalid. If it was the first one in the command none of the other instructions processed.

We will change the logic to provide a response that still advises a failure took place but now we will, also, provide positive statements on those that succeeded.

- Regardless of where a failure occurred, we will attempt to process the full command.
- The error message will not be repeated if more than 1 instruction fails for the same reason.
- A positive statement will be returned for all instructions that are successful.

The changes outlined in this document apply to Sabre host entries as well as WebService's (API). WebService documentation will be updated to the Dev Studio when the API work is complete.

This SAN will be updated with notification of TSTS/ CERT dates and also when API documentation is available.

See examples section.

WHEN WILL THIS TAKE EFFECT?

This change will roll out by region.

NOTE: Webservice changes will follow the same roll out plan.

	TSTS	CERT	PROD
Africa, Middle East	*07 Oct*	*21 Oct*	*04 Nov*
North America - EST/CST	*08 Oct*	*22 Oct*	*05 Nov*
North America - MST/PST	*09 Oct*	*23 Oct*	*06 Nov*
Latin America	*10 Oct*	*24 Oct*	*07 Nov*
Europe	*10 Oct*	*24 Oct*	*07 Nov*
APAC/Abacus	*11 Oct*	*25 Oct*	*08 Nov*
INFINI	*11 Oct*	*25 Oct*	*08 Nov*

EXAMPLES:

BEFORE THE CHANGE	AFTER THE CHANGE

All pass
 	
`QP/DP8350/201‡DP8351/201‡DP8352/203«`
`PLACED ON DP83/0050 1351/18APR CCKKQM`
`PLACED ON DP83/0051 1351/18APR CCKKQM`
`PLACED ON DP83/0052 1351/18APR CCKKQM`
	All pass
	
	`QP/DP8350/201‡DP8351/201‡DP8352/203«`
	`PLACED ON DP83/0050 1351/18APR CCKKQM`
	`PLACED ON DP83/0051 1351/18APR CCKKQM`
	`PLACED ON DP83/0052 1351/18APR CCKKQM`

1 failure in the string command
Invalid queue number
 	
`QP/61N12152/201‡61N1153/202‡61N1154/203`
`QUEUE SELECTED NOT VALID OR CLOSED`
	1 failure in the string command
	Invalid queue number
	
	`QP/61N12152/201‡61N1153/202‡61N1154/203`
	`QUEUE SELECTED NOT VALID OR CLOSED`
	`PLACED ON 61N1/0153 1016/09JAN UVYXDW`
	`PLACED ON 61N1/0154 1016/09JAN UVYXDW`

2 failures in the string command
Invalid queue number
 	
`QP/61N12152/201‡61N12153/202‡61N1154/203`
`QUEUE SELECTED NOT VALID OR CLOSED`
	2 failures (same fail) in the string command
	Invalid queue number
	
	`QP/61N12152/201‡61N12153/202‡61N1154/203`
	`QUEUE SELECTED NOT VALID OR CLOSED`
	`PLACED ON 61N1/0154 1016/09JAN UVYXDW`
	
	We won't duplicate the error if 2 fail for the same reasons.

2 failures in the string command **Missing PIC Code** **Invalid queue number** `QP/61N1152/‡61N12153/201‡61N1154/203`	**2 failures in the string command** **Missing PIC Code** **Invalid queue number** `QP/61N1152/‡61N12153/201‡61N1154/203`

INSTRUCTION NUMBER NOT IN RANGE	INSTRUCTION NUMBER NOT IN RANGE QUEUE SELECTED NOT VALID OR CLOSED PLACED ON 61N1/0154 1016/09JAN UVYXDW
All fail **Missing PIC Code** **Invalid queue number** **Invalid queue number** QP/61N1152/‡61N12153/201‡61N1999/203 INSTRUCTION NUMBER NOT IN RANGE	**All fail** **Missing PIC Code** **Invalid queue number** **Invalid queue number** QP/61N1152/‡61N12153/201‡61N1999/203 INSTRUCTION NUMBER NOT IN RANGE QUEUE SELECTED NOT VALID OR CLOSED