## Queue Jump on Travelport Worldspan

<table>
<thead>
<tr>
<th><strong>Product Advisory number:</strong></th>
<th>3216</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Version:</strong></td>
<td>03</td>
</tr>
<tr>
<td><strong>Load to production:</strong></td>
<td>18-Nov-17 05:00 EST 10:00 GMT</td>
</tr>
<tr>
<td><strong>High level description:</strong></td>
<td>User will be able to move a large number of Passenger Name Records from one queue to another using a new Queue Jump entry.</td>
</tr>
<tr>
<td><strong>Impact summary:</strong></td>
<td>New queue entry.</td>
</tr>
<tr>
<td><strong>Reason for issue:</strong></td>
<td>Notification to advise the revised load to production date.</td>
</tr>
<tr>
<td><strong>Impacted customers:</strong></td>
<td>☒ Agency customers</td>
</tr>
<tr>
<td><strong>System:</strong></td>
<td>☒ Travelport Worldspan</td>
</tr>
<tr>
<td><strong>Load to pre-production:</strong></td>
<td>Available now</td>
</tr>
<tr>
<td><strong>Web services:</strong></td>
<td>Not applicable</td>
</tr>
</tbody>
</table>
| **Issue history:**           | Version 01 issue date: 09-Oct-17  
Version 02 issue date: 16-Oct-17  
Version 03 issue date: 23-Oct-17 |
Overview

Travelport Worldspan users will have the ability to bulk move Passenger Name Records (PNRs) that reside on a queue to another queue utilizing a new queue jump entry. The entry will “jump” (i.e. move) up to 999 PNRs from one queue to another.

Customer benefit

Enhance Queue functionality.

Detail and customer examples

Travelport Worldspan users will be able to move large numbers of PNRs from one queue to another using a new Queue Jump entry. The entry will “jump” or move up to 999 PNRs from one queue to another.

Before a Queue Jump is performed a user cannot be on the queue.

A user may jump PNRs to a queue on another SID providing there is a bridge branch agreement.

Current queue rules apply to the new functionality, Q98: world file queue and Q97: message queue, will be restricted from Queue Jump (QJ) functionality. Agent will receive an error of 'RESTRICTED' if they attempt to use the Queue Jump input for those queues.

Queue Jump will reflect in the PNR’s Queue History movement and will display the Identifier of QJ (as shown below).

When trying to queue jump PNRs from a queue a user may:
- Jump all items (up to 999 PNRs) to another queue
- Specify a number of PNRs, up to 999, to jump to another queue
- Specify PNRs with categories, up to 999, to jump to another queue
- Specify PNRs with categories and date ranges, up to 999, to jump to another queue

Note: For all examples below the user is in SID GK4.

The following format example is to jump all PNRs from one queue (50) to another queue (66) in a SID:

```
QJ 50 / 66

<table>
<thead>
<tr>
<th>Queue receiving PNRs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory slash</td>
</tr>
<tr>
<td>Queue sending PNRs</td>
</tr>
</tbody>
</table>
```

Queue jump function identifier
Travelport Worldspan responds with the following display example when action successfully jumps PNRs from queue 50 to queue 66 (same SID):

```
>QJ50/66
MOVED 100 FROM GK4 Q50 TO GK4 Q66
```

The following format example to jump all PNRs from one category (123) to another category (101): (same SID)

```
QJ 50 * C 123 / 66 * C 101
```

Travelport Worldspan responds with the following display example when successfully jumps PNRs from category 123 to category 101. (same SID)

```
>QJ50*C123/66*C101
MOVED 100 FROM GK4 Q50*C123 TO GK4 Q66*C101
```
The following format example to jump all PNRs from one date range (D4) to another date range (D1): (same SID)

Note: Categories with date range can only go up to 74.

```
QJ 50 * C 72 * D 4 / 66 * C 71 * D 1
```

Travelport Worldspan responds with the following display example when successfully jumps PNRs from date range D4 to date range D1. (same SID)

```
>QJ50*C72*D4/66*C71*D1
MOVED 100 FROM GK4 Q50*C72*D4 TO GK4 Q66*C71*D1
>
```
The following format example to jump all PNRs from queue (50) in your office branch to a SID that has a branch agreement location GK5 queue (66): (Bridge Branch Agreement)

\[ \textbf{QJ} \quad 50 \quad / \quad \text{GK5} \quad / \quad 66 \]

Queue receiving PNRs
Mandatory slash
Branch SID receiving PNRs to Queue
Mandatory slash
Queue sending PNRs
Queue Jump function identifier

Travelport Worldspan responds with the following display example when you successfully jump PNRs from queue 50 (GK4) to queue 66 at a branch location GK5: (Branch Agreement)

\[ >\text{QJ50/GK5/66} \]
\[ \text{MOVED 100 FROM GK4 Q50 TO GK5 Q66} \]
\[ > \]
Use the following format example to jump all PNRs from category (45) in your office to a branch location GK5 category (65): (Branch Agreement)

```
QJ  50  *  C  45  /  GK5  /  66  *  C  65
```

Category designator 65
Category function identifier
Mandatory asterisk
Queue receiving PNRs
Mandatory slash
Branch SID receiving PNRs to Queue
Mandatory slash
Category designator 45
Category function identifier
Mandatory asterisk
Queue sending PNRs
Queue Jump function identifier

Travelport Worldspan responds with the following display example when you successfully jump PNRs from category 45 in office GK4 to category 65 at a branch location GK5: (Branch Agreement)

```
>QJ50*C45/GK5/66*C65
MOVED 100 FROM GK4  Q50*C45  TO  GK5  Q66*C65
```

>
Use the following format example to jump all PNRs from one date range (D4) in office GK4 to a date range (D1) at a branch location GK5: (Branch Agreement)

```
QJ 50 * C 45 * D4 / GK5 / 66 * C 65 * D1
```

Date range number
Date range designator
Mandatory asterisk
Category designator LF
Category function identifier
Mandatory asterisk
Branch pseudo city code
Mandatory slash
Queue receiving PNRs
Mandatory slash
Date range designator
Mandatory asterisk
Category designator IP
Category function identifier
Mandatory asterisk
Queue sending PNRs
Queue Jump function identifier

Travelport Worldspan responds with the following display example when you successfully jump PNRs from date range D4 in office GK4 to date range D1 at a branch location GK5: (Branch Agreement)

```
>QJ50*C45*D4/GK5/66*C65*D1
MOVED 100 FROM GK4 Q50*C45*D4 TO GK5 Q66*C65*D1
```

>
The following tables give example of the new queue jump format and how the system will respond.

<table>
<thead>
<tr>
<th>Entry</th>
<th>Action</th>
<th>System Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jump Queues without Category or Date range specified</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&gt;QJ29/47</td>
<td>Move ALL PNRs from queue 29 to queue 47 (this is showing that there is no category definition and that all PNRs on the Queue are 250)</td>
<td>MOVED 250 FROM GK4 Q29 TO GK4 Q47</td>
</tr>
<tr>
<td>&gt;QJ29/SID/35</td>
<td>Move all Booking Files from queue 29 to branch GL3 queue 35 (if SIDs have Branch Agreement) (PNRs on queue were 350)</td>
<td>MOVED 350 FROM GK4 Q29 TO GL3 Q35</td>
</tr>
<tr>
<td>&gt;QJ26/41-999</td>
<td>Move 999 Booking Files from queue 26 to queue 41</td>
<td>MOVED 999 FROM GK4 Q29 TO GK4 Q47</td>
</tr>
<tr>
<td>&gt;QJ45/GL3/33-450</td>
<td>Move 450 Booking Files from queue 45 to branch GL3 queue 33 (if SIDs have bridge branch Agreement)</td>
<td>MOVED 450 FROM GK4 Q45 TO GL3 Q33</td>
</tr>
<tr>
<td>&gt;QJ50/66-100</td>
<td>First 100 PNRs from queue 50 to queue 66</td>
<td>MOVED 100 FROM GK4 Q50 TO GK4 Q66</td>
</tr>
<tr>
<td>&gt;QJ50/GL3/66-50</td>
<td>First 50 PNRs from queue 50 to bridge branch location SID (GL3), queue 66</td>
<td>MOVED 50 FROM GK4 Q50 TO GL3 Q66</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Entry</th>
<th>Action</th>
<th>System Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Jumping Queues with Categories and Date range</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&gt;QJ29/37*Cnnn</td>
<td>Move all Booking Files from Q29 to Q37 category nn</td>
<td>MOVED 450 FROM GK4 Q29 TO GK4 Q37*Cnnn</td>
</tr>
<tr>
<td>&gt;QJ29<em>Cnnn/37</em>Cnnn*D1</td>
<td>Move all Booking Files from Q29 category nnn to Q37 category nnn and date range 1</td>
<td>MOVED 999 FROM GK4 Q29<em>Cnnn TO GK4 Q37</em>Cnnn*D1</td>
</tr>
<tr>
<td>&gt;QJ50<em>Cnnn/66</em>Cnnn-100</td>
<td>First 100 PNRs from queue 50, category Cnnn to queue 66, category Cnnn</td>
<td>MOVED 100 FROM GK4 Q50 TO GK4 Q66*Cnnn</td>
</tr>
<tr>
<td>&gt;QJ50<em>Cnnn</em>D4/66<em>Cnnn</em>D1-100</td>
<td>First 100 PNRs from queue 50, category Cnnn and date range D4 to queue 66, category Cnnn and category D1</td>
<td>MOVED 100 FROM GK4 Q50<em>Cnnn</em>D4 TO GK4 Q66<em>Cnnn</em>D1</td>
</tr>
<tr>
<td>&gt;QJ50<em>Cnnn/SID/66</em>Cnnn-50</td>
<td>First 50 PNRs from queue 50, category Cnnn in users SID to queue 66, category Cnnn at a branch location</td>
<td>MOVED 50 FROM GK4 Q50<em>Cnnn TO 4MV Q66</em>Cnnn</td>
</tr>
<tr>
<td>&gt;QJ50<em>Cnnn</em>D4/SID/66<em>Cnnn</em>D1-50</td>
<td>First 50 PNRs from queue 50, category Cnnn and date range D4 in users SID to queue 66, category Cnnn and date range D1 at a branch location</td>
<td>MOVED 50 FROM GK4 Q50<em>Cnnn</em>D4 TO GK4 Q66<em>Cnnn</em>D1</td>
</tr>
</tbody>
</table>
New Error Messages that can occur with QJ entries.

<table>
<thead>
<tr>
<th>Description</th>
<th>Error Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>If a user tries to jump from, or to, an inactive Queue, an error message shall populate.</td>
<td>Q NOT ASSIGNED~</td>
</tr>
<tr>
<td>If a user tries to jump from a Queue with no items in category 0, an error message shall populate. (No PNRs resides on that queue).</td>
<td>Q EMPTY~</td>
</tr>
<tr>
<td>If a user tries to jump to a queue with a category that is inactive the following error message should populate.</td>
<td>Q NOT ASSIGNED~</td>
</tr>
<tr>
<td>If the queues are date ranged the user is required to enter the date range in the command. If no date range is entered the following error will populate.</td>
<td>CK DATE RANGE~</td>
</tr>
<tr>
<td>If a user enters the queue jump format incorrectly the following error will populate.</td>
<td>CK FORMAT~</td>
</tr>
</tbody>
</table>

Note:

Any PNR moved utilizing Queue Jump entries (->QJ) will reflect in the Queue History Movement Screen. (->QW/H).

05FEB GK5 0901
PNR *S68F1M QUEUE HISTORY
GK5/66*C14*D3.A..QJ...TB.18MAY17.1725Z.BC9954
GK5/34*C14*D3.X..QJ...TB.18MAY17.1724Z.BC9954
GK4/14........A..QEP..JK.12MAY17.0715Z.TV0876
GK4/12*C14*D3.X..QMOV.JK.12MAY17.0715Z.TV0876

Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNR</td>
<td>Passenger Name Record</td>
</tr>
<tr>
<td>Queue</td>
<td>PNRs stored in a specific place for a specific reason to be accessed when needed.</td>
</tr>
<tr>
<td>SID</td>
<td>Site Identification</td>
</tr>
</tbody>
</table>

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