Amadeus Queues
AMADEUS QUEUE SYSTEM

PNRs will appear on AMADEUS Queue System if they require action due to

* Confirmation of requested segments and/or services
* Confirmation of seat(s) from waitlist
* An option element
* Change of responsible office
* Schedule Changes(s)
* A ticket arrangement element
* An expired ticketing time limit
* Prepaid ticket advice - PTA
* Review of group
**QUEUE BANK**

Each office is automatically provided with a queue bank. For travel agents it consists of 16 system defined queues.

There are two types of queues in The Amadeus Queue system. They are Special Queues and Dual Queues. Special Queues can have 152 categories. Dual Queues can have up to 152 categories and each category can have 4 date ranges.

<table>
<thead>
<tr>
<th>QUEUE NUMBER</th>
<th>ID</th>
<th>PURPOSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - Special</td>
<td>GENERAL</td>
<td>General Queue</td>
</tr>
<tr>
<td>1 - Dual</td>
<td>CONFO</td>
<td>Confirmation of segments and services</td>
</tr>
<tr>
<td>2 - Dual</td>
<td>KL</td>
<td>Confirmation from Waitlist</td>
</tr>
<tr>
<td>3 - Special</td>
<td>OPTION</td>
<td>Options</td>
</tr>
<tr>
<td>4 - Special</td>
<td>RPCHNG</td>
<td>Responsibility Change</td>
</tr>
<tr>
<td>5 - Special</td>
<td>RATES</td>
<td>Rates Queue</td>
</tr>
<tr>
<td>7 - Dual</td>
<td>SKEDCHG</td>
<td>Schedule Change</td>
</tr>
<tr>
<td>8 - Dual</td>
<td>TKTG</td>
<td>Ticketing Arrangement</td>
</tr>
<tr>
<td>9 - Special</td>
<td>OA CTRL</td>
<td>Other Airline Control</td>
</tr>
<tr>
<td>12 – Special</td>
<td>XTL</td>
<td>Expired Ticket Time Limit</td>
</tr>
<tr>
<td>23 – Special</td>
<td>RQR</td>
<td>Request for Reply</td>
</tr>
<tr>
<td>80 – Special</td>
<td>PTA</td>
<td>Prepaid Ticket Advice</td>
</tr>
<tr>
<td>87 – Dual</td>
<td>GRPS</td>
<td>Group Review</td>
</tr>
<tr>
<td>94 – Dual</td>
<td>MSG-CP</td>
<td>Message regarding Customer Profile</td>
</tr>
<tr>
<td>96 – Dual</td>
<td>MSG-PDR</td>
<td>Message - Past Date PNR</td>
</tr>
<tr>
<td>97 – Dual</td>
<td>MSG</td>
<td>Message</td>
</tr>
<tr>
<td>-</td>
<td>DLY/DAT</td>
<td>Delay Date</td>
</tr>
<tr>
<td>-</td>
<td>DLY/TIM</td>
<td>Delay Time</td>
</tr>
</tbody>
</table>

The queue bank can be reduced to two numbered queues:

Queue 0  and Queue 97


**QUEUE TYPES**

**Dual Queues**

If Date Ranges are entered, the queue will be activated as a Dual Queue.

- Up to 255 categories
- 4 Date Ranges

The Date Ranges help you to organise the further actioning of the queues.

There can be four Date Ranges assigned to a queue category. PNRs and messages are directed to the Date Ranges according to the commencement of travel. If today’s date is 03DEC., the date ranges are divided as follows:

<table>
<thead>
<tr>
<th>Date range 1: today plus 2 days</th>
<th>03DEC - 05DEC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date range 2: today plus 3 to 5 days</td>
<td>06DEC - 08DEC</td>
</tr>
<tr>
<td>Date range 3: today plus 6 to 8 days</td>
<td>09DEC - 11DEC</td>
</tr>
<tr>
<td>Date range 4: today plus 14 days and more</td>
<td>12DEC -</td>
</tr>
</tbody>
</table>

Each night the system automatically moves PNRs and messages forward from date range to date range. Therefore, it is more important to action date range 1 prior to date ranges 2, 3, or 4.

**Special Queue**

If no date ranges are entered, the queue will be activated as a Special Queue.

- Up to 152 categories
- No date ranges
**QUEUE DESCRIPTION**

The following gives you an explanation of each queue, with its number, type, identity and category.

**Queue 0 General:**

This queue is activated for all queue banks. When a requested queue is not activated, the system automatically places the PNRs on the general queue.

Queue 0 is activated with 1 category and without date ranges (special queue).

Queue 0 is mandatory.

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**Queue 1 Confo:**

Queue 1 receives PNRs when replies to requests (KK, UU, UC, US, UN, NO) are sent from providers, except waitlist and schedule changes, who have their own queue. The queue is a dual queue activated with date ranges and these categories:

- 0 default
- 1 AIR
- 2 HOTEL
- 3 CAR
- 4 TOUR
- 5 GEN ORDER
- 6 SPCL SVC i.e. advise to enter ticket no. in PNR by OS element

Partial display

---
Queue 2 KL:

This queue contains non-group PNRs that have air segments confirmed from the waitlist, KL status. The queue is activated with 1 category (0) and date ranges (dual queue).

<table>
<thead>
<tr>
<th>0951 24FEB</th>
<th>QUEUE...VNOLJ2902.......Q/TTL...ADDS...LQC...IW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q 2.KL</td>
<td>.26FEB-01MAR-04MAR.</td>
</tr>
<tr>
<td>....</td>
<td>...C 0.D1. 0. 0. 0. 0</td>
</tr>
<tr>
<td>............</td>
<td>C 0.D2. 0. 0. 0. 0</td>
</tr>
<tr>
<td>............</td>
<td>C 0.D3. 0. 0. 0. 0</td>
</tr>
<tr>
<td>............</td>
<td>C 0.D4. 0. 0. 0. 0</td>
</tr>
</tbody>
</table>

Queue 3 Option:

Queue 3 will receive PNRs in which an option element has been entered. The queue is activated with 1 category (0) and no date ranges (special queue).

<table>
<thead>
<tr>
<th>0957 24FEB</th>
<th>QUEUE...VNOLJ2902.......Q/TTL...ADDS...LQC...IW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q 3.OPTION</td>
<td>.....................................................</td>
</tr>
<tr>
<td>............</td>
<td>C 0.... 0. 0. 0. 0</td>
</tr>
<tr>
<td>............</td>
<td>C 0.... 0. 0. 0. 0</td>
</tr>
<tr>
<td>............</td>
<td>C 0.... 0. 0. 0. 0</td>
</tr>
</tbody>
</table>

Queue 4 RPCHNG

This queue contains PNRs that have had the responsible office changed. The queue is activated with 2 categories and no date ranges (special queue).

<table>
<thead>
<tr>
<th>1008 24FEB</th>
<th>QUEUE...VNOLJ2902.......Q/TTL...ADDS...LQC...IW</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q 4.RPCHNG</td>
<td>.....................................................</td>
</tr>
<tr>
<td>............</td>
<td>C 0.... 0. 0. 0. 0</td>
</tr>
<tr>
<td>PNR TRF</td>
<td>C 1.... 0. 0. 0. 0</td>
</tr>
<tr>
<td>............</td>
<td>.....................................................</td>
</tr>
</tbody>
</table>
Queue 7 SKEDCHNG:

Queue 7 receives all non-group PNRs with schedule change messages. The queue is a dual queue activated with 15 categories. 0 is default, 1-7 are for current PNRs (travel within the next 1 to 2 weeks) and 8-14 for future PNRs.

Partial display

<table>
<thead>
<tr>
<th>1025 24FEB</th>
<th>QUEUE....VNOLJ2902......Q/TTL....ADDS....LQC....IW</th>
<th>Q 7.SKEDCHG..26FEB-01MAR-04MAR.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>.......C 0.D1. 0. 0. 0. 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>..........C 0.D2. 0. 0. 0. 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>..........C 0.D3. 0. 0. 0. 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>..........C 0.D4. 0. 0. 0. 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>..........C 1.D1. 0. 0. 0. 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>..........C 1.D2. 0. 0. 0. 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>..........C 1.D3. 0. 0. 0. 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>..........C 1.D4. 0. 0. 0. 0</td>
<td></td>
</tr>
</tbody>
</table>

Queue 8 TKTG:

Queue 8 is a ticketing arrangement queue. PNRs are placed on this queue as the result of the tk-element in the PNR. The queue is activated with date ranges (dual queue) and 12 categories.

0    Default
1    TKTL
2    TKTR
3    TKDO
4    TKDO rejects
5    TKIN
6    TKIN rejects
7    TKMA
8    TKMA rejects
9    TKAT
10   NHPTKT
11   NHPTKT rejects

<table>
<thead>
<tr>
<th>1040 24FEB</th>
<th>QUEUE....VNOLJ2902......Q/TTL....ADDS....LQC....IW</th>
<th>Q 8.TKTG ..26FEB-01MAR-04MAR.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>.......C 0.D1. 0. 0. 0. 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>..........C 0.D2. 0. 0. 0. 0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>..........C 0.D3. 0. 0. 0. 0</td>
<td></td>
</tr>
</tbody>
</table>
Queue 9 OA CTRL:

This queue is used for PNRs that have had the queuing office changed automatically by the system. This occurs when AMADEUS receives a message from an airline, that is not an AMADEUS system user, and a reply is required. The queue is a dual queue, and is activated with 1 category (0).

Queue 12 XTL:

Queue 12 is a queue where PNRs are placed when ticketing time limit has passed and the TK-element has not been changed to TKOK. The queue is a special queue activated with 1 category (0) and without date ranges.

Queue 23 RQR:

This queue contains PNRs that have not received replies on air and auxiliary segments. Before placing the PNR on this queue, the system automatically sends an request message 24 hours after the initial request. If after 48 hours the segment is still showing the HN status, the PNR is placed on queue 23. The queue is a special queue activated with 3 categories.
Queue 80 PTA:

Queue 80 is developed in connection with AMADEUS’ automatic PTA system. No automatic placement of PNRs will be made at the moment. It is available for manual placement of PNR-PTAs and to receive uncollected PTAs. The queue is a special queue, and is activated with the following categories:

0  Default
1  Receive (new PTA)
2  Follow-up (unused PTA)

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Queue 87 GRPS:

This queue is a group review queue, and any automatic placement for group PNRs will be made on this queue. The queue is a dual queue and is activated with date ranges and the following categories:

0  Default
1  AIR
2  HOTEL
3  CAR
4  TOUR
5  GEN ORDER
6  SPCL SVC
7  REVIEW (names to be advised)
8  KL
9  ASC (schedule change current)
10  ASD (schedule change future)
11  RP CHNG
12  OPTION
13  OA CONTROL
Queue 94 MSG - CP:

Any messages concerning the Customer Profiles will appear on this queue. This is a special queue and is activated with category 0 only.

<table>
<thead>
<tr>
<th>1309 24FEB</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUEUE....VNOLJ2902....Q/TTL...ADDS...LQC....IW</td>
</tr>
<tr>
<td>Q94MSG-CP ..................C 0.... 27. 43. 0. 16</td>
</tr>
</tbody>
</table>

Queue 96 MSG - PDR:

This queue contains Past Date Records (PDR). PDR for Air will be returned to category 0, hotel and car will be returned to category 2. If this queue is removed, the PDR will be placed on queue 97.

<table>
<thead>
<tr>
<th>1318 24FEB</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUEUE....VNOLJ2902....Q/TTL...ADDS...LQC....IW</td>
</tr>
<tr>
<td>Q96MSG-PDR ..................C 0.... 0. 0. 0. 0</td>
</tr>
<tr>
<td>..................C 1.... 0. 0. 0. 0</td>
</tr>
<tr>
<td>..................C 2.... 0. 0. 0. 0</td>
</tr>
<tr>
<td>..................C 3.... 0. 0. 0. 0</td>
</tr>
</tbody>
</table>

Queue 97 Message:

Queue 97 is a message queue for manually sent messages. The queue is a dual queue and is activated with these categories:

0  Default
1  Supervisor messages
2  Broadcast messages
3  Dupe check messages (The PNR is placed here if an airline want you to check for dupes).

Queue 97 is mandatory and cannot be removed.

<table>
<thead>
<tr>
<th>1328 24FEB</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUEUE....VNOLJ2902....Q/TTL...ADDS...LQC....IW</td>
</tr>
<tr>
<td>Q97.C1-10.$26FEB-01MAR-04MAR.</td>
</tr>
<tr>
<td>.... ...C 0.D1. 0. 1. 6. 7</td>
</tr>
<tr>
<td>..................C 0.D2. 0. 0. 0. 0</td>
</tr>
<tr>
<td>..................C 0.D3. 0. 0. 0. 0</td>
</tr>
<tr>
<td>..................C 0.D4. 0. 0. 0. 0</td>
</tr>
<tr>
<td>....SUPERVISOR...C 1.D1. 0. 0. 1. 1</td>
</tr>
</tbody>
</table>
**DLY/TIM and DLY/DAT:**

PNRs or messages that are delayed to a later time or date will be placed on DLY/TIM or DLY/DAT until the time or date specified. The PNR/message is returned to the original queue.

<table>
<thead>
<tr>
<th>1336 24FEB</th>
<th>QUEUE...VNOLJ2913...Q/TTL..ADDS...LQC....IW</th>
</tr>
</thead>
<tbody>
<tr>
<td>DLY/DAT...</td>
<td>000000000</td>
</tr>
<tr>
<td>DLY/TIM...</td>
<td>000000000</td>
</tr>
</tbody>
</table>

**Scrolling Entries**

The queue display may contain several pages. Normal scrolling entries apply:

- **MD** Move Down
- **MU** Move Up
- **MT** Move Top
- **MP** Move Previous
- **MB** Move Bottom
**QUEUE DISPLAYS**

**DISPLAY QUEUE TOTAL**

The queue total display will show the number of messages/PNRs on each queue at the moment. The queue total can be retrieved with or without date ranges.

**QUEUE TOTAL WITHOUT CATEGORIES AND DATE RANGES:**

The entry to display the queue total without categories and date ranges is:

**QTQ**

<table>
<thead>
<tr>
<th>0822 27FEB</th>
<th>QUEUE VNOLJ2902</th>
<th>Q/TTL</th>
<th>ADDS</th>
<th>LQC</th>
<th>IW</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Q94.MSG-CP</td>
<td>30</td>
<td>46</td>
<td>0</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Q95.</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q96.MSG-PDR</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q97.C1-10</td>
<td>0</td>
<td>1</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>Q 0.GENERAL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q 1.CONFO</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q 2.KL</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q 3.OPTION</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q 4.RPCHNG</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q 7.SKECHG</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q 8.TKG</td>
<td>1</td>
<td>75</td>
<td>4</td>
<td>78</td>
</tr>
<tr>
<td></td>
<td>Q12.XTL</td>
<td>10</td>
<td>11</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Q23.RQR</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q80.PTA</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Q87.GRPS</td>
<td>10</td>
<td>10</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

The first column shows what you have on queue, and the last three columns are for queue analysis.

Decoding of the first two lines:

**0822 27FEB**  Current local time and date
**QUEUE VNOLJ2902**  Queue count for office VNOLJ2902
**Q/TTL**  Number of PNRs to be worked for each queue.

**ADDS**  Queue items added since last queue reset.
**LQC**  Last queue count
**IW**  Items worked from queue
**QUEUE TOTAL WITH CATEGORIES AND DATE RANGES:**

A queue total can be displayed including all categories and date ranges with PNR/message activity. The entry to do so is:

**QT**

<table>
<thead>
<tr>
<th>Queue</th>
<th>Categories</th>
<th>Date Range</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>VNOLJ2902</td>
<td>Q/TTL</td>
<td>0915 27FEB</td>
<td>ADDS ... LQC ... IW</td>
</tr>
<tr>
<td>Q94.MSG-CP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q 8.TKGT</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q12.XTL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q87.GRPS</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*Only queue with activity are shown.*

The display may contain several pages, yet you will only be shown a partial display. Normal scrolling entries apply.

**MD** Move down
**MU** Move up
**MT** Move top

To display queue counts from a branch office enter:

**QTQ/VNOLJ2902** For queue total without categories and date ranges.

**QT/VNOLJ2902** For queue total with categories and date ranges.
As previously mentioned, there are 2 types of queues - Special Queue and Dual Queue. When you display a specific queue it will be shown with categories and, if it is a Dual Queue, date ranges.

The Queue Count Display can be performed in 3 ways:

* Display specific queue, only categories with activity
* Display specific queue, specified category only, active or empty
* Display specific queue, all categories, active or empty

On the next pages we will cover the above mentioned displays.
SPECIFIC QUEUE - ONLY CATEGORIES WITH ACTIVITY

Entry:

QC 1 CA

QC Queue Count transaction code
1 Queue number
CA Display all active categories

1244 27FEB
QUEUE....VNOLJ2902.......Q/TTL...ADDS...LQC...IW
Q 1.CONFO ..01MAR-04MAR-07MAR.
....AIR ...C 1.D1.  1.  1.  0.  0
....SPCL SVC ...C 6.D1.  1.  1.  0.  0
................................................

SPECIFIC QUEUE - ONLY SPECIFIED CATEGORY

Entry:

QC 1 C1

QC Queue Count transaction code
1 Queue number
C1 Display activity for category 1 only

1248 27FEB
QUEUE....VNOLJ2902.......Q/TTL...ADDS...LQC...IW
Q 1.CONFO ..01MAR-04MAR-07MAR.
....AIR ...C 1.D1.  1.  1.  0.  0
................................................

If the specific queue with the specified category doesn’t contain any PNRs or messages, you will get the following reply:

1250 27FEB
QUEUE....VNOLJ2902.......Q/TTL...ADDS...LQC...IW
Q 1.CONFO ..01MAR-04MAR-07MAR.
.................CATEGORY EMPTY..................
..............................................
### SPECIFIC QUEUE - ALL CATEGORIES, ACTIVE OR EMPTY

Entry:

**QC 1 CE**

<table>
<thead>
<tr>
<th>QC</th>
<th>Queue count transaction code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Queue number</td>
</tr>
<tr>
<td>CE</td>
<td>Extended display: all active or empty categories</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Actions</th>
<th>Categories</th>
<th>01MAR-04MAR-07MAR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1303</td>
<td></td>
<td>0.D1</td>
<td>0</td>
</tr>
<tr>
<td>27FEB</td>
<td></td>
<td>0.D2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.D3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0.D4</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Air</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.D1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.D2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.D3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.D4</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Hotel</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.D1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.D2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.D3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2.D4</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Car</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.D1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.D2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.D3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3.D4</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tour</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.D1</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.D2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4.D3</td>
<td>0</td>
</tr>
</tbody>
</table>

Please note that this is a partial display, to see more on your screen you have to enter MD for move down.

If you want to check a specific queue for a branch office, you include the office number for the desired branch to your Queue Count, like this:

**QC/VNOLJ2902/1CA**

Display active categories for queue 1 for office VNOLJ2902.

**QC/VNOLJ2902/1C1**

Display activity for queue 1 category 1 for office VNOLJ2902.

**QC/VNOLJ2902/1CE**

Display all categories for queue 1 for office VNOLJ2902.
WORKING IN QUEUE MODE

QUEUE START

You can action PNRs and messages for a specific queue number, either directly or from a Queue Count Total display.

Entry:

**QT**

<table>
<thead>
<tr>
<th>Entry</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QT</td>
<td>Queue start</td>
</tr>
<tr>
<td>0832 03MAR</td>
<td></td>
</tr>
<tr>
<td>QUEUE........VNO/LJ2902......Q/TTL...ADDS...LQC...IW</td>
<td>Entry to a queue with category 0 and date range 1.</td>
</tr>
<tr>
<td>Q97...MESSAGE</td>
<td></td>
</tr>
<tr>
<td>...............</td>
<td>C 0...     2.  13.  0.  11</td>
</tr>
<tr>
<td>Q 1....CONFQ</td>
<td></td>
</tr>
<tr>
<td>...............</td>
<td>C 0.D1.   1.  1.  0.  0</td>
</tr>
<tr>
<td>Q 2....KL</td>
<td></td>
</tr>
<tr>
<td>...............</td>
<td>C 0.D1.   1.  1.  0.  0</td>
</tr>
<tr>
<td>Q 4....RPCHNG</td>
<td></td>
</tr>
<tr>
<td>...............</td>
<td>C 0...     1.  2.  0.  1</td>
</tr>
<tr>
<td>Q 7....SKEDCHG</td>
<td></td>
</tr>
<tr>
<td>...............</td>
<td>C 0.D1.   1.  1.  0.  0</td>
</tr>
<tr>
<td>Q 8....TKTG</td>
<td></td>
</tr>
<tr>
<td>...............</td>
<td>C 0...     1.  1.  0.  0</td>
</tr>
<tr>
<td>Q12....XTL</td>
<td></td>
</tr>
<tr>
<td>...............</td>
<td>C 0...     1.  1.  0.  0</td>
</tr>
</tbody>
</table>

If an entry to action a queue is made without specifying a category and date range, the system automatically assumes category 0 for a special queue, and category 0 date range 1 for a dual queue.

Note how in the example above, the message queue (97) contains 2 items on category 0. To action the first of these 2 messages you enter:

**QS 97**

<table>
<thead>
<tr>
<th>Entry</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QS</td>
<td>Queue start</td>
</tr>
<tr>
<td>97</td>
<td>Queue number, category 0 as category not specified</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>MSG</td>
<td></td>
</tr>
<tr>
<td>VNO/LJ2902</td>
<td>SU/AA</td>
</tr>
<tr>
<td>SVEIKI,</td>
<td></td>
</tr>
<tr>
<td>AMADEUS LIETUVA PERSIKELE I NAUJAS PATALPAS</td>
<td></td>
</tr>
<tr>
<td>JUOZAPIVIAIUS 6/2. KVIECIAME APSILANKYT.</td>
<td></td>
</tr>
<tr>
<td>AMADEUS LIETUVA KOLEKTYVAS</td>
<td></td>
</tr>
</tbody>
</table>
Look at the first line on your screen:

MSG - Q97 C0 (1)

This line tells you that you have entered the Message Queue - MSG - number 97 - Q97 - category 0 - C0. The (1) indicate how many more messages you have left on the queue. In this case you still have one message to read.

To see the next message you enter:

QN

QN Queue Next, removes the current pnr/message from queue and displays the next one.

** QUEUE CYCLE COMPLETE **

Have a look at the first line of your screen

** QUEUE CYCLE COMPLETE **

This message tells you that you have seen all the messages/PNRs on the queue.

After e.g. clear screen, messages (queue 97) are redisplayed using the command

QU

QU Display messages if screen is cleared.
### QUEUE START - SPECIFYING CATEGORY

**QT**

<table>
<thead>
<tr>
<th>Q946 03MAR</th>
<th>QUEUE...VNOLJ2902.......Q/TTL...ADDS...LQC....IW</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>...QQ4.MSG-CP--------------------------------------</td>
</tr>
<tr>
<td></td>
<td>............................C 0... 34. 50. 0. 16</td>
</tr>
<tr>
<td>Q 1. CONFO</td>
<td>......................................................</td>
</tr>
<tr>
<td></td>
<td>...AIR ...C 1.D1. 2. 2. 0. 0</td>
</tr>
<tr>
<td>Q 2. KL</td>
<td>......................................................</td>
</tr>
<tr>
<td></td>
<td>...C 0.D4. 1. 1. 0. 0</td>
</tr>
<tr>
<td>Q12.XTL</td>
<td>......................................................</td>
</tr>
<tr>
<td></td>
<td>......................................................</td>
</tr>
<tr>
<td>Q87.GRPS</td>
<td>......................................................</td>
</tr>
<tr>
<td></td>
<td>......................................................</td>
</tr>
<tr>
<td></td>
<td>......................................................</td>
</tr>
<tr>
<td></td>
<td>......................................................</td>
</tr>
<tr>
<td></td>
<td>......................................................</td>
</tr>
<tr>
<td></td>
<td>......................................................</td>
</tr>
</tbody>
</table>

Q 1, the CONFO queue contains 2 PNRs, and they are placed on category 1, date range 1.

To access the first PNR from queue 1, category 1 you enter:

**QS 1 C1**

<table>
<thead>
<tr>
<th>QS</th>
<th>Queue start</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Queue number</td>
</tr>
<tr>
<td>C1</td>
<td>Category 1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONFO - AIR</th>
<th>Q1 C1 D1 (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>RP/VNOLJ2902/VNOLJ2902</td>
<td>AA/SU 3OCT07/0846Z LUQJAV</td>
</tr>
<tr>
<td>1. JURGUTIS/SIMONAS MR</td>
<td></td>
</tr>
<tr>
<td>2  SK 911 C 08JUN 1 CPHEWR HK1</td>
<td>I 1045 1310 *1A/</td>
</tr>
<tr>
<td>3  RG 865 C 10JUN 3 JFKGRU HK1</td>
<td>7 2030 0900+1 *1A/</td>
</tr>
<tr>
<td>4  RG 756 C 20JUN 6 GRUCPH HK1</td>
<td>2 2205 1715+1 *1A/</td>
</tr>
<tr>
<td>5 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A</td>
<td></td>
</tr>
<tr>
<td>6 TK OK04JUL/VNOLJ2902</td>
<td></td>
</tr>
<tr>
<td>7 SSR VGML SK KK1/S2</td>
<td></td>
</tr>
<tr>
<td>8 SSR VGML RG KK1/S3</td>
<td></td>
</tr>
<tr>
<td>9 SSR VGML RG UN1/S4</td>
<td></td>
</tr>
</tbody>
</table>

The top line remark, **CONFO - AIR** indicates that the PNR was placed on queue due to an air segment confirmation or an unable to accept request.

Enter **ETK**

ETK ETK will change status codes, end transaction on the PNR and remove it from queue and display the next PNR.
** QUEUE START - SPECIFYING CATEGORY AND DATE RANGE **

Q2 the KL queue tells you that you have one PNR on category 0 date range 4. This means that a segment has been confirmed from waitlist, and that the departure day is more than 14 days ahead.

To access the PNR from queue 2 date range 4 you enter:

** QS 2 C0 D4 **

<table>
<thead>
<tr>
<th>QS</th>
<th>Queue Start</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Queue number</td>
</tr>
<tr>
<td>C0</td>
<td>Category number</td>
</tr>
<tr>
<td>D4</td>
<td>Date range number</td>
</tr>
</tbody>
</table>

** ** QUEUE CYCLE COMPLETE ** **

<table>
<thead>
<tr>
<th>KL</th>
<th></th>
<th>Q2 C0 D4 (O)</th>
</tr>
</thead>
<tbody>
<tr>
<td>RP/VNOLJ2902/VNOLJ2902</td>
<td>AA/SU</td>
<td>OCT07/0831Z LULP8B</td>
</tr>
<tr>
<td>1.PREIDYS/MARTYNAS MR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 SK 220 C 10JUN 3 AARCPH HK1</td>
<td>0700 0735</td>
<td>*1A/</td>
</tr>
<tr>
<td>3 SK 563 C 10JUN 3 CPHCDG HK1</td>
<td>0900 1050</td>
<td>*1A/</td>
</tr>
<tr>
<td>4 SK 560 C 20JUN 6 CDGCPH KL1</td>
<td>1655 1840</td>
<td>*1A/</td>
</tr>
<tr>
<td>5 SK 243 C 20JUN 6 CPHAAR HK1</td>
<td>1945 2025</td>
<td>*1A/</td>
</tr>
<tr>
<td>6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 AP B VNO 31 32 33 34 PREIDYS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 TK TL01JUN/VNOLJ2902</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 RM CHECK SEATING WHEN WAITLIST CFM</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
If you have to interrupt the queue and retrieve another PNR, or make a new reservation, you must first exit the queue system.

With one entry, you can ignore a displayed PNR, return it to the bottom of the queue for later action and exit the queue system. The entry to do so is:

** QI **

** Queue Ignore transaction code **

The response will be:

```
** QUEUE CYCLE COMPLETE **  Q2 C0 D4  (0)
KL   -                      RP/VNOLJ2902/VNOLJ2902  AA/SU  30CT07/0831Z  LULP8B
1. PREIDYS/MARTYNAS MR
  2 SK 220 C 10JUN 3 AARCPH HK1  0700 0735  *1A/
  3 SK 563 C 10JUN 3 CPHCDG HK1  0900 1050  *1A/
  4 SK 560 C 20JUN 6 CDGCCP HK1  1655 1840  *1A/
  5 SK 243 C 20JUN 6 CPHAAK HK1  1000 1200  *1A/
  6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
  7 AP B VNO 31 32 33 34 PREIDYS
  8 TK TL01JUN/VNOLJ2902
  9 RM CHECK SEATING WHEN WAITLIST CFM *TRN*
>qi
** IGNORED - OFF QUEUE **
```

You can also make QI and redisplay the PNR outside queue mode:

** QIR **

** Queue ignore, exit queue mode and redisplay PNR. **

When you want to check the queues for a branch office, you include the office number for the desired branch to your queue start, like this:

** QS/VNOLJ2902/97 ** Displays the messages on queue 97, for office VNOLJ2902.

** QS/VNOLJ2902/1C1 ** Displays PNRs from queue 1 category 1 for office VNOLJ2902.

** QS/VNOLJ2902/2C0D4 ** Displays PNRs from queue 2 category 0 date ranges 4 for office VNOLJ2902.
**QUEUE DELAY**

When you want to delay action on a queue retrieved PNR or message, there are four possible entries to replace it on the same queue:

**QD**

Queue Delay transaction code - will return the PNR to the bottom of the queue, and display the next one.

**QD1300**

Appending a time, ignores and places the PNR temporarily on the DLY/TIM queue. The PNR will return to the former queue on the same day, at the time specified.

**QD23JUN**

Appending a date, ignores and places the PNR temporarily on the DLY/DAT queue.

**QD23JUN/1300**

Appending a date and local time, ignores and places the PNR temporarily on the DLY/DAT queue.

If you want to see whether or not you have PNRs or messages that have been delayed, you have to use the entry for Queue Count Total:

**QTQ**

```
1249  03MAR
QUEUE....VNOLJ2902......Q/TTL..ADDS..LQC....IW
....DLY/DAT............. 4..................
....DLY/TIM............. 2..................
Q94.MSG=CP .............. 27.  50.  0.  23
Q95. ........................ 0.  0.  0.  0
Q96.MSG=PDR.............. 0.  0.  0.  0
Q97.C1=10 ................. 0.  1.  7.  8
Q 0. GENERAL.............. 0.  0.  0.  0
Q 1.CONFO .................. 1.  2.  0.  1
Q 2.KL ..................... 1.  2.  0.  1
Q 3.OPTION .................. 0.  0.  0.  0
Q 4.RPCHNG ................. 0.  0.  0.  0
Q 7.SKEDCHG.............. 0.  0.  0.  0
Q 8.TKRG ................. 0. 159.  4. 163
Q12.XTL ........................ 0.  2.  0.  2
Q23.RQR ................. 0.  0.  0.  0
Q80. PTA .................. 0.  0.  0.  0
Q87.GRFS ................. 10. 10.  0.  0
```

Look under DLY/DAT and DLY/TIM, here you can see that 4 PNRs have been delayed to another day, and 2 PNRs have been delayed to a later time same day.
To see exactly on which queue the delayed PNRs are placed, and when they are due to return to the queue you use the entry:

**QVRD/ALL**

QVR   Queue count record locator  
D     Delayed PNRs or messages  
/ALL  All PNRs or messages that have been delayed

You will get the following response:

```
QVRD/ALL
------------------------------
DELAY RECORD SUMMARY : VNOLJ2902
------------------------------
NUM  RLOC/FA  ITM  QUE  CAT  STA    DATE   TIME
------------------------------
00001 21CFB2     M   094  000   N   12MAR98
00002 24FDD0     M   094  000   N   13MAR98
00003 2BD185     M   094  000   N   14MAR98
00004 LULP8B     P   002  000   N   20MAR98
00005 LXJKJL     P   002  000   N   21MAR98
00006 LXJMWV     P   002  000   N   22MAR98   16:00
------------------------------
```

Please note, that when you do not specify a date, the system arranges the display by date in chronological order.

**NUM** Number of the PNR or message  
**RLOC/PNR** Record locator of the PNR or file address of the message. You cannot request a message by its file address. It is displayed for information purposes only.  
**ITM** The item column indicates whether this item is a PNR (P) or a message (M).  
**QUE** Queue number  
**CAT** Queue category  
**STA** Status column. The status can either be: N - Not yet placed on queue or Q - Placed on queue.  
**DATE** The date when the PNR or message will reappear on the queue.  
**TIME** Actual time of queue placement, if a time has been added.
QUEUE DELAY - RESTRICTIONS

When delaying a queue using the time option you may not delay the PNR for less than 2 Hours (clock hours) from the current time.

Examples:

1. If current time is 8:36, do not QD for earlier than 10:00 (8+2=10)
2. If current time is 8:02, do not QD for earlier than 10:00 (8+2=10)
3. If current time is 7:59, do not QD for earlier than 09:00 (7+2=9)

QUEUE DELAY - SHIFT FROM PNR TO PNR

QD is the entry you use when shifting from PNR to PNR in queue mode.

If you have 8 PNRs on your queue, a message will show at the top when you come to the last one. This way you can see that you have been through all of them.

It will look like this:

```
** QUEUE CYCLE COMPLETE **
KL - Q2 C0 D4 (7)
RP/VNOLJ2902/VNOLJ2902 AA/SU 3OCT07/1302Z LXJMWV
1. ZIMANAS/SAULIUS MR
   SK 795 C 14JUN 7 CPHNCE HK1 I 1045 1310 *1A/
3. SK 796 C 19JUN 5 NGECPH KL1 1415 1635 *1A/
4. AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A
5. AP H VNO 56 98 98 87
6. TK TL10JUN/VNOLJ2902
```
**QUEUE BROWSE**

Queue Browsing mode allows you to view PNRs or messages in a queue without altering the order of the items. You may browse your own queues or those of another branch office, if you have access to their queues. You may only access or browse one queue at a time. When browsing a queue, no action is permitted within the PNR, and the PNR or message cannot be removed from the queue or placed to another queue.

You are allowed to:

- Do queue count (QT) entries.
- Recall the PNR (RT).
- Recall the message (QU) when browsing a message queue.

You are not allowed to:

- End Transaction on a PNR (ET).
- Place the PNR to another queue (QE)
- Remove the PNR or message from queue (QN/QF)
- Delay PNRs or messages (QD1600/QD23MAR)

The entry to start browsing a queue is:

**QSB 1**

QSB 1 Queue start browse
1 Queue number 1

To display the next item on the queue use:

**QD**

When you want to exit the queue you use the entry:

**QI**

QI Queue ignore

If you want to browse a queue in another branch office, you have to include the office ID, like this

**QSB/VNOLJ2902/1**

QSB 1 Queue start browse
VNOLJ2902 Office number for branch office
1 Queue number
MORE ACTION CODES:

You can End Transaction on a displayed PNR and exit from the queue system in one entry. Please note that this entry will remove your PNR from the queue.

Entry:

**QF**

Queue File transaction code

```
CONFO - AIR Q1 C1 D1 (0)
RP/VNOLJ2902/VNOLJ2902 AA/SU 4OCT07/0749Z LUQKKX
1. MERKEL/ANGELA MRS 2. MERKEL/HELMUT MR
3 SK 941 C 14JUN 7 CPHORD HK2 I 1045 1250 *1A/
4 SK 942 C 20JUN 6 ORDCPF HK2 5 1610 0730+1 *1A/
5 AP VNO 370 5 2726869 AMADEUS LITHUANIA -A
6 APB VNO 4545 4545
7 TK OK04JUL/VNOLJ2902
8 SSR VGML SK HN2/S3
9 SSR VGML SK HN2/S4
10 OSI SK VIP GERMAN KANSLER/P1
*TRN*
>QF
END OF TRANSACTION COMPLETE - OFF QUEUE- LUQKKX
```

If you want to redisplay the PNR outside the queue, use this entry

**QFR**

Queue file transaction code

R Redisplay outside queue

You can also make End of Transaction, retain the PNR on queue and exit from the queue system in one entry.

**QES**
**QUEUE COUNT RESET**

The queue counter has to be reset at least once a week in order to work properly. High numbers in the counter may disrupt the automatic queuing. The entry to do so is:

**QC R**

QC  Queue count  
R    Reset

Let us look at the Queue Count Total, using the entry **QTQ**

System response:

```
1433 04MAR
QUEUE....VNOLJ2902.......Q/TTL..ADDS...LQC....IW
....DLY/DAT............6.....................
....DLY/TIM.............0........................
Q94.MSG-CP............32.  54.  0.   22
Q95.                      0.  0.  0.   0
Q96.MSG-PDR............0.  0.  0.   0
Q97.C1-10...............0.  1.  7.   8
Q 0.GENERAL...........0.  0.  0.   0
Q 1.CONFO................0.  3.  0.   3
Q 2.KL...................0.  4.  0.   4
Q 3.OPTION.............0.  0.  0.   0
Q 4.RPCHNG.............0.  0.  0.   0
Q 7.SKEDCHG............0.  0.  0.   0
Q 8.TKTG................7. 166.  4.  163
Q12.XTL...................0.  2.  0.   2
Q23.RQR..................0.  0.  0.   0
Q80.PTA..................0.  0.  0.   0
Q87.GRPS................0.  0.  0.   0
```

After making a Queue Count Reset using the entry **QCR**, you will get the following response:

```
>QCR
OK
```
Now let's make **QTQ** once again, you will now get the following response:

```
1437 04MAR
QUEUE....VNOLJ2902......Q/TTL..ADDS...LQC....IW
....DLY/DAT.................6....................
....DLY/TIM...................0....................
Q94.MSG-CP....................32. 0. 32. 0
Q95. ..........................0. 0. 0. 0
Q96.MSG-PDR..................0. 0. 0. 0
Q97.C1-10......................0. 0. 0. 0
Q 0. GENERAL...............0. 0. 0. 0
Q 1. CONF0....................0. 0. 0. 0
Q 2.KL........................0. 0. 0. 0
Q 3.OPTION....................0. 0. 0. 0
Q 4.RPCCHNG..................0. 0. 0. 0
Q 7.SKEDCHG..................0. 0. 0. 0
Q 8.TKGT......................7. 0. 7. 0
Q12.XTL......................0. 0. 0. 0
Q23.RQR......................0. 0. 0. 0
Q80.PTA......................0. 0. 0. 0
Q87.GRPS.....................0. 0. 0. 0
```

**Q/TTL**
Number of PNRs or messages to be handled

**ADDS**
Number of PNRs or messages added to the queue since the queue was either activated or reset (QCR)

**LQC**
Last Queue Count - 0 if the queue count never has been reset

**IW**
Items Worked - The number of PNRs or messages handled from the queue

The system automatically sets the ADDS and IW columns to zero, and copies the Q/TTL column to the LQC column.

**REMOVE ALL PNRs/MESSAGES FROM A SPECIFIC QUEUE**

If you want to remove all PNRs or messages from a specific queue, the entry to do so is:

**QR3**
Remove all PNRs from queue 3 category 0

**QR3C1**
Remove all PNRs from queue 3 category 1

**QR3CA**
Remove all PNRs from queue 3 all categories
SUMMARY OF ENTRIES

Queue Count Total for all queues ........................................... QTQ
Queue Count Total with categories and date ranges .................. QT
Queue Count for specific queue-only active categories ............... QC1CA
Queue Count for specific queue-specified category .................. QC1C1
Queue Count for specific queue-all categories active or empty .... QC1CE
Queue Start .................................................................................. QS1
Queue Start specific category and date range ......................... QS1C2D1
Queue Next ................................................................................... QN
Queue Ignore ............................................................................... QI
Queue Ignore and redisplay outside queue bank ...................... QIR
Redisplay message ........................................................................ QU
Queue Delay .................................................................................. QD
Queue Delay-specific date ............................................................ QD13AUG
Queue Delay-specific time ............................................................ QD1400
View all delayed PNRs ................................................................. QVRD/ALL
Queue Browse ............................................................................. QSB1
Queue File and exit from queue-remove the PNR from queue ....... QF
Queue File and exit from queue-redisplay PNR outside queue bank .. QFR
Queue File and exit from queue-retain the PNR on queue ............. QES
Queue Count Reset ......................................................................... QCR
Remove all PNRs/messages from a specific queue ..................... QR3
MANUAL QUEUE PLACEMENT

QUEUE PLACEMENT OF SINGLE PNR

A PNR can be placed on queue in your own office, or you can place it on queue on another branch offices queue bank. The placement can be performed on a newly created PNR, or on a retrieved PNR outside or inside of queue mode.

The minimum entry includes the queue number and the PNR will then be dropped on category 0 for Special Queues and category 0, date range 1 for Dual Queues.

Please retrieve the PNR, YVZRKC and make ER

<table>
<thead>
<tr>
<th>TP/VNOLJ2902/VNOLJ2902</th>
<th>TS/SU</th>
<th>7MAY07/0816Z</th>
<th>YVZRKC</th>
</tr>
</thead>
<tbody>
<tr>
<td>VNOLJ2902/3605TS/7MAY07</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.GIBSON/MEL MR</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 TG 951 F 28JAN 1 CPHBKK HK1</td>
<td>3</td>
<td>1435 0655+1</td>
<td>*1A/</td>
</tr>
<tr>
<td>3 TG 993 C 29JAN 2 BKKSVD HK1</td>
<td>1</td>
<td>0105 2010</td>
<td>*1A/</td>
</tr>
<tr>
<td>4 QF 001 F 30MAR 6 SYDBKK HK1</td>
<td>I</td>
<td>1815 2315</td>
<td>*1A/</td>
</tr>
<tr>
<td>5 TG 950 F 31MAR 7 BKKCPH HK1</td>
<td>1</td>
<td>2020 0605</td>
<td>*1A/</td>
</tr>
<tr>
<td>6 AP VNO 370 5 2726869 - AMADEUS LITHUANIA - A</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 AP HOLLYWOOD HILLS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8 TK 007MAY/VNOLJ2902</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 SSR SPML TG HN1 KANGAROO STEAK/S2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 SSR SPML TG HN1 KANGAROO STEAK/S3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11 SSR SPML QF HN1 KANGAROO STEAK/S4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12 SSR SPML TG HN1 KANGAROO STEAK/S5</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The entry to place the PNR on queue without specifying category and date range is:

QE 8

The QE transaction performs an End of Transaction, places the PNR on queue and files the PNR.

If you want the PNR to be place on a special category and date range, you have to include that in your QE entry, like this:

QE 8 C1 D2

The entry to place the PNR on queue without specifying category and date range is:

QE 8

If you do it like this the system response will be:

>q8
ON QUEUE - YVZRKC

The QE transaction performs an End of Transaction, places the PNR on queue and files the PNR.
OPTIONS TO MANUAL PLACEMENT OF PNRs

You may also cause the drop to take place at a later date, a later date and time, or in another office.

**QE 8 / 13SEP**

This transaction will place your PNR on queue number 8 category 0, date range 1, and it will appear on queue on 13. Sep.

**QE 8 / 13SEP - 1200**

Same as above but the PNR will appear on queue on 13. Sep. at 12.00.

**QE 8 C26 / 13SEP**

This transaction will place your PNR on queue number 8 category 26, date range 1, and it will appear on queue on 13. Sep.

**QE / VNOLJ2902 / 8/13SEP**

This transaction will place your PNR on queue number 8 category 0 date range 1, and it will appear on queue in office VNOLJ2902, on 13. Sep.

You can also chose to make the queue placement using the option elements instead, like this:

**OP 13MAR / 8 C3**

This transaction will place your PNR on queue number 8 category 3, date range 1, and it will appear on your queue on the 13. Mar.

**OP VNOLJ2902 / 13SEP / 8**

This transaction will place your PNR on queue number 8 category 0, date range 1, and it will appear on queue in office VNOLJ2902, on 13. Sep.

The difference between using the QE or the OP entry, is that the OP entry always will be visible in the PNR, whereas the QE entry only can be viewed in the PNR history.
MANUAL COPY OF PNR TO ANOTHER QUEUE

The QE entry placed a PNR on a queue or transferred the PNR to a different queue, if the PNR had been retrieved in queue mode.

However a PNR can also be copied to a different queue and retained on the original queue.

Example:

You have retrieved a PNR from your queue bank using this entry QS1, now you want to place the PNR on queue number 7, but at the same time retain it on queue number 1. You use this entry:

QE R 7

QE Queue Enter transaction code
R Retain on Queue indicator
7 Queue number PNR is to be copied to

The system will respond by displaying the next PNR of the queue. If, however, the PNR copied was the last on queue, the following response will appear:

>QER7
ON QUEUE - PNR RETENTION - L834NX

You can use the same entries as mentioned on page 32.
QUEUE PLACEMENT OF MESSAGES

Queue 97 is your message queue. From your terminal you can communicate with all Amadeus system users - Airlines, Suppliers and Travel Agents, and they can communicate with you.

AMADEUS will from time to time send messages to you on this queue concerning system enhancements etc. You can use the message queue (97) to communicate to AMADEUS, to a colleague at another agency or branch office or even within your own office.

Within your own office, a category can be activated and assigned to each individual agent. The categories 4 - 59 can be used, since category 0 - 3 are system defined as Default, Supervisor, Brdcst msg. and Dupe check.

As an example, this is how queue 97 is set up:

<table>
<thead>
<tr>
<th>Category</th>
<th>Code</th>
<th>Lines</th>
<th>Added</th>
<th>Queries</th>
<th>Internal</th>
<th>Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>GENERAL</td>
<td>C</td>
<td>0.498</td>
<td>0.497</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PDR</td>
<td>C</td>
<td>0.43</td>
<td>0.43</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SONATA</td>
<td>C</td>
<td>0.9</td>
<td>0.9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LINA</td>
<td>C</td>
<td>0.2</td>
<td>0.2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SUZANA</td>
<td>C</td>
<td>0.2</td>
<td>0.2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRANKAS</td>
<td>C</td>
<td>0.44</td>
<td>0.44</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LIUBA</td>
<td>C</td>
<td>0.13</td>
<td>0.13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LUKAS</td>
<td>C</td>
<td>0.9</td>
<td>0.9</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SIMAS</td>
<td>C</td>
<td>0.167</td>
<td>0.167</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SOFIJA</td>
<td>C</td>
<td>0.1</td>
<td>0.1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NENRIKAS</td>
<td>C</td>
<td>0.60</td>
<td>0.60</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PETRAS</td>
<td>C</td>
<td>0.38</td>
<td>0.38</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PAULIUS</td>
<td>C</td>
<td>0.2</td>
<td>0.2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NINA</td>
<td>C</td>
<td>0.73</td>
<td>0.73</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>INGA</td>
<td>C</td>
<td>0.217</td>
<td>0.217</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HENRIETA</td>
<td>C</td>
<td>0.16</td>
<td>0.16</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MARINA</td>
<td>C</td>
<td>0.5</td>
<td>0.5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ZONIS</td>
<td>C</td>
<td>0.11</td>
<td>0.11</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GITA</td>
<td>C</td>
<td>0.28</td>
<td>0.28</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
To enter a message at your own office type QE97 and the text followed by two slashes, like this:

**QE97**

Sveiki,
Savaitgali organizuojama isvyka su nakvyne
I Druskininkus. Visi pageidaujantys siuncia
Zinute Sonatai. Gero savaitgalo//

Then press enter.

You will get the following response:

<table>
<thead>
<tr>
<th>QE97</th>
</tr>
</thead>
<tbody>
<tr>
<td>VNOLJ2902  SU/AA  09OCT07/1302Z</td>
</tr>
<tr>
<td>SVEIKI,</td>
</tr>
<tr>
<td>SAVAITGALI ORGANIZUOJAMA ISVYKA SU NAKVYNE</td>
</tr>
<tr>
<td>I DRUSKININKUS. VISI PAGEIDAUJANTYS SIUNCIA</td>
</tr>
<tr>
<td>ZINUTE SONATAI.GERO SAVAITGALIO</td>
</tr>
</tbody>
</table>

If you want to send a message to a different office, you use this entry:

**QE/VNOLJ2155/97**

QE/VNOLJ2155/97
Sveika Julija,
Siandien susitiksime kavineje Marcus
1630 val.
Tadas//

When you press enter you will get the following response:

<table>
<thead>
<tr>
<th>QE/VNOLJ2155/97</th>
</tr>
</thead>
<tbody>
<tr>
<td>VN01A0980  SU/AA  09OCT07/1316Z</td>
</tr>
<tr>
<td>SVEIKA JULIJA,</td>
</tr>
<tr>
<td>SIANDIEN SUSITIKSIME KAVINEJE MARCUS</td>
</tr>
<tr>
<td>1630 VAL.</td>
</tr>
<tr>
<td>TADAS</td>
</tr>
</tbody>
</table>

Note how the office to which the message is sent shows at the top of the response. The office id following is of course where the message was sent from.
If the person that you want to send a message to has his or hers own category in queue 97, you add that category to your message like this:

**QE/97C12**  
This entry will send your message to queue 97 category 12 at your own office.

**QE/VNOLJ2155/97C5**  
This entry will send your message to queue 97 category 5 in office VNOLJ2155.

Your message will always be sent to category 0 if no categories have been added.
It is possible to queue messages to up to three different queues within your own office. However you will have to queue the message to your own message queue, and then retrieve it. After retrieving the queue (still active on your screen) you may specify the queues, like this:

**QM 97 C5 / 97 C12 / 97 C22**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QM</td>
<td>Queue Move transaction code</td>
</tr>
<tr>
<td>/97C5</td>
<td>First queue number and category to move to, preceded by a slash</td>
</tr>
<tr>
<td>/97C12</td>
<td>Second queue number and category to move to, preceded by a slash</td>
</tr>
<tr>
<td>/97C22</td>
<td>Third queue number and category to move to, preceded by a slash</td>
</tr>
</tbody>
</table>

If you want to retain the message on your own queue you use this entry:

**QM R 97 C5 / 97 C12 / 97C22**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>R</td>
<td>Retain indicator</td>
</tr>
</tbody>
</table>

System response:

```
** QUEUE CYCLE COMPLETE **
MSG     -                           Q97 C0     (0)
VN0LJ2902         SU/AA                09OCT07/1302Z
SVIEIKI,
SAVAITGALI ORGANIZUJAMA ISVYKA SU NAKVYNE
I DRUSKININKUS. VISI PAGEIDAUJANTYS SIUNCIA
ZINUTE SONATAI.GERO SAVAITGALIO
>QM97C5/97C12/97C22
ON QUEUE
```
TRANSFER A PNR TO MULTIPLE QUEUES

A PNR can be moved within a queue bank and to another office queue bank.

It is possible to queue a PNR to up to three different queues simultaneously within your own office. You may queue to up to four different office id’s, to a maximum of four queues or categories within queues.

PNRs may either be newly created or retrieved.

Entries:

**QM 2 / 3 / 9**

QM Queue Move transaction code
/2 First queue number to move to, preceded by a slash
/3 Second queue number to move to, preceded by a slash
/9 Third queue number to move to, preceded by a slash

If you have retrieved your PNR through a queue, and you want to move the PNR to other queues, but still retain it on the queue from where you have retrieved it, you use the entry:

**QM R 2 / 3 / 9**

R Retain indicator

You can move your PNR to other office queue banks this way:

**QM /VNO1A0980/ 8 C1 /VNOLJ2155 / 2 C2**

By using this entry you move the same PNR to office VNOLJ2902 queue 8 category 1 and office VNOLJ2155 queue 2 category 2.
QUEUE TRANSFER/COPY OF MULTIPLE PNRs

All, or a specific number of PNRs can be transferred from one queue to another within one queue bank.

The entry to do so:

**QB 2 C2 D2 - 87 C1 D2 - 25**

<table>
<thead>
<tr>
<th>QB</th>
<th>Queue block transfer transaction code</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Transfer from queue 2</td>
</tr>
<tr>
<td>C2D2</td>
<td>Category and date range numbers</td>
</tr>
<tr>
<td>-</td>
<td>Dash</td>
</tr>
<tr>
<td>87</td>
<td>Queue number to be transferred to</td>
</tr>
<tr>
<td>C1D2</td>
<td>Category and date range numbers</td>
</tr>
<tr>
<td>-</td>
<td>Dash</td>
</tr>
<tr>
<td>25</td>
<td>Number of PNRs to be transferred.</td>
</tr>
</tbody>
</table>

When a number is not specified, all PNRs in the queue are transferred

A maximum of 999 PNRs or messages can be transferred at one time.

To copy and retain on queue, add R to the input:

**QB R 2 C2 D2 - 87 C1 D1 - 25**

To transfer/copy to a branch office, add office id:

**QB / VNOLJ2902 / 2 C2 D2 - / VNOLJ2190 / 87 C1 D1**

This entry will transfer all PNRs from office VNOLJ2902 queue 2 category 2 date range 2 to office VNOLJ2190 queue 87 category 1 date range 1.

To copy and retain on own office queue, add R to the input:

**QB R / VNOLJ2902 / 2 C2 D2 - / VNOLJ2902 / 87 C1 D1**
HOW TO FIND AN OFFICE ID

If you can’t remember the office number of the Travel agency you want to send a message or PNR to, you can find it by using this entry:

GGAMALTOFF The entry to AMADEUS Lithuania office ID pages

Response:

```
AMADEUS OFFICES ID  EN  11JUN07 10382
YOU ARE WELCOME TO CONSULT THE FOLLOWING PAGES IN CASE
* YOU WANT TO SEND A QUEUE MESSAGE TO ANOTHER T/A IN
  LITHUANIA OR
* YOU NEED ANY CONTACT INFORMATION OF ANOTHER T/A.
  TO SEE MINI PROFILE (PHONE AND FAX NUMBERS, ADDRESS, ETC.)
OF ANY OFFICE BELOW JUST TYPE: PV/OFFICE ID
===============================================
VILNIUS OFFICE ID
1. AGASI TURAS >PV/VNOLJ2129
2. AKADEMINES KELIONES >PV/VNOLJ2114
3. ALFATURAS >PV/VNOLJ2130
5. ASTRIDA >PV/VNOLJ2131
6. AVANTURAS >PV/VNOLJ2122
6. AVIAEKSPRESAS >PV/VNOLJ2155
7. AVIATURAS IR PARTNERIAI >PV/VNOLJ2132
8. BALTIC CLIPPER GEDIMINO >PV/VNOLJ2457
9. BALTIC CLIPPER TQ3 >PV/VNOLJ2175
10. BALTIJOS KELIONIIU AGENTURA >PV/VNOLJ2171
```

Lets say we want to find Aviaekspresas travel agency in Vilnius.

Entry: PV/VNOLJ2155 and get the following response:

```
* * * * * * * * * * * * PV OFFICE PROFILE * * * * * * * * * *
AMADEUS OFFICE ID - VNOLJ2155  AMID - 074913
NATIONAL SYSTEM OFFICE ID - 1A/VNOLJ2155
DATE/TIME - 15NOV06/1030
* * * * * * * * * * * * OFFICE IDENTIFICATION * * * * * * *
CIN*IATA NUMBER - 68320066 - PRIMARY
ERN*ERSP NUMBER - 00000000
* * * * * * * * * * * * GENERAL DATA * * * * * * * * * *
NAM*OFFICE NAME - AVIAEKSPRESAS
AD1*ADDRESS 1 - BASANAVICIAUS 35-1
AD2*ADDRESS 2 - NONE
AD3*CITY NAME - VILNIUS
CRP*CORPORATE IMPLANT- NONE
CST*CONSORTIUM CODES - NONE
CTN*COUNTRY NAME - LITHUANIA
PHO*PHONE PRIMARY - 370 5 2312525
PH2*PHONE SECONDARY - NONE
FAX*FAX PRIMARY - 370 5 212 59 83
FA2*FAX SECONDARY - NONE
EML*EMAIL ADDRESS - AVIA@AVIAEKSPRESAS.LT
OOH*OPENING HOURS - M 1): OPEN ALL DAY
```
**CHANGES TO QUEUE SET-UP**

**ADD QUEUES**

A new queue can be added to the queue bank, e.g. a personal queue. A queue deleted from the original queue bank can also be restored.

When activating a new queue which does not exist in the original queue bank:

* No automatic queue placement will take place
* Only PNR queues can be activated. However, more categories can be added to the message queue.

When re-activating a queue deleted from the original system defined queue bank:

* Automatic queue placement will be re-activated
* If Queue 1 (CONFO) had been deleted and now restored, this queue will again receive all confirmations whether the queue is renamed CONFO or not.

There are two entries to add a queue or restore a deleted queue. The first entry activates the queue with the queue number only. The second adds the queue identity or queue name.

No queue name or the “pre defined” queue name are entered by the system.
ADD QUEUE - STEP ONE

The entry to add a queue:

QA 81 C1

QA Queue Activate
81 Queue number to be activated
C1 Number of categories to be activated - 1 is minimum
(C1 = category 0, C2 = category 0 and 1, etc.)

If you do it correctly you will get the following response:

```
QA81C1
QUEUE ACTIVATED
```

The new queues are now activated without queue identity (name)

Enter:

**QC81CE** (Queue Count queue 81 all categories)

Response:

```
0856 10MAR
QUEUE....VNOLJ2902.......Q/TTL...ADDS...LQC....IW
Q81. ..............................
............................C 0... 0. 0. 0. 0
................................................
```

Here you can see that you have added queue number 81 to your queue bank, and it contains only 1 category namely category 0.
ADD QUEUE - STEP TWO

The second step is to update with queue identity (queue name).

The entry to add a name is:

**QAQ 81 PRICE**

- **QAQ** Queue add identity transaction code
- **81** Queue number
- **PRICE** New queue identity/name

Response:

```
QAQ81PRICE
OK
```

Now let us look at queue 81 again

Entry:

**QC81CE**

Response:

```
1114 10MAR
QUEUE....VNOLJ2902.......Q/TTL...ADDS...LQC....IW
Q81.PRI E ..............C 0... 0. 0. 0. 0

```

You can see that queue number 81 now has been named PRICE

If you take a Queue Count Total **QTQ** it will look like this:

```
1117 10MAR
QUEUE....VNOLJ2902.......Q/TTL...ADDS...LQC....IW
....DLY/DAT........... 6..............
....DLY/TIM............. 0..............
Q94.MSG-CP ............. 38. 6. 32. 0
Q95. .................. 0. 0. 0. 0
Q96.MSG-PDR ........... 0. 0. 0. 0
Q97.C1-10 ............... 0. 1. 0. 1
Q 0. GENERAL ........... 0. 0. 0. 0
Q 1.CONFO ............... 1. 1. 0. 0
Q 2.KL .................. 0. 0. 0. 0
Q 3.OPTION ............... 0. 0. 0. 0
Q 4.RPCHNQ .......... ... 0. 0. 0. 0
Q 7.SKEDCHG ........... 1. 1. 0. 0
Q 8.TKKG ............... 6. 13. 7. 14
Q12.XTL ................ 1. 1. 0. 0
Q23.MQR ................. 0. 0. 0. 0
Q80.PTA ................. 0. 0. 0. 0
Q81.PRICE ............... 0. 0. 0. 0
Q87.GRPS ............... 0. 0. 0. 0
```
ADD CATEGORIES TO AN EXISTING QUEUE

A Special and a Dual queue can be divided into 152 categories.

The entry to add categories to a special or dual queue is the same. Date ranges are added automatically if it is a dual queue.

Let us look at queue 81 again, using the entry QC81CE

<table>
<thead>
<tr>
<th>Date</th>
<th>Category 1</th>
<th>Category 2</th>
<th>Category 3</th>
<th>Category 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1134</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

So far we have 1 category on queue 81 - lets add 3 more.

The entry to add categories is:

**QAC 81 C1-3**

QAC Queue Add Category transaction code
81 Queue number
C1 Letter C for category, followed by the first category number to be added
Dash
3 Last category number to be added

After you have done this, you will get this response:

QAC81C1-3 OK

And this is how queue 81 looks now:

**QC81CE**

<table>
<thead>
<tr>
<th>Date</th>
<th>Category 1</th>
<th>Category 2</th>
<th>Category 3</th>
<th>Category 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>1146</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>0.00</td>
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<tr>
<td></td>
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</tr>
<tr>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>
CATEGORY IDENTITY OF A SPECIAL QUEUE

You can add a name to every category on a queue, but only to one category at a time.

The entry to add a name to a category for a Special Queue:

**QAN 81 C0 TADAS**

**QAN** Queue category transaction code

81 Queue number

C0 Category number

TADAS Title of category identity

- min 2/max 16 characters or numbers
- the first character must always be a letter

Response:

```
QAN81C0TADAS
OK
```

Queue number 81 will now look like this

**QC81CE**

Here you can see that we have named queue 81 category 0 TADAS. If you want to name the other categories you use the same entry as above.

**QAN 81 C1 JULIJA**

This entry will name queue number 81 category 1 JULIJA

```
1408 10MAR
QUEUE.....VNOLJ2902.......Q/TTL...ADDS...LQC...IW
Q81.PRICE .................................
TONY .C 0.... 0. 0. 0. 0
.................C 1.... 0. 0. 0. 0
.................C 2.... 0. 0. 0. 0
.................C 3.... 0. 0. 0. 0
JULIJA .C 1.... 0. 0. 0. 0
.................C 2.... 0. 0. 0. 0
.................C 3.... 0. 0. 0. 0
```
CATEGORY IDENTITY OF A DUAL QUEUE

If it is a dual queue that you want to add a category identity (name) to, then you have to use this entry:

**QAR 2 C0 WAITLIST**

- **QAR**: Queue category transaction code
- **2**: Queue number
- **C0**: Category number
- **WAITLIST**: Title of category identity
  - min 2/max 10 characters or numbers
  - the first character must always be a letter

Queue number 2 will then look like this:

**QC2CE** (Queue Count queue 2 all categories)

```
1429 10MAR
QUEUE....VNOLJ2902.......Q/TTL...ADDS...LQC...IW
Q 2.KL  ..12MAR-15MAR-18MAR.
....WAITLIST ...C 0.D1. 0. 0. 0. 0
................C 0.D2. 0. 0. 0. 0
................C 0.D3. 0. 0. 0. 0
................C 0.D4. 0. 0. 0. 0
................................................
```
DELETE QUEUES AND/OR CATEGORIES

Queues which are rarely used may be deleted. The PNRs that would normally drop on these queues will be directed to queue 0.

You can only delete a queue when it is empty.

The following queues can never be deleted:

<table>
<thead>
<tr>
<th>Queue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUEUE 0</td>
<td>General queue</td>
</tr>
<tr>
<td>QUEUE 97</td>
<td>Message queue</td>
</tr>
<tr>
<td>DLY/DAT</td>
<td>Delay date queue</td>
</tr>
<tr>
<td>DLY/TIM</td>
<td>Delay time queue</td>
</tr>
</tbody>
</table>

HOW TO DELETE CATEGORIES

Let us delete queue 81 category 3, the entry to do so is:

**QKC 81 C3-3**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QKC</td>
<td>Queue Kill Category transaction code</td>
</tr>
<tr>
<td>81</td>
<td>Queue number</td>
</tr>
<tr>
<td>C3</td>
<td>First category to be deleted</td>
</tr>
<tr>
<td>-</td>
<td>Dash</td>
</tr>
<tr>
<td>3</td>
<td>Last category to be deleted (here it is the same as the first one, since we only want to delete category 3)</td>
</tr>
</tbody>
</table>

Response:

![QKC81C3-3 OK]

Now let us look at queue number 81 using the entry

**QC81CE**

```
1456 10MAR
QUEUE....VNOLJ2902.......Q/TTL...ADDS...LQC....IW
Q81.PRICE ..............................
TADAS .C 0.... 0. 0. 0. 0
JULIJA .C 1.... 0. 0. 0. 0
.................................C 2.... 0. 0. 0. 0
```

Here you can see that queue 81 only have 3 categories left, namely category 0, 1 and 2.
HOW TO DELETE A QUEUE

If you want to delete a whole queue including categories you use the entry:

**QK 81**

<table>
<thead>
<tr>
<th>QK</th>
<th>Queue Kill</th>
</tr>
</thead>
<tbody>
<tr>
<td>81</td>
<td>Queue number</td>
</tr>
</tbody>
</table>

The system will respond like this:

```
QK81
QUEUE OFF
```

Let us have a look at the Queue Count Total **QTQ**

```
1506 10MAR
QUEUE....VNOLJ2902.......Q/TTL..ADDS...LQC....IW
    ....DLY/DAT........   6.............
    ....DLY/TIM........   0.............
Q94.MSG-CP ............. 38.  6.  32.  0
Q95. .................  0.  0.  0.  0
Q96.MSG-PDR...........  0.  0.  0.  0
Q97.C1-10...............  0.  1.  0.  1
Q 0.GENERAL............  0.  0.  0.  0
Q 1.CONFO...............  1.  1.  0.  0
Q 2.KL..................  0.  0.  0.  0
Q 3.OPTION...............  0.  0.  0.  0
Q 4.RPCHNG..............  0.  0.  0.  0
Q 7.SKEDCHG.............  1.  1.  0.  0
Q 8.TKIG...............  6.  13.  7.  14
Q12.XTL.................  1.  1.  0.  0
Q23.RQR.................  0.  0.  0.  0
Q80.PTA................  0.  0.  0.  0
Q87.GRPS................  0.  0.  0.  0
```

Now you can see that queue number 81 has disappeared, if you want it back you have to start all over again.
DELETE QUEUE OR CATEGORY IDENTITY/NAME

When you want to delete the identity/name of a queue or category, you use the same transaction codes as for activation:

**QAQ 81**  Delete queue identity/name

**QAN 81 C1**  Delete category identity/name for category 3, Special Queue

**QAR 2 C0**  Delete category identity/name for category 0, Dual Queue
<table>
<thead>
<tr>
<th>Summary of Entries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter single PNR on queue ................................................................................................................................................... QE8</td>
</tr>
<tr>
<td>Enter single PNR on queue and category ........................................................................................................................................... QE8C2</td>
</tr>
<tr>
<td>Enter single PNR on queue on different date ................................................................................................................................................ QE8/13SEP</td>
</tr>
<tr>
<td>Enter single PNR on queue on different date using option ................................................................................................................................... OP13SEP/8</td>
</tr>
<tr>
<td>Enter single PNR on queue at another office .................................................................................................................................................... QE/VNOLJ2155/8</td>
</tr>
<tr>
<td>Enter single PNR on queue and retain on former queue ......................................................................................................................................... QER8</td>
</tr>
<tr>
<td>Enter message on queue 97 - three steps ............................................................................................................................................................... QE97</td>
</tr>
<tr>
<td>Enter message on queue 97 - other office - three steps ............................................................................................................................................... QE/VNOLJ2155/97</td>
</tr>
<tr>
<td>Redisplay message ................................................................................................................................................................................................. QU</td>
</tr>
<tr>
<td>PNR placement on multiple queues ............................................................................................................................................................... QM8/16/81</td>
</tr>
<tr>
<td>Transfer PNRs from one queue to another ............................................................................................................................................................ QB2-81</td>
</tr>
<tr>
<td>Copy PNRs from one queue to another and retain on queue ...................................................................................................................................... QBR2-81</td>
</tr>
<tr>
<td>Find an office ID ............................................................................................................................................................................................... GGAMALTOFF</td>
</tr>
<tr>
<td>Add queue ................................................................................................................................................................................................. QA81C1</td>
</tr>
<tr>
<td>Add queue name .......................................................................................................................................................................................... QAQ81NAME</td>
</tr>
<tr>
<td>Add categories to existing queue ............................................................................................................................................................... QAC81C1-3</td>
</tr>
<tr>
<td>Add category identity/name (Special Queue) ............................................................................................................................................. QAN81C1NAME</td>
</tr>
<tr>
<td>Add category identity/name (Dual Queue) .................................................................................................................................................. QAR2C0NAME</td>
</tr>
<tr>
<td>Delete queue name ...................................................................................................................................................................................... QAQ81</td>
</tr>
<tr>
<td>Delete category name (Special Queue) .................................................................................................................................................... QAN81C1</td>
</tr>
<tr>
<td>Delete category name (Dual Queue) ...................................................................................................................................................... QAR2C0</td>
</tr>
<tr>
<td>Kill queue category ................................................................................................................................................................................ QKC81C3-3</td>
</tr>
<tr>
<td>Kill queue .............................................................................................................................................................................................. QK81</td>
</tr>
</tbody>
</table>
THE QUEUE COUNT PLANNER

Whenever you use any of the queue count displays covered so far, the response will always reflect today’s situation.

It is, however also possible to display queue counts for the future, and to copy PNRs placed on a future queue onto today’s queue bank. This can be performed from your own queue bank or from the bank of a branch office.

The AMADEUS Queue Count Planner enables you to display:

* Summary Planner
* Delay Planner
* Ticketing Planner
* Option Planner

You can request the display by intervals of time, dates or of half a month.

You can also display the record locators of PNRs shown in the AMADEUS Queue Count Planner.
**QUEUE COUNT PLANNER**

**TIME DELAY**

To display the summary planner for all the time delayed PNRs for today’s date, you use the following entry:

**QCT**

Queue count time delay

If you do this you will get the following response:

```
<table>
<thead>
<tr>
<th>VNOLJ2902</th>
<th>QUEUE COUNT TIME DEFERRED - TKT/OPT/DLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNR/TIM</td>
<td></td>
</tr>
<tr>
<td>00......0</td>
<td>06......0 12......1 18......0</td>
</tr>
<tr>
<td>01......0</td>
<td>07......0 13......0 19......0</td>
</tr>
<tr>
<td>02......0</td>
<td>08......0 14......0 20......0</td>
</tr>
<tr>
<td>03......0</td>
<td>09......0 15......0 21......0</td>
</tr>
<tr>
<td>04......0</td>
<td>10......0 16......1 22......0</td>
</tr>
<tr>
<td>05......0</td>
<td>11......0 17......0 23......0</td>
</tr>
</tbody>
</table>
```

This is a display that shows how many PNRs you have delayed for the 11. March, and when they are due to return back on queue.

The header line **TKT/OPT/DLY** indicates that this is the total number of PNRs for ticketing, option and delay planner, meaning it shows all PNRs that have been placed on queue using either the TKTL, OP or QD input.

If you want to display the QCT for another day than today you add the desired day to your input like this:

**QCT/22MAR**

Response:

```
<table>
<thead>
<tr>
<th>VNOLJ2902</th>
<th>QUEUE COUNT TIME DEFERRED - TKT/OPT/DLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNR/TIM</td>
<td></td>
</tr>
<tr>
<td>00......0</td>
<td>06......0 12......0 18......0</td>
</tr>
<tr>
<td>01......0</td>
<td>07......0 13......0 19......0</td>
</tr>
<tr>
<td>02......0</td>
<td>08......0 14......0 20......0</td>
</tr>
<tr>
<td>03......0</td>
<td>09......0 15......0 21......0</td>
</tr>
<tr>
<td>04......0</td>
<td>10......0 16......1 22......0</td>
</tr>
<tr>
<td>05......0</td>
<td>11......0 17......0 23......0</td>
</tr>
</tbody>
</table>
```
You can also specify if you only want to see the Ticketing Planner, the Option Planner or the Delay Planner by using the following entries:

- **QCT T** Time delay only for Ticketing Queue (TKTL)
- **QCT O** Time delay only for Option Queue (OP)
- **QCT D** Time delay only for Delay Queue (QD)

All the above mentioned entries can also be used for specific dates or for different offices, for example like this:

- **QCTO/23MAY** Time delay for Option Queue for the 23. Of May
- **QCT/VNOLJ2902** Queue Count time delay for branch office VNOLJ2902
DATE DELAY

To display the summary planner for all the date delayed PNRs you use the following entry:

**QCD** Queue Count Date delay

If you use this entry you will get the following reply:

<table>
<thead>
<tr>
<th></th>
<th>1326</th>
<th>11MAR QUEUE COUNT DATE DEFERRED - TKT/OPT/DLY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>VNOLJ2902</td>
<td>TKT/TTL</td>
</tr>
<tr>
<td>ON QUEUE:</td>
<td>.....6</td>
<td>.....1</td>
</tr>
<tr>
<td>TOTAL</td>
<td>.....6</td>
<td>.....1</td>
</tr>
<tr>
<td>11MAR</td>
<td>.....0</td>
<td>.....0</td>
</tr>
<tr>
<td>12MAR</td>
<td>.....0</td>
<td>.....0</td>
</tr>
<tr>
<td>13MAR</td>
<td>.....1</td>
<td>.....1</td>
</tr>
<tr>
<td>14MAR</td>
<td>.....0</td>
<td>.....0</td>
</tr>
<tr>
<td>16MAR</td>
<td>.....1</td>
<td>.....0</td>
</tr>
<tr>
<td>20MAR</td>
<td>.....1</td>
<td>.....0</td>
</tr>
<tr>
<td>21MAR</td>
<td>.....0</td>
<td>.....0</td>
</tr>
<tr>
<td>22MAR</td>
<td>.....0</td>
<td>.....0</td>
</tr>
<tr>
<td>31PLUS</td>
<td>.....53</td>
<td>.....0</td>
</tr>
</tbody>
</table>

The system displays the total number of PNRs, lists the actual dates within a 30-day date period, and shows the number of PNRs delayed more than 31 days into the future.

Explanations to the columns:

- **TKT/TTL** Total number of PNRs on ticketing queue
- **OPT/TTL** Total number of PNRs on option queue
- **DLY/TTL** Total number of PNRs on delay queue
- **TTL** Total number of PNRs on queue

You can specify if you only want to see the Ticketing Planner, The Option Planner or the Delay Planner by using the following entries:

- **QCD T** Time delay only for Ticketing Queue
- **QCD O** Time delay only for Option Queue
- **QCD D** Time delay only for Delay Queue
Below is an example of the response to the **QCDO** entry:

<table>
<thead>
<tr>
<th>1349</th>
<th>11MAR QUEUE COUNT DATE DEFERRED - OPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>VNOLJ2902</td>
<td>OPT/TTL</td>
</tr>
<tr>
<td>ON QUEUE:</td>
<td>......0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>......1</td>
</tr>
<tr>
<td>13MAR</td>
<td>......1</td>
</tr>
</tbody>
</table>

Here you can see that there are 1 PNR on option queue the 13. March.

All the mentioned entries can also be used for different branch offices, like this.

**QCD/VNOLJ2902** Queue Count Date delay for branch office VNOLJ2902

**QCDO/VNOLJ2902** Date delay for option queue only for branch office VNOLJ2902
**HALF MONTH TOTALS**

To display the summary planner for the PNR totals by half-month increments, enter:

**QCM**  
Queue Count Monthly

Response:

<table>
<thead>
<tr>
<th>HALF MONTHLY SUMMARY</th>
<th>OFFID: VNOLJ2902</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUEUE TYPES:</td>
<td></td>
</tr>
<tr>
<td>APR 1-15.... 8</td>
<td>AUG 1-15.... 0</td>
</tr>
<tr>
<td>APR 16-30.... 5</td>
<td>AUG 16-31.... 0</td>
</tr>
<tr>
<td>MAY 1-15.... 3</td>
<td>SEP 1-15.... 1</td>
</tr>
<tr>
<td>MAY 16-31.... 4</td>
<td>SEP 16-30.... 1</td>
</tr>
<tr>
<td>JUN 1-15.... 4</td>
<td>OCT 1-15.... 1</td>
</tr>
<tr>
<td>JUN 16-30.... 0</td>
<td>OCT 16-31.... 0</td>
</tr>
<tr>
<td>JUL 1-15.... 1</td>
<td>NOV 1-15.... 1</td>
</tr>
<tr>
<td>JUL 16-31.... 0</td>
<td>NOV 16-30.... 0</td>
</tr>
</tbody>
</table>

The system displays the totals for half-month increments for the next eleven months.

If you want a display for a specific queue only, you use the entry:

**QCM/8**  
Queue Count Monthly for specific queue only e.g. queue 8

Response:

<table>
<thead>
<tr>
<th>HALF MONTHLY SUMMARY</th>
<th>OFFID: VNOLJ2902</th>
</tr>
</thead>
<tbody>
<tr>
<td>QUEUE TYPES: Q 8</td>
<td></td>
</tr>
<tr>
<td>APR 1-15.... 7</td>
<td>AUG 1-15.... 0</td>
</tr>
<tr>
<td>APR 16-30.... 5</td>
<td>AUG 16-31.... 0</td>
</tr>
<tr>
<td>MAY 1-15.... 2</td>
<td>SEP 1-15.... 1</td>
</tr>
<tr>
<td>MAY 16-31.... 2</td>
<td>SEP 16-30.... 1</td>
</tr>
<tr>
<td>JUN 1-15.... 1</td>
<td>OCT 1-15.... 1</td>
</tr>
<tr>
<td>JUN 16-30.... 0</td>
<td>OCT 16-31.... 0</td>
</tr>
<tr>
<td>JUL 1-15.... 0</td>
<td>NOV 1-15.... 0</td>
</tr>
<tr>
<td>JUL 16-31.... 0</td>
<td>NOV 16-30.... 0</td>
</tr>
</tbody>
</table>
You can also specify, as in Time Delay and Date Delay, if you only want to see the Option Planner, the Ticketing Planner or the Delay Planner by using the following entries:

- **QCM T**  
  Half-month total only for Ticketing Queue

- **QCM O**  
  Half-month total only for Option Queue

- **QCM D**  
  Half-month total only for Delay Queue

All the above mentioned entries can also be used if you want to check the queue at a branch office, for example like this:

- **QCM/VNOLJ2902**  
  Queue Count Monthly for branch office VNOLJ2902
Queue Count Planner by Record Locators

You can display a summary of all PNRs by record locator. To request this display you have to make the following entry:

**QVR** Queue count by record locator

Response:

```plaintext
<table>
<thead>
<tr>
<th>NUM</th>
<th>RLOC/FA</th>
<th>TYP</th>
<th>ITM</th>
<th>QUE</th>
<th>CAT</th>
<th>STA</th>
<th>DATE</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>00001</td>
<td>K4WXEV</td>
<td>O</td>
<td>P</td>
<td>037</td>
<td>000</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00002</td>
<td>L96CUB</td>
<td>O</td>
<td>P</td>
<td>008</td>
<td>018</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00003</td>
<td>MUJ7LH</td>
<td>T</td>
<td>P</td>
<td>008</td>
<td>001</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00004</td>
<td>MVVXRT</td>
<td>O</td>
<td>P</td>
<td>008</td>
<td>019</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00005</td>
<td>NADNG9</td>
<td>O</td>
<td>P</td>
<td>008</td>
<td>028</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00006</td>
<td>M98C7T</td>
<td>O</td>
<td>P</td>
<td>008</td>
<td>022</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00007</td>
<td>NBEAWPX</td>
<td>O</td>
<td>P</td>
<td>008</td>
<td>028</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00008</td>
<td>NBEH329</td>
<td>O</td>
<td>P</td>
<td>008</td>
<td>021</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00009</td>
<td>NP822R</td>
<td>O</td>
<td>P</td>
<td>008</td>
<td>022</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00010</td>
<td>NP86VL</td>
<td>O</td>
<td>P</td>
<td>008</td>
<td>028</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00011</td>
<td>NQRSWN</td>
<td>D</td>
<td>P</td>
<td>008</td>
<td>014</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00012</td>
<td>KT8LM5</td>
<td>D</td>
<td>P</td>
<td>037</td>
<td>000</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00013</td>
<td>LB333L</td>
<td>D</td>
<td>P</td>
<td>008</td>
<td>014</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00014</td>
<td>NEFHYN</td>
<td>D</td>
<td>P</td>
<td>034</td>
<td>000</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00015</td>
<td>NXUH3L</td>
<td>D</td>
<td>P</td>
<td>008</td>
<td>014</td>
<td>N</td>
<td>12MAR08</td>
<td></td>
</tr>
<tr>
<td>00016</td>
<td>OVG815</td>
<td>O</td>
<td>P</td>
<td>008</td>
<td>028</td>
<td>N</td>
<td>13MAR08</td>
<td></td>
</tr>
</tbody>
</table>
```

Note this is a partial display, to see more please Move Down.

When you do not specify a date in your entry, the system arrange the display by date in chronological order, from the current date, followed by the numeric order of the queue.
NUM  Number of the PNR or message

RLOC/FA  Record locator of the PNR or file address of the message. Note, you cannot request a message by its file address, it is for info only

TYP  Indicator of whether the PNR was placed by Ticketing element (T), Option element (O) or the Delay queue (D)

ITM  P = PNR, M = Message

QUE  The queue number, where the PNR or message have been placed

CAT  The queue category, where the PNR or message have been placed

STA  Status column N = Not yet placed on queue Q = Placed on queue

DATE  The date the PNR or message will appear on queue

TIME  The actual time of queue placement, when no time has been specified it is left blank

You can also add a date to your QVR input, if you only want to see the PNRs for a specific date, the entry is:

**QVR/25MAR**

Response:

```
QVR/25MAR/VNOLJ2902
-----------------------------------------------------------------------
TKT   OPT AND DELAY SUMMARY : VNOLJ2902
-----------------------------------------------------------------------
NUM   RLOC/FA   TYP   ITM   QUE   CAT   STA   DATE   TIME
-----------------------------------------------------------------------
00001 OC5I6B    O     P   008   019   N   25MAR08
00002 OC50NP    O     P   008   019   N   25MAR08
00003 NLFXAF    O     P   008   018   N   25MAR08
00004 NW52ZX    O     P   037   000   N   25MAR08
00005 NZV2TX    O     P   008   000   N   25MAR08
-----------------------------------------------------------------------
```
You can specify if you only want to see the Option Planner, the Ticketing Planner or the Delay Planner, by using the following entries:

**QVR O**  Queue count by record locator only for Option Queue

**QVR T**  Queue count by record locator only for Ticketing Queue

**QVR D**  Queue count by record locator only for Delay Queue

All the above mentioned entries can also be used if you want to check the queue at a branch office, for example like this:

**QVR/VNOLJ29020**  or

**QVR/25JUN/VNOLJ2902**
COPY PNRs FROM QUEUE COUNT PLANNER

You can copy PNRs from the individual planners to a specific queue. The system processing for the ticketing, option and delay planners is slightly different, therefore each planner is described individually on the next pages.

TICKETING PLANNER

You can request PNRs stored in the future ticketing queue to be copied to a specific queue. If you do not specify a queue number, the system automatically places them on queue 8. If you do not enter a category number the category is determined by the type of ticketing field in the PNR.

You can make the following entries:

- **QWMT/ALL**: Copy all future PNRs on Ticketing Queue to today’s date
- **QWMT/25AUG**: Copy all PNRs on Ticketing Queue the 25. August to today’s date
- **QWMT/25AUG/15**: Copy all PNRs on Ticketing Queue the 25. August to today’s date and place them on queue number 15
- **QWMT/VNOLJ2902**: Copy all future PNRs on Ticketing Queue to today’s date and place them on the queue bank for office VNOLJ2902

It is, of course, also possible to make a combination of the above mentioned entries e.g. like this.

- **QWMT/25JUN/VNOLJ2902/56**: This entry will copy all PNRs on Ticketing Queue the 25. June to today’s date, and place them on queue number 56 in office VNOLJ2902.

Example:

- **QWMT/18MAR**

Response:

<table>
<thead>
<tr>
<th>QWMT/18MAR</th>
<th>25 PNRs on Q</th>
</tr>
</thead>
</table>
OPTION PLANNER

You can request PNRs with future option elements to be copied to a specific queue. If you do not specify a queue number, the system automatically places them on queue 3 category 0.

You can make the following entries:

<table>
<thead>
<tr>
<th>Entry</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QWMO/ALL</td>
<td>Copy all future PNRs on Option Queue to today’s date</td>
</tr>
<tr>
<td>QWMO/26JUL</td>
<td>Copy all PNRs on Option Queue the 26. July to today’s date</td>
</tr>
<tr>
<td>QWMO/26JUL/56</td>
<td>Copy all PNRs on Option Queue the 26. July to today’s date and place them on queue number 56</td>
</tr>
<tr>
<td>QWMO/VNOLJ2902</td>
<td>Copy all future PNRs on Option Queue to today’s date, and place them on the queue bank for office VNOLJ2902</td>
</tr>
</tbody>
</table>

It is, like with the ticketing planner, also possible to make a combination of the above mentioned entries e.g like this:

QWMO/26JUL/VNOLJ2902/15

This entry will copy all PNRs on option queue the 26. July to today’s date, and place them on queue number 15 in office VNOLJ2902.

Example:

QWMO/20MAR/15

Response:

<table>
<thead>
<tr>
<th>Entry</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QWMO/20MAR/15</td>
<td>1 PNR ON Q15</td>
</tr>
</tbody>
</table>
DELAY PLANNER

You can request PNRs and messages stored in the future delay record to be copied to a specific queue. If you do not specify a queue number, the system automatically places them on the queue from where the original delay request was made. If you specify a message queue, the system only copies messages to that queue.

You can make the following entries:

- **QWMD/ALL**: Copy all future PNRs or messages that have been delayed to today’s date
- **QWMD/18MAY**: Copy all PNRs or messages that have been delayed to the 18. May to today’s date
- **QWMD/18MAY/3**: Copy all PNRs or messages that have been delayed to the 18. May, to today’s date, and place them on queue number 3
- **QWMD/VNOLJ2902**: Copy all future PNRs or messages that have been delayed, to today’s date and place them on the queue bank for office VNOLJ2902

Here it is also possible to make a combination of the above mentioned entries e.g like this:

**QWMD/14MAR/VNOLJ2902/8**

This entry will copy all PNRs that have been delayed to the 14. March, and place them on queue number 8 in office VNOLJ2902.

Example:

**QWMD/14MAR**

Response:
**QUEUE PRINT - MANUAL**

This function is used to print PNRs and messages from the queue. The Queue Print transaction removes the PNRs and messages from queue, unless otherwise specified in your entry. You can only use this entry outside queue mode.

Entries:

- **QP1**  
  Print all PNRs on queue number 1 category 0, and remove them from queue

- **QP1/10**  
  Print the first 10 PNRs on queue number 1 category 0, and remove them from queue

- **QP1C2**  
  Print all PNRs on queue number 1 category 2, and remove them from queue

**Example:**

**QP12**

Response:

```
>qp12
OK  STARTED
```

This entry prints all PNRs on queue 12 category 0, and removes them from queue.

If you want to print PNRs or messages from a queue but still retain them on queue you add the **R** for retain to your entries like this:

- **QPR1**  
  Print all PNRs on queue number 1 category 0, but do **not** remove the PNRs from the queue.

**Example:**

**QPR8C1**

Response:

```
QPR8C1
OK  STARTED - PNR RETENTION
```

This entry print all the PNRs on queue number 8 category 1, and it retains the PNRs on the queue.
This Queue Print entry causes the system to scan the designated queue every 15 minutes and print all PNRs placed on the queue. PNRs will afterward be removed from the queue.

Note: You can also set the Message queue for Automatic Print

When requesting automatic queue print, remember to specify categories, as otherwise only category 0 will be printed. If your queue is a Dual Queue with date ranges you also have to specify the desired date range.

Entry:

QP3C1D1 START

QP  Queue Print transaction code
3   Queue number
C1  Category number
D1  Date range number (only to be added for Dual Queues)
START  Start the automatic Print process, if you want to stop automatic queue print you write STOP instead.
**QUEUE MONITORING**

Queue Monitoring allows an agent to receive a warning message whenever a PNR or message is placed on a selected queue. The warning message is sent as an USM and the content is then retrieved by pressing Shift F12.

Example:

```
MESSAGE RECEIVED IN QUEUE 97 CATEGORY 0 DATE RANGE 1
```

Please note that the Queue Monitoring follows your terminal and **not** your sign in number. So if you sign in at another terminal than your own, you Queue Monitoring will not work.

**ADD QUEUE MONITOR**

To add a queue monitor for queue 3 category 0 you enter:

**QOA 3**

<table>
<thead>
<tr>
<th>QOA</th>
<th>Queue Add monitor transaction code</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Queue number</td>
</tr>
</tbody>
</table>

Response:

```
QOA3
QUEUE MONITORED
```

Additional entries for monitor add:

- **QOA97CA** Queue Add monitor for queue 97 all categories
- **QOA97C1** Queue Add monitor for queue 97 category 1
- **QOA2C3D1** Queue Add monitor for queue 2 category 3 date range 1
**QUEUE MONITOR DISPLAY**

You can request a display that shows you what queues, categories and date ranges have been set up with the queue monitor function.

To display the queues that have been set up with queue monitor, enter:

**QODALL**

**QOD** Queue monitor Display transaction code  
**ALL** All queues, categories and date ranges

Response:

<table>
<thead>
<tr>
<th>NUM</th>
<th>OFFICE ID</th>
<th>QUEUE</th>
<th>CATEG.</th>
<th>DATE</th>
<th>LEID</th>
</tr>
</thead>
<tbody>
<tr>
<td>0001</td>
<td>VNOLJ2902</td>
<td>3</td>
<td>0</td>
<td>1</td>
<td>7733E6B0/00000000/00000000</td>
</tr>
<tr>
<td>0002</td>
<td>VNOLJ2902</td>
<td>86</td>
<td>0</td>
<td>1</td>
<td>77337018/00000000/00000000</td>
</tr>
<tr>
<td>0003</td>
<td>VNOLJ2902</td>
<td>89</td>
<td>0</td>
<td>1</td>
<td>773373EC/00000000/00000000</td>
</tr>
<tr>
<td>0004</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>0</td>
<td>1</td>
<td>7733E6B0/00000000/00000000</td>
</tr>
</tbody>
</table>

To request a display for a specific queue, enter:

**QOD3**

**QOD** Queue monitor Display transaction code  
**3** Queue number, when no categories and date ranges are entered the system automatic assumes that you want category 0 date range 1.

Response:

<table>
<thead>
<tr>
<th>VNOLJ2902 Q03 C000 D01</th>
</tr>
</thead>
<tbody>
<tr>
<td>7733E6B0    00000000 00000000 00000000 00000000</td>
</tr>
</tbody>
</table>
CANCEL QUEUE MONITOR

To cancel queue monitor, enter:

**QOX3C0D1**

<table>
<thead>
<tr>
<th>QOX</th>
<th>Queue Monitor Cancel transaction code</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Queue number</td>
</tr>
<tr>
<td>C0</td>
<td>Category number</td>
</tr>
<tr>
<td>D1</td>
<td>Date range number</td>
</tr>
</tbody>
</table>

Response:

| QOX3C0D1 | QUEUE/CAT/DRGE ARE NO LONGER MONITORED |

The same transaction codes used for Queue Monitor Add, can also be used with QOX.

For example:

**QOX97CA**  Queue Monitor Cancel queue 97 all categories

**QOX97CADA**  Queue Monitor Cancel queue 97 all categories and date ranges
**QUEUE SORTATION BY AGENT SIGN**

Travel agencies may establish categories connected to each agent's sign code. This will cause the system to sort the PNRs based on the agent's sign code rather than the normal categories.

* Sign sortation overrides standard automatic placement of PNRs, and responses to PNRs created by you can automatically be sent to your personal category of the respective queue.

* Categories 20 - 59 may be used for sign sortation, and it is valid for automatic PNR queues only.

* There is no automatic queue placement to queues 14, 25, 26, 94, 95, 96 and 97.

* PNRs created before the sign sortation was set up, will not be placed on the personal categories

**CHANGE AUTOMATIC QUEUE PLACEMENT FOR A SPECIFIC PNR**

If you have made a pnr on your own computer, but want the queue messages to be sent to another agent, you can enter the information in a received from element, like this:

**RFTADAS/-1223AC**

<table>
<thead>
<tr>
<th>RF</th>
<th>Received from element</th>
</tr>
</thead>
<tbody>
<tr>
<td>TONY</td>
<td>Your own name</td>
</tr>
<tr>
<td>/-</td>
<td>Slash followed by a dash</td>
</tr>
<tr>
<td>1223AC</td>
<td>The sign in code for the agent who is to receive the queue messages</td>
</tr>
</tbody>
</table>
QUEUE NICKNAMES

It is not always easy to remember your colleagues personal queue numbers, therefore AMADEUS has developed a system which allows you to customise the queue bank by assigning nicknames to queues, categories and date ranges.

This allows you to access and place PNRs and messages on queue without specifying the queue number, category and date range. You simply use the pre-defined nickname instead.

CREATING NICKNAME LIST

A nickname list is created automatically when you add a nickname using the following entries:

QLA JULIJA / 97C12 Assigns the nickname JULIJA to queue 97 category 12
QLA HARIS / 16 Assigns the nickname HARIS to queue 16. If no category is specified when you create a nickname, the system automatically assumes that it is category 0.

A nickname has to consist of at least 3 characters.

DISPLAY NICKNAME LIST

If you want to display a list of nicknames that have been added to your office Queue Bank, you use the entry:

QLD Queue nickname List Display

Response:

<table>
<thead>
<tr>
<th>NICKNAME</th>
<th>OFFICE ID</th>
<th>QUE</th>
<th>CAT</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>GITA</td>
<td>VNOLJ2902</td>
<td>20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>HARIS</td>
<td>VNOLJ2902</td>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INA</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>KARINA</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>LINA</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>MIKAS</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>JURATE</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>TADAS</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>22</td>
<td></td>
</tr>
</tbody>
</table>

Here you can see a list of nicknames that have been added to office VNOLJ2902, including the queue and category numbers.
USING NICKNAMES FOR QUEUE PLACEMENT

If you want to place a PNR or message to a queue by use of the nickname the entry is:

**QE.HARIS**

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QE</td>
<td>Queue Enter transaction code</td>
</tr>
<tr>
<td>.</td>
<td>Dot</td>
</tr>
<tr>
<td>HARIS</td>
<td>Queue nickname</td>
</tr>
</tbody>
</table>

This entry will place your PNR on queue 16 category 0.

USING NICKNAMES FOR QUEUE START

You can enter a queue by using the nickname instead of the queue number, for example:

Let’s say we want to look at queue 16 category 0, since we have nicknamed the queue HASTER we can use the entry:

**QS.HARIS**

<table>
<thead>
<tr>
<th>Transaction Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>QS</td>
<td>Queue Start transaction code</td>
</tr>
<tr>
<td>.</td>
<td>Dot</td>
</tr>
<tr>
<td>HARIS</td>
<td>Queue nickname</td>
</tr>
</tbody>
</table>

DELETING NICKNAMES

It is possible to delete or cancel a nickname from your nickname list, let us look at the nickname list using the entry

**QLD**

Response:

```
<table>
<thead>
<tr>
<th>QUEUE NICKNAMES LIST</th>
<th>VNOLJ2902</th>
</tr>
</thead>
<tbody>
<tr>
<td>----------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>NICKNAME</td>
<td>OFFICE ID</td>
</tr>
<tr>
<td>------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>GITIA</td>
<td>VNOLJ2902</td>
</tr>
<tr>
<td>HARIS</td>
<td>VNOLJ2902</td>
</tr>
<tr>
<td>INA</td>
<td>VNOLJ2902</td>
</tr>
<tr>
<td>KARINA</td>
<td>VNOLJ2902</td>
</tr>
<tr>
<td>LINA</td>
<td>VNOLJ2902</td>
</tr>
<tr>
<td>MIKAS</td>
<td>VNOLJ2902</td>
</tr>
<tr>
<td>JURATE</td>
<td>VNOLJ2902</td>
</tr>
<tr>
<td>TADAS</td>
<td>VNOLJ2902</td>
</tr>
</tbody>
</table>
```
If we want to cancel the nickname HARIS, we use the entry:

**QLX HARIS**

QLX Queue nickname cancel  
HARIS Nickname to be cancelled

Response:

```
QLX HARIS  
NICKNAME DELETED
```

If we retrieve a nickname list again it will look like this:

```
<table>
<thead>
<tr>
<th>NICKNAME</th>
<th>OFFICE ID</th>
<th>QUE</th>
<th>CAT</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>GITA</td>
<td>VNOLJ2902</td>
<td>20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INA</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>KARINA</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>LINA</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>MIKAS</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>JURATE</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>TADAS</td>
<td>VNOLJ2902</td>
<td>97</td>
<td>22</td>
<td></td>
</tr>
</tbody>
</table>
```
SUMMARY OF ENTRIES

Queue Count Planner Time Delay ............................................. QCT
Queue Count Planner Time Delay for specific date .................. QCT/22MAR
Queue Count Planner Time Delay - ticketing queue .................. QCTT
Queue Count Planner Time Delay - option queue .................. QCTO
Queue Count Planner Time Delay - delay queue .................. QCTD
Queue Count Planner Date Delay .......................................... QCD
Queue Count Planner Date Delay - ticketing queue .................. QCDT
Queue Count Planner Date Delay - option queue .................. QCDO
Queue Count Planner Date Delay - delay queue .................. QCDD
Queue Count Half Month Total .............................................. QCM
Queue Count Half Month Total for specific queue .................. QCM/8
Queue Count Half Month Total - ticketing queue .................. QCMT
Queue Count Half Month Total - option queue .................. QCMO
Queue Count Half Month Total - delay queue .................. QCMD
Queue Count Planner by Record Locator ............................. QVR
Queue Count Planner by Record Locator for specific date .... QVR/25MAR
Queue Count Planner by Record Locator - ticketing queue .... QVRT
Queue Count Planner by Record Locator - option queue .... QVRO
Queue Count Planner by Record Locator - delay queue .... QVRD
Copy from Ticketing Planner - All PNRs ............................... QWMT/ALL
Copy from Ticketing Planner - specific date ........................ QWMT/25AUG
Copy from Ticketing Planner - specific queue .................. QWMT/15
Copy from Option Planner - All PNRs ............................... QWMO/ALL
Copy from Option Planner - specific date ................................ QWMO/25AUG
Copy from Option Planner - specific queue .................. QWMO/15
Copy from Delay Planner - All PNRs ............................... QWMD/ALL
Copy from Delay Planner - specific date ........................... QWMD/25AUG
Copy from Delay Planner - specific queue .................. QWMD/15
Queue Print - specific queue ........................................ QP15
Queue Print - specific queue, category and date range ........ QP8C1D2
Queue Print and retain on queue .................................. QPR15
Queue Print Automatic - Start ....................................... QP3C3 START
Queue Print Automatic - Stop......................................... QP3C3 STOP
Add Queue Monitor - specific queue all categories .... QOA3CA
Add Queue Monitor - specific queue, category and date range .. QOA3C1D1
Display Queue Monitor ............................................... QODALL
Cancel Queue Monitor ................................................. QOX3
Creating a nickname ........................................ QLANAME/8C0
Display nickname list ................................................ QLD
Using nickname for queue placement ................... QE.NICKNAME
Using nickname for queue start .......................... QS.NICKNAME
Delete nickname .......................................................... QLXNAME