

ADVANCED QUEUES



CONTENTS

ADVANCED Queue Sharing	3
Adding and End of Queue Marker	3
Queue Count H/UCO	5
Printing PNRs in Queue H/QPR	5
Placing PNRs on Queue H/BFQP	5
Moving Queue H/BFQX	6
Queue Forwarding	6
Moving and Counting PNRs H/ORB	7
Listing PNRs in Queue H/QLD	8
Queue Free H/WQ	8
Queue Sort H/QSORT	8
PNRs List H/LD	8



ADVANCED Queue Sharing

Adding Titles

H/QTCD

QPB*

Display all Queue labelling

QDQT

Display Queue Title fill-in-format

```
3 QDQT*PD
>QDQT-79E4
18 URGENT KK..... 19 GENERAL KK..... 06MAR
20 UNABLE US UU..... 21 UNABLE TO CONFIRM...
22 TIME CHANGED..... 23 HX NOTIFICATION...
24 AUX SERVICE ADVICE.. 25 SERVICE INFO ADVICE.
26 JESSICA..... 27 QUEUE 27.....
28 QUEUE 28..... 29 QUEUE 29.....
30 TEST..... 31 QUEUE 31.....
32 BECKY..... 33 MARWITZ...
34 QUEUE 34..... 35 ELY YAU.....
>QDQT*PD TO PAGE DOWN
```

Sample of QDQT in PCC 79E4

Points to note

1/ Take one of the following actions:

- If the queue you need is on this page, tab to the queue.
- If the queue you need is not on this page, tab to **QDQT*PD** and press Enter. Repeat until the needed queue appears, and then tab to the queue.

2/ Remind not to change system Queue Q1-Q25

3/ Maximum 20 charc alpha or numeric, special charc * / - can be used

QDQT/xx

Display specific Queue number = xx to add titles

```
3 QDQT/33
>QDQT-79E4/33 MARWITZ... 06MAR
CAA TEST A.....
CBB TEST B.....
CDD TEST C.....
CEE TEST D.....
```

Sample of QDQT/33

Points to note

1/ Tab to the category and or date range you need.

2/ Type the new tile over dots and press 'Enter' to save.

Adding and End of Queue Marker

QENDON

Turn on end of queue marker

QENDOFF

Turn off end of queue marker



Activating/Deactivating Queue/Queue Category/Date Ranges H/QAB

QAB* Display which queues are active

Following entries required 'Second Level' authorizer and above only:

QAB/28/ON Activate queue number 28 of own branch

QAB/28/OFF Deactivate queue number 28 of own branch

Activate/Deactivate Queue Category:

QDCA/37*CTK Activate category TK in queue 37
(one or two charc alpha or numeric MUST include letter C)

QDCA/27*CDM+CGB+C50+C60-65 Activate up to 10 categories for a single queue in one entry

QDCA/37*CDM*D1 Activate category and date range D1 for Q37

QDCA/37*CDM*D1+CBA*D1-4 Activate category and DM with date range 1 and category BA with Date ranges 1-4

**** All categories associated to a queue are deactivated when the queue is deactivated. The queue must be empty of PNRs. All date ranges are also deactivated. ****

QDCX/37*CDM Deactivate queue DM in queue 37

QDCX/27*CDM+CGB+C50+C60-65 Deactivate up to 10 multiple categories in one entry

Points to note

1/ To activate a date range you must have an active category

2/ Must use designators D1/D2/D3/D4

3/ Must activate date ranges in sequential order

QDDA/37*CDM*D1 Activate date range D1 in category DM

QDDA/37*CDM*D1-4 Activate date ranges D1-4 in one entry for category DM

QDDX/37*CDM*D1 Deactivate date range D1 in category DM

QDDX/37*CDM*D1-4 Deactivate date ranges D1-4 in one entry for category DM

Q/37*CDM*D3 Sign in and working a booking file queue with category and date
Q/37*CDM+*TK range



Queue Count

H/QUCO

QCA	Display all PNRs required action
QCT/ALL	All queues, categories, and date ranges (with titles)
QCD/ALL	All queues, categories, and date ranges (without titles)
QCTA/37	Display all associated queue categories for a specific queue (with titles)
QCDA/37	Display all associated queue categories for a specific queue (without titles)

Copy all Categories and date ranges

QDCC/37 Fill-in-format. Copy categories and date ranges of Queue 37 to queue 60

```
2 QDCC/33
>QDCC-79E4/33 TO QUEUE-34 06MAR
. ALL CATEGORIES AND DATE RANGES
Y CAA Y CBB
. CDD . CEE

N FOR SELECTION WITHOUT TITLES Y FOR SELECTION WITH TITLES
END OF FILL-IN FORMAT
```

Sample of copy categories

```
1 QDQT/34
>QDQT-79E4/34 QUEUE 34..... 06MAR
CAA .....
CBB .....
```

Queue 34 with Category AA and BB

Printing PNRs in Queue H/QPR

QPRINT/B/37*CDM*D2 PNRs with specific queue number, category and date range

Note: You can print up to 385 PNRs on queue, category, or date range in one entry

QPRINT/B/37*H PNRs with specific queue number with history

QPRINT/STOP Stop print once item start printing

Placing PNRs on Queue H/BFQP

QEB/37*CDM*D4 Placing PNR with specific queue number, category and date range

QEB/37*CDM+40*CSR*D2 Placing PNRs on multiple specific queue number, category and date range

QEB/PCC/43*CTR+PCC/50*CDM*D2 Placing PNRs on multiple specific PCC, queue number, category and date range



Moving Queue

H/BFQX

QB29/47	Move all PNRs from Queue 20 to Queue 47
QB29/37*CDM	Move all PNRs from Queue 29 to Queue 37, Category DM
QB36*CWY/33*CWY	Move all PNRs from queue 36, Category WY to Queue 33, Category WY
	**NO history will store
QB29/GL3/35	Move all PNRs from Queue 29 to specific branch PCC GL3 Queue 35
QB29/41-999	Move 999 PNRs from Queue 29 to Queue 41

Note: The maximum number of PNRs to be moved in 999. To move more multiple entries are required. (Queues 26 to 99 Only)

Queue Forwarding

QF/45+32	Forward PNRs from Queue 45 to 32
QF/45+EA7/50*CMW*D2	Forward PNRs from Queue 45 to PCC EA7 Queue 50, category MW date range 2
QFX/45	Cancel queue forwarding (Indicate original Queue number)
QFSTAT	Display Queue forward status
QFHIST	Display Queue forward history
*HQT	Display Queue history under PNR
QW	A list of all queues where the retrieved PNRs resides For PNR appears in more than one queue, it allows displaying all the queues using a QW entry, but the booking must be displayed first.

Sample of QW entry in PCC 79E4

2	QCA
>	
79E4	
SPV	MSG
	TTL
Q02 ... 4	4 - SEATING REPLIES
Q16 ... 14	14 - VENDOR REMARKS
Q23 ... 1	1 - HX NOTIFICATION
Q25 ... 10	10 - SERVICE INFO ADVICE
Q60 ... 15	15 - QUEUE 60



Access into Queue 60 by entry **>Q/60**

0 PNR-ZMFC56/CHOW

*ALL

***P**

*VL

*VR

*SI

*PI

*RU

*** RECORD IN QUEUE ***
Queue Title: QUEUE 60 Queue: 60

ZMFC56/42 XDBKR C440425 AG 13305213 27FEB
1.1CHOW/EMILY
** VENDOR LOCATOR DATA EXISTS ** >*VL
** VENDOR REMARKS DATA EXISTS ** >*VR
** SERVICE INFORMATION EXISTS ** >*SI
*** CUSTOM CHECK RULES EXISTS *** >*RU

FONE-HKGT*GALILEO TRAVEL-3068 9892-EMILY

Then type entry **>QW**

1 QW

06MAR 79E4 1047
BF *ZMFC56 RESIDES ON QUEUES
79E4/16 79E4/23

System returns this PNR ZMFC56 also stays in Queue 16 and Queue 23

Moving and Counting PNRs

H/ORB

** Move entries for unticketed PNRs with TAU and RB fields in PNR. You can also use a date range up to 31 days.

ORB/TAU/3AUG-Q/90

Move PNRs with TAU date 3Aug to queue 90

ORB/RB/01JUN-Q/30

Move PNRs with RB field for date 1Jun to queue 30

ORB/XX1/RB/MJ/Q41/25APR*30APR-Q/XX0/31

Move PNRs created by agent MJ at PCC XX1 with RB Field for Queue 41 and date range 25-30APR to branch PCC XX0 queue 31

Optional Entries:

/AH3	Branch Office
/MJ	Agent user sign on initials of BF creator (2 Alpha chars.) - RB counts only
/Q41	Destination queue number - RB counts only
/ACCNME	Account name
/1815	Time
/11JAN*15JAN	Ticketing date range
Q/28	Place queue 28

ORC/TAU/15JUN

Count PNRs with TAU date 15Jun

ORC/RB/2FEB*9FEB

Count PNRs with RB date range 2Feb*9Feb

ORC/EA1/TAU19JUL*3AUG

Count PNRs PCC EA1 with TAU date range 10Jul*3Aug



Listing PNRs in Queue

H/QLD

****Must be out of Queue**

QLD/39	Display list of PNRs in queue 39
QLD/43-LAU	Display list of PNRs with last name beginning with letters LAU in queue 43
QLD/43*CBB-LAU	Display list of PNRs with last name beginning with letters LAU in category BB in queue 43

Queue Free

H/WQ

**** A secondary authorizer can free (remove) all PNRs from a queue, category or date range in a single entry.**

QFREE/B/45	Free PNRs from queue 45
QFREE/NB/45*CHB*D3	Free PNRs from queue 45, category HB

**** The entry is valid only for non-programmatic queues (queues from 26 to 99). The history of the queue trail is not updated (*HQT).**

Queue Sort

H/QSORT

QSORT99/98	Queue Sort allow moving all PNRs from queue 99 to queue 98 and sorts them in date order of first active segment
QSORT99/XX1/98*CDM	Sort all items from own PCC to specified PCC (XX1) to category DM at queue 98

Points to note

1/ System response 'QSORT ACCEPTED - PLEASE WAIT' once completed

2/ Queue sort (QSORT) functionality is restricted to individual users and is controlled by the third screen of you sign-on. Error message 'QSORT RESTRICTED'

3/ Q SORT function do not have history

PNRs List

H/LD

****The maximum range is 331 days. User must be a second level authorizer**

LD/ABS/ALL/AC-ACCNME/28DEC-D	Retrieve all PNRs by segment ate 28DEC with AC-Code defined in DI. field e.g. DI.AC-ACCNME
LD/XX1/ALL/28DEC*30DEC-Q/XX0/77	List all PNRs created by PCC XX1 between 28Dec to 30Dec and queue to PCC XX0 queue 77



Optional Items

****Basic Minimum entries: ALL -or- TKT -or- UTK must be present**

/GL3	Branch office (Entered before ALL/TKT or UTK)
/GL3.EA7.HH3	Multiple branches – maximum of 20 (Entered before ALL/TKT or UTK)
/ABS	All branches (Entered before ALL/TKT or UTK)
/BA	Specific airline
/BA.AZ	Multiple Airlines (Max. 5)
/F	Specific class
/22DEC*28DEC	Flight segment date range (Max. is system date range)
/BAMS	Board point AMS
/DGVA OR /OGVA	Destination point GVA
/T	Direct flights
/KL285	Flight number
/S-PZ	User Sign
/AC-ACCNME	Account Code defined in DI. Field in PNR