Queues

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Queue Structure

Apollo® queues provide filing areas to manage, sort, and store PNRs and messages.

Each pseudo city has 100 PNR queues, numbered 0 to 99. Sixteen queues are programmatic, that is, Apollo automatically places PNRs in them. You can customize the 84 non-programmatic queues for your office needs. You can also subdivide PNR queues into categories and date ranges. Each queue can have up to 100 categories and each category can have up to four date ranges.

Additionally, there are four queues that receive or count messages. These special queues are identified by title instead of number.

Programmatic Queues

The following is a list of the 17 programmatic queues and their purposes.

<table>
<thead>
<tr>
<th>Queue number</th>
<th>Is reserved for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Urgent – Confirmations <em>within</em> 24 hours</td>
</tr>
<tr>
<td>1</td>
<td>General – Advance confirmations <em>beyond</em> 24 hours</td>
</tr>
<tr>
<td>2</td>
<td>Seat confirmation - Different from original request</td>
</tr>
<tr>
<td>9</td>
<td>TAW - Moved using ORB/ORZ</td>
</tr>
<tr>
<td>10</td>
<td>TAU - Current day ticketing</td>
</tr>
<tr>
<td>11</td>
<td>Galileo Wireless</td>
</tr>
<tr>
<td>12</td>
<td>TL - Expired ticketing time limits</td>
</tr>
<tr>
<td>15</td>
<td>Group - Group PNRs with confirmations or schedule changes</td>
</tr>
<tr>
<td>17</td>
<td>Waitlist - Confirmation on non-discounted fares</td>
</tr>
<tr>
<td>18</td>
<td>Schedule change - Within 14 days <em>with</em> protection</td>
</tr>
<tr>
<td>19</td>
<td>Schedule change - <em>No</em> protection provided</td>
</tr>
<tr>
<td>20</td>
<td>Schedule change - Within 15-30 days <em>with</em> protection</td>
</tr>
<tr>
<td>22</td>
<td>Schedule change - Travel 31 days and beyond <em>with</em> protection</td>
</tr>
<tr>
<td>33</td>
<td>Stored pricing default</td>
</tr>
<tr>
<td>71</td>
<td>Air service interruption - Current or future interruption (e.g. strike, bankruptcy)</td>
</tr>
<tr>
<td>80</td>
<td>Waitlist - Confirmation on discounted fares</td>
</tr>
<tr>
<td>84</td>
<td>Schedule change - Discounted fare protected on non-discounted fare</td>
</tr>
</tbody>
</table>
### Special Queues

The following is a list of special queues, the format to place a message or PNR in these queues, and a description.

<table>
<thead>
<tr>
<th>Queue title</th>
<th>Format to place on queue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPV - Supervisor</td>
<td>QS</td>
<td>Agency internal message generated by PNR remarks</td>
</tr>
<tr>
<td>MSG - Message</td>
<td>QM</td>
<td>Message from airline, car, train, cruise, hotel, or leisure travel company</td>
</tr>
<tr>
<td>UTR - Unable to contact</td>
<td>QUTC</td>
<td>Count of PNRs with unable to contact notices</td>
</tr>
<tr>
<td>LMT - Left message to call back</td>
<td>QLMCB</td>
<td>Count of PNRs with left message to call back notices</td>
</tr>
</tbody>
</table>

**Note:** When you enter QUTC on a PNR, the PNR is returned to the same queue at a preset time.

**Note:** When you enter QLMCB on a PNR, the PNR is returned to the same queue the next morning.

### Working PNRs on Queue

This section explains how to sign in and out and how to navigate on queue.

### Signing Into Queue

To access and work on PNRs stored in a queue, you need to sign into queue. You can access PNRs in a queue, category, or date range for your office or a branch office.

**To sign into:**

<table>
<thead>
<tr>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q or Q/0</td>
</tr>
<tr>
<td>Q/1</td>
</tr>
<tr>
<td>Q/10</td>
</tr>
</tbody>
</table>
Signing Into Queue (cont.)

To sign into:  

<table>
<thead>
<tr>
<th>Type:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Queue 45</td>
<td>Q/45</td>
</tr>
<tr>
<td>Queue 45, category LS</td>
<td>Q/45*CLS</td>
</tr>
<tr>
<td>Queue 45, category LS, date range 3</td>
<td>Q/45<em>CLS</em>D3</td>
</tr>
<tr>
<td>Branch GL1, queue 58</td>
<td>Q/GL1/58</td>
</tr>
<tr>
<td>Branch GL1, queue 58, category SG</td>
<td>Q/GL1/58*CSG</td>
</tr>
<tr>
<td>Urgent queue and display only names, air itinerary, and first two phone fields</td>
<td>Q‡*N‡IA‡P1</td>
</tr>
<tr>
<td>Queue 28 and display only names, air itinerary, and first two phone fields</td>
<td>Q/28‡*N‡IA‡P1</td>
</tr>
<tr>
<td>Branch GL1, queue 35, and display only names, air itinerary, and first two phone fields</td>
<td>Q/GL1/35‡*N‡IA‡P1</td>
</tr>
</tbody>
</table>

Moving Back

HELP QUEUE–ROUTE

You can move back to the previous PNR on queue.

To move back to the: | Type: |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Previous PNR on queue</td>
<td>QP</td>
</tr>
<tr>
<td>Previous PNR on queue and ignore changes</td>
<td>QPI</td>
</tr>
</tbody>
</table>

Adding an End of Queue Marker

HELP QUEUE–END OF QUEUE

You can mark the end of the queue you are working on. A prompt appears before any newly added PNRs, giving you the option to access the new PNRs or sign off queue.

To: | Type: |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Turn on end of queue marker</td>
<td>QENDON</td>
</tr>
<tr>
<td>Turn off end of queue marker</td>
<td>QENDOFF</td>
</tr>
</tbody>
</table>
End Transact

When you end transact after updating a PNR on queue, you store the changes and remove the PNR from queue. You can end transact in one of the following ways.

To end transact and: Type:
Redisplay the PNR ER
Display the next PNR on queue E

Ignore

When you ignore a PNR on queue, you disregard any changes you have just made and place the PNR at the bottom of the queue. You can ignore in one of the following ways.

To ignore and: Type:
Redisplay the PNR IR
Display the next PNR on queue I

Removing from Queue HELP QUEUE–REMOVE

To: Type:
Remove a PNR from queue QR

Note: This ignores any changes you have just made and displays the next PNR on queue.
Marking Unable to Contact

You can place an unable to contact (QUTC) remark in a PNR, which removes it from queue, returning it to the same queue at a preset time.

To: Mark a PNR on queue with an unable to contact remark and return it to the same queue at a preset time

Type:

QUTC

Mark a PNR on queue with an unable to contact remark including freeform text (up to 36 characters), and return it to the same queue at a preset time

Type: QUTC/CALL AFTER LUNCH

Set QUTC time to 60 minutes (can be set from 15 to 240 minutes - default is 180 minutes)

Type: QI/60

Marking Left Message to Call Back

You can place a left message to call back remark in a PNR, which removes it from queue, returning it to the same queue the next morning.

To: Mark a PNR on queue with a left message to call back remark and return it to the same queue the next morning

Type: QLMCB

Mark a PNR on queue with a left message to call back remark including freeform text (up to 36 characters), and return it to the same queue the next morning

Type: QLMCB/ANDREW
**Signing Out of Queue**

When you are finished working in a queue, you need to sign out of queue. The following is a list of formats to sign out of queue.

**To sign out of queue and:**

- **Type:**
  - Ignore a PNR: QXI
  - Ignore a PNR and redisplay it: QXIR
  - End transact a PNR: QXE
  - End transact a PNR and redisplay it: QXER
  - Remove a PNR from queue: QX+QR
  - Place a PNR on another queue: QX+QEP/44

**Working Message Queue**

Airline, car, train, cruise, hotel, and leisure travel companies send messages regarding PNRs to your message queue.

**Steps to work a message on queue:**

1. Sign into message queue. QM
2. Switch screens and retrieve PNR by the record locator provided in message. ♯7UC5WT
3. Update the PNR as required. .2HK
4. Add a Received field from line 2 of message. R:DBVRMJU211807
5. End transact PNR. E

*continued on next page*
Working Message Queue (cont.)

To: Sign into message queue
Type: QM

Redisplay message
Type: Q*

Redisplay message and ignore PNR
Type: Q*I

Place message at bottom of queue
Type: QEMI

Place message on branch GL4 message queue
Type: QEMI/GL4

Sign out of queue and place message at bottom of queue
Type: QX‡QEMI

Sign out of queue, remove message from queue, and ignore PNR
Type: QX‡QI

Count messages on queue
Type: QCM

Use automatic display sequence
Type: QD/M
(Next message automatically appears after completing work on current one)

Use single message display sequence
Type: QD/MS
(Type QM to display next message)

Working Supervisor Queue

HELP QUEUE–SUPERVISOR

Agents in your office, branches, and offices linked by Selective Access™ can send messages via PNR remarks (˜:5) to your supervisor queue. In addition, some supervisor messages are automatically sent. When a message is received, an unsolicited message appears on the status bar of the designated supervisor CRT.

To

Designate CRT as supervisor CRT
Type: QT

Note: Only one allowed per pseudo city.

Cancel supervisor CRT
Type: QN

Sign into supervisor queue
Type: QS

Sign into branch GK5 queue
Type: QS/GK5

Continued on next page
### Working Supervisor Queue (Cont.)

<table>
<thead>
<tr>
<th>To</th>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place current message at bottom of supervisor queue</td>
<td>QESI</td>
</tr>
<tr>
<td>Place current message at bottom of GK5 supervisor queue</td>
<td>QESI/GK5</td>
</tr>
<tr>
<td>Place current message at bottom of message queue</td>
<td>QEMI</td>
</tr>
<tr>
<td>Place current message at bottom of GK5 message queue</td>
<td>QEMI/GK5</td>
</tr>
<tr>
<td>Sign out of supervisor queue and delete message</td>
<td>QXI and then QI</td>
</tr>
<tr>
<td>Sign out of queue and leave message on queue</td>
<td>QXI and then QEMI</td>
</tr>
<tr>
<td>Sign out of supervisor queue</td>
<td>QX</td>
</tr>
<tr>
<td>Count messages in supervisor queue</td>
<td>QCS</td>
</tr>
<tr>
<td>Use automatic display sequence (Next message automatically appears after completing work on current one)</td>
<td>QD/S</td>
</tr>
<tr>
<td>Use single message display sequence (Type QS to display next message)</td>
<td>QD/SS</td>
</tr>
</tbody>
</table>

**Steps to place message on supervisor queue:**

1. Type message in PNR remarks.
   - Type: 
   - 5TOUR XLD. CTC MR RIVAS 5THANKS. PAUL

2. Place message on queue:
   - For your supervisor queue | QES |
   - For branch GK5 | QES/GK5 |
Queue Functions

This section includes the typical queue functions that agents perform to move PNRs in and out of queues and to manage their PNRs through the use of queues.

Placing PNRs on Queue

You can place a PNR in any PNR queue, category, or date range for your office or branch office.

To place a PNR in: Type:

Queue 50 QEP/50
Queue 50, category JE QEP/50*CJE
Queue 50, category JE, date range 4 QEP/50*CJE*D4
Queue 65, with PNR Instruction 120 QEP/65*120
Queue 65, category 33, with PNR Instruction 120 QEP/65*C33*120
Queues 40 and 71 QEP/40*71
Queue 40, category DF and queue 71, category 19 QEP/40*DF*71*C19
Branch GL4, queue 88 QEP/GL4/88
Multiple queues at branch GL4 QEP/GL4/88*GL4/31
Queue 72 and branch GL4, queue 99 QEP/72*GL4/99
Adding PNR Instructions

A PNR Instruction is a note that describes what needs to be done to a PNR on queue. It appears on the top right corner of the PNR when you view it on queue. You can display a list of PNR Instructions and add a PNR Instruction to a PNR when you place it on queue. Follow these steps to add a PNR Instruction.

1. Display the PNR Instruction table using one of the following formats.

   **To display:**
   - PNR Instruction table
   - PNR Instruction 120
   - PNR Instructions 70 through 90

   **Type:**
   - QY
   - QY*120
   - QY*70–90

2. Identify the PNR Instruction you need.

3. Add a pillow and the PNR Instruction number to the end of a format to place a PNR on queue as in the following examples.

   **To place a PNR in:**
   - Queue 50 and add PNR Instruction 120
   - Queue 14, category JD and add PNR Instruction 18

   **Type:**
   - QEP/50*120
   - QEP/14*CJ*18

Using Queue Minders

A Queue Minder is a PNR field that places the PNR on a queue or category on a specific date. Each PNR can have up to 20 Queue Minders and each Queue Minder can contain up to 64 characters, including queue, category, date, and freeform text. Queue Minders appear in the PNR below the ATFQ field.

**To add a Queue Minder for:**

- June 21 and place on queue 45
- May 3 and place on queue 12, category GS
- August 11 and place on branch GL1, queue 52
- Change Queue Minder 3

**Type:**

- QMDR–21JUN/45/RESERVE LIMO
- QMDR–3MAY/12*CGS/CK DPST
- QMDR–11AUG/GL1/52/SEND FLOWERS
- C:3QMDR–21OCT/21/ADD SEATS

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Using Queue Minders (cont.)

To:

- Change date only on Queue Minder 4
- Delete Queue Minder 7
- Delete Queue Minders 3 through 5 and 9
- Display Queue Minders only
- Display Queue Minders, name, and air itinerary only

Type:

- C:4QMDR–18DEC
- C:7QMDR–
- C:3–5×9QMDR–
- *QM
- *QM†N†IA

Bouncing PNRs on Queue

Bouncing a queue moves up to 999 PNRs from one queue to another queue.

To bounce:

- All PNRs from queue 25 to queue 36
- First 200 PNRs from queue 25 to 36
- All PNRs from queue 25 to queue 36, category 95

Type:

- QB25/36
- QB25/36–200
- QB25/36×C95

Counting PNRs on Queue

Apollo offers several ways to count the number of PNRs on queue.

To count PNRs in:

- All queues
- All queues with 50 or more PNRs
- All queues, categories, and date ranges with titles
- All queues, categories, and date ranges without titles
- Urgent queue (Q0)
- General queue
- Queue 92
- Multiple queues

Type:

- QC/ALL
- QC/ALL/50
- QCT/ALL
- QCD/ALL
- QC/0
- QC/1
- QC/92
- QC/92‡83‡60

continued on next page
Counting PNRs on Queue (cont.)

To count PNRs in:

Queue 92 *with* title  
Type: QCT/92

Queue 92, *all categories and date ranges with* titles  
Type: QCTA/92

Queue 92, category FA *with* titles  
Type: QCT/92*CFA

Queue 92, category FA, *all date ranges with* titles  
Type: QCTA/92*CFA

Queue 61 *without* titles  
Type: QCD/61

Queue 61, *all categories and date ranges without* titles  
Type: QCDA/61

Unable to contact queue (QUTC)  
Type: QCU

Left message to call back queue (QLMCB)  
Type: QCL

All queues at branch GL5  
Type: QC/GL5/ALL

Branch GL5, queue 66  
Type: QC/GL5/66

Multiple queues at branch GL5  
Type: QC/GL5/45\^58\^22

Listing PNRs on Queue

You can display a list of PNRs on a queue, category, or date range. The list includes name, record locator, and date of travel. To qualify your list, you can specify up to ten letters of the last name.

To display a list of PNRs on:

Queue 43  
Type: QLD/43

Queue 43, category BB  
Type: QLD/43*CBB

Queue 43, category BB, date range 2  
Type: QLD/43*CBB*D2

Queue 43, with last names beginning with the letter G  
Type: QLD/43–G

Queue 43, with last names beginning with the letters SCH  
Type: QLD/43–SCH

Queue 43, category BB, with last names beginning with the letters SCH  
Type: QLD/43*CBB–SCH

Queue 43, Past Date Quick records only  
Type: QLD/43–Ⅱ
Using Queue Where

To see: A list of all queues where the retrieved PNR resides

Type: QW

Printing a Queue

You can print up to 385 PNRs on a queue, category, or date range in one entry. You can also print the items on a message queue or supervisor queue. Items print on the designated hardcopy printer or the itinerary printer, if one is not designated. Printed PNRs remain on queue. There is a charge for queue print.

To print all:
- PNRs on queue 48: QPRINT/48
- PNRs on queue 48 with history: QPRINT/48*H
- PNRs on branch 2TA, queue 11, category HD, date range 3: QPRINT/2TA/11*CHD*D3
- Items on your supervisor queue: QPRINT/S
- Items on branch 2TA message queue: QPRINT/2TA/M

To:
- Stop print once items start printing: QP/STOP
- Cancel items waiting to print: QPX

Ticketing PNRs on Queue

You can ticket all PNRs on a queue in one entry if you have stored ATFQ fields.

To:
- Ticket all PNRs on queue currently signed into: HB:Q
- Ticket all PNRs on queue 10: HB:Q/10
- Ticket all PNRs on branch GL1, queue 10, category AD: HB:Q/2TA/10*CAD
- Stop queue ticketing for queue 10: HB:Q/10/STOP
Queue Management Functions

This section includes queue management functions that your queue administrator normally performs.

Activating Queues

A secondary authorizer can activate queues, categories, and date ranges. Since queues are already activated, they must only be activated if previously deactivated. Categories and date ranges must be activated before using them.

To activate: Type:
Queue 30 QD/30
Category MK for queue 30 QDCA/30*CMK
Multiple categories (up to 10) for queue 30 QDCA/30*CMK‡CET‡C68
A range of categories for queue 30 QDCA/30*C66–71
Category MK and date range 3 for queue 30 QDCA/30*CMK*D3
Multiple categories and date ranges (up to 10) for queue 30 QDCA/30*CMK*D1‡CET*D1
A range of categories and date ranges for queue 30 QDCA/30*C70–89*D1–4
Date range 1 for queue 30, category 15 QDCA/30*C15*D1
A range of date ranges for queue 30, category 15 QDCA/30*C15*D1–4

Reactivating Categories and Date Ranges

Any category or date range with no activity for 90 days is marked for deletion and is deleted 30 days later. You can display a list of categories and date ranges marked for deletion by entering QDQU. To reactivate a category or date range, simply place a PNR on it using a QEP, QB, or QMDR format.
Deactivating Queues

A secondary authorizer can deactivate queues, categories, and date ranges that are no longer needed.

To deactivate: Type:
Queue 30 QD/30X
Category MK for queue 30 QDCX/30*CMK
Multiple categories (up to 10) for queue 30 QDCX/30*CMK+CET+C68
A range of categories for queue 30 QDCX/30*C66-71
Category MK and date range 3 for queue 30 QDCX/30*CMK*D3
Multiple categories and date ranges (up to 10) for queue 30 QDCX/30*CMK*D1+CET*D1
A range of categories and date ranges for queue 30 QDCX/30*C70–89*D1–4
Date range 1 for queue 30, category 15 QDDX/30*C15*D1
A range of date ranges for queue 30, category 15 QDDX/30*C15*D1–4

Displaying Queue Structure

You can display a list of all categories and date ranges associated with a specific queue.

To display a list of all: Type:
Categories associated with queue 61 QDCC/61
Categories and date ranges associated with queue 61 QDQT/61
Adding Titles

You can use a fill-in format to add titles to queues, categories, and date ranges. Titles can contain letters, numbers, blanks, and the following characters: * / –

Steps to add a queue title:

1. Type QDQT and press Enter. The queue title fill-in format appears.

2. 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 6 PD and press Enter. Repeat until the needed queue appears, and then tab to the queue.

3. Type the new title over dots or any previous title and press Enter on each screen to save.

Steps to add category and date range titles:

Note: Categories and date ranges must be activated before you can add titles.

1. Type QDQT/xx (xx is the queue number) and press Enter. The category/date range title fill-in format appears.

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

3. Type the new title over dots or any previous title and press Enter to save.

Copying Categories and Date Ranges

You can use a fill-in format to copy categories from one queue to another. Date ranges associated with the categories automatically copy.

Steps to copy a category:

1. Type QDCC/xx (xx is the queue number you are copying from) and press Enter. The category/date range fill-in format appears.

2. Tab to TO QUEUE and type the queue number you are copying to.

continued on next page
Copying Categories and Date Ranges (cont.)

3. Tab to one of the following:

   To copy: Tab to:
   All categories and date ranges ALL CATEGORIES AND DATE RANGES
   Specific categories and date ranges The categories you need to copy

4. Type a Y or N at the appropriate tab stops as indicated below and press Enter.

   To copy: Type:
   With titles Y
   Without titles N

Moving and Counting Ticket Orders

Moving Future Ticket Orders

You can move and count unticketed PNRs that have ticketing or Queue Minder dates. You can also use a date range up to 31 days.

To move all PNRs with a:

Type:
Single TAU date to queue 90 ORB/TAU/3AUG–Q/90
Range of TAU dates to queue 90 ORB/TAU/3AUG*9AUG–Q/90
Single Queue Minder date to queue 66 ORB/QMDR/11JAN–Q/66
Range of Queue Minder dates to queue 66 ORB/QMADR/11JAN*28JAN–Q/66
Range of Queue Minder dates to branch GL2, queue 35 ORB/QMDR/18JUN*26JUN–Q/GL2/35
Single TAU date and no ATFQ to queue 90 ORB/TAU/FQ/3AUG–Q/90
Range of TAU dates and an unable or repriced ATFQ to queue 90 ORB/TAU/PR/3AUG*9AUG–Q/90
Single TAU date to branch GL5, queue 68 ORB/TAU/11DEC–Q/GL5/68

Continued on next page
Moving Future Ticket Orders (Cont.)

To move all PNRs with a:  
Specific TAW account code and date to queue 9 (automatically places on queue 9)  
Specific TAW time and date to queue 9 (automatically places on queue 9)

Type:
ORB/TAW–ACMECO/12SEP–Q
ORB/TAW–3P/12SEP–Q

Moving Yesterday and Today Ticket Orders

You can move all unticketed PNRs with a ticketing or Queue Minder date of yesterday and/or today and place them on a queue.

To move all PNRs with a:  
Ticketing date of yesterday or today to queue 56
Ticketing date of yesterday and today to queue 56
Queue Minder date of yesterday or today to queue 85
Queue Minder date of yesterday and today to queue 85
Ticketing date of yesterday or today to branch GL1 queue 38
Ticketing date of yesterday and today to branch GL1 queue 38

Type:
ORZ/TAU/16APR–Q/56
ORZ/TAU/16APR–Q/17APR–Q/56
ORZ/QMDR/16APR–Q/85
ORZ/QMDR/16APR–Q/17APR–Q/85
ORZ/TAU/16APR–Q/GL1/38
ORZ/TAU/16APR–Q/GL1–Q/17APR–Q/38

Counting Future Ticket Orders

You can display a count of unticketed PNRs with a ticketing or Queue Minder date.

To count all PNRs with a:  
Single TAU date
Range of TAU dates
Single Queue Minder date
Range of Queue Minder dates
Specific TAW account code and date
Range of TAW dates
Single TAU date for branch GL1
Range of TAU dates for branch GL1

Type:
ORC/TAU/5JUN
ORC/TAU/5JUN–20JUN
ORC/QMDR/2FEB
ORC/QMDR/2FEB–9FEB
ORC/TAW–ACMECO/5OCT
ORC/TAW/5OCT–8OCT
ORC/GL1/TAU/19JUL
ORC/GL1/TAU/19JUL–30JUL
Queue Forwarding

You can automatically forward PNRs being queued from one queue, category, or date range to another. Your secondary authorizer gives you authority to perform queue-forwarding functions.

To: Forward from Q45 to Q32
Type: QF/45‡32

Forward from Q45 to queue 32, category MW, date range 2
Type: QF/45‡32∗CMW∗D2

Forward from Q45 to branch GK3 queue 50
Type: QF/45‡GK3/50

Deactivate queue forwarding from Q45
Type: QFX/45

Queue Free

A secondary authorizer can free (remove) all PNRs from a queue, category or date range in a single entry. In addition, all messages from a supervisor or message queue can be removed with Queue Free.

To free: PNRs from queue 45
Type: QFREE/45

PNRs from queue 45, category HB
Type: QFREE/45∗CHB

PNRs from queue 45, category HB, date range 3
Type: QFREE/45∗CHB∗D3

Messages from supervisor queue
Type: QFREE/S

Messages from message queue
Type: QFREE/M
The Queue Activity Summary provides a real-time summary of PNRs:

- On queue at the start of the day
- Currently on queue
- Added to queue
- Deleted from queue

**To display a summary for:**

<table>
<thead>
<tr>
<th>Type:</th>
<th>Type:</th>
</tr>
</thead>
<tbody>
<tr>
<td>All queues</td>
<td>QA/ALL</td>
</tr>
<tr>
<td>Specific queue</td>
<td>QA/61</td>
</tr>
<tr>
<td>Multiple queues</td>
<td>QA/61‡62‡78</td>
</tr>
<tr>
<td>Specific category</td>
<td>QA/61*CDM</td>
</tr>
<tr>
<td>Specific date range</td>
<td>QA/61<em>CDM</em>D1</td>
</tr>
<tr>
<td>Multiple queues, categories, and date ranges</td>
<td>QA/8‡9‡49‡CCT‡53‡61‡CDM</td>
</tr>
<tr>
<td>Specific queue and associated categories and date ranges</td>
<td>QAT/61</td>
</tr>
<tr>
<td>All queues at branch</td>
<td>QA/GK5/ALL</td>
</tr>
<tr>
<td>Specific category at branch</td>
<td>QA/GK5/61*CDM</td>
</tr>
<tr>
<td>Specific date range at branch</td>
<td>QA/GK5/61<em>CDM</em>D1</td>
</tr>
<tr>
<td>Specific queues at multiple branches</td>
<td>QA/GK5/30‡GK6/51‡CDM</td>
</tr>
</tbody>
</table>