

Queues

Quick Reference



Acknowledgement:

**This document was developed by Galileo Training Services.
Customer feedback is important to us. Please take a few minutes to send any
questions or comments to us at training.development@galileo.com**

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Contents

Queue Structure	4
Programmatic Queues	4
Special Queues	5
Working PNRs on Queue	5
Signing Into Queue.....	5
Moving Back.....	6
Adding an End of Queue Marker.....	6
End Transact.....	7
Ignore	7
Removing from Queue	7
Marking Unable to Contact.....	8
Marking Left Message to Call Back.....	8
Signing Out of Queue.....	9
Working Message Queue	9
Working Supervisor Queue	10
Queue Functions	12
Placing PNRs on Queue	12
Adding PNR Instructions	13
Using Queue Minders.....	13
Bouncing PNRs on Queue	14
Counting PNRs on Queue.....	14
Listing PNRs on Queue.....	15
Using Queue Where.....	16
Printing a Queue	16
Ticketing PNRs on Queue.....	16

Queue Management Functions.....	17
Activating Queues	17
Reactivating Categories and Date Ranges	17
Displaying Queue Structure	18
Adding Titles.....	19
Copying Categories and Date Ranges	19
Moving and Counting Ticket Orders.....	20
Moving Future Ticket Orders	20
Moving Yesterday and Today Ticket Orders	21
Counting Future Ticket Orders	21
Queue Forwarding.....	22
Queue Free	22
Queue Activity Summary.....	23

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

HELP QUEUE-PROGRAMMATIC

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

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

Special Queues

HELP QUEUE–SUPERVISOR HELP QUEUE–MESSAGE

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

<u>Queue title:</u>	<u>Format to place on queue:</u>	<u>Description:</u>
SPV - Supervisor	QS	Agency internal message generated by PNR remarks
MSG - Message	QM	Message from airline, car, train, cruise, hotel, or leisure travel company
UTR - Unable to contact	QUTC	Count of PNRs with unable to contact notices Note: When you enter QUTC on a PNR, the PNR is returned to the same queue at a preset time.
LMT - Left message to call back	QLMCB	Count of PNRs with left message to call back notices 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

HELP QUEUE–SIGN IN

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.

<u>To sign into:</u>	<u>Type:</u>
Urgent queue (Q0)	Q or Q/0
General queue (Q1)	Q/1
Current day ticketing queue (Q10)	Q/10

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Signing Into Queue *(cont.)*

<u>To sign into:</u>	<u>Type:</u>
Queue 45	Q/45
Queue 45, category LS	Q/45*CLS
Queue 45, category LS, date range 3	Q/45*CLS*D3
Branch GL1, queue 58	Q/GL1/58
Branch GL1, queue 58, category SG	Q/GL1/58*CSG
Urgent queue and display only names, air itinerary, and first two phone fields	Q‡*N‡IA‡P1
Queue 28 and display only names, air itinerary, and first two phone fields	Q/28‡*N‡IA‡P1
Branch GL1, queue 35, and display only names, air itinerary, and first two phone fields	Q/GL1/35‡*N‡IA‡P1

Moving Back

HELP QUEUE-ROUTE

You can move back to the previous PNR on queue.

<u>To move back to the:</u>	<u>Type:</u>
Previous PNR on queue	QP
Previous PNR on queue and ignore changes	QPI

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.

<u>To:</u>	<u>Type:</u>
Turn on end of queue marker	QENDON
Turn off end of queue marker	QENDOFF

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.

<u>To end transact and:</u>	<u>Type:</u>
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.

<u>To ignore and:</u>	<u>Type:</u>
Redisplay the PNR	IR
Display the next PNR on queue	I

Removing from Queue

HELP QUEUE-REMOVE

<u>To:</u>	<u>Type:</u>
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

HELP QUEUE–CALLBACK

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:

Type:

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

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

QUTC/CALL AFTER LUNCH

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

QI/60

Marking Left Message to Call Back

HELP QUEUE–CALLBACK

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:

Type:

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

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

QLMCB/ANDREW

Signing Out of Queue

HELP QUEUE–SIGN OUT

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.

<u>To sign out of queue and:</u>	<u>Type:</u>
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

HELP QUEUE–MESSAGE

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

<u>Steps to work a message on queue:</u>	<u>Type:</u>
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

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Working Message Queue (cont.)

<u>To:</u>	<u>Type:</u>
Sign into message queue	QM
Redisplay message	Q*
Redisplay message and ignore PNR	Q*I
Place message at bottom of queue	QEMI
Place message on branch GL4 message queue	QEMI/GL4
Sign out of queue and place message at bottom of queue	QX±QEMI
Sign out of queue, remove message from queue, and ignore PNR	QX±QI
Count messages on queue	QCM
Use automatic display sequence (Next message automatically appears after completing work on current one)	QD/M
Use single message display sequence (Type QM to display next message)	QD/MS

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.

<u>To</u>	<u>Type:</u>
Designate CRT as supervisor CRT	QT
Note: Only one allowed per pseudo city.	
Cancel supervisor CRT	QN
Sign into supervisor queue	QS
Sign into branch GK5 queue	QS/GK5

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Working Supervisor Queue (Cont.)

<u>To</u>	<u>Type:</u>
Place current message at bottom of supervisor queue	QESI
Place current message at bottom of GK5 supervisor queue	QESI/GK5
Place current message at bottom of message queue	QEMI
Place current message at bottom of GK5 message queue	QEMI/GK5
Sign out of supervisor queue and delete message	QXI and then QI
Sign out of queue and leave message on queue	QXI and then QEMI
Sign out of supervisor queue	QX
Count messages in supervisor queue	QCS
Use automatic display sequence (Next message automatically appears after completing work on current one)	QD/S
Use single message display sequence (Type QS to display next message)	QD/SS
<u>Steps to place message on supervisor queue:</u>	<u>Type:</u>
1. Type message in PNR remarks.	⌘: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

HELP QUEUE-PLACE

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

<u>To place a PNR in:</u>	<u>Type:</u>
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

HELP QUEUE–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.

<u>To display:</u>	<u>Type:</u>
PNR Instruction table	QY*
PNR Instruction 120	QY*120
PNR Instructions 70 through 90	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.

<u>To place a PNR in:</u>	<u>Type:</u>
Queue 50 and add PNR Instruction 120	QEP/50 120
Queue 14, category JD and add PNR Instruction 18	QEP/14*CJD 18

Using Queue Minders

HELP 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.

<u>To add a Queue Minder for:</u>	<u>Type:</u>
June 21 and place on queue 45	QMDR–21JUN/45/RESERVE LIMO
May 3 and place on queue 12, category GS	QMDR–3MAY/12*CGS/CK DPST
August 11 and place on branch GL1, queue 52	QMDR–11AUG/GL1/52/SEND FLOWERS
Change Queue Minder 3	C:3QMDR–21OCT/21/ADD SEATS

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Using Queue Minders *(cont.)*

<u>To:</u>	<u>Type:</u>
Change date <i>only</i> on Queue Minder 4	C:4QMDR-18DEC
Delete Queue Minder 7	C:7QMDR-
Delete Queue Minders 3 through 5 and 9	C:3-5*9QMDR-
Display Queue Minders <i>only</i>	*QM
Display Queue Minders, name, and air itinerary <i>only</i>	*QM‡N‡IA

Bouncing PNRs on Queue

HELP QUEUE-BOUNCE

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

<u>To bounce:</u>	<u>Type:</u>
All PNRs from queue 25 to queue 36	QB25/36
First 200 PNRs from queue 25 to 36	QB25/36-200
All PNRs from queue 25 to queue 36, category 95	QB25/36*C95

Counting PNRs on Queue

HELP QUEUE-COUNT

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

<u>To count PNRs in:</u>	<u>Type:</u>
All queues	QC/ALL
All queues with 50 or more PNRs	QC/ALL/50
All queues, categories, and date ranges <i>with</i> titles	QCT/ALL
All queues, categories, and date ranges <i>without</i> titles	QCD/ALL
Urgent queue (Q0)	QC/0
General queue	QC/1
Queue 92	QC/92
Multiple queues	QC/92‡83‡60

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Counting PNRs on Queue (cont.)

<u>To count PNRs in:</u>	<u>Type:</u>
Queue 92 <i>with</i> title	QCT/92
Queue 92, all categories and date ranges <i>with</i> titles	QCTA/92
Queue 92, category FA <i>with</i> titles	QCT/92*CFA
Queue 92, category FA, all date ranges <i>with</i> titles	QCTA/92*CFA
Queue 61 <i>without</i> titles	QCD/61
Queue 61, all categories and date ranges <i>without</i> titles	QCDA/61
Unable to contact queue (QUTC)	QCU
Left message to call back queue (QLMCB)	QCL
All queues at branch GL5	QC/GL5/ALL
Branch GL5, queue 66	QC/GL5/66
Multiple queues at branch GL5	QC/GL5/45‡58‡22

Listing PNRs on Queue

HELP QUEUE-LIST

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.

<u>To display a list of PNRs on:</u>	<u>Type:</u>
Queue 43	QLD/43
Queue 43, category BB	QLD/43*CBB
Queue 43, category BB, date range 2	QLD/43*CBB*D2
Queue 43, with last names beginning with the letter G	QLD/43-G
Queue 43, with last names beginning with the letters SCH	QLD/43-SCH
Queue 43, category BB, with last names beginning with the letters SCH	QLD/43*CBB-SCH
Queue 43, Past Date Quick records <i>only</i>	QLD/43-≠

Using Queue Where

HELP QUEUE-WHERE

To see:

Type:

A list of all queues where the retrieved PNR resides

QW

Printing a Queue

HELP QUEUE-PRINT

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:

Type:

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:

Type:

Stop print once items start printing

QP/STOP

Cancel items waiting to print

QPX

Ticketing PNRs on Queue

HELP QUEUE-TICKET

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

To:

Type:

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

HELP QUEUE-ACTIVATE

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.

<u>To activate:</u>	<u>Type:</u>
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	QDDA/30*C15*D1
A range of date ranges for queue 30, category 15	QDDA/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

HELP QUEUE-DEACTIVATE

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

HELP QUEUE–TITLE

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*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

HELP QUEUE–COPY

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.

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Copying Categories and Date Ranges (cont.)

3. Tab to one of the following:

To copy:

All categories and date ranges

Specific categories and date ranges

Tab to:

ALL 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:

With titles

Without titles

Type:

Y

N

Moving and Counting Ticket Orders

HELP PREVIEW—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.

Moving Future Ticket Orders

You can move all unticketed PNRs that have a future ticketing or Queue Minder date and place them on a queue.

To move all PNRs with a:

Single TAU date to queue 90

Range of TAU dates to queue 90

Single Queue Minder date to queue 66

Range of Queue Minder dates to queue 66

Range of Queue Minder dates to branch GL2,
queue 35

Single TAU date and *no* ATFQ to queue 90

Range of TAU dates and an unable or repriced
ATFQ to queue 90

Single TAU date to branch GL5, queue 68

Type:

ORB/TAU/3AUG–Q/90

ORB/TAU/3AUG*9AUG–Q/90

ORB/QMDR/11JAN–Q/66

ORB/QMADR/11JAN*28JAN–Q/66

ORB/QMDR/18JUN*26JUN–Q/GL2/35

ORB/TAU/FQ/3AUG–Q/90

ORB/TAU/PR/3AUG*9AUG–Q/90

ORB/TAU/11DEC–Q/GL5/68

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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*17APR-Q/56

ORZ/QMDR/16APR-Q/85

ORZ/QMDR/16APR*17APR-Q/85

ORZ/TAU/16APR-Q/GL1/38

ORZ/TAU/16APR*17APR-Q/GL1/38

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

HELP QUEUE-ROUTE

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.

<u>To:</u>	<u>Type:</u>
Forward from Q45 to Q32	QF/45‡32
Forward from Q45 to queue 32, category MW, date range 2	QF/45‡32*CMW*D2
Forward from Q45 to branch GK3 queue 50	QF/45‡GK3/50
Deactivate queue forwarding from Q45	QFX/45

Queue Free

HELP 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.

<u>To free:</u>	<u>Type:</u>
PNRs from queue 45	QFREE/45
PNRs from queue 45, category HB	QFREE/45*CHB
PNRs from queue 45, category HB, date range 3	QFREE/45*CHB*D3
Messages from supervisor queue	QFREE/S
Messages from message queue	QFREE/M

Queue Activity Summary

HELP QUEUE-SUMMARY

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:

Type:

All queues	QA/ALL
Specific queue	QA/61
Multiple queues	QA/61±62±78
Specific category	QA/61*CDM
Specific date range	QA/61*CDM*D1
Multiple queues, categories, and date ranges	QA/8±9±49*CCT±53±61*CDM
Specific queue and associated categories and date ranges	QAT/61
All queues at branch	QA/GK5/ALL
Specific category at branch	QA/GK5/61*CDM
Specific date range at branch	QA/GK5/61*CDM*D1
Specific queues at multiple branches	QA/GK5/30±GK6/51*CDM