



Amadeus Selling Platform Queues

Note: This module contains Amadeus Selling Platform Queue, updated in March, 2013.

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Introduction

This user guide describes the functionality of Amadeus Queues, a module integrated in Amadeus Selling Platform that allows you to manage and process your PNRs.

Objectives

After you have read this guide, you will be able to:

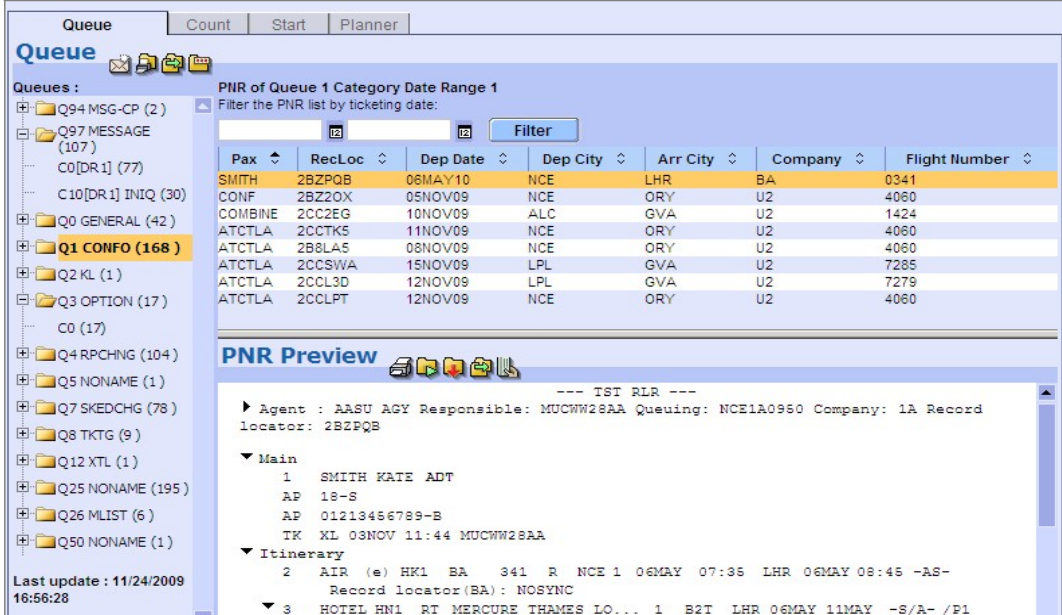
- Understand what Amadeus Queues does
- Process PNRs or messages in a queue including the following:
 - Transferring to other queues
 - Delaying PNRs or messages
 - Printing PNRs or messages
- Understand and use the Queue Planner

Chapter 1

Introduction to Amadeus Queues

Amadeus Queues can be used as a storage facility for PNRs that require further action. Queues can also be used to receive and send messages from and to providers regarding the status of booked segments or special requests.

You click on  in your platform's main toolbar to work with the Queues module.



The screenshot displays the Amadeus Queues interface. On the left, a tree view shows various queues, with 'Q1 CONFO (168)' selected. The main area shows a table of PNRs for 'Queue 1' with columns for Pax, RecLoc, Dep Date, Dep City, Arr City, Company, and Flight Number. Below the table is a 'PNR Preview' section showing details for a specific PNR, including agent information, main itinerary, and a hotel booking.

Pax	RecLoc	Dep Date	Dep City	Arr City	Company	Flight Number
SMTH	2BZPQB	06MAY10	NCE	LHR	BA	0341
CONF	2BZ20X	05NOV09	NCE	ORY	U2	4060
COMBINE	2CC2EG	10NOV09	ALC	GVA	U2	1424
ATCTLA	2CC7K5	11NOV09	NCE	ORY	U2	4060
ATCTLA	2B8LA5	08NOV09	NCE	ORY	U2	4060
ATCTLA	2CCSWA	15NOV09	LPL	GVA	U2	7285
ATCTLA	2CCL3D	12NOV09	LPL	GVA	U2	7279
ATCTLA	2CCLPT	12NOV09	NCE	ORY	U2	4060

PNR Preview

```

--- TST RLR ---
Agent : AASU AGY Responsible: MUCW28AA Queuing: NCE1A0950 Company: 1A Record
locator: 2BZPQB

Main
1 SMITH KATE ADT
AP 18-S
AP 01213456789-B
TK XL 03NOV 11:44 MUCW28AA

Itinerary
2 AIR (e) HKL BA 341 R NCE 1 06MAY 07:35 LHR 06MAY 08:45 -AS-
Record locator(BA): NOSYNC
3 HOTEL HNI RT MERCURE THAMES LO... 1 B2T LHR 06MAY 11MAY -S/A- /P1
  
```

The following tabs are provided:

Queue

The Queue tab provides access to all the queues available for your office ID. From this screen you can display PNRs and messages that have been placed on a queue and you can access queue-related follow-up actions.

Start

You use the Start tab to view and process the PNRs or messages on a queue.

Count

When you request a queue count, you will receive a display containing a list of queues in your office and the number of items on each queue.

Planner

The Queue Planner screen lets you request a count of PNRs and messages that will appear at a later time today or on a future date.

What Is a Queue?

A queue is a holding area for PNRs or messages that will require further action at a later date or time. It is identified by a number from 1 to 99. Each queue can be divided into categories, which are numbered from 0 to 254. Some queues may also be further divided into four date ranges.

Some queue numbers are predetermined by Amadeus because of industry standards. PNRs and messages are automatically placed in these predetermined queues by airlines, hotel companies, car companies, other providers and Amadeus.

Every office has its own queue bank. Travel agencies are automatically provided with 16 predefined queues and airline offices with 19 queues.

You can create additional queues where you can manually place PNRs and messages that require follow-up. And you can select one category to be associated to your Amadeus sign, so that any PNRs or messages you create will be placed in the appropriate queue in your assigned category.

Queues are added in the Command Page. You can then use the graphical Queues module to display the contents of the queues and carry out related follow-up actions.

A PNR or message may be placed on queue because:

- You are waiting for confirmation of segments, services, options or seats from a waitlist.
- The agency that is responsible for the PNR has changed.
- The flight schedule has been changed.
- You are waiting for the ticketing date of the PNR.
- You are waiting for the expiration of a ticketing date.
- You are waiting for a rate quote from an airline.

Queue Categories

You can subdivide queues into categories by agent sign.

PNRs and messages can then be sorted by agent sign so that when a PNR or message is placed on queue, the system places it in the category associated with the agent sign in the Received From element in the PNR. Agent sign association overrides the system's normal automatic placement of PNRs and messages.

Queue Date Ranges

You can further subdivide queue categories into date ranges so that you can prioritize your PNRs.

Each category can have four date ranges. Each date range functions as a separate sub-queue. Date ranges can be changed to meet the requirements of each individual office.

The default date ranges set up by Amadeus are:

Date Range	Includes:
1	Today plus two days
2	Today plus five days
3	Today plus eight days
4	Date range 3 onward

PNRs that require action are moved in sequence from date range 4, to date range 3, to date range 2, and eventually to date range 1. They remain there until you take action on them.

Chapter 2

Queue Display

The Queue tab in the Queues module provides access to all the queues available for your office ID. From this screen you can display PNRs and messages that have been placed on a queue and you can access queue-related follow-up actions.

The screenshot displays the Amadeus Queue Display interface. On the left, a tree view shows various queues, with 'C0 (10)' selected. The main area shows the 'PNR of Queue 4 Category 0' with a table of results. Below the table is a 'PNR Preview' section showing details for the selected PNR.

Pax	RecLoc	Dep Date	Dep City	Arr City	Company	Flight Number
NO TICKET	Z8PSPJ	20JUL08	LHR	MIA	BA	0207

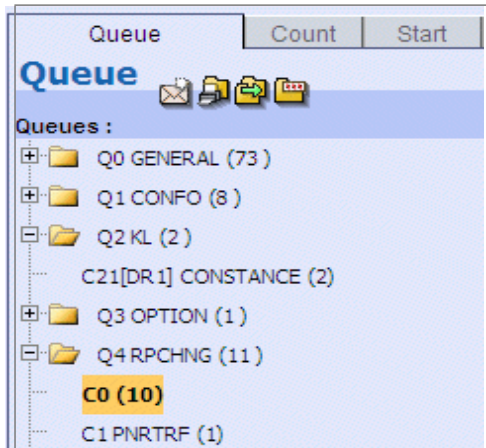
PNR Preview



Agent : LGSU DAP Responsible: NCE1A0950 Queuing: NCE1A0950 Company: 1A

- ▼ Main
 - 1 NO TICKET ONE
 - AP NCE 1234 345
 - AFE LARCE@AMADEUS.COM
 - TK OK 04FEB NCE1A0950
- ▼ Itinerary
 - 2 AIR (e) HK1 BA 341 Y NCE 1 16MAR Fast segment 08:55 LHR 16MAR 10:05 -AS-
 - 3 AIR (e) HK1 BA 207 Y LHR 5 20JUL 09:35 MIA 20JUL 13:40 -AS-

Queue Tree View




The Queue tree view on the left-hand side of the screen shows the queues available for your office ID in a tree-like or Explorer-like structure.




Click on  and  to expand and collapse the categories and date ranges of a queue.

Each queue item is displayed with its number and its name. The queue count given in brackets indicates the number of PNRs or messages currently stored in the queue, category or date range.

From the Queue tree view you can:

- Display a list of PNRs
Select a queue and then a category or date range. The PNRs currently on this queue are displayed in the PNR list on the right-hand side of the screen.
- Display queue messages
Select a message queue, category or date range. The first message will be displayed in the Queue Message panel on the right-hand side of the screen.
- Create a new queue message
Click on  in the upper toolbar in the Queue tree view to write a new message.
- Print all PNRs or messages in a queue
Click on  in the upper toolbar to print all the PNRs or messages in the current queue, category or date range.
- Transfer all PNRs or messages in a queue to another queue
Click on  in the upper toolbar to transfer PNRs and messages to another queue.

- Rename a queue or category

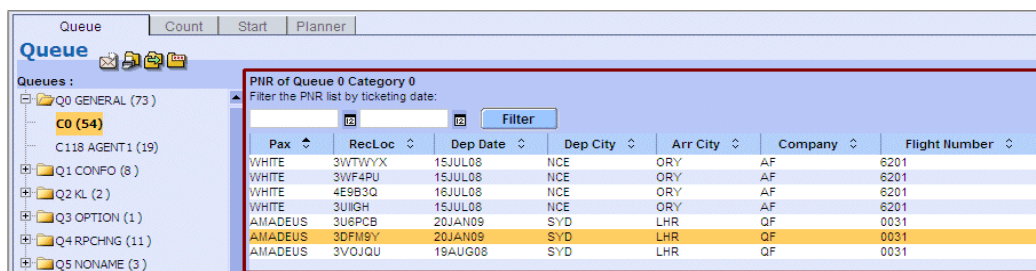
Click on  in the upper toolbar to change the name of the queue or category currently selected.

PNR List and Preview

In the Queue tree, you select a queue and then a category or date range. The PNRs currently on this queue are displayed in the PNR list on the right-hand side of the screen.

PNR List

The PNR list shows the PNRs contained in the queue, category or date range you selected in the Queue tree.



The screenshot shows a software interface with a 'Queue' tree on the left and a 'PNR List' panel on the right. The PNR list panel has a search filter and a table of PNRs. The table columns are Pax, RecLoc, Dep Date, Dep City, Arr City, Company, and Flight Number. The data rows are as follows:

Pax	RecLoc	Dep Date	Dep City	Arr City	Company	Flight Number
WHITE	3WTWYX	15JUL08	NCE	ORY	AF	6201
WHITE	3WVF4PU	15JUL08	NCE	ORY	AF	6201
WHITE	4E9B3Q	16JUL08	NCE	ORY	AF	6201
WHITE	3UIIGH	15JUL08	NCE	ORY	AF	6201
AMADEUS	3U6PCB	20JAN09	SYD	LHR	QF	0031
AMADEUS	3DFM9Y	20JAN09	SYD	LHR	QF	0031
AMADEUS	3VOJQU	19AUG08	SYD	LHR	QF	0031

Each PNR is displayed with relevant information, such as passenger name, record locator and segment information.

Note: You can click on the arrow in the column header to sort the PNRs, for example, by passenger name or departure date.

From the PNR list panel you can:

- Display a PNR preview
 - Select a PNR in the list to display its content in the preview panel below.
- Switch to the PNR module to work on the PNR.
- Filter the PNR list by ticketing date

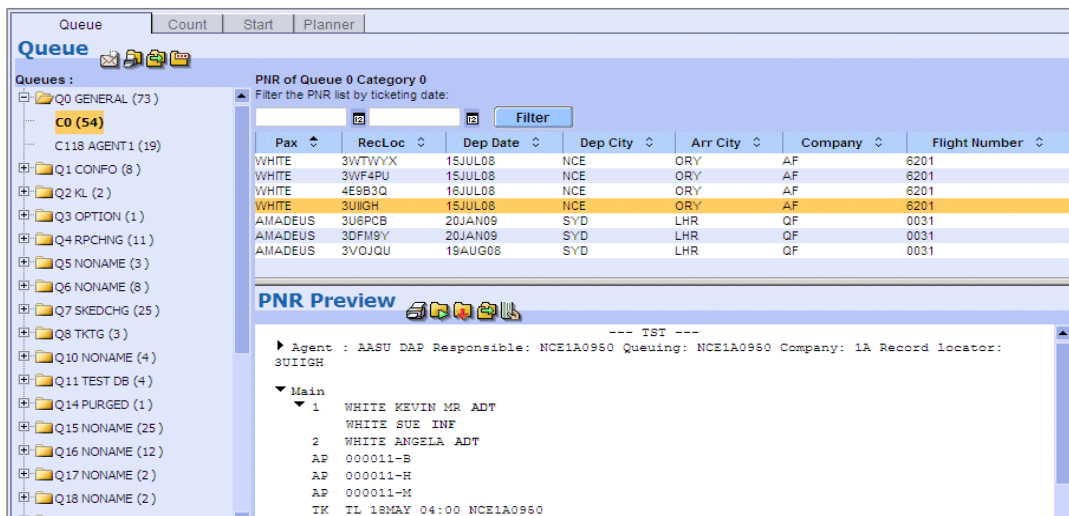
To display only the PNRs within a specific range of ticketing dates within a specific date range, follow these steps:

1. Enter the start ticketing date and the end ticketing date in the fields provided at the top of the PNR list.
2. Click on the Filter button. The list is refreshed and only displays the PNRs with a ticketing date that lies within the specified dates.

To return to the list of all PNRs, clear the date fields and click on the Filter button again.

PNR Preview Panel

Select a PNR in the PNR list to display its elements in the PNR Preview panel on the lower right-hand side of the screen.




From the PNR Preview panel you can:


- Print the PNR

Click on  to print the current PNR.

- Delay the PNR

Click on  in the PNR Preview panel to send the current message to the bottom of the queue and display the next message.


- Remove the PNR

Click on  to delete the PNR from the queue. You will be asked to confirm this action.

- Transfer the PNR

Click on  to place the current PNR on another queue.

- Go to the Ticket and Documents tab

Click on  to open the Ticket and Documents tab and issue tickets or print payment and itinerary documents.





Note: You cannot modify PNRs from this panel. To work on the PNR currently displayed, click on the PNR tab in the platform's main toolbar.

Queue Message Display

Select a message queue in the tree view, e.g. Q97, the default message queue. The PNR List and PNR Preview panels are replaced by the Queue Message panel which displays the message text of the first message.



You now have the following options:

- Delay the message
Click on  in the Queue Message panel to send the current message to the bottom of the queue and display the next message.
- Remove the message
Click on  to delete the message from the queue and display the next message. You will be asked to confirm this action.
- Transfer the message
Click on  to place the current message on another queue and display the next message.
- Create a new message
Click on  in the upper toolbar in the Queue tree view to open the Create message window.

Note: To display the next message in a message queue, you always need to delay, remove or transfer the message currently displayed.

Manually Processing PNRs

When you select a PNR in the Queues module and then switch to the PNR module, the PNR is automatically displayed so that you can work on it.

1. In the Queue tree, select a queue and then a category or date range. The PNRs currently on this queue are displayed in the PNR list on the right-hand side of the screen.
2. Select a PNR in the list, then click on the PNR tab in the platform's main toolbar. This will automatically open the PNR in the PNR tab.
3. You can make all the required modifications directly in the PNR tab and then save the PNR.
4. To process the next PNR in the queue or to perform queue-related actions on the PNR (e.g. remove from queue, delay or transfer), click on the Queues tab in the platform's main toolbar. This will take you back to the PNR list.

You can now, for example, click on  to remove the current PNR from the queue.

5. Select the next PNR in the list and repeat these steps.

Note: Instead of manually switching between the PNR and the Queues module, you can also start queue mode and process all the PNRs in the queue one after the other.

Delaying a PNR or Message

You can postpone the processing of a PNR or message:


1. **To delay a PNR:** Select a queue, category or date range from the Queue tree, then select a PNR from the list of PNRs.

In the PNR Preview, click on .

To delay a message: Select a message queue, category or date range from the Queue tree. The first message will appear in the Queue Message panel.

In the Queue Message panel, click on .

2. In the Delay window that appears, enter the date and time when the PNR or message will reappear in the current queue.



Delay date	Delay time
30/11/2007	10.30


Note: You will not be able to view the delayed PNR or message before the specified date or time, but you can click on the Planner tab to check the date or time when they will reappear.

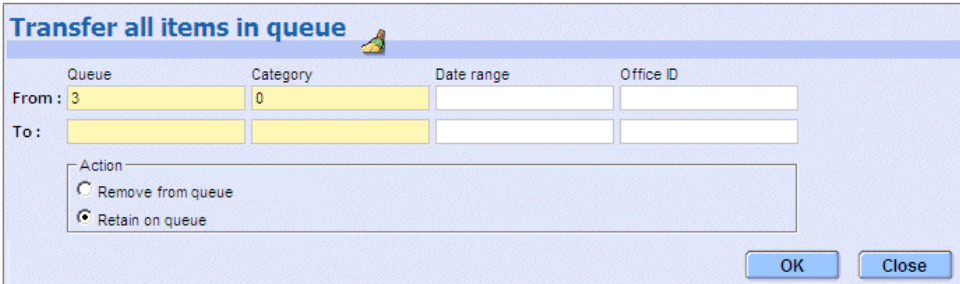
3. Select the reason why processing is delayed:
 - None
 - Unable to Contact if you are unable to contact the customer
 - Left Message / Call Back if you will call back later

The last two options will automatically add a pre-defined remark element to the PNR.
4. Click on OK to send the PNR or message to the Delay queue and postpone its processing.

Transferring All PNRs or Messages to Another Queue

To transfer all PNRs or messages from one queue to another queue, follow these steps:

1. Select a queue, category or date range from the Queue tree.
2. In the upper toolbar, click on . The Queue Bounce window is displayed, showing the selected source queue, category and date range.



3. In the Destination line, enter the number of the queue to which you want to transfer the current queue. If required, you can also specify the category, date range and office ID.


If you do not request a specific category, PNRs and messages are placed in category 0 of the requested queue. If you enter a queue that does not exist, the system places the items in queue 0, category 0.
4. Select the action you want the system to take with the PNRs or messages you transfer:
 - Remove from Queue: The PNRs or messages are removed from the source queue and can only be displayed from the destination queue.
 - Retain on Queue: The PNRs or messages are copied to the destination queue, but also remain on the source queue.
5. Click on OK to transfer the PNRs or messages.

Transferring the Current PNR or Message to Another Queue

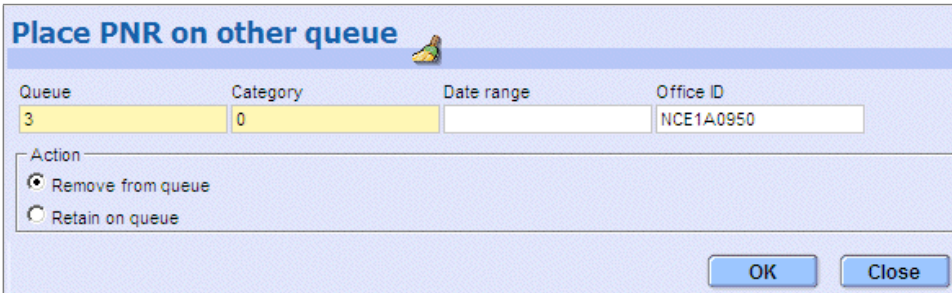
To transfer an individual PNR or message to another queue, follow these steps:

1. **To transfer a PNR:** Select a queue, category or date range from the Queue tree, then select a PNR from the list of PNRs.

In the PNR Preview panel, click on .

To transfer a message: Select a message queue, category or date range from the Queue tree. The first message will appear in the Queue Message panel. In the Queue Message panel, click on .

In both cases, the Place PNR on Other Queue window is displayed.



Queue	Category	Date range	Office ID
3	0		NCE1A0950

Action

Remove from queue

Retain on queue

OK Close


2. Enter the number of the queue to which you want to transfer the current PNR or message. If required, you can also specify the category, date range and office ID.

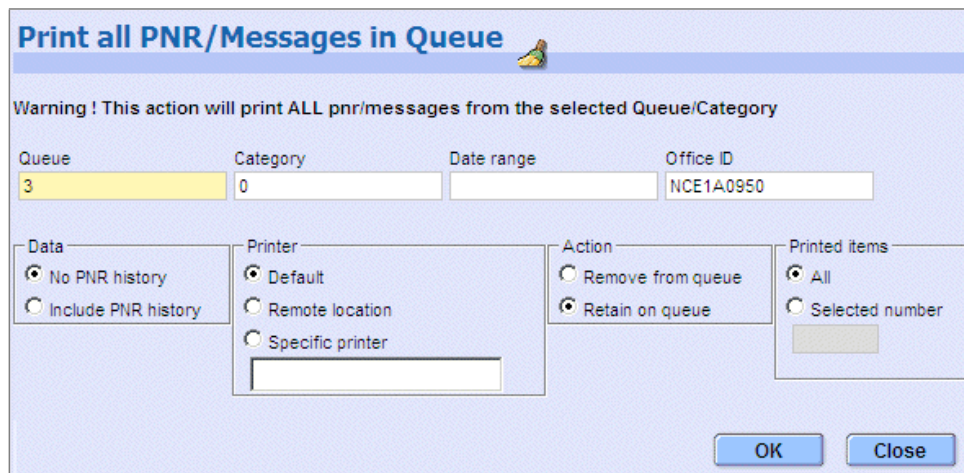
If you do not request a specific category, PNRs and messages are placed in category 0 of the requested queue. If you enter a queue that does not exist, the system places the item in queue 0, category 0.

3. Select the action you want the system to take with the PNR or message you transfer:
 - Remove from Queue: The PNR or message is removed from the source queue and can only be displayed from the destination queue.
 - Retain on Queue: The PNR or message is copied to the destination queue, but also remains on the source queue.
4. Click on OK to transfer the PNR or message.

Printing All PNRs or Messages in a Queue

To print all PNRs or messages in a queue, follow these steps:


1. Select a queue, category or date range from the Queue tree.
2. In the upper toolbar, click on . The Print All PNRs or Messages in Queue window is displayed, showing the selected queue, category and date range.

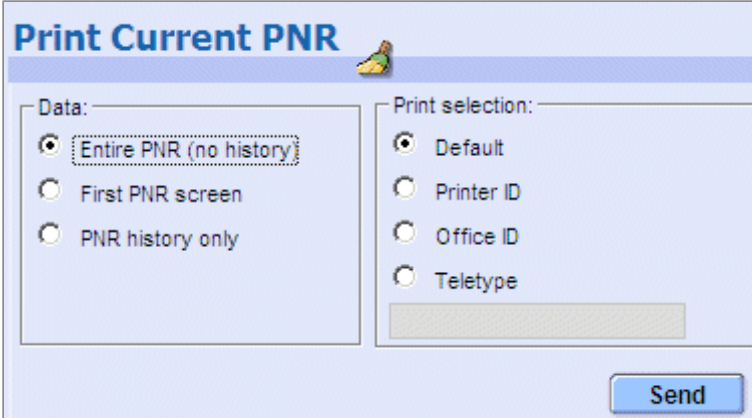


3. For PNRs, select the data to be printed:
 - No PNR History
 - Include PNR History
4. Select the printer:
 - Default to print to the default printer in your agency.
 - Specific Printer to print to a specific printer in your agency. Enter the printer name in the field provided. Example: S40141
 - Remote Location to print to another agency's default printer. Enter the 9-character office ID of that location in the field provided. Example: ATLUC2610
5. Select the action you want the system to take with the PNRs or messages after printing:
 - Remove from Queue: If PNRs are removed from queue, you can no longer display them in Queues, but you can still open them in the PNR tab.
Messages can only be viewed in the Queue tab, and cannot be displayed again if you remove them.
 - Retain on Queue to keep the PNRs or messages on the queue so that they can be displayed in the queue at a later stage.
6. Select the number of PNRs or messages to be printed:
 - All to print all PNRs or messages in the selected queue, category or date range.
 - Selected Number: If a queue has a large number of items, you can choose to print a few items at a time. Enter the number of PNRs or messages you want to print in the field provided. Example: 10
7. Click on OK to print.

Printing the Current PNR or Message

To print an individual PNR, follow these steps:

1. Select a queue and then a category or date range from the Queue tree.
2. Select a PNR from the list of PNRs.
3. In the PNR Preview panel, click on . The Print Current PNR window is displayed.



Print Current PNR

Data:

- Entire PNR (no history)
- First PNR screen
- PNR history only

Print selection:


- Default
- Printer ID
- Office ID
- Teletype

Send

4. Select the data to be printed:
 - Entire PNR (No History)
 - First PNR Screen
 - PNR History Only
5. Select the printer:
 - Default to print to the default printer in your agency.
 - Printer ID to print to a specific printer in your agency. Enter the printer name in the field provided. Example: S40141
 - Office ID to print to another agency's default printer. Enter the 9-character office ID of that location in the field provided. Example: ATLUC2610
 - Teletype to print to a teletype printer.
6. Click on Send to print the PNR or message.

Creating a Queue Message

You can create new messages and place them on a message queue as follows:


1. In the Queue tree in the Queue tab, click on  in the upper toolbar. The Create Message window is displayed.
2. In the text field, enter the message that you want to send.
Example: Check the Super Summer Fares on Lufthansa to Germany.
3. In the Queue field, enter the number or the nickname of the queue that you want to place the message in.
Example: 97 or Tours
Note: If you want to send a queue message using a corporate ID, you must enter the queue nickname in the Queue field.
4. Specify the category and date range if required.
5. In the Office/Corporate ID field, enter the 9-character office ID, or the 3-character corporate ID of the agency that you want to send the message to.
Example: ATLUC2610 or UC2
6. Click on OK to send the message.

Chapter 3

Starting Queue Processing

You use the Start tab in the Queues module to view and process the PNRs or messages on a queue.

The screenshot shows the 'Queue start' window with the 'Start' tab active. The 'Queue' field contains the number '0'. There are empty input fields for 'Category', 'Date range', and 'Office/Corporate ID'. A 'History' checkbox is present and unchecked. A 'Send' button is located at the bottom right.

1. In the Queue field, enter the number or nickname of the queue, whose PNRs or messages you want to view. **Example:** 8 or Tours
2. If required, fill in any additional information:
 - For example, specify the category, date range and office ID.
 - To view only the PNR history when the PNR is displayed, select the History check box.
 - To specify which PNR or PNR history elements you want to be displayed, click on  then select the appropriate elements.

The screenshot shows the 'Queue start' window with the 'Start' tab active. The 'Queue' field contains the number '0'. There are empty input fields for 'Category', 'Date range', and 'Office/Corporate ID'. A 'History' checkbox is present and unchecked. A 'Send' button is located at the bottom right. A list of checkboxes for selecting PNR elements is visible, including Air segments, Car segments, Hotel segments, Rail segments, Tour segments, All itinerary segments, All non-air segments, Name history, Original PNR names, Phone elements, Ticketing arrangement, Passenger data, Queue option elements, Extended ownership, General facts, Remarks, Invoice remarks, Accounting remarks, Fare remarks, and MCO elements. A red box highlights the filter icon.

3. Click on Send.

If you selected a queue with PNRs, the PNR module is opened in queue mode, showing the first PNR in the queue.


If you selected a message queue, the first message is displayed.

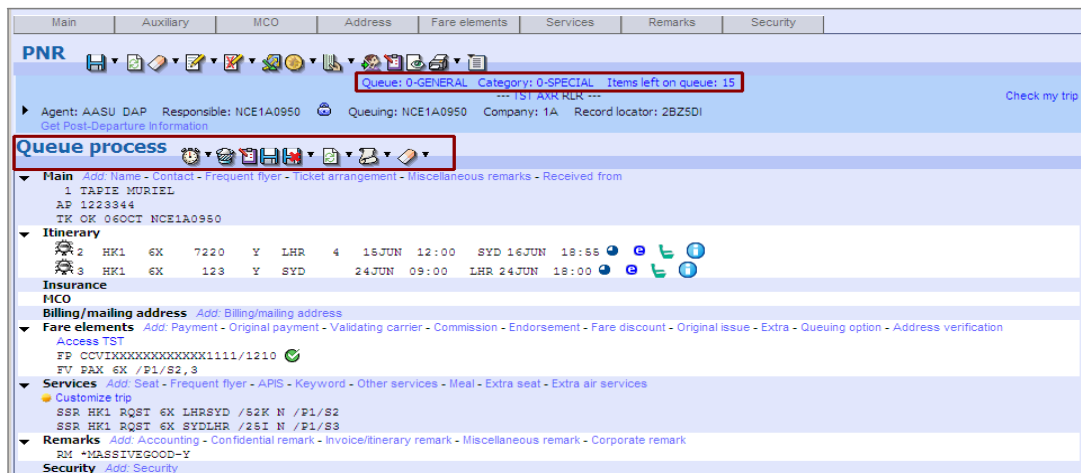
Note: You can also start history processing queues from the Count tab, by clicking on



Processing PNRs on a Queue

If you selected a queue containing PNRs in the Start tab in the Queues module, the PNR module is displayed in queue mode. It shows the first PNR in the queue and an additional toolbar for queue processing.

You can access the same display if you select a queue with PNRs in the Count tab and then click on 




The PNR header shows information about the queue, including queue number and name, category, date range, and number of items left on the queue.

You can now work on the PNR and modify it as required.


The additional Queue Process toolbar provides the following options for queue processing:

- Delay the current PNR

Click on  to delay the current PNR to the bottom of the queue and display the next PNR.


To delay the PNR to a specific date or time, click on the arrow next to this icon, and enter the date or time in the window that appears.

- Remove the current PNR from the queue


Click on  to remove the current PNR from the queue and display the next PNR.

To remove the PNR and exit the queue, click on the arrow next to this icon, then select the Exit Queue check box.


- Place the PNR on another queue


Click on  to place the PNR on another queue. Enter the queue information in the window that appears.

- Save the changes, remove the PNR from the queue and display the next PNR.

Click on  to save the changes, remove the PNR from the queue and display the next PNR.

- Save the changes, remove the PNR from the current queue and exit the queue.

Click on  to save the changes, remove the PNR from the current queue and exit the queue.

To redisplay the PNR afterwards, click on the arrow next to .


- Return to the default PNR display.

Click on  to return to the default PNR display, showing all segments.

To display only selected PNR segments, click on the arrow next to .


- Display the PNR history.

Click on  to display the PNR history.

To select the segments to be displayed in the PNR history, click on the arrow next to .


- Ignore the PNR and exit the queue.

Click on  to ignore the PNR and exit the queue.

To ignore the PNR, exit the queue and redisplay the PNR, click on the arrow next to .

Processing Messages on a Queue

If you selected a queue containing messages in the Start tab in the Queues module, the first message in the queue is displayed.

You can access the same display if you select a message queue in the Count tab and then click on .




You now have the following options:

- Delay the current message

Click on  to delay the current message to the bottom of the queue and display the next message.


To delay the message for a specific date or time, click on the arrow next to this icon, and enter the date or time in the window that appears.

- Remove the current message from the queue

Click on  to remove the current message from the queue and display the next message.

To remove the message and exit the queue, click on the arrow next to this icon, then select the Exit Queue check box.

- Place the message on another queue

Click on  to place the message on another queue. Enter the queue information in the window that appears

- Ignore the message and exit the queue

Click on  to ignore the message and exit the queue.

Chapter 4

Queue Planner

The Planner tab in the Queues module allows you to request a count of PNRs and messages that are not currently in the queue bank, but that will appear at a later time today or on a future date.

The following tabs are provided:

- **Time-deferred Items**
Displays the number of PNRs at hourly intervals for the date you want.
- **Date-deferred Items**
Displays the total number of date-deferred PNRs on the ticketing, option, and delay queues, and their respective dates.
- **Half-month Totals**
Displays items in date ranges from the 1st through to the 15th and the 16th through to the end of the month.
- **Items by Record Locator**
Displays a list of items by record locator instead of a total count of PNRs.

Displaying the Queue Planner by Time

To display the number of PNRs at hourly intervals for a specific date:

1. In the Planner tab in Queues, click on the Time-deferred Items tab.
2. Select the queue type to be displayed: Summary (all queues), Ticketing, Option or Delay.
3. In the Display Date field, enter the date you want to display.

Example: 10JUN

4. In the Queue field, enter the queue number or nickname you want to display a count for.

Example: 4 or Tours

5. If you want to view another agency's time-deferred items, enter the agency's 9-character office ID in the Office ID field.

Example: ATLUC2610

6. Click on Send.

	AM											PM												
Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	11
Items	0	0	1	0	0	0	0	0	0	0	9	0	0	3	4	0	4	0	0	0	0	0	0	0

Explanation of the Display

The top line of the Queue Planner display shows the office ID, date, and time that you requested.

The table shows the number of PNRs that are scheduled to return to the queue at a particular time on the date that you requested.

Displaying the Queue Planner by Date

To display the total number of date-deferred PNRs on the ticketing, option, and delay queues, and their respective dates:

1. In the Planner tab in Queues, click on the Date Deferred Items tab.
2. Select the queue type to be displayed: Summary (all queues), Ticketing, Option or Delay.
3. If you want to view another agency's date-deferred PNRs, enter the agency's 9-character office ID in the Office ID field.

Example: ATLUC2610

4. Click on Send.

	Ticketing	Option	Delay	TOTAL
ON QUEUE	0	0	0	0
TOTAL	10	0	0	10
250907	1	0	0	1
260907	1	0	0	1
31PLUS	8	0	0	8

Explanation of the Display

The top line of the Queue Planner display shows the office ID, date and time that you requested.

The table header indicates the section of the Queue Planner that you have displayed, for example, Ticketing. If you requested a Summary display, all three sections (Ticketing, Option, and Delay) are displayed.

The column on the left of the table may contain the following titles:

- On Queue** Specifies the number of PNRs that have moved from the Queue Planner to their respective queues.
- Total** Specifies the total number of PNRs in each section of the Queue Planner.
- Date** Specifies the date (in DDMMYY format) and number of PNRs in each section of the Queue Planner.
- 31 Plus** Specifies the total number of PNRs that are deferred more than 31 days in the future (since the Queue Planner display is for 31 days).

Displaying the Queue Planner by Month

To display PNRs in date ranges from the 1st to the 15th and from the 16th to the end of the month, follow these steps:

1. In the Planner tab in Queues, click on the Half-month Totals tab.
2. Select the queue type to be displayed: Summary (all queues), Ticketing, Option or Delay.
3. In the Queue field, enter the queue number or nickname you want to display a count for.

Example: 4 or Tours

4. If you want to view another agency's half-month totals, enter the agency's 9-character office ID in the Office ID field.

Example: ATLUC2610

5. Click on Send.

OCT		NOV		DEC		JAN		FEB		MAR		APR		MAY		JUN		JUL		AUG	
1-15	0	1-15	0	1-15	0	1-15	0	1-15	0	1-15	0	1-15	0	1-15	0	1-15	0	1-15	0	1-15	0
16-31	1	16-30	0	16-31	3	16-31	0	16-29	4	16-31	0	16-30	0	16-31	0	16-30	0	16-31	0	16-31	0

Explanation of the Display

The top line of the Queue Planner display shows the request details, such as the office ID, date, and queue name.

The table displays a count of all PNRs in the Queue Planner for the next 11 months. Each month is divided in half: the 1st to the 15th day of the month, and the 16th to the end of the month.

Displaying the Queue Planner by Record Locator

To display a list of PNRs by record locator instead of a total count of PNRs, follow these steps:

1. In the Planner tab in Queues, click on the Items by Record Loc. tab.
2. Select the queue type to be displayed: Summary (all queues), Ticketing, Option or Delay.
3. In the Display Date field, enter the date you want to display.
Example: 10JUN
4. If you want to view another agency's PNRs, enter the agency's 9-character office ID in the Office ID field.
Example: ATLUC2610
5. In the Record Locator field, enter the 6-character record locator.
Example: NX23HM
6. In the Line Number field, enter the line number you want the record locator list to start on.
Example: 10
7. To include the current date in the list of PNRs and messages, select the All records Including Today check box.
8. Click on Send.

Queue
Planner

TKT OPT AND DELAY SUMMARY

Time deferred items
Date deferred items
Half-month totals
Items by record loc.

- ◆ Summary
- ◆ Ticketing
- ◆ Option
- ◆ Delay

Display date

Office ID

Record locator

Line number

All records including today

Office ID: NCE1A0950

Num	RLOC/FA	Type	Status	Queue	Category	Date	Time
1	ZBAUWP	TKT	N	8	1	25SEP07	
2	3IZ85J	TKT	N	8	9	26SEP07	
3	2B2IFY	TKT	N	8	1	30OCT07	
4	X7JT2P	TKT	N	8	1	20DEC07	
5	2UJRMS	TKT	N	8	1	20DEC07	
6	X87YX7	TKT	N	8	1	25DEC07	
7	ZDCDX8	TKT	N	8	1	24FEB08	11:00pm
8	ZDCLCP	TKT	N	8	1	25FEB08	10:00pm
9	ZCQOZV	TKT	N	8	1	25FEB08	11:00pm
10	ZDCHMH	TKT	N	8	1	27FEB08	9:00am

Explanation of the Display

The top line of the Queue Planner display shows your office ID. The remainder of the display contains the following information:

Num	The number of the PNR or message in the list. The system displays PNRs consecutively.
RLOC/FA	The PNR record locator or message address.
Type	Indicates whether the PNR or message was placed on queue by the ticketing element (TKT), option element (OPT) or delay element (DLY).
Status	There are two possible status codes: N: The item has not been placed on queue. Q: The item has been placed on queue.
Queue	The queue number that the PNR or message has been assigned to.
Category	The queue category.
Date	If you do not specify a date in your request, this column indicates the dates (DDMMYY) in chronological order, starting with the current date.
Time	The local time that the PNR or message was placed on the queue.