

News Flash

Amadeus Queues – View/Planner

Further to our last update on Queues, we wish to present entries related to Queue Planner along with Queue View that will help save your time through the quick view to PNRs on different Queues.

Queue View (HE QV)

Queue View entries are used to view a list of PNRs on a specific queue.

QUEUE VIEW - DELXXXXXXXX Q16 C0 (4) 4 FOUND ON 4 SCANNED								
NO.	NAME	RLOC	PROVIDER	DATE	BRDOFF	ST	SIGN/OID	PLACED
001	KHANNA	JGDDJA	VS4038	O 07JUN	DTWLHR	HK01	KA DELXXXXXXXX	18MAR
002	CHANG	JDFT5K	VS4367	X 05JUL	HSVATL	HK01	KA DELXXXXXXXX	18MAR
003	GANDHI	JKFH8N	VS4038	X 05AUG	DTWLHR	HK01	KA DELXXXXXXXX	18MAR
004	MEHTA	RKRSNF	GA0402	Y 23APR	CGKDPS	HK01	KA DELXXXXXXXX	18MAR

Explanation of the columns in the response:

NO.	The line number that you use to retrieve the pnr.
NAME	The first surname on the pnr For a Group PNR, a tag *GROUP* indicates that this is a Group PNR.
RLOC	The Amadeus record locator for the PNR.
PROVIDER	If the first active segment is an air or rail PCA Segment, this column shows the carrier code, Flight/activity number and booking class. For Example: UA8542 C For any other type of segment, this column shows the segment type, for example: CAR automated or non-automated car segment HHL automated or non-automated hotel segment
DATE	The departure date, check-in date or pick-up date, depending on the type of segment (Air, Car or Hotel).
BRDOFF	For Air or Rail PCA segments, This is the city pair (Board point and off point) for the segment. otherwise only one city is displayed (the one where the segment takes place).
ST	Segment Status.
SIGN	The last two characters of the sign of the agent who

News Flash

placed the PNR on the queue.
 if the pnr was placed on the queue by an inbound teletype message two dashes are displayed (--) instead.

OID Office id of the user who placed the pnr on the queue.
 if the pnr was placed on the queue by an inbound teletype message, this can show the teletype address or a series of dashes.

PLACED The date when the pnr was placed on the queue.

Queue Planner

Options to display Queue Planner and list of PNRs on different Queues are illustrated in the following update:

Description	Entries
Display Summary Planner	QVR
Display Ticketing Planner	QVRT
Display Option Planner	QVRO
Display Ticketing Planner with Date	QVRT/31MAR
Display list of PNRs on queue 15C0	QV/15C0
Scan next set of PNRs	QVMD
Display list of PNRs on queue 15C0D1	QV/15COD1
Display list of PNRs on queue by departure date	QV/8C1D1/S-(DD)
Display list of PNRs on queue by creation date	QV/8C1D1/S-(CD)
Displays list of PNRs on queue by ticketing date and departure date	QV/15C1-TK(10MAR)/S-(DD)

System Response - Summary Planner (QVR)

NUM	RLOC/FA	TYP	ITM	QUE	CAT	STA	DATE	TIME

TKT OPT AND DELAY SUMMARY : DELXXXXXX								

00001	V8873Q	O	P	001	007	N	21MAR19	14:00
00002	V8TTYQ	O	P	001	008	N	22MAR19	14:00
00003	JPTGSE	O	P	001	007	N	26MAR19	01:00
00004	QS7KZV	O	P	001	007	N	26MAR19	12:00
00005	JTYSSV	O	P	001	008	N	27MAR19	01:00

News Flash

System Response – Ticketing Planner (QVRT)

QVRT							

TICKETING RECORD SUMMARY : DELXXXXXX							

NUM	RLOC	TKT	QUE	CAT	STA	DATE	TIME

00001	NXXRT4	TL	008	001	N	28MAR19	
00002	U826TT	TL	008	001	N	24APR19	

Explanation of columns in the response:

- NUM** Number columns and the number of PNRs or Messages
- RLOC/FA** Record locator/Message column and the PNR record locator or message address
- TYP** Type column indicating whether this PNR or Message was placed by the Ticketing element (T), Option element (O), or Delay element (D0)
- ITM** The item column indicating whether this item is a PNR (P) or a Message (M)
- QUE** Queue Number
- CAT** Queue Category
- STA** Status
 N - Not yet placed on queue
 Q - Placed on queue
- DATE** Date of PNR Element (TK/OP, etc.) on which PNR will be placed on Queue
- TIME** Time of Queue placement in local time (If the time is equal to 00:00, it is left blank)

For more information related to Queue Planner, please refer to HEQUEUE PLANNER, or contact your Amadeus Helpdesk.