# Table of Contents

**Overview** ......................................................................................................................... 1
- Dupe Suppression .................................................................................................................. 2
- Data Suppression .................................................................................................................. 2
- Date Ranges .......................................................................................................................... 3
- Special Queues ...................................................................................................................... 4
- Queue Sorts .......................................................................................................................... 4

**Automated Queues and Placement** .................................................................................. 5
- Queue 0 (zero) ....................................................................................................................... 5
- Queue 1 .................................................................................................................................. 6
- Queue 7 .................................................................................................................................. 7
- Queues 8, 9, 10 ..................................................................................................................... 8
- Queue 12 ............................................................................................................................... 8
- Queue 17, 18 ....................................................................................................................... 9
- Queue 19, 20 ....................................................................................................................... 9
- Queues 25 and 26 ................................................................................................................. 10
- Queue 51 ............................................................................................................................ 10
- Queue 86 ............................................................................................................................ 11
- Queue 96 ............................................................................................................................ 11
- Queue 97 ............................................................................................................................ 12

**Manual Queues and Placement** .................................................................................... 13

**Ticketing Queue Placements** ........................................................................................ 15

**Activating** ......................................................................................................................... 16
- Activating Queues ................................................................................................................. 16
- Deactivating queues and categories ...................................................................................... 17
- Queue Counts ....................................................................................................................... 18
- Reset Queues ....................................................................................................................... 22

**Accessing PNR Queue** .................................................................................................. 24
- End of Queue Marker ........................................................................................................... 25
- Removing PNRs/Messages from Queue ............................................................................. 25
- Exit Queue ............................................................................................................................ 26
- Working a PNR Queue ......................................................................................................... 27
- QUTC/QLM CBC ................................................................................................................. 29

**The PNR** ............................................................................................................................ 30
- Schedule Changes ................................................................................................................. 31

**Printing PNR Addresses on Queue** .............................................................................. 33
Basic Reservations

Printing PNRs from queue .................................................................35
Queue History ...........................................................................36
Working the Message Queue ......................................................37
Overview

Reference: INFO QUEUE

The Worldspan queue system is designed to sort and prioritize your daily work. To achieve this, Worldspan provides:

- Dupe Suppression
- Data Suppression
- Date ranges
- Categories
- Sort programs
- PNR queues
- Message queues
- Automatic removal of PNR from Queue
- Queue Follow up
- End of Queue Marker

There are PNR queues and there are Messages queues. The Queue System provides the means of sending a PNR or a message to the appropriate office or airline that will take action on the request. This is usually automatic but agents may also place PNRs on QUEUE manually. Worldspan provides 255 PNR queues to use for sorting and prioritizing work.

The Queue system places PNRs on queue when the PNR contains a request that cannot be confirmed at the time the reservation is being made. It places the PNR on the REQUEST queue at the location responsible for fulfilling the request, and then back on YOUR queue to let you know the results of the request.

The Queue System sorts PNRs into groups that have something in common, usually because some type of action is required. For example, PNRs with expired time limits or confirmations.

Local procedures define who and when Queues are worked. Each office should work each queue at least once a day. In most instances, the city code, or pseudo city code, determines your queues. In some instances, locations share queues or city codes, check your local set up.
There are two types of queues: Message and PNR; queue can store either PNRs or messages but not both. PNR queues are either system or user defined.

Some system queues are set up as dual; which means date ranged. Date range queues allow the system to prioritize work in date order. System queues that are not date ranged are special in that each queue can contain categories to further sort the work. The type of queue, dual vs. special, determines number of categories.

**Dupe Suppression**

Once the PNR is placed on queue, it remains there until someone physically removes it, or takes action. For most system placed queues, once someone takes the action required (in or out of queue) the PNR no longer displays from queue. This is called **dupe suppression**. This means that if you are working the confirmation queue, you will only see PNRs that have confirmations notification pending. Or, if you are working the ticketing queue, you will only see PNRs that require ticketing.

<table>
<thead>
<tr>
<th>Dupe Suppression</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1</td>
<td>Confirmations</td>
</tr>
<tr>
<td>Q7</td>
<td>Schedule Change</td>
</tr>
<tr>
<td>Q9-10-11-13</td>
<td>Ticketing</td>
</tr>
<tr>
<td>Q19-20</td>
<td>Rate Desk Pricing</td>
</tr>
</tbody>
</table>

**Data Suppression**

Data suppression limits the items of information that display in the PNR while it is in the queue. The purpose of the queue determines the data that displays. Only the data that is needed to work the PNR displays. For example, the ticketing queue suppresses seats and customized name data, but displays items such as fare quotes, itinerary, name, and address information. The agent can manually display the suppressed items; see HELP *PARTS. The following queues have Data Suppressions: Q17, 18, 19, 20, 25, 26 and 51.
Date Ranges

A date range or dual queue may contain up to 75 categories which are further divided into four (4) date ranges. This allows automatic sorting of the PNRs into those date ranges. Each location determines the dates that apply to each range. Below is a suggested way to date range.

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>PNRs requiring action today or tomorrow</td>
</tr>
<tr>
<td>2</td>
<td>PNRs departing within 2 to 12 days</td>
</tr>
<tr>
<td>3</td>
<td>PNRs departing with 13 to 30 days</td>
</tr>
<tr>
<td>4</td>
<td>PNRs departing beyond 30 days</td>
</tr>
</tbody>
</table>

EXAMPLE: Using this set up for your schedule change queue,

   PNRs with the first flight departure for today or tomorrow appear on date range one, it does not matter what the date of the scheduled change flight is.

   PNRs with the first flight departure for next month appear on date range four, it does not matter what the date of the schedule change flight is.

Why does Worldspan do this? If this queue was not date ranged and you had 1,000 PNRs on queue, your passenger departing today, may leave town without being notified of the change. Date ranging allows you to work the more critical or urgent messages first.

Each night, the system sorts through the PNRs and moves them forward into the next date range as applicable. Accessing a date range and ignoring PNRs, causes the PNR to lose the date range indicators. If you access a future date range, be sure to work those PNRs.
Special Queues

Queues that are not date ranged, are sometimes referred to as special queues. Special queues may have up to 165 categories.

Queue Sorts

Worldspan also provides system queue sort for Q 1 (Confirmations) and Q 7 (Schedule Changes).

The Confirmation Queue (1) provides one, two, or three way sort.

- One-way sort puts everything in one category.
- Two-way sort puts segments with action codes of KK and/or KL in category 0 and all others in category 1.
- Three-way sort puts segments with action code of KK in category 0; action code of KL in category 1 and all others in category 2.

The Schedule Change Queue (7) sorts as follows:

- Default to category 0
- No Alternate to category 1
- General Schedule Changes to category 2
- Memo Segment Changes to category 3
- OAL Schedule Changes to category 4
- Group PNRs to category 5
Automated Queues and Placement

Reference: INFO QNBR

Below is a list of the basic queue structure. Local procedure determine what other queues are active. The system automatically places PNRs on these queues based on the action needed.

Q0  DEFAULT QUEUE
Q1  CONFIRMATIONS
Q7  SCHEDULE CHANGE
Q8  TAX (a type of ticketing)
Q9  TAW/TAS (a type of ticketing)
Q10 TAM/TAC/TAD/TAP (a type of ticketing)
Q12 EXPIRED TL
Q17 PTA CNI
Q18 PTA
Q19 RATE DSK PRICING
Q20 RATE DSK PRICING
Q25 SPECIAL LIST (LD)
Q26 SPECIAL LISTS (LD)
Q51 SERVICES
Q86 PNR SEARCH
Q96 FOLLOW-UP
Q97 MESSAGE

Queue 0 (zero)

Reference: INFO Q0

Queue 0 (Zero) is the Default Queue and a Mandatory System Queue. It is a special type queue and there is no Dupe Suppression. There are 3 system categories, but others can be manually added.
The system places PNRs on Q0 – Category 0 when

- A queue is not specified in a queuing entry, or directed to an inactive queue.
- Participating airline rate desk rejects a PNR for a booking error or pricing question.
- Participating travel supplier rejects PNR with booking errors.

<table>
<thead>
<tr>
<th>Category</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>System Default</td>
</tr>
<tr>
<td>1</td>
<td>Reserved for System</td>
</tr>
<tr>
<td>9</td>
<td>AUX errors</td>
</tr>
</tbody>
</table>

**Queue 1**

**Reference:** INFO Q01

Queue 1 is the Confirmation queue and a Mandatory System Queue. It has Dupe and Data Suppression and Date Range. Queue Sort applies.

The system places PNRs on Q1 – when:

- A reply action code is processed for an itinerary segment or SSR. If queue sort is active the reply codes go to the category assigned in Queue Sort. The reply codes are: HX KK KL UU UC UN NO US. See HELP ACTION for a list of action codes.
- According to the first segment date in the PNR. PNRs are not place on queue when the first flight has departed or when there is an OAL record locator in the PNR.
- According to the first phone field.

**NOTE:**
If you work the confirmation in the PNR while in another queue or within the retrieved PNR, the system removes the PNR from queue automatically; this is the Dupe Suppression feature.
Queue 7

Reference: INFO Q7

Queue 7 is the Schedule Change queue. It has Dupe Suppression and Date Ranging is recommended; QSORT is not applicable.

The system places PNRs on Q7 when:

- A schedule change code is processed for NW Flight itinerary segment. These schedule change Codes are WK SC WL WN MS MW GX TK TL TN. See HELP ACTION for a list of action codes.
- When other airlines schedule change item is processed.
- According to the first segment date in the PNR; PNRs are not placed on queue if the 1st flight has departed.
- PNRs are not placed on queue when there is another airline’s record locator in control of the PNR.

<table>
<thead>
<tr>
<th>Category</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Default</td>
</tr>
<tr>
<td>1</td>
<td>No ALT- (No alternate reaccommodation)</td>
</tr>
<tr>
<td>2</td>
<td>GEN S/C – (Changes with alternate flights)</td>
</tr>
<tr>
<td>3</td>
<td>Memo SEG – (Infant PNRs or with MK/ML Segments)</td>
</tr>
<tr>
<td>4</td>
<td>OAL ASC – (Other airline schedule change booked on Worldspan)</td>
</tr>
<tr>
<td>5</td>
<td>GROUPS – (PNRs with Group action codes of GN GA GU GL)</td>
</tr>
<tr>
<td>9</td>
<td>Misconnects</td>
</tr>
</tbody>
</table>

NOTES:

1. If a schedule change is worked while in another queue or within the retrieved PNR, the system removes the PNR from queue automatically; this is the Dupe Suppression feature.
2. Categories can vary based on local practices.
Queues 8, 9, 10

References: INFO Q8
INFO Q9

These are all ticketing queues. Depending on your circumstances, you may use one or all of these. They have Dupe and Data Suppression. While the ticketing queues are date ranged, only the first two date ranges are active. The system sets the ticketing date ranges as Today and Tomorrow. PNRs are not placed on queue if the 1st flight is departed.

The system places PNRs on the ticketing queue when:

- The Date in the ticketing field equals today or tomorrow.
  Q8 – TAX queue, use this for deposits and/or follow up on payments or as a reminder.
  Q9 – TAW/TAS, use this for Will Call ticketing and Ticketing Arrangements of PNRs. Burst ticketing applies.
  Q10 – TAM (Ticket by Mail), use this for mailing of tickets. Burst ticketing applies.

NOTE:
If you ticket the PNR while in another queue or within the retrieved PNR, the system removes the PNR from queue automatically.

Queue 12

Queue 12 is the Expired Time Limit queue. It has Dupe Suppression. When the ticketing time limit passes, and the PNR does not meet the automatic cancellation criteria, the system places the PNR on this queue.

The system places PNRs on Queue 12 when:

- Auxiliary segments exist in the PNR
- OAL segments exist
- International segments exist
- 5 or more flight items exist
• 5 or more names in the PNR
• It is a C/PNR (corporate or group)
• PNR partially ticketed

NOTE:
If you change the ticket time limit while in the PNR while in another queue or within the retrieved PNR, the system removes the PNR from queue automatically.

Queue 17, 18

These are Prepaid ticketing queues. They have data suppression. Queue 17 holds the PNRs for contact and issue; Queue 18 category 0 are unticketed prepaids, category 1 is refunds. The system places PNRs on these queues when;

• PTA data exist in the PNR

Queue 19, 20

These are rate desk pricing queues. The PNRs are processed by unattended pricing process/UPP/or/feasibility/3 days prior to the Ticketing date. A PNR which can not be autopriced is placed on the applicable Q19 described below. International categories are domestic category Plus 30. Q19 is Date Ranged; has both Dupe Suppression and Data Suppression, but QSort is not applicable.

The system places PNRs on queue 19:
• At the host rate desk if they are eligible for rate desk pricing by host. PNRs which have all OAL segments do not qualify for host rate desk pricing.
• At a participating airline rate desk if a carrier routing for pricing is included in the ticketing field.

Example – 7TAW/00/15JUL-RUA-CUA
The system places PNRs on queue 20 when:

- PNR placement determined by QDT (6Q/queue sort)

<table>
<thead>
<tr>
<th>Category</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Default</td>
</tr>
<tr>
<td>5</td>
<td>Burst Default</td>
</tr>
</tbody>
</table>

**Queues 25 and 26**

Queues 25 and 26 are reserved for special name list displays. They have data suppression. Each LD queued automatically queues to the next category. The system defaults to queue 25 unless all categories are full, then it proceeds to queue 26.

The system places PNRs on queue 25 and 26 when the name list is queued.

**Queue 51**

Queue 51 is for special services (SSR) request.

The system places PNRs on the appropriate category at **End Transaction** depending on the service requested.

<table>
<thead>
<tr>
<th>Category</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Special service request – any SSR “NN” for an item not listed below</td>
</tr>
<tr>
<td>2</td>
<td>PETC/AVIH</td>
</tr>
<tr>
<td>3</td>
<td>OXGN/MEDA/STCR</td>
</tr>
<tr>
<td>4</td>
<td>PRIS/GARD</td>
</tr>
<tr>
<td>5</td>
<td>Wheelchair</td>
</tr>
<tr>
<td>6</td>
<td>Special Meal</td>
</tr>
<tr>
<td>11</td>
<td>Schedule change mail notification</td>
</tr>
</tbody>
</table>
Queue 86

Reference: INFO Q86

Worldspan can search for PNRs by specific parameters. This search request must be made through the Airline Services Desk.

The system places PNRs on Q86
- By special request only.
- When it is necessary to examine PNRs for:
  1. All PNRs for a specific booking office
  2. All unticketed
  3. Range of departure dates
  4. Specific airline
  5. Specific board point
  6. Specific board and off point
  7. Specific class of service
  8. Specific date
  9. Specific flight
  10. Specific departure date

Queue 96

Reference: INFO Q96 HELP QF*

Queue 96 is the follow-up queue. Agents place a QF item in the PNR indicating when the PNR should appear and why. For a current list of tags, see INFO QFTAG for a list of message tags. For a current list of possible combinations to mark a PNR for follow up see HELP Q96.

ENTRY: QF places PNR on Q96 with no special instructions
ENTRY: QFR places PNR on Q96 and redisplays
ENTRY: QF*C3*11SEP$PC (Places the PNR in category 3 on 11 September with the tag – Passport Check.)
Here is a list of some popular message tags:

<table>
<thead>
<tr>
<th>Tag</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CW</td>
<td>Check Waitlist</td>
</tr>
<tr>
<td>DT</td>
<td>Deliver Ticket</td>
</tr>
<tr>
<td>QC</td>
<td>Quality Control</td>
</tr>
<tr>
<td>RC</td>
<td>Reconfirm</td>
</tr>
<tr>
<td>VI</td>
<td>Visas</td>
</tr>
<tr>
<td>FF</td>
<td>free flow – add 2 to 16 characters</td>
</tr>
<tr>
<td>PC</td>
<td>Passport Check</td>
</tr>
</tbody>
</table>

Queue 97

Reference: INFO Q97

Queue 97 is the message queue. Messages that provide information or action and are not in PNR format come to this queue. It generally has 2 categories. Category zero is the default. It contains the general messages and advises of Suspected Dupe PNRS. Category 1 is the supervisor’s queue and advises of queues not worked in over 72 hours.

The system places a message on queue when:

- The message is received
- The system checks identify duplicate PNRs
- A queue has not been worked in 72 hours.
Manual Queues and Placement

Reference: INFO QEP

You may manually place a PNR on any queue. You must retrieve a PNR before you can queue it. See HELP QEP and HELP QGP for details of all possible combinations. Only a few short examples are shown.

Basic ENTRY: QEP  PNR queues to Q0 and category 0

Specific ENTRY: QEP/27  PNR queues to Q27 of the first phone field

Specific ENTRY: QEP/27*C5  PNR queues to Q27 category 5

To queue across partitions  QEP/[1P1P]/27*C5  To a Worldspan travel agency

To queue across partitions  QEP/MSPNW/27*C5  To another carrier hosted on Worldspan

To queue to more than one queue

Specifying categories  QGP/30/75/2/154  QGP/30*C3/75*C4/2*C4/154*C 5
To different locations  QGP/MIA/60*C3-GCN/71*C3  QGP/MIANW/60*C3-A2Z1P/71*C3  Different Worldspan carriers and Worldspan agency
To queue and redisplay the PNR is one entry, add the R after the basic entry:

QEPR
QGPR/30/75*C2/154*C5

When queuing to another Worldspan carrier, the PNR will queue, but the host airline must have a flight segment in the PNR for it to display from queue.
Ticketing Queue Placements

Reference: INFO 7FIELD

The ticketing arrangement in the PNR determines on which ticketing queue and category to place the PNR. The ticketing section of the PNR document contains more details on the ticketing field itself. This just addresses the format as it relates to Queues.

Ticketing formats:
7TAX/05/20AUG
7TAW/03/15AUG
7TAM/10/17AUG

The TA (ticketing arrangement), as described above, TAX goes to 8, TAW goes to 9, and TAM goes to queue 10.

The next two digits determine the category within the queue. The PNR goes to Category 5 on the TAX of queue 8; category 3 on the TAW or queue 9; and category 10 on the TAM or queue 10.

The date in the ticketing field determines when the system places the PNR on queue. The PNRs are placed on date range two of the queue and category specified on the date specified. This allows you to review the PNRs and ensure they are ready for ticketing the next day. The overnight process then moves the PNRs to date range 1 for ticketing. You can issue tickets from either date range. If the category specified in the ticketing field is not active, the PNRs go to category 0.
Activating

Activating Queues

Reference: INFO QD HELP QD

If additional queues or categories are needed, they can be activated locally. A queue can be activated and labeled at the same time.

To activate & label a special queue with a single category:
QD/55*C1/KATHRYN

To activate & label with multiple categories: QD/35*C3/KATHERYN
(A maximum of 33 categories may be added in each entry.)

To activate & label a date ranged queue: QD/3*C8*D1FEB-5FEB-7FEB/KATHRYN

This activates Queue 3 and label as Kathryn with 8 categories that are date ranged. A maximum of 15 categories may be added in each entry.

NOTE: When date ranging, the first date range is from today until the date specified; the second range is from the first date to the next date specified, and the last date is from the date specified to the future. Example, today is Jan 3: current date to 05Jan/06Jan to 10Jan/11Jan to 31Jan/01Feb and beyond.

ENTRY: QD/5*D9*C05JAN-10JAN-31JAN

Response:
>QD/5*C9*D5JAN-10JAN-31JAN-
Q OK ADS
>
Activating Categories

Reference: HELP QDCA INFO QDCA

To add more categories enter:

- QDCA/22*C1-1 Add category 1 only
- QDCA/22*C5-10 Add categories 5 through 10
- QDCA/22*C11-11 Add category eleven only

Categories must be added in consecutive order.

The entry for adding categories for both types of queues (the date ranged and special) is the same. The number of categories that you can add is different. You can add 33 categories in one entry for special queues, but only 15 for date ranged.

Deactivating queues and categories

In order to deactivate a queue, all categories in the queue must be empty. You cannot delete system queues.

To delete a queue QDX/22
To delete another location QDX/PHL/27
Queue Counts

Reference: HELP QC

There are several ways to take queue counts

ENTRY: QCT

Response:

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1351 04AUG MIA</td>
<td>There is a time and date and location stamp on the first line.</td>
</tr>
<tr>
<td>QUE</td>
<td>Queue number.</td>
</tr>
<tr>
<td>Q/TTL</td>
<td>Current queue total.</td>
</tr>
<tr>
<td>ITM/WK</td>
<td>Number of items worked.</td>
</tr>
<tr>
<td>LM</td>
<td>LM is the holding queue for PNRs where messages have been left (QLMCB) and you are awaiting a call from the traveler. We have not talked about this queue yet. It is covered in WORKING QUEUES. In this example, there are no PNRs being held in this queue.</td>
</tr>
<tr>
<td>UTC</td>
<td>UTC is another holding queue. It is also discussed in the chapter on WORKING QUEUES.</td>
</tr>
<tr>
<td>0</td>
<td>0 is the default, queue zero. There are 628 PNRs currently ON QUEUE and 187 items have been worked.</td>
</tr>
</tbody>
</table>

This display reads across the screen.
Queues

Basic Reservations

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Continuing on the next line, is queue 1 with 1274 items ON QUEUE and 57 items worked.</td>
</tr>
</tbody>
</table>

**NOTE:**
This display does not break down the number in each category. It also does not account for duplicate PNRs that may be on queue.

For more details use:

**ENTRY: QCT*ALL**

**Response:**

<table>
<thead>
<tr>
<th>QUEUE</th>
<th>CAT</th>
<th>D/R</th>
<th>Q/TTL</th>
<th>IW</th>
</tr>
</thead>
<tbody>
<tr>
<td>97</td>
<td>C 0 MSG</td>
<td>D1</td>
<td>2632</td>
<td>12079</td>
</tr>
<tr>
<td>0</td>
<td>C 0 PNR DEFAULT</td>
<td>D1</td>
<td>628</td>
<td>187</td>
</tr>
<tr>
<td>1</td>
<td>C 0 CONPOS</td>
<td>D1</td>
<td>82</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D2</td>
<td>5</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D3</td>
<td>5</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D4</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>C 1 FLOWN SEG</td>
<td>D1</td>
<td>1166</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D2</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D3</td>
<td>3</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>D4</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>7</td>
<td>C 2 GEN S/C</td>
<td>36</td>
<td>1767</td>
<td></td>
</tr>
<tr>
<td></td>
<td>C 4 OAL S/C</td>
<td>3</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Field</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>PREF</td>
<td>Refers to category labels. In this example, the categories have no labels.</td>
</tr>
<tr>
<td>QUEUE</td>
<td>Queue number.</td>
</tr>
<tr>
<td>CAT</td>
<td>Category labels.</td>
</tr>
<tr>
<td>D/R</td>
<td>Date range. D1 indicates date 1; D2 date range 2 etc.</td>
</tr>
<tr>
<td>Q/TTL</td>
<td>Number of PNRs currently on queue.</td>
</tr>
<tr>
<td>IW</td>
<td>Items worked since last reset.</td>
</tr>
</tbody>
</table>
Notice that Queue 7, categories 0, 1, and 3 do not display as they are empty. If the queue is not date ranged, the column is blank. There is a Move Down indicator for more of the display.

Count specific queue:

ENTRY: QC/7
(DEFAULT IS CATEGORY ZERO DATE RANGE ONE)

Response:

<table>
<thead>
<tr>
<th>ENTRY: QC/7</th>
<th>MIA</th>
<th>Q/TTL</th>
</tr>
</thead>
<tbody>
<tr>
<td>1353 04AUG-</td>
<td>MIA</td>
<td>Q/TTL</td>
</tr>
<tr>
<td>7</td>
<td>MIA</td>
<td>Q/TTL</td>
</tr>
<tr>
<td>EMPTY-</td>
<td>MIA</td>
<td>Q/TTL</td>
</tr>
</tbody>
</table>

Details for specific queue:

ENTRY: QC/7*ALL-A

Response:

<table>
<thead>
<tr>
<th>ENTRY: QC/7*ALL-A</th>
<th>MIA</th>
<th>Q/TTL</th>
<th>ADDS</th>
<th>LQC</th>
<th>IW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1414 04AUG-</td>
<td>MIA</td>
<td>Q/TTL</td>
<td>ADDS</td>
<td>LQC</td>
<td>IW</td>
</tr>
<tr>
<td>7</td>
<td>MIA</td>
<td>Q/TTL</td>
<td>ADDS</td>
<td>LQC</td>
<td>IW</td>
</tr>
<tr>
<td>DEFAULT</td>
<td>C 0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>NO ALT</td>
<td>C 1</td>
<td>0</td>
<td>12</td>
<td>0</td>
<td>12</td>
</tr>
<tr>
<td>GEN S/C</td>
<td>C 2</td>
<td>36</td>
<td>1786</td>
<td>17</td>
<td>1767</td>
</tr>
<tr>
<td>MEMO SEG</td>
<td>C 3</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>OAL S/C</td>
<td>C 4</td>
<td>3</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>MISCONX</td>
<td>C 9</td>
<td>18</td>
<td>28</td>
<td>3</td>
<td>13</td>
</tr>
</tbody>
</table>

Field Explanation

Q  7 Queue number.
MIA City code being counted.
Q/TTL Total on queue.
ADDS Number of items added since last reset.
LQC Last Queue Count or the number of items ON QUEUE when the totals were reset.
IW Items worked.
Under the queue number are the category labels, followed by the category numbers and amounts.

To count just a specific category or date range, add that information to your entry:

    ENTRY: QC/7*C2*D2

See Help QC and INFO QC for other queue count options.

NOTE:
The DUPE SUPPRESSION feature prevents PNRs from being redisplayed in queue when they have already been handled for the related queue function. You may see 10 PNRs on queue with a queue count, but if the queue is empty after only working 8 PNRs; the other 2 were duplicates and were suppressed.
Reset Queues

Reference: INFO QC/AA

Queue counters can be hard copied or reset to meet your office requirements. This can be done on a daily, weekly or monthly basis to monitor the workload.

This resets ALL THE QUEUES at that location. You cannot reset single queues.

Display queue count summary.

ENTRY: QCT*ALL

Response:

<table>
<thead>
<tr>
<th>QUEUE</th>
<th>CAT</th>
<th>D/R</th>
<th>Q/TTL</th>
<th>IW</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>C 0 PNR DEFAULT</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>C 1 FLOWN SEG</td>
<td>D1</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>9</td>
<td>C 0 TAW</td>
<td>6</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>C 0 PREPAIDS</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>C 0 RDP</td>
<td>13</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>C 0 EXP TL/S</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>C 0 TAM</td>
<td>6</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>C 0 TAT</td>
<td>4</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>C 0 CTO PNRS</td>
<td>1</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>C 0 TPA-AUTH-TKTS</td>
<td>3</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>C 0 MIA-ATO/AUTH</td>
<td>18</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>C 0 MCO ATO</td>
<td>3</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>
To reset your queue counts enter: QC/cty/AA
“cty” is the city code or pseudo city code that you are resetting and is required.

ENTRY: QC/MIA/AA

Response:

```
1056 17DEC¬
MIA  PREF   Q/TTL    ADDS  LQC  IW¬
> TOTALS TO ZERO¬
```

The IW columns now show zero, and the LQC shows the numbers that were on queue at the time you reset the counters. This allows supervisory personnel to monitor the number of items agents work between queue counts and allows for the fact that items are placed on queue while the agent is working the queue.

To hard copy and reset Q-counters:

ENTRY: JTMIA/RQC/MIA/AA
Accessing PNR Queue

Reference: INFO Q/

The function identifier for accessing a queue is: Q/ followed by the queue number you wish to access.

More than one person may access the same queue at the same time. For this reason, it is recommended that a QRD entry to remove duplicate PNRs be the first entry. The system keeps track of the next PNR on queue and assigns it to the next available agent. If the agent ignores a PNR, it drops to the bottom of the queue and the next PNR displays. A PNR can only be viewed by one agent at a time.

If a QEP or End Transaction is done while in queue, the PNR is removed from queue even if the reason for being on queue has not been satisfied.

This means if a schedule change is worked while in the ticket queue and the ticket is not issued, upon end transaction, the PNR is removed from the ticket queue without being ticketed. It is NOT systematically placed back on queue.

The automatic display sequence displays the next PNR from the queue. This continues until you have worked all PNRs.

Guidelines

- If a category is not included in the entry, Category 0 is assumed.
- If a date range is not included in the entry, Date Range 1 is assumed.
- If the category is empty when accessed, the response Q EMPTY appears.
- You may not have an active PNR in your AAA when you access the queue. And while you are in a PNR QUEUE, you may not retrieve another PNR.
- You cannot sign out (BSO) without exiting queue (QX).
End of Queue Marker

Some locations might elect to use the End of Queue marker (EOQM). When an agent signs into a queue, if EOQM is on, the system attaches a marker to the last PNR or Message address in queue at that time. Upon reaching the last PNR or Message, a message appears advising that the end of the queue has been reached. The message also includes instructions on how to sign out, or continue if PNRs or messages have been added in the interim.

The activation entry is a one time only entry applying to all CRTs and work areas associated to a specific city code. Once active, it requires CRC/RC to turn it off.

To turn ON:  **QEOQ**

To determine if end of queue marker is ON:  **Q*EOQM**

To turn OFF:  **QEOQ/cty/OFF**

cty is the city code being turned off.

Placing a (@) at the end of an access entry temporarily deactivates the marker for a specific session.

```
Q/7*C1@  for non-date ranged queues
Q/7*C1*D1@  for date ranged queues
```

Removing PNRs/Messages from Queue

**Removing Dupes (QRD)**

There are three ways to remove dupe PNRs from queue:

*Before* accessing the queue:  **QRD/22*C2*D2**

*After* accessing the queue:  **QRD**

On applicable queues:  Dupe suppression
If the queue is a DUPE Suppressed queue, after the appropriate action is taken, the system automatically removes all other copies of the PNR.

**Removing PNRs**

Working and ending transaction (E) removes a PNR from queue. When a PNR is retrieved and does not need action, it can be removed from queue by using the queue remove entry:

ENTRY: **QR**

**Very Important:**

When a PNR is Ended (E), it is automatically removed from queue even if the reason for it being on queue has not been satisfied. To end a PNR and retain it on queue, an ER or I must be done.

**Removing messages:**

To remove a message from the message queue, ask for the next message, **QM** or make the entry **QRM**.

**Exit Queue**

ENTRY: **QX**

Response:

OFF FIN TRANS
Action must be taken on the PNR in your AAA (the pseudo city code programmed at your work station). You can work the PNR, or ignore it. If it requires no action, you can QR. You can combine the exit entry with other items.

<table>
<thead>
<tr>
<th>ENTRY</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>QX#E</td>
<td>Exit And End Transaction On PNR</td>
</tr>
<tr>
<td>QX#1</td>
<td>Exit And Ignore PNR</td>
</tr>
<tr>
<td>QX#QR</td>
<td>Exit And Remove PNR From Queue</td>
</tr>
<tr>
<td>QX#QEP/8</td>
<td>Exit And Route PNR To Different Queue</td>
</tr>
<tr>
<td>QX#QGP/30/75</td>
<td>Exit And Route PNR To Multiple Queues</td>
</tr>
<tr>
<td>QX#QEMI</td>
<td>Exit Message Queue And Leave Message On Queue</td>
</tr>
<tr>
<td>QX#QRM</td>
<td>Exit Message Queue And Remove From Queue</td>
</tr>
</tbody>
</table>

**Working a PNR Queue**

**ENTRY:** Q/7

**OR**

Q/7*C2*D2

**Response:**

- **GEN S/C**

  UP- DY7HN7
  1.1ROBINSON/SAMARIA*ADT
  1 UP 266K 03AUG MO NASMIA WK1  815P  915P/O
  2 UP 266K 03AUG MO NASMIA SC1  815P  915P/O
  P- 1.MIA 305-123-1234 KAREN
  T- 1.TL500P/10JUL
  TKG FAX-AWAITING REPRICING FARE TYPE EX
  FQ- 4PQ
  FARE QUOTED 07JUL FOR TKTG 07JUL BY AGT-FA/MIA
  ADT MIA UP NAS Q2.00  62.00UP MIA Q2.00  62.00NUC128.00END
  ROE1.00UP XT2.00XA3.00XF MIA3
The response is the first PNR on queue. Notice the top line indicates the category label to keep you advised of which queue and category you are in. Once you have worked the last PNR in this queue, the response is: **OFF Q**

When you finish the first category and/or date range, you can proceed to the next category or date range with the entries: **QNC** for next category or **QND** for next date range.
QUTC/QLMCB

If you place a call to this passenger and there is NO ANSWER, enter **QUTC** into the record to indicate that you attempted a call.
If you leave a message on an answering machine or with another person, enter **QLMCB** into the record to indicate that you left the message.
Both of these entries place the PNR in a holding status. After a specified time, the PNR returns to queue for another attempt to contact the passenger.
Additionally, these entries place a remark in the PNR that indicates the time, date and agent that attempted to make contact with the passenger.

QUTC defaults to 3 hours
QLMCB defaults to tomorrow

To specify a time or date use:

**QUTC/11P**
**QLMCB/11NOV**
The PNR

Whenever you retrieve a PNR outside the queue, you need to review it for changes or advice messages that you need to relay to the passenger. This might be a time or flight number change; a meal confirmation; a waitlist confirmation, etc. Whenever you are speaking with the passenger, it is good business practice to advise him/her of any changes to the record. Do not be concerned whether the PNR is ON queue or which queue it might be on...make the notification and update the PNR-including the SSR items accordingly.

Things to look for:
If in queue 1 confirmation, look for KK KL in both the itinerary and SSR items
If in queue 7 schedule changes, look for WK, SC UN in the itinerary

Example:
The first PNR is from the CONFOS (queue 1). It looks like this:

```
- CONFOS
UP- FMRXPP
  1.MUSGROVE/ALICE*ADT
  1 UP2261M 28JUL TU MIANAS HK1  800P  855P/o
  2 UP2806Y 29JUL WE NASMYG HK1  100P  230P/o
  3 UP 802Y 10AUG MO MYGNAS KL1  945A 1115A/O
  4 YY 702h 10aug MO mygnas HK1  835A  955a/o
  5 UP 264M 18AUG TU NASMIA HK1  730P  915P/O
P- 1.MIA9549670152
T- 1.T
TKG FAX-AWAITING PRICE VERIFICATION FARE TYPE EX
M- 1.PAX HLD RTN TKT
```

1. Access the queue and the PNR displays.
2. Call the passenger and review the changes.
3. The passenger accepts the waitlist confirmation.
4. Change segment status on segment (.3HK)
5. Cancel the alternate segment (X4)
6. Add the Received (6ALICE)
7. End transaction (E)

The next PNR displays.

NOTE:
Do not forget to look at the G-fax (*G) for special service confirmations.

Schedule Changes

Reference: INFO EW

Worldspan provides an entry to work all the schedule changes in one transaction. It is called END/WORK or EW. A chart with variations on the entry follows the example.

The next example is from a Schedule Change (queue 7)

```
- GEN S/C

UP- CEAYEX
  1.2MACH/SUSAN/JOSEPH*2ADT
  1 UP 393Y 08OCT TH MCONAS WK2 330P 445P/O
  2 UP 391Y 08OCT TH MCONAS SC2 115P 145P/O
  3 UP 390Y 12OCT MO NASMCO HK2 1100A 1230P/O
P- 1.MIA 407-629-0324
T- 1.T/31MAR/1112403001361-362
TKG FAX-NOT PRICED FARE TYPE EX
FOP- 1.CK
  2. /YE21 $145.PLUS $39.TX
  3. /CCVI4417129100111612N0798
```

1. Access the queue and the PNR displays.
2. Call the passenger and review the changes.
3. The passenger accepts the new flight and times Segment 2
4. Add the Received (optional) (6ALICE)
5. Work the schedule change (EW)
The next PNR displays.

END and WORK entries

<table>
<thead>
<tr>
<th>ENTRY</th>
<th>FUNCTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>EW</td>
<td>Automatically updates the status of all confirmations, schedule changes and Knops then ends the PNR.</td>
</tr>
<tr>
<td>EWG</td>
<td>Same as EW plus updates SSR items then ends the PNR.</td>
</tr>
<tr>
<td>EWR</td>
<td>Automatically updates the status of all confirmations, schedule changes and Noops; ends and redisplays the PNR.</td>
</tr>
<tr>
<td>EWRG</td>
<td>Same as EWR plus updates SSR items then ends and redisplays the PNR.</td>
</tr>
</tbody>
</table>

NOTES:

- Entries can be used on a PNR while in queue or out of queue.
- Only one entry is required to update the entire PNR.
- All valid segments are confirmed, all segments that are not valid are removed to history.
- These entries are NOT valid during a divide function.
- If the schedule change is just a minor time change, the SSR seat items will remain.
- If a schedule change is worked and the flight number is changed, all associated SSR seat items will be canceled.
- The EWG and EWRG entries will not work on SSR items with the following codes: MEDA/OTHSTKTL/FRAV/GRPF/GRPS.
- There is no GFAX SSR/itinerary matching. It is the agent’s responsibility to remove obsolete GFAX items and request services for the alternate flights. (32@)
- You may also update GFAX items with 32.XX or 32.HK. For current GFAX formats see HELP 3CSS.
Printing PNR Addresses on Queue

References:  INFO QLD
            INFO OLP

You may request a list of the PNR file addresses on a queue. You can retrieve this list in or out of queue. If you are in queue, QLD displays the list. If you are not in queue, you need to specify which list you want.

ENTRY:  QLD/86
  DISPLAYS ALL CATEGORIES
QLD/86*C4
  DISPLAYS THE CATEGORY SPECIFIED
QLD/1*C4*D2
  DISPLAYS THE CATEGORY AND DATE RANGESPECIFIED.

Response:

<table>
<thead>
<tr>
<th>R/L</th>
<th>CAT</th>
<th>D/R</th>
<th>NBR</th>
<th>DATE</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>05AUG8</td>
<td>CRISPO/FIORE</td>
</tr>
<tr>
<td>FQRBYZ</td>
<td>C</td>
<td>0</td>
<td>1</td>
<td>05AUG8</td>
<td>CRISPO/FIORE</td>
</tr>
<tr>
<td>BAPBZH</td>
<td>C</td>
<td>0</td>
<td>1</td>
<td>06AUG8</td>
<td>COLEMAN/TONY</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>COLEMAN/JAVON</td>
</tr>
<tr>
<td>DIJZ9H</td>
<td>C</td>
<td>0</td>
<td>1</td>
<td>X</td>
<td>JOYNER/VERNICA</td>
</tr>
<tr>
<td>FMRXPF</td>
<td>C</td>
<td>0</td>
<td>1</td>
<td>28JUL8</td>
<td>MUSGROVE/ALICE</td>
</tr>
<tr>
<td>CBOMHMH</td>
<td>C</td>
<td>0</td>
<td>1</td>
<td>02AUG8</td>
<td>C/2BAHAMASSOFTBALL</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>NEWBOLD/RAY</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>PARKS/LIVINGSTONE</td>
</tr>
<tr>
<td>FBYRCN</td>
<td>C</td>
<td>0</td>
<td>1</td>
<td>05AUG8</td>
<td>WILLIAMS/CHARLES</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

. . . . . . last screen

<table>
<thead>
<tr>
<th>R/L</th>
<th>CAT</th>
<th>D/R</th>
<th>NBR</th>
<th>DATE</th>
<th>NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FZRAW9</td>
<td>C</td>
<td>0</td>
<td>1</td>
<td>1 F</td>
<td>TURNER/DENNIS</td>
</tr>
<tr>
<td>CSIXI7</td>
<td>C</td>
<td>0</td>
<td>1</td>
<td>10AUG8</td>
<td>JOHNSON/RAHMAN</td>
</tr>
<tr>
<td>S6S2LZ</td>
<td>C</td>
<td>0</td>
<td>1</td>
<td>1 F</td>
<td>HOWARD/RAYMARD</td>
</tr>
</tbody>
</table>

- END OF QUEUE / CATEGORY -

NOTE:
R/L is the header for the record locator column.
Use the following entry to print the list of PNR file addresses to a hard copy printer:

ENTRY: QLP/86

Response:

PRINT INITIATED

NOTES:

• The list (QLD) does not need to be displayed before making the print entry.
• The response UTR PNR in the name area of a print display indicates the PNR has been purged from the system and cannot be displayed.
• Queue 1 Category 0, date range 1 is the default.
Printing PNRs from queue

While you are in queue, you may send a specific PNR or message to the hard copy printer. Using QTP also removes the PNR from queue. You can only send one PNR at a time to the printer. The QTP function automatically routes to your RR printer. See HELP PRINT.

Use the following entry to send a PNR to a hard copy printer:

ENTRY: QTP

Response: SENT

To send the PNR without removing it from queue, use the JT print function: JTMIARR/*AD

For more information on accessing special parts of a PNR, see HELP/INFO *PARTS.
Queue History

References: INFO*HQ
            INFO*HQD

History records all manual queuing:
QEP    QGP    QF
QEPR   QGPR   QFR

History records all manual removals
QR       QQR       QLMCB       QUTC
4T          4A            EW              EWG       E

History records both items when you remove from one queue and place in on another.

ENTRY: *HQ

Example 1
R-UP P
MI3 SU SX 1640Z/31JUL98
QR EW FROM MIAUP/1*C0*D3
R-P/-  -CR- MIA/UP SU CE 05AUG98 1905Z 02043A ***

Example 2
R-UP P/
MIA GS PA 1536Z/26JUL98
QR E FROM MIAUP/1*C0*D1
R-P/-  -CR- MIA/UP SU CE 05AUG98 1903Z 02043A ***

Example 3
R-UP P
MIA GS HJ 1737Z/25JUN98
QR QR FROM MIAUP/1*C0*D1
R-P/-  -CR- MIA/UP SU CE 05AUG98 1903Z 02043A ***

Example 4
R-UP P/ MIA GS DM 1339Z/27JUL98
QR QEP FROM MIAUP/1*C0*D4
QP TO MIAUP/0*C0
R-P/-  -CR- MIA/UP SU CE 05AUG98 1909Z 02043A ***
Working the Message Queue

Reference: INFO Q97

Queue 97 is the message queue, it contains messages, not PNRs. Message queue starts with two categories. Category 0 (General Messages) and Category 1 (Supervisory Messages). Each category contains different messages and has different access entries.

The Message Queue is a system queue; it holds incoming messages from outside sources that the system cannot process. These messages may request for space on your airline or responses to your request from another airline.

The General Message category contains data that requires action or provides information, such as messages regarding GFAX or non-air service requests. The entry below accesses a message from the General Message category.

ENTRY: QM OR Q/97

Response:

<table>
<thead>
<tr>
<th>MSG/PNR DIFFER 00¬</th>
<th>REJECTED 16JUN 1411Z¬</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNR ADDR IS FMPMP¬</td>
<td></td>
</tr>
<tr>
<td>1. NASRMUP¬</td>
<td></td>
</tr>
<tr>
<td>2. .HDQRMAA 161411¬</td>
<td></td>
</tr>
<tr>
<td>3. RLR¬</td>
<td></td>
</tr>
<tr>
<td>4. HDQAA TNAML/56Q2/1062195¬</td>
<td></td>
</tr>
<tr>
<td>5. *1GRISAR/BARBARA IMCLAUGHLIN/DANIEL¬</td>
<td></td>
</tr>
<tr>
<td>6. UP241Y11JUL MIANAS HK2¬</td>
<td></td>
</tr>
<tr>
<td>7. UP530Y11JUL NASZSA HK2¬</td>
<td></td>
</tr>
</tbody>
</table>

Most messages start with a message tag. In this example, the system found a PNR, but the file address was not the same as the file address sent in the message. See the teletype reject documentation for full details on this queue.

The Supervisory Message category contains messages indicating which queues have not been accessed in over 72 hours. The table below contains entries related to the Message Queue.
<table>
<thead>
<tr>
<th>Entry</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>QCM</td>
<td>Display Count of Category 0</td>
</tr>
<tr>
<td>QCM*C1</td>
<td>Display Count of Category 1</td>
</tr>
<tr>
<td>QM or Q/97</td>
<td>Access General Messages (C0)</td>
</tr>
<tr>
<td>QS or Q/97*C1</td>
<td>Access Supervisory Messages (C1)</td>
</tr>
<tr>
<td>QRM</td>
<td>Remove Message From Queue</td>
</tr>
<tr>
<td>QEMI</td>
<td>Ignore Message to Bottom of Queue</td>
</tr>
<tr>
<td>QTMI</td>
<td>Send Message to Printer</td>
</tr>
<tr>
<td>Q*</td>
<td>Redisplay Last Message</td>
</tr>
<tr>
<td>QEM</td>
<td>To send a message to queue</td>
</tr>
<tr>
<td>QEM/MIA</td>
<td>To send to another city code in your partition</td>
</tr>
</tbody>
</table>

To manually send messages to Queue 97, the agent must type the message in a remark (5) field of a PNR. No other PNR fields may be entered. After the last line of the message is typed, press <ENTER>.

**EXAMPLE:**

```
5THIS IS HOW THE FIRST LINE OF A MESSAGE LOOKS#
5NOTE THE END ITEM AT THE END OF EACH LINE#
5THIS ALLOWS THE MESSAGE TO BE ENTERED IN ONE ENTRY  <ENTER>
```

**ENTRY: QEM**

To ignore a message and place it on the bottom of the queue:

**ENTRY: QEMI**