

Galileo Queues: commands and how-to

Queue counts, working queues, placing and moving booking files, schedule changes. The entries with their forms, then every step-by-step answer of this part of GateRoam's Galileo guide.

43

entries

11

step-by-step answers



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Queues

Queue counts, working queues, placing and moving booking files, schedule changes.

Entries

ORB Moves booking files with TAW, TAU or RB items for a date onto a queue.

INTERMEDIATE

Step by step: [How do I move or forward a queue in Galileo?](#)

ORC Counts booking files with TAW, TAU or RB items for a date.

BASIC

Step by step: [How do I count queues in Galileo?](#)

Q/ Open a queue by number, e.g. Q/17.

BASIC

Q/22	Signs in to queue 22 and opens the first booking file
Q/41*CVP	Signs in to queue 41, category VP (and date range 2)
Q/41*CVP*D2	Signs in to queue 41, category VP (and date range 2)
Q/22+*IA	Signs in showing only air segments
Q/17	Opens queue 17, where booking files with KL arrive (group bookings excepted)
Q/1*CPD	Opens queue 1, category PD, where requested files arrive
Q/11	Opens queue 11, reserved for fares and NDC schedule changes

Step by step: [How do I handle a schedule change in Galileo?](#) · [What are queues in Galileo?](#) · [How do I work a queue in Galileo?](#)

QA/ Queue activity summary for all or chosen queues.

ADVANCED

QA/ALL	Shows the activity summary of all main queues
QA/41*CVP*D1	Activity summary for queue 41, category VP , date range 1
QA/18+21+22	Activity summary for several queues

Step by step: [How do I see queue activity in Galileo?](#)

QAB Switches a queue on or off; second-level users only.

ADVANCED

QAB/41/ON	Switches queue 41 of your branch on
QAB/41/OFF	Off

Step by step: [How do I set up queue categories in Galileo?](#)

QAT Activity summary of one queue with its categories and date ranges.

ADVANCED

QAT/41	Activity summary for queue 41 with its categories and date ranges
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Step by step: [How do I see queue activity in Galileo?](#)

QB Moves booking files from one queue to another (queues 26-99).

INTERMEDIATE

QB41/43	Moves all files from queue 41 to queue 43
QB41/43-200	Moves 200 files from queue 41 to queue 43
QB41/7XQ1/43	Moves all files from queue 41 to queue 43 of branch 7XQ1
QB41*CVP/43*CGR*D1	Moves category VP of queue 41 to queue 43, category GR , date range 1

Step by step: [How do I move or forward a queue in Galileo?](#)

QCA Counts the booking files on all queues of the PCC.

BASIC

QCA	Counts every queue of your PCC
QCA*20	Counts only queues holding more than 20 files

Step by step: [How do I count queues in Galileo?](#) · [What do the Galileo queue numbers mean?](#) · [How do I handle a schedule change in Galileo?](#)

QCB Counts queues 0 and 1, or chosen queues with their categories.

BASIC

QCB	Counts queues 0 and 1
QCB/22	Counts queue 22, all its categories included

Step by step: [How do I count queues in Galileo?](#)

QCL Counts the left-message-to-call-back queue.

BASIC

QCL	The left-message-to-call-back queue
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Step by step: [How do I count queues in Galileo?](#)

QCM Counts the general message queue.

BASIC

QCM	Counts the general message queue
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Step by step: [How do I count queues in Galileo?](#)

QCT Counts a main queue and lists the passenger names.

BASIC

QCT/22	Counts the main queue 22 only, with names
QCT/18+21+22	Counts several queues, with names

Step by step: [How do I count queues in Galileo?](#)

QCTA Counts queues with every category and date range.

BASIC

QCTA/ALL	Full count of every queue, category and date range
QCTA/41	Counts queue 41 with every category and date range

Step by step: [How do I count queues in Galileo?](#) · [How do I set up queue categories in Galileo?](#)

QCU Counts the unable-to-contact queue.

BASIC

QCU	The unable-to-contact queue
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Step by step: [How do I count queues in Galileo?](#)

QDB Sets a queue to single or automatic booking file display.

ADVANCED

QDB/41/S	Sets queue 41 to show one booking file per sign-in
QDB/41/A	Sets queue 41 back to automatic display, file after file

Step by step: [How do booking file instructions work in Galileo?](#)

QDCA Activates categories and date ranges in a queue.

ADVANCED

QDCA/41*CVP	Activates category VP in queue 41
QDCA/41*CVP+CGR+C10	Activates several categories at once (up to 10)
QDCA/41*C1-20	Activates numeric categories 1 to 20 in sequence
QDCA/41*CVP*D1	Activates category VP with date range 1

Step by step: [How do I set up queue categories in Galileo?](#)

QDCX Deactivates categories in a queue.

ADVANCED

QDCX/41*CVP	Deactivates category VP of queue 41
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Step by step: [How do I set up queue categories in Galileo?](#)

QDM Sets the general message queue to single or automatic display.

ADVANCED

QDM/S	Same choice for the general message queue
QDM/A	Same choice for the general message queue

Step by step: [How do booking file instructions work in Galileo?](#)

QDQT Opens the fill-in screen for queue, category and date range titles.

ADVANCED

QDQT	Opens the fill-in screen for queue titles
QDQT/41	Opens the screen for category and date range titles of queue 41

Step by step: [How do I set up queue categories in Galileo?](#)

QEB Ends the booking file and places it on one or more queues.

BASIC

QEB	Places it on your queue 1 (general)
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Step by step: [How do booking file instructions work in Galileo?](#) · [How do I put a PNR on a queue in Galileo \(QEB\)?](#) · [What are queues in Galileo?](#)

QEM Sends a message to the general message queue.

BASIC

Step by step: [How do I put a PNR on a queue in Galileo \(QEB\)?](#)

QES Sends a message to the supervisory queue.

BASIC

Step by step: [How do I put a PNR on a queue in Galileo \(QEB\)?](#)

QF Forwards the booking files of one queue to another queue.

INTERMEDIATE

QF/41+43	Forwards the booking files of queue 41 to queue 43
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Step by step: [How do I move or forward a queue in Galileo?](#)

QFHIST Shows the queue forwarding history.

INTERMEDIATE

QFHIST	Shows the queue forwarding history
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Step by step: [How do I move or forward a queue in Galileo?](#)

QFX Cancels the forwarding of a queue.

INTERMEDIATE

QFX/41 Cancels the forwarding of queue 41

Step by step: [How do I move or forward a queue in Galileo?](#)

QIN Shows the queue you are in and how many people work it.

ADVANCED

QIN Shows which queue you are in and how many people work it

Step by step: [How do I see queue activity in Galileo?](#)

QINC Counts the people signed in to one queue or all queues.

ADVANCED

QINC/22 Counts the people working queue 22

QINC/ALL Counts people signed in to all queues

Step by step: [How do I see queue activity in Galileo?](#)

QLD Lists names and record locators on a queue; only outside a queue.

BASIC

QLD/22 Lists passenger names and record locators on queue 22

Step by step: [How do I count queues in Galileo?](#)

QLMCB Puts the booking file on the call-back (LMT) queue, optionally with a note.

BASIC

QLMCB*CALLS BACK AFTER 3PM Puts it on the call-back queue (LMT) with a short note

Step by step: [How do I put a PNR on a queue in Galileo \(QEB\)?](#)

QP Goes back one booking file in the queue.

BASIC

QP Goes back one file

Step by step: [How do I work a queue in Galileo?](#)

QPB* Displays the list of queues.

BASIC

QPB* Displays the list of queues

Step by step: [What do the Galileo queue numbers mean?](#)

QPRINT Prints the booking files of a queue; QPRINT/STOP stops it.

INTERMEDIATE

QPRINT/B/41 Prints every booking file on queue 41

QPRINT/B/41*CVP*D2 Prints queue 41, category **VP**, date range 2

QPRINT/B/41*H Prints the files of queue 41 with their history

QPRINT/B/41*1/50 Prints files 1 to 50 of queue 41

QPRINT/B/41*1/50*N.I+*H Prints files 1 to 50 with names and itinerary, plus history

QPRINT/STOP Stops the printing

Step by step: [How do I print or sort a queue in Galileo?](#)

QR Removes the open booking file from the queue (QR/41 also from 41).

BASIC

QR	Takes the open booking file off the queue and shows the next
QR/41	Removes the file from this queue and queue 41 too

Step by step: [What are queues in Galileo?](#) · [How do I work a queue in Galileo?](#)

QRQ Removes a booking file from all queues of the PCC, from outside a queue.

BASIC

Step by step: [How do I put a PNR on a queue in Galileo \(QEB\)?](#) · [How do I work a queue in Galileo?](#)

QSORT Sorts a queue into another queue by first travel date.

INTERMEDIATE

QSORT45/46	Sorts all files of queue 45 into queue 46 by the date of their first active segment
QSORT45/7XQ1/46	Sorts queue 45 into queue 46 of branch 7XQ1

Step by step: [How do I print or sort a queue in Galileo?](#)

QSORTID Sorts by agent sign-on ID or by category into another queue.

INTERMEDIATE

QSORTID45/46*CVP	Sorts only category VP of queue 45 into queue 46
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Step by step: [How do I print or sort a queue in Galileo?](#)

QUTC Puts the booking file on the unable-to-contact (UTC) queue, optionally with a note.

BASIC

QUTC*TRY TOMORROW AM	Puts it on the UTC queue with a short note
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Step by step: [How do I put a PNR on a queue in Galileo \(QEB\)?](#)

QW Lists the queues the open booking file is on.

BASIC

QW	Lists the queues the open booking file is on now
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Step by step: [How do I see queue activity in Galileo?](#) · [How do I put a PNR on a queue in Galileo \(QEB\)?](#) · [How do I work a queue in Galileo?](#)

QX Signs out of the queue.

BASIC

QX	Signs out of the queue
QX+QEB/41	Signs out and puts the file on queue 41

Step by step: [What are queues in Galileo?](#) · [How do I work a queue in Galileo?](#)

QXE Ends the booking file, removes it from the queue and signs out.

BASIC

Step by step: [How do I handle a schedule change in Galileo?](#) · [How do I work a queue in Galileo?](#)

QXER Ends, signs out and redisplay the last booking file.

BASIC

QXER	Ends, signs out and shows the file again
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Step by step: [How do I work a queue in Galileo?](#)

QXI Signs out and ignores the open booking file; it stays on the queue.

BASIC

QXI	Signs out and ignores the open file; it stays on the queue
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Step by step: [How do I work a queue in Galileo?](#)

QY* Lists the booking file instructions.

ADVANCED

QY*	Lists the booking file instructions
QY*4+7+20-25	Shows chosen instructions, or a range

Step by step: [How do booking file instructions work in Galileo?](#)

Step by step

What are queues in Galileo?

Queues are the electronic in-trays of a PCC: 100 numbered queues plus UTC and LMT, where airlines and agents leave booking files. QCA counts them, Q/22 signs in, QR removes a file, I leaves it for later and QX signs out.

When

Queues are the office's electronic in-trays: lists of booking files waiting for someone to act. Airlines and Galileo drop booking files there (a schedule change, a waitlist that cleared, a ticketing deadline), and agents put files there for colleagues or for a follow-up on a set date.

How they are organised:

- Every **PCC** has its own queues: **100 numbered queues (0-99)** plus two extra ones, UTC (unable to contact) and LMT (left message to call back).
- Queues 0 to 25 have **fixed jobs** (**Pre-assigned queues — what lands on queues 0 to 25**); 26 to 99 are free for the office.
- A queue can be split into **categories** (a two-character code) and **date ranges** (**D1, D2 ...**), so one queue can hold several sorted piles (**Queue titles, categories and date ranges — set up and switch on**).

Check first

- Agree in the office who works which queue, and how often. A queue nobody reads is where schedule changes get missed.

Steps

#	Entry	What it does	Why
1	QCA	Counts the booking files on all queues of your PCC.	See where work is waiting.
2	Q/22	Signs in to queue 22; its first booking file opens.	Work starts at the top of the pile.
3	I	Ignores this booking file and moves on; it goes back to the bottom of the queue.	Leave it for later.
4	QR	Takes the open booking file off the queue and shows the next.	It is done.
5	QX	Signs out of the queue.	Finish the session.
6	QEB/41	Places the open booking file on queue 41 (and ends it).	Hand it to a colleague or a follow-up queue.

Check it worked

QCA again: the count of the queue you worked has gone down.

Traps

- Inside a queue, some entries behave differently.** Ending with **QXE** removes the file from the queue; **QXI** leaves it there. See **Work a queue — sign in, act, remove, sign out**.
- Some queue entries (emptying a whole queue, changing titles, switching queues on or off) are kept for second-level users.
- A booking file can sit on several queues at once — **QW** shows which.

What do the Galileo queue numbers mean?

Queues 0-25 are pre-assigned: 0 urgent, 1 general, 9 and 10 ticketing (TAW, TAU), 12 review booking, 17-23 airline replies such as time changes (22) and HX cancellations (23). Queues 26-99 are free. QPB* lists them.

When

You need to know what a queue number means — which booking files Galileo or the airlines put on each of the fixed queues, and which queues are free for your office.

Queue	What arrives there
0	Urgent
1	General; category PD (1*CPD) holds past-date quick files
2	Replies to seat requests
3	Synchronisation advice
4-6, 13	Not assigned yet
7	Follow-up of requests waiting for the vendor's locator
8	Not in use
9	Ticket review for files with a TAW ticketing arrangement
10	Ticket review for files with a TAU ticketing arrangement
11	Fare changes and NDC schedule changes
12	Review booking file items (RB.)
14	Files rejected from queue 10 during queue ticketing
15	Group booking advice
16	Vendor remarks coming in from airlines
17	Waitlist cleared (KL), groups excluded
18	KK confirmations within 14 days
19	KK confirmations further out than 14 days
20	Unable, UU or US status
21	Unable to confirm, UC , UN or NO status
22	Time changed, TK or TL status
23	Airline cancelled, HX status
24	Answers from non-air vendors
25	Status changes on SSRs
26-99	Free for your office
UTC / LMT	Unable to contact · left message to call back

Check first

- The numbers above are the standard set. Your office may also have named its own queues 26-99.

Steps

#	Entry	What it does	Why
1	QPB*	Displays the list of queues.	Check the list on your own system.
2	QCA	Counts all queues.	See which of these queues have work today.

Check it worked

QPB* shows the list; QCA shows counts against the queue numbers above.

Traps

- **Queues 18-23 are where airline replies and schedule changes land.** Work them daily — see [Work schedule changes from the queues \(TK, HX, UN segments\)](#).
- Queue 9 does not fill by itself: **TAW** files reach it when they are moved with an **ORB** entry ([Move booking files between queues and forward a queue](#)). **TAU** files are meant for queue 10 on their date.
- Keep a printed or shared list of what your office uses queues 26-99 for, so everyone files the same way.

Online: gateroam.com/galileo-guide/queue-numbers

How do I count queues in Galileo?

QCA counts all queues, QCB/22 one queue with its categories, QCT/22 the main queue with names and QCTA/ALL everything by category. QLD/22 lists names and locators from outside a queue; ORC/TAU/20NOV counts ticketing items for a date.

When

Start of the day, or before signing in to a queue: you want to know how many booking files are waiting where, and whose names they are.

Check first

- To list names (**QLD**) you must be **outside** any queue — sign out first (**QX**).

Steps

#	Entry	What it does	Why
1	QCA	Counts every queue of your PCC.	The daily overview.
2	QCA*20	Counts only queues holding more than 20 files.	Spot the piles that are growing.
3	QCB	Counts queues 0 and 1.	Urgent and general at a glance.
4	QCB/22	Counts queue 22, all its categories included.	One queue in total.
5	QCT/22	Counts the main queue 22 only, with names.	Who is waiting.
6	QCT/18+21+22	Counts several queues, with names.	Airline replies in one view.
7	QCTA/ALL	Full count of every queue, category and date range.	Offices that use categories.
8	QLD/22	Lists passenger names and record locators on queue 22.	Pick one file without working the queue.
9	QCM · QCL · QCU	Counts the general message queue · the left-message-to-call-back queue · the unable-to-contact queue.	Messages and call-backs.
10	ORC/TAU/20NOV	Counts booking files with a TAU ticketing arrangement for 20 November.	Plan ticketing ahead.
11	ORC/RB/20NOV	Counts booking files with a review booking item for 20 November.	Plan follow-ups ahead.

Check it worked

The count shows queue numbers with their totals; **QCT** and **QLD** add names and locators.

Traps

- **QLD only works outside a queue.** Sign out with **QX** first.
- **QCB/22** includes all categories; **QCT/22** counts only the main queue. Use **QCTA/22** for the breakdown by category.
- **ORC** without a date counts for today. A range works too: **ORC/TAU/20NOV*24NOV**.
- Another office of your group: add its branch, e.g. **QCA/7XQ1** or **QCB/7XQ1/22**.
- Put **P-** in front of a count (**P-QCA**) to send it to the printer.

How do I work a queue in Galileo?

Sign in with Q/22, act on the booking file, then QR to remove it or I to leave it and move on. Finish with R.AGT and QXE to save and leave the queue, or QXI to sign out without changes. QW shows the queues a file is on.

When

A queue has booking files waiting and you go through them one by one: read, act, then either take each file off the queue or leave it there for later.

Check first

- **QCT/22** (or **QCA**) to see how many files are waiting (**Count queues and list the names on a queue**).
- Know what the queue is for (**Pre-assigned queues — what lands on queues 0 to 25**) — that tells you what to look at in each file.

Steps

#	Entry	What it does	Why
1	Q/22	Signs in to queue 22 and opens the first booking file.	Q alone signs in to queue 0 or 1.
2	Q/41*CVP · Q/41*CVP*D2	Signs in to queue 41, category VP (and date range 2).	Work one pile only.
3	—	Read and act: change, contact the client, rebook.	The reason the file is on the queue.
4	QR	Removes the open file from the queue and shows the next.	The item is handled.
5	I	Leaves the file on the queue (back to the bottom) and shows the next.	Not done yet.
6	QP	Goes back one file.	You moved on too quickly.
7	QW	Lists every queue this booking file is on.	It may wait on other queues too.
8	R.AGT then QXE	Adds the received field, ends the file and signs out; the file leaves the queue.	Changes saved, item finished.
9	QXI	Signs out and ignores the open file; it stays on the queue.	Stop without changing anything.
10	QX	Signs out of the queue.	Plain exit.
11	QXER · QX+QEB/41	Ends, signs out and shows the file again · signs out and puts the file on queue 41.	Handy endings.
12	QR/41 · Q/22+*IA	Removes the file from this queue and queue 41 too · signs in showing only air segments.	Handy shortcuts.

Check it worked

QCT/22 after signing out: the files you removed are gone; the ones you ignored are still there.

Traps

- **QXE always needs a received field**, even when Smartpoint fills one in automatically — add **R.** before ending.
- **QXE** removes the file from the queue; **QXI** keeps it there. Pick on purpose.
- **QRQ/ALL** takes a booking file off **every** queue in your PCC, but only from outside a queue.
- **QR/41+43+45**: at most three extra queues in one entry.
- An end-of-queue marker (**QENDON** / **QENDOFF**) can be switched on by second-level users, so you know when you have gone round once.
- Emptying a whole queue (**QFREE/B/41**) is for second-level users and leaves no trace in the booking file's queue history.

How do I put a PNR on a queue in Galileo (QEB)?

QEB/41 ends the booking file and puts it on queue 41; QEB/7XQ1/41 sends it to queue 41 of another branch. For a later date add a review item such as RB.20NOV/0900/Q41*CALL CLIENT. QLMCB and QUTC handle call-backs.

When

A booking file needs someone's attention — a colleague, the ticketing desk, another branch, or you on a later date. You put it on the right queue now, or set it to arrive there on a date.

Check first

- Which queue your office uses for what (**Pre-assigned queues — what lands on queues 0 to 25**; 26-99 are your own).
- QEB also ends the transaction**, so the booking file must be complete enough to save (received field included).

Steps

#	Entry	What it does	Why
1	QEB/41	Ends the booking file and places it on your queue 41.	The normal hand-over.
2	QEB	Places it on your queue 1 (general).	Quick, no number needed.
3	QEB/41+43	Places it on queues 41 and 43.	Two teams need it.
4	QEB/41*CVP*D2	Places it on queue 41, category VP , date range 2.	Offices that sort by category.
5	QEB/7XQ1/41	Places it on queue 41 of branch 7XQ1.	Another office of your group.
6	RB.20NOV/0900/Q41*CALL CLIENT RE SEATS	Puts the file on queue 41 on 20 November at 09:00, with a note.	A reminder for later.
7	RB.	Review item for today at 07:00 on queue 12.	The defaults: today, 07:00, queue 12.
8	QLMCB*CALLS BACK AFTER 3PM	Puts it on the call-back queue (LMT) with a short note.	You left a message for the client.
9	QUTC*TRY TOMORROW AM	Puts it on the UTC queue with a short note.	You could not reach the client.
10	NP.CHECK VISA FOR NOVAK then QEM	Types a note and sends it to the general message queue.	A message rather than a booking file.

Check it worked

QW (with the file open) lists the queues it is on; ***RB** shows a review booking item.

Traps

- QEB saves the booking file.** Do not use it to "park" half-finished changes you may want to ignore.
- The unable-to-contact queue brings the file back to the same queue after 180 minutes unless you set another time.
- QEB/41** without a branch always means **your own** queue 41.
- To take a file off every queue of your PCC: **QRQ/ALL**, from outside a queue.
- A supervisory message goes with **QES** instead of **QEM**.

Online: gateroam.com/galileo-guide/place-pnr-on-queue

How do I move or forward a queue in Galileo?

QB41/43 moves all booking files from queue 41 to 43 (queues 26-99, up to 999 per entry). QF/41+43 forwards queue 41 to 43 until QFX/41 cancels it. ORB/TAU/20NOV-Q/41 pulls TAU files for a date onto queue

41.

When

A whole pile has to change place: a colleague is away and their queue goes to someone else, files are sorted into another queue or category, or files with a ticketing or review date are pulled onto a queue ahead of time.

Check first

- Moving works on **queues 26 to 99 only**, and at most 999 files per entry.
- Agree who receives the files — a forwarding stays on until you cancel it.

Steps

#	Entry	What it does	Why
1	QB41/43	Moves all files from queue 41 to queue 43.	Hand a pile over in one go.
2	QB41/43-200	Moves 200 files from queue 41 to queue 43.	Split a big pile.
3	QB41/7XQ1/43	Moves all files from queue 41 to queue 43 of branch 7XQ1.	Another office takes over.
4	QB41*CVP/43*CGR*D1	Moves category VP of queue 41 to queue 43, category GR , date range 1.	Re-sort by category.
5	QF/41+43	Forwards the booking files of queue 41 to queue 43.	Holiday or sickness cover.
6	QFX/41	Cancels the forwarding of queue 41.	The colleague is back.
7	QFHIST	Shows the queue forwarding history.	Who forwarded what, and when.
8	ORB/TAU/20NOV-Q/41	Places files with a TAU ticketing arrangement for 20 November on queue 41.	Without /41 they go to queue 10.
9	ORB/TAW/20NOV-Q	Moves files with TAW for 20 November to queue 9 (default).	TAW files need this move to reach a queue.
10	ORB/RB/20NOV-Q/41	Moves files with a review item for 20 November to queue 41.	Without a number they go to queue 12.

Check it worked

QCA (or **QCB/43**): the receiving queue has grown and the old one is empty. **QFHIST** shows the forwarding you set.

Traps

- **A forwarded-to queue cannot be forwarded on.** If 41 goes to 43, then 43 cannot be forwarded to a third queue.
- **Only one queue can forward into a receiving queue.** A second one gets the alert **QUEUE FORWARDING ALREADY EXISTS** until the first forwarding is cancelled.
- More than 999 files? Repeat the **QB** entry.
- **ORB** also takes a date range (**20NOV*24NOV**), an account name and a time. Count first with **ORC** (**Count queues and list the names on a queue**).
- Forget **QFX** and the colleague's work keeps flowing elsewhere after they return.

Online: gateroam.com/galileo-guide/move-forward-queue

How do I handle a schedule change in Galileo?

Count queues 21-23 with **QCA**, sign in with **Q/22**, read the segments with ***IA**, check connections with **@MT**, agree with the client, accept with **@ALL**, reinstate SSRs with ***SIR**, end with **QXE**, then revalidate or reissue the ticket (***HTE**).

When

The airline changed a flight time, cancelled a flight or could not confirm a segment, and the booking file has landed on one of the airline-reply queues. You check the change, agree it with the client, clean up the statuses and make the ticket follow.

Where they arrive and what the status means:

Queue	Status	Meaning
22	TK (also TL)	The airline confirms a changed time
23	HX	The airline cancelled the segment
21	UC, UN, NO	The airline cannot confirm
20	UU, US	Unable — the request was waitlisted instead
25	—	An SSR's status changed
11	—	Fare changes and NDC schedule changes (Find and check NDC bookings and tickets after booking)

Check first

- Read every booking file on these queues **every working day** — a missed change can strand the client at a connection.

Steps

#	Entry	What it does	Why
1	QCA	Counts all queues.	See whether 20–23 and 25 have files.
2	Q/22	Signs in to queue 22; the first file opens.	Start with confirmed time changes.
3	*IA · *VR	Shows the air segments · the airline's remarks.	What exactly changed.
4	@MT	Checks the minimum connect time of the booked flights.	A later first flight can break the connection.
5	—	Agree with the client: accept, rebook (Cancel segments or change the date, class or flight) or cancel.	Big changes need the client's yes.
6	@ALL	Accepts the changes: TK, KK, KL become HK; UU becomes HL; NO, UN, UC, HX are removed one at a time.	Clean statuses. Repeat until nothing is left to update.
7	@2XK	Removes cancelled segment 2 without a message to the airline.	For an HX segment, when @ALL is not used. Not for EK.
8	*SIR · SIR VGML	Lists SSRs to put back after the change · reinstates the meal.	Meals and other SSRs may not follow a new flight by themselves.
9	R.AGT, QXE	Adds received, ends, signs out — the file leaves the queue.	Done.
10	*HTE	Shows the ticket, if there is one.	Coupons still on the old flight must be fixed.
11	—	Fix the ticket: revalidation if class and fare stay the same (Revalidation — same fare, new flight or date, same ticket), otherwise an involuntary exchange (Involuntary exchange after an airline schedule change).	The ticket must name the flights the client will fly.

Check it worked

*IA shows only HK segments, @MT passes, *SR shows the services confirmed, and *HTE coupons match the flights.

Traps

- Do not @ALL blindly.** It also changes SSR statuses and removes cancelled segments — check the connection and the client's plans first.
- @ALL handles one NO/UN/HX/UC segment per entry; keep entering it until no more updates are found.
- Whether the client may change or refund free of charge after a schedule change is the airline's rule — check it before charging anything.
- Accepting the change in the booking file does not move the ticket.

Online: gateroam.com/galileo-guide/schedule-change-queue

How do booking file instructions work in Galileo?

QY* lists the numbered instructions. QEB/41@4 puts the booking file on queue 41 with instruction 4, while a plain QEB/41 deletes them. QDB/41/S and QDB/41/A switch the queue between single and automatic display.

When

You place a booking file on a queue and want one of the numbered standard instructions to travel with it, so the colleague who opens it knows what to do — or you want to change how a queue shows its files: one at a time, or one after another automatically.

Check first

- Booking file instructions are **numbered standard texts**. Look at the list before using a number.
- They show only in **native mode** (the terminal view), not in the graphical booking file.

Steps

#	Entry	What it does	Why
1	QY*	Lists the booking file instructions.	Find the number you need.
2	QY*4+7+20-25	Shows chosen instructions, or a range.	Read just those.
3	QEB/41@4	Places the file on queue 41 with instruction 4.	The colleague sees what to do.
4	QEB/41	Places it on queue 41 and deletes any instructions.	A plain placement clears them.
5	QDB/41/S	Sets queue 41 to show one booking file per sign-in.	After that file the agent is signed out automatically.
6	QDB/41/A (or QDB/41)	Sets queue 41 back to automatic display, file after file.	The usual way of working a queue.
7	QDM/S · QDM/A	Same choice for the general message queue.	Messages one at a time, or in sequence.

Check it worked

Sign in to the queue: with instruction 4 the file shows the instruction text (native mode); in single mode you are signed out after one file.

Traps

- **Re-queuing without @ wipes the instruction.** If the file goes on to another queue and still needs it, add the number again.
- Single display suits queues where each file needs a lot of work; automatic display suits quick checks.
- Another office's queue: add its branch, e.g. **QDB/7XQ1/41/S** or **QDM/7XQ1/A**.
- Agents working only in the graphical view will not see the instruction — tell your team.

Online: gateroam.com/galileo-guide/queue-instructions

How do I set up queue categories in Galileo?

Second-level users activate a category with QDCA/41*CVP (add *D1 for a date range), remove it with QDCX/41*CVP, switch a queue on or off with QAB/41/ON or QAB/41/OFF and add titles in the QDQT/41 screen. QCTA/41 checks the result.

When

The office wants its own queue structure: names on its queues, a queue split into piles by category (one per team, client or task), date ranges inside a category, or a queue switched on or off. This is set-up work for a senior agent or supervisor.

Check first

- **These entries need second-level (secondary) authorisation.** A normal sign-on cannot make them.

- Plan the names before typing — titles are short:
- queue title: up to 20 characters;
- category title: up to 12 characters;
- date range title: up to 6 characters.
- The **category ID** is not its title: it is the 2-character code after **C** (in ***CVP** it is **VP**), either letters or digits, not a mix.

Steps

#	Entry	What it does	Why
1	QDQT	Opens the fill-in screen for queue titles.	Give queues readable names.
2	QDQT/41	Opens the screen for category and date range titles of queue 41.	Name the piles inside a queue.
3	QAB/41/ON · QAB/41/OFF	Switches queue 41 of your branch on · off.	Use a new queue, or retire one.
4	QDCA/41*CVP	Activates category VP in queue 41.	Before anything can be placed in it.
5	QDCA/41*CVP+CGR+C10	Activates several categories at once (up to 10).	Set a queue up in one go.
6	QDCA/41*C1-20	Activates numeric categories 1 to 20 in sequence.	Up to 100 numbered piles.
7	QDCA/41*CVP*D1	Activates category VP with date range 1.	Split a category by date.
8	QDCX/41*CVP	Deactivates category VP of queue 41.	Retire a pile.
9	QCTA/41	Counts queue 41 with every category and date range.	Check the structure and the content.

Check it worked

QCTA/41 lists the categories and date ranges you activated, with their counts.

Traps

- **A queue must be empty to be switched off**, and switching it off also deactivates all its categories and date ranges.
- Titles are optional — an untitled category still works, it is just harder to read.
- One **QDCA** entry takes up to 10 categories and up to 4 date ranges, joined with +.
- Another branch: add it after the first slash, e.g. **QAB/7XQ1/41/ON**.
- Deactivate in bulk the same way: **QDCX/41*C1-20** for a numeric run.

Online: gateroam.com/galileo-guide/queue-categories

How do I see queue activity in Galileo?

QA/ALL shows the activity summary of all queues and **QAT/41** one queue in detail. **QINC/22** counts the people working queue 22 and **QIN** shows your own queue. ***HQT** gives the queue trail of the open booking file.

When

A supervisor (or a busy agent) wants to see how the queues are moving: the activity on each queue, how many people are signed in where, and — for one booking file — which queues it went through.

Check first

- For the whole office, start with a count (**Count queues and list the names on a queue**); these entries add the "who" and "how much happened".

Steps

#	Entry	What it does	Why
1	QA/ALL	Shows the activity summary of all main queues.	The office-wide picture.
2	QA/41*CVP*D1	Activity summary for queue 41, category VP , date range 1.	One pile only.
3	QA/18+21+22	Activity summary for several queues.	The airline-reply queues together.

#	Entry	What it does	Why
4	QAT/41	Activity summary for queue 41 with its categories and date ranges.	The detail behind a busy queue.
5	QIN	Shows which queue you are in and how many people work it.	Avoid two agents on the same file.
6	QINC/22	Counts the people working queue 22.	Is anyone on the schedule changes?
7	QINC/ALL	Counts people signed in to all queues.	Staffing at a glance.
8	*HQT	Shows the queue trail history of the open booking file.	When it was placed on or taken off a queue.
9	QW	Lists the queues the open booking file is on now.	Where it still waits.

Check it worked

The summaries list queue numbers with their activity; ***HQT** shows dated entries for the file.

Traps

- ***HQT is not complete after a mass clear.** Files emptied from a queue with **QFREE** do not get a queue trail entry.
- In the booking file history, queue events show with their own history codes (added to queue trail, removed from queue) — see [Read the booking file history](#).
- **QINC** counts people, not files; use **QCA** for files.
- Another office: add its branch, e.g. **QA/7XQ1/ALL** or **QINC/7XQ1/ALL**.

Online: gateroam.com/galileo-guide/queue-activity

How do I print or sort a queue in Galileo?

QPRINT/B/41 prints the booking files on queue 41 (up to 385 per run; ***1/50** for a range, ***H** for history) and **QPRINT/STOP** stops it. **QSORT45/46** moves queue 45 into queue 46 in order of the first travel date.

When

You want the booking files of a queue on paper (for a meeting, a back-up, or to work through away from the screen), or you want a queue's files rearranged in the order of their first travel date.

Check first

- An itinerary printer is linked to your terminal ([Link your terminal to the ticket printer \(NO LINKAGE\)](#)).
- **One print run takes at most 385 booking files** on the itinerary printer — print big queues in ranges.

Steps

#	Entry	What it does	Why
1	QPRINT/B/41	Prints every booking file on queue 41.	The whole pile on paper.
2	QPRINT/B/41*CVP*D2	Prints queue 41, category VP , date range 2.	One pile only.
3	QPRINT/B/41*H	Prints the files of queue 41 with their history.	When changes need to be traced.
4	QPRINT/B/41*1/50	Prints files 1 to 50 of queue 41.	Large queues in parts.
5	QPRINT/B/41*1/50*N.I+*H	Prints files 1 to 50 with names and itinerary, plus history.	A lighter print.
6	QPRINT/STOP	Stops the printing.	Wrong queue, or far too long.
7	P-QCA	Sends the queue count to the printer instead of the screen.	P- works in front of most queue entries.
8	QSORT45/46	Sorts all files of queue 45 into queue 46 by the date of their first active segment.	Work the nearest departures first.
9	QSORT45/7XQ1/46	Sorts queue 45 into queue 46 of branch 7XQ1.	Another office gets the sorted pile.

#	Entry	What it does	Why
10	QSORTID45/46*CVP	Sorts only category VP of queue 45 into queue 46.	Sort one pile.

Check it worked

The printer delivers the files. After a sort, **QCB/45** shows the old queue empty, and signing in with **Q/46** brings the files up in travel-date order.

Traps

- **Sorting moves the files** from the first queue to the second — tell colleagues which queue to work afterwards.
- **QSORTID*45/** + agent sign-on ID + **/46** sorts using that sign-on ID; several IDs, each with its own receiving queue, can go in one entry joined with **+**. Check the exact IDs first.
- Printing with history (***H**) makes long prints — use ranges.
- Another branch's queue: put the branch before the queue number, **QPRINT/B/7XQ1/41**.

Online: gateroam.com/galileo-guide/print-sort-queue

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