

**GONOW**

# **Supervisor and Check-In Agent Guide**

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This User Guide presents all the main GONOW check-in and departure control functions and entries required for a supervisor or check-in agent to carry out their normal duties.

Prepared by I. Torgai

## INTRODUCTION

GoNow is a Navitaire's ultimate interface for checking in and boarding passengers as well as performing other Airports-related functions.

- Intuitive
- Customer-focused
- Configurable workflow
- Mouse-less shortcuts
- Empowers agents to:
  - Accommodate passenger requests
  - Perform required tasks efficiently
  - Improve the passenger experience.

## OBJECTIVES

This guide is designed for Airline Passenger Supervisors and Check in agents.

The guide has six main objectives:

1. To give the supervisor or check in agent a clear understanding of all the basic check-in control functions and entries with system responses.
2. To reserve/block and/or subsequently release seats for individuals, special passengers, or groups.
3. To add any special information by flight or destination, and to action any re-seating of passengers as a result of any aircraft type change.
4. To initially close flights, notify any accepted standby passengers
5. To give the agents the confidence to deal with any situation, and to be prepared to take the necessary action to solve it with the least disruption

GoNow system has many features that facilitate the check-in and boarding processes. Agents can do any of the following:

## **1. Check-in Process**

- Search for a passenger without first loading a flight.
- View and update passenger information.
- Make and change seat assignments.
- Check in bags.
- Add services.
- Override fees (depends on role)
- Manage security requirements and travel document information.
- Enter and update payment information.
- Check and un-check passengers.
- Print and re-print documents.

## **2. Boarding Process**

- Search for a flight.
- View flight manifests and filtered passenger lists.
- Board passengers on multiple devices by scanning a boarding pass, entering a sequence number, or choosing the passenger from a passenger list.
- Change the status of a flight.
- Perform passengers seating.
- Block and unblock seats.
- Send APIS messages.

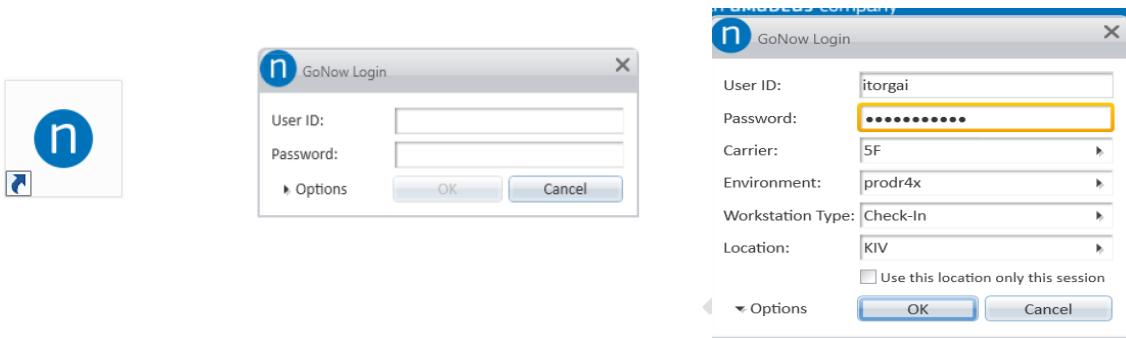
## **3. Generate reports.**

## **4. Create go-show bookings**

## **5. Move passengers with IROP**

## To log in to GoNow:

1. Open GoNow by doing one of the following - double-click the icon and the Login dialog displays:

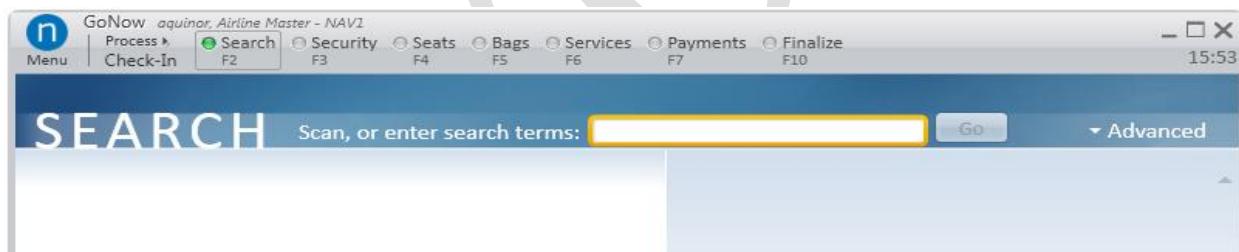


- **GONOW requires a new password every 3 months (min 6 characters, 1 upper case, 1 symbol and min 1 number)**

## SYSTEM RESPONSE:

\*GONOW has 2 main screens:

- Check-in screen or module



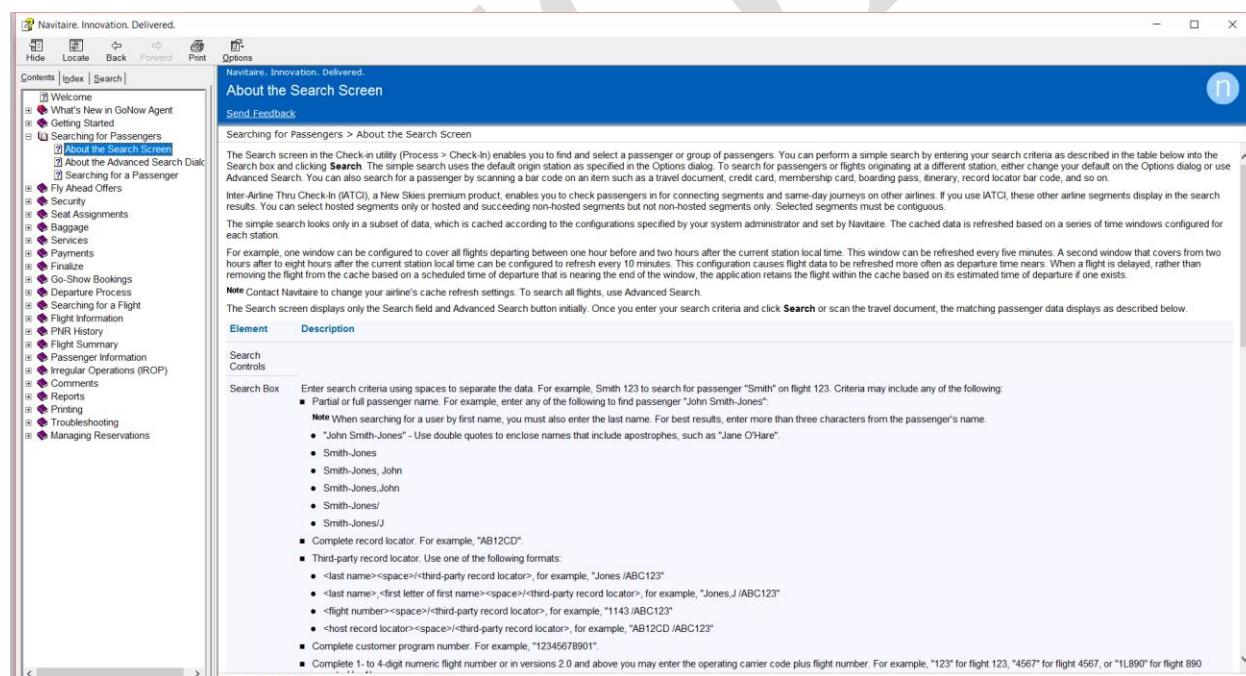
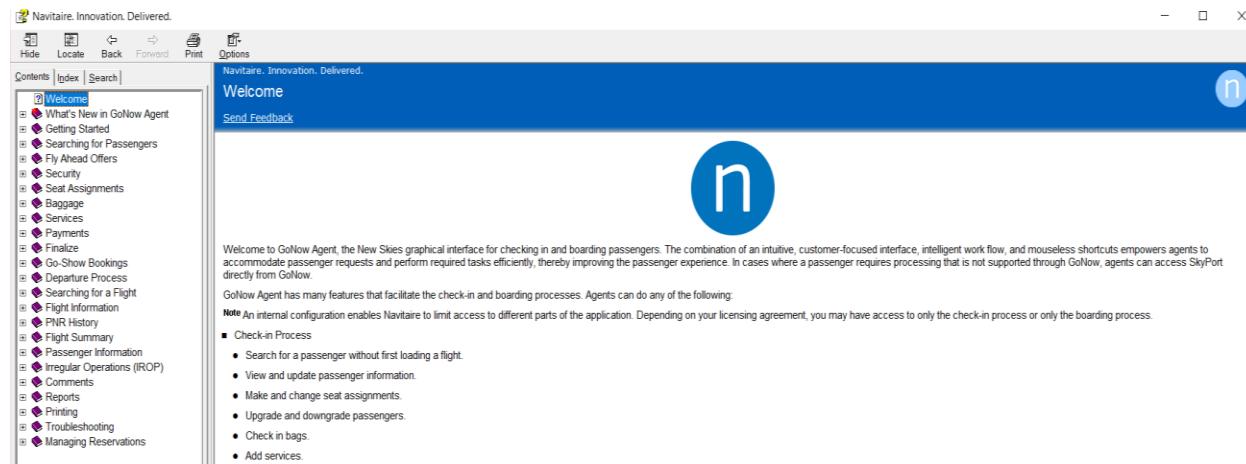
- Departure screen

SEARCH								Sort: Departure Time (earliest to... ▾)		
	Flight	Route	Date	Departure/Arrival	Gate	Vrfd	Status	Sold	Checked In	No-Show
1	5F 133	KIV to VKO	9Sep	00:30 - 02:30			Boarding	0	0	0
2	5F 233	KIV to VRN	9Sep	09:40 - 10:50			Boarding	5	0	5
3	5F 121	KIV to VKO	9Sep	10:00 - 12:00			Boarding	0	0	0
4	5F 711	KIV to DUB	9Sep	14:40 - 16:30	2		On Time	0	0	0
5	5F 215	KIV to PMF	9Sep	16:00 - 17:20			On Time	0	0	0
6	5F 617	KIV to SEN	9Sep	16:00 - 17:00			On Time	0	0	0
7	5F 901	KIV to CDG	9Sep	16:00 - 18:10	2		On Time	0	0	0
8	5F 131	KIV to VKO	9Sep	16:00 - 18:00			Cancelled	0	0	0

## GONOW Help Facility

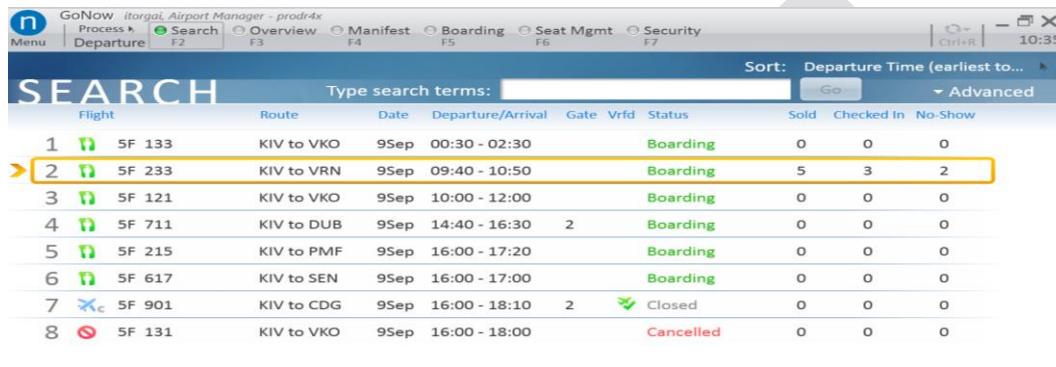
All System Functions are described in GONOW HELP module.

By pressing **F1** agent can display the description and examples of the needed action:



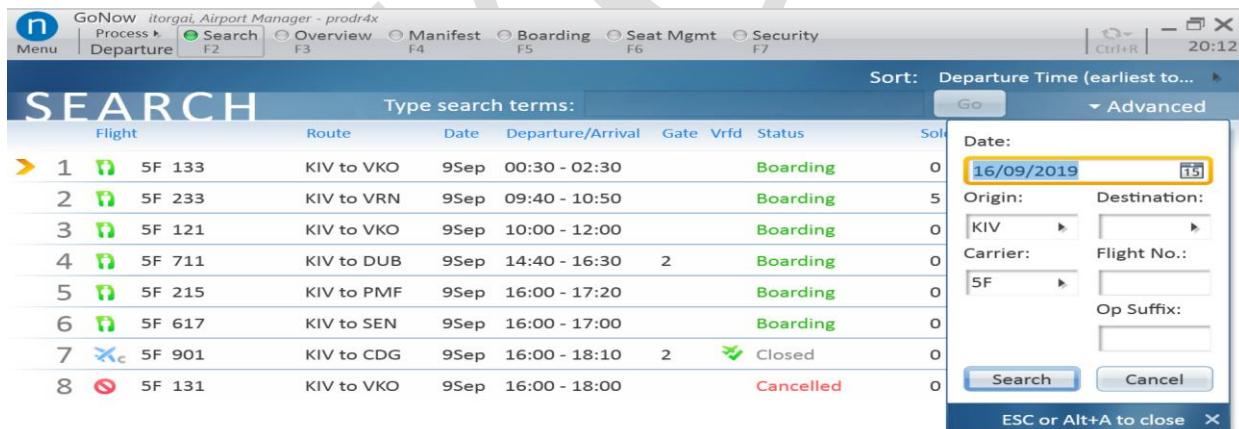
## FLIGHT LIST DISPLAY

To display the list of flights departing from a specific airport on a given date the agent must use the DEPRAUTURE screen:



Flight	Route	Date	Departure/Arrival	Gate	Vrfd	Status	Sort: Departure Time (earliest to...)		
							Sold	Checked In	No-Show
1	KIV to VKO	9Sep	00:30 - 02:30			Boarding	0	0	0
2	KIV to VRN	9Sep	09:40 - 10:50			Boarding	5	3	2
3	KIV to VKO	9Sep	10:00 - 12:00			Boarding	0	0	0
4	KIV to DUB	9Sep	14:40 - 16:30	2		Boarding	0	0	0
5	KIV to PMF	9Sep	16:00 - 17:20			Boarding	0	0	0
6	KIV to SEN	9Sep	16:00 - 17:00			Boarding	0	0	0
7	KIV to CDG	9Sep	16:00 - 18:10	2		Closed	0	0	0
8	KIV to VKO	9Sep	16:00 - 18:00			Cancelled	0	0	0

Note: it's possible to request the list of flights on any other date by using **Advanced** option:



SEARCH		Type search terms:						
Flight	Route	Date	Departure/Arrival	Gate	Vrfd	Status	Sold	
1	KIV to VKO	9Sep	00:30 - 02:30			Boarding	0	
2	KIV to VRN	9Sep	09:40 - 10:50			Boarding	5	
3	KIV to VKO	9Sep	10:00 - 12:00			Boarding	0	
4	KIV to DUB	9Sep	14:40 - 16:30	2		Boarding	0	
5	KIV to PMF	9Sep	16:00 - 17:20			Boarding	0	
6	KIV to SEN	9Sep	16:00 - 17:00			Boarding	0	
7	KIV to CDG	9Sep	16:00 - 18:10	2		Closed	0	
8	KIV to VKO	9Sep	16:00 - 18:00			Cancelled	0	

Date:

Origin:  Destination:

Carrier:  Flight No.:

Op Suffix:

ESC or Alt+A to close

## FLIGHT INFORMATION DISPLAY

An agent can retrieve a flight overview with double click on the flight from the list:



GoNow itorgai, Airport Manager - prodr4x

5F 133 KIV-VKO 16Sep 00:30 - 02:30 00:00 A319

Boarding Departs in 20h 35m

**OVERVIEW**

**Manifest Counts**

	Economy Class (Y)	Total
1 Manifested	11	11
2 Checked in	0	0
3 No Show	11	11
4 Stand-by	0	0
5 Checked stand-by	0	0
6 Total checked in	0	0
7 On board	0	0
8 Checked not boarded	0	0
9 Not boarded, bags checked	0	0
10 Not boarded, bags added	0	0
11 All Manifested	11	11
12 Require APIS verification	0	0
13 On a lock/warning queue	0	0

**Comments**

Flifo Comments (0)

 **FLIFO**- Flight information comment provides additional details that can help stations prepare for departure/arrival or notify passengers of specific flight circumstances



GoNow itorgai, Airport Manager - prodr4x

5F 233 KIV-VRN 9Sep 09:40 - 10:50 09:10 A319

Boarding Departs in 1d 0h 11m

**OVERVIEW**

**Manifest Counts**

	Economy Class (Y)	Total
1 Manifested	5	5
2 Checked in	3	3
3 No Show	2	2
4 Stand-by	0	0
5 Checked stand-by	0	0
6 Total checked in	3	3
7 On board	0	0
8 Checked not boarded	3	3
9 Not boarded, bags checked	0	0
10 Not boarded, bags added	0	0
11 All Manifested	5	5
12 Require APIS verification	0	0
13 On a lock/warning queue	0	0

**Comments**

Flifo Comments (1)

10Sep 10:50  
DELAY 20MIN

**Weight & Balance Comments (0)**



GoNow itorgai, Airport Manager - prodr4x

Passengers | 3 Z52GNS ST:U

1 pax, pax1 12A BPPT, NOTE

2 pax, pax3 20F BPPT, NOTE

Segments | 1 To VRN Departs in 1d 0h 47m

5F 233 KIV-VRN 09:40 - 10:50 Ostp -2,010

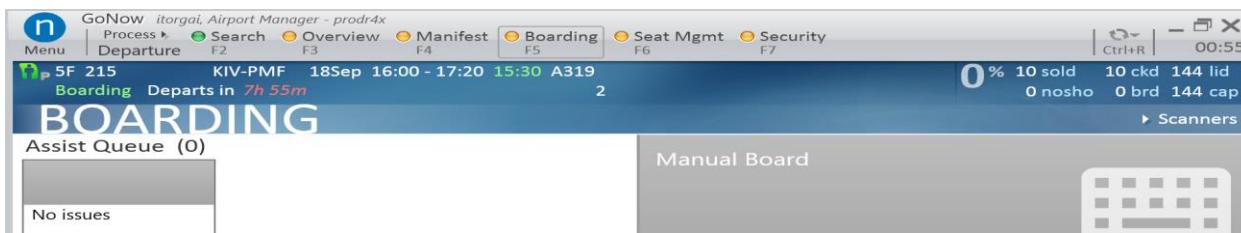
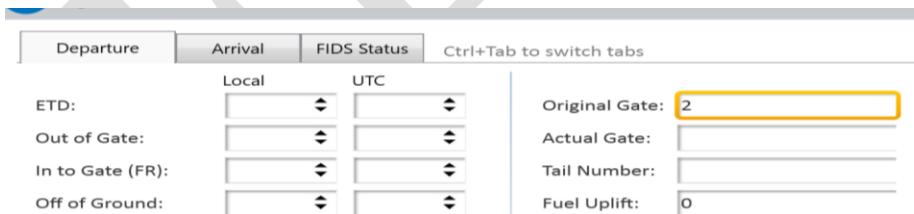
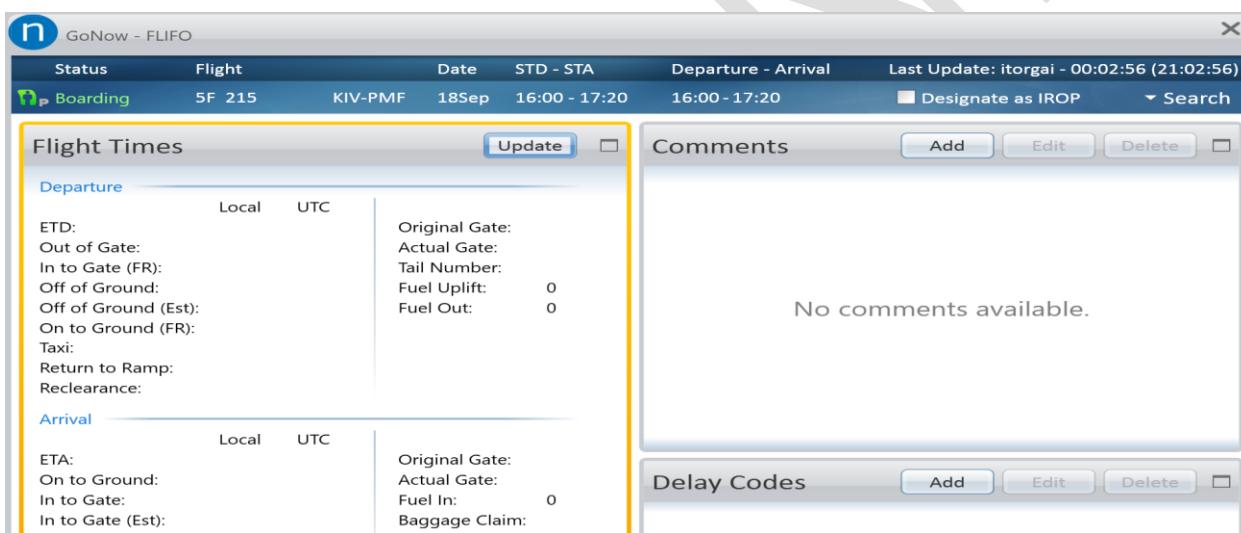
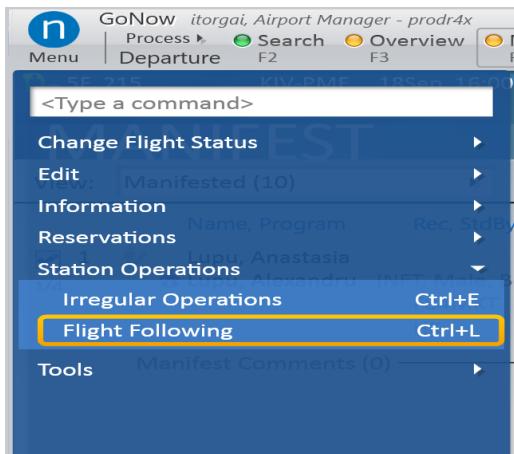
- DELAY 20MIN

**SEATS**

Up/Downgrade... Seat Preferences

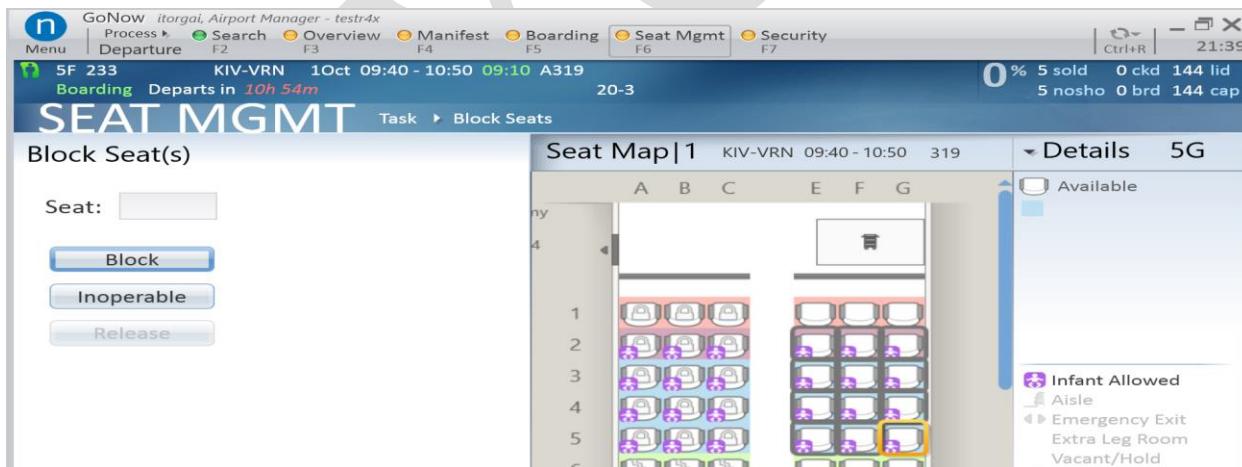
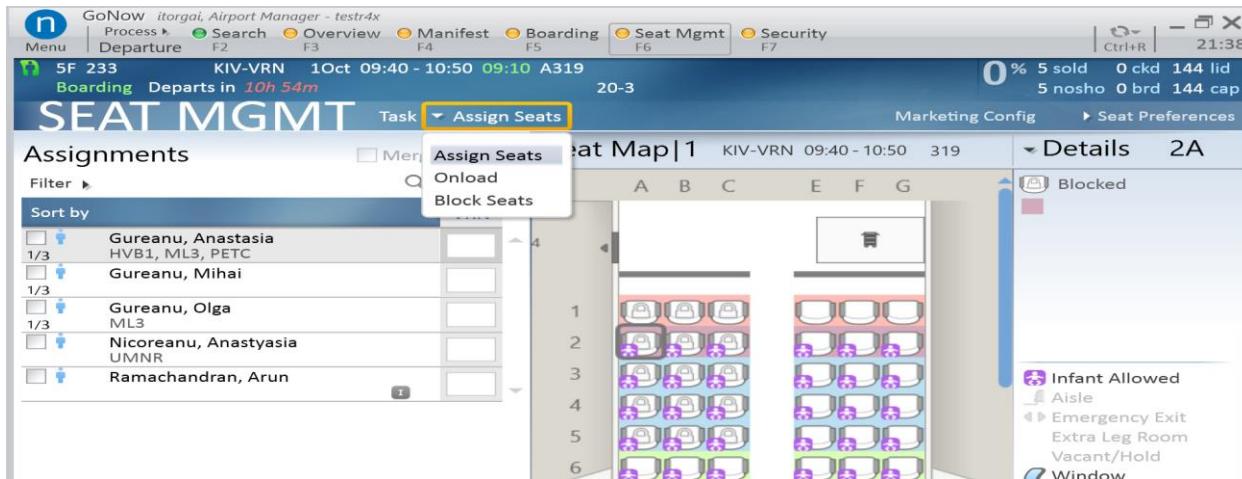
## PRE- FLIGHT PREPARATIONS

### - HOW TO SET THE GATE



## SEAT MAP- BLOCK/INOPERABLE/RELEASE SEATS

To work with the SEATMAP, to assign or change, to block or release seats it is possible only from the **DEPARTURE Screen**, in the **Seat Management F6**

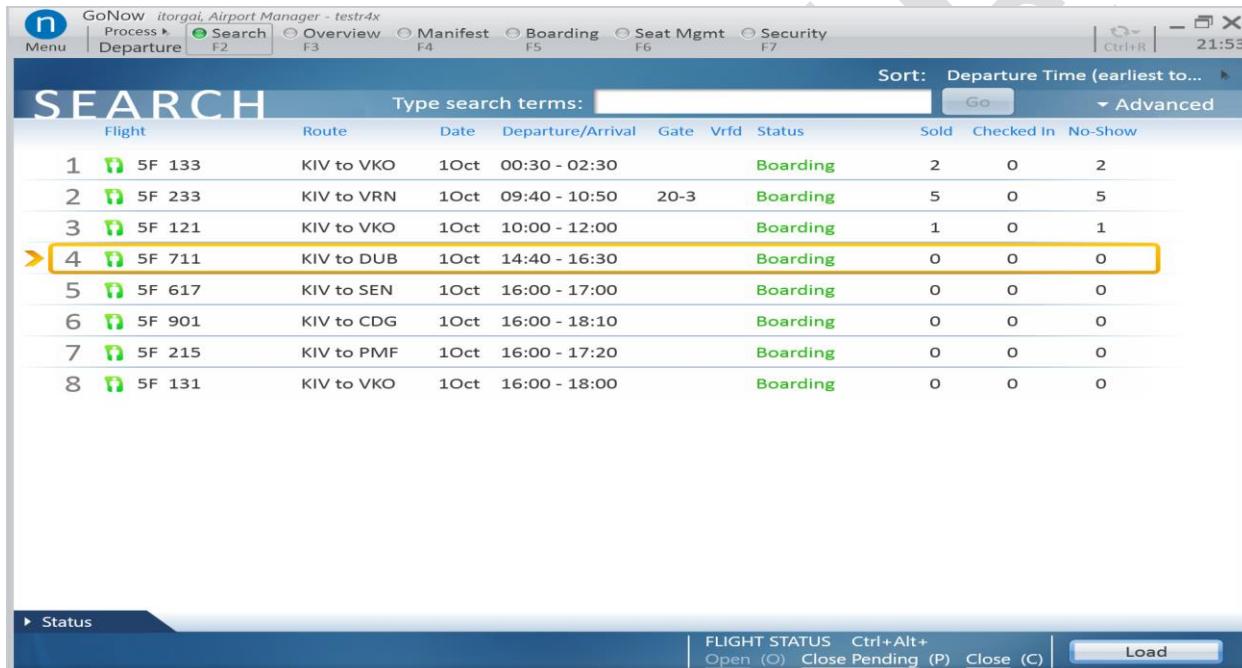


Flight Status can be changed only from the **Departure Screen** and all must be **done manually!!!!**

**OPEN- CTRL+ALT+O (use this option to re-open the check in)**

**CLOSE PENDING- CTRL+ALT+P (this status means the check in completion and can be used only to close the ckin)**

**CLOSE- CTRL+ALT+C (after flight departure)!!!!**



GoNow itorgai, Airport Manager - testr4x

Process ▾ Search F2 Overview F3 Manifest F4 Boarding F5 Seat Mgmt F6 Security F7

Sort: Departure Time (earliest to...)

**SEARCH**

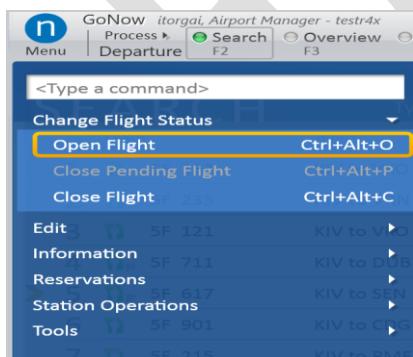
Type search terms:

Flight Route Date Departure/Arrival Gate Vrfd Status Sold Checked In No-Show

1 SF 133	KIV to VKO	1Oct	00:30 - 02:30		Boarding	2	0	2
2 SF 233	KIV to VRN	1Oct	09:40 - 10:50	20-3	Boarding	5	0	5
3 SF 121	KIV to VKO	1Oct	10:00 - 12:00		Boarding	1	0	1
4 SF 711	KIV to DUB	1Oct	14:40 - 16:30		Boarding	0	0	0
5 SF 617	KIV to SEN	1Oct	16:00 - 17:00		Boarding	0	0	0
6 SF 901	KIV to CDG	1Oct	16:00 - 18:10		Boarding	0	0	0
7 SF 215	KIV to PMF	1Oct	16:00 - 17:20		Boarding	0	0	0
8 SF 131	KIV to VKO	1Oct	16:00 - 18:00		Boarding	0	0	0

▶ Status

FLIGHT STATUS Ctrl+Alt+  
Open (O) Close Pending (P) Close (C) Load



GoNow itorgai, Airport Manager - testr4x

Process ▾ Search F2 Overview F3

<Type a command>

Change Flight Status

Open Flight Ctrl+Alt+O

Close Pending Flight Ctrl+Alt+P

Close Flight Ctrl+Alt+C

Edit 3 SF 121 KIV to VKO

Information 4 SF 711 KIV to DUB

Reservations 5 SF 617 KIV to SEN

Station Operations 6 SF 901 KIV to CDG

Tools 7 SF 215 KIV to PMF

## PASSENGER DISPLAY

Any agent can display the booked PNL for a flight:

GoNow itorgai, Airport Manager - testr4x

Process ▾  Search  Security  Seats  Bags  Services  Payments  Finalize

Check-In F2 F3 F4 F5 F6 F7 F8 F9 F10 22:21

**SEARCH** Scan, or enter search terms:  Go Advanced

Advanced Search Search By Name

Departure Date: 30/09/2019  Origin: KIV

Destination:

**Passenger**

Full Last Name:  First Name:

Customer ID:

**Booking**

Record Locator:   Disregard other search criteria

**Flight**

Carrier: 5F  Flight No.: 233  Op Suffix:

Search Cancel ESC or Alt+A to close

Select All Passengers (Ctrl+A), Deselect All (Ctrl+D) < Previous Next >

GoNow itorgai, Airport Manager - testr4x

Process ▾  Search  Security  Seats  Bags  Services  Payments  Finalize

Check-In F2 F3 F4 F5 F6 F7 F8 F9 F10 22:22

**SEARCH** Scan, or enter search terms:  Go Advanced

Passenger	Booking	Segments	Final Dest
1 Passengers   1	Booking ZBMHPN	Segments   2	Final Dest   VRN
<input type="checkbox"/> XIWX, XIWX		<input type="checkbox"/> 5F 134 VKO - KIV 30Sep 03:30 <input checked="" type="checkbox"/> 5F 233 KIV - VRN 30Sep 09:40	
2 Passengers   1	Booking TDGZ5E	Segments   2	Final Dest   VRN
<input type="checkbox"/> XIWX, XIWX		<input type="checkbox"/> 5F 134 VKO - KIV 30Sep 03:30 <input type="checkbox"/> 5F 233 KIV - VRN 30Sep 09:40	
3 Passengers   3	Booking MY3D9N	Segments   2	Final Dest   VRN
<input type="checkbox"/> XIWX, GJARZ2 Mr <input type="checkbox"/> XIWX, INORJ1 Mr <input type="checkbox"/> XIWX, XIWX Mr		<input type="checkbox"/> 5F 134 VKO - KIV 30Sep 03:30 <input type="checkbox"/> 5F 233 KIV - VRN 30Sep 09:40	
4 Passengers   1	Booking ZDDFFH	Segments   2	Final Dest   VRN
<input type="checkbox"/> XIWX, XIWX		<input type="checkbox"/> 5F 134 VKO - KIV 30Sep 03:30 <input type="checkbox"/> 5F 233 KIV - VRN 30Sep 09:40	
5 Passengers   1	Booking ZBQDTN	Segments   2	Final Dest   VRN
<input type="checkbox"/> XIWX, XIWX		<input type="checkbox"/> 5F 134 VKO - KIV 30Sep 03:30 <input type="checkbox"/> 5F 233 KIV - VRN 30Sep 09:40	
6 Passengers   1	Booking B1LBWY	Segments   2	Final Dest   VRN
<input type="checkbox"/> DMYMOTMZPDMZ, EVYR		<input type="checkbox"/> 5F 134 VKO - KIV 30Sep 03:30	

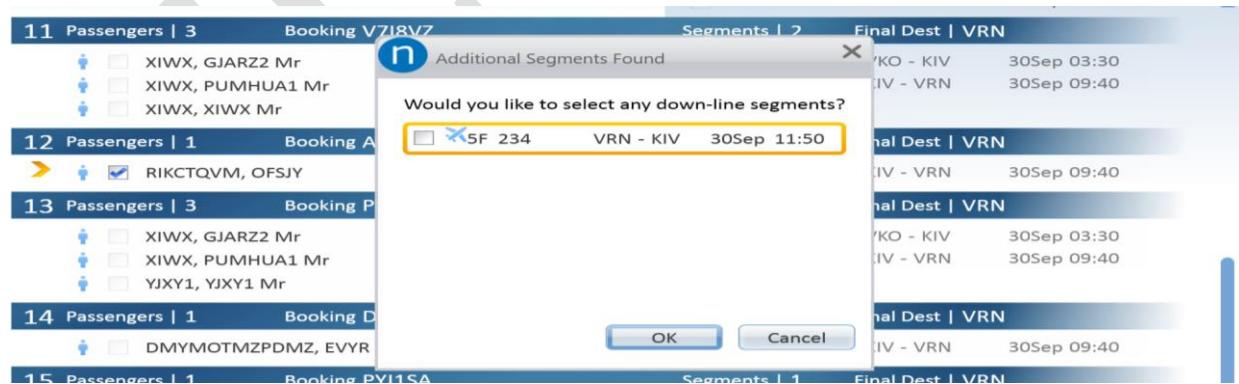
Select All Passengers (Ctrl+A), Deselect All (Ctrl+D) < Previous Next >

## PASSENGER ACCEPTANCE

### CHECK IN FLOW



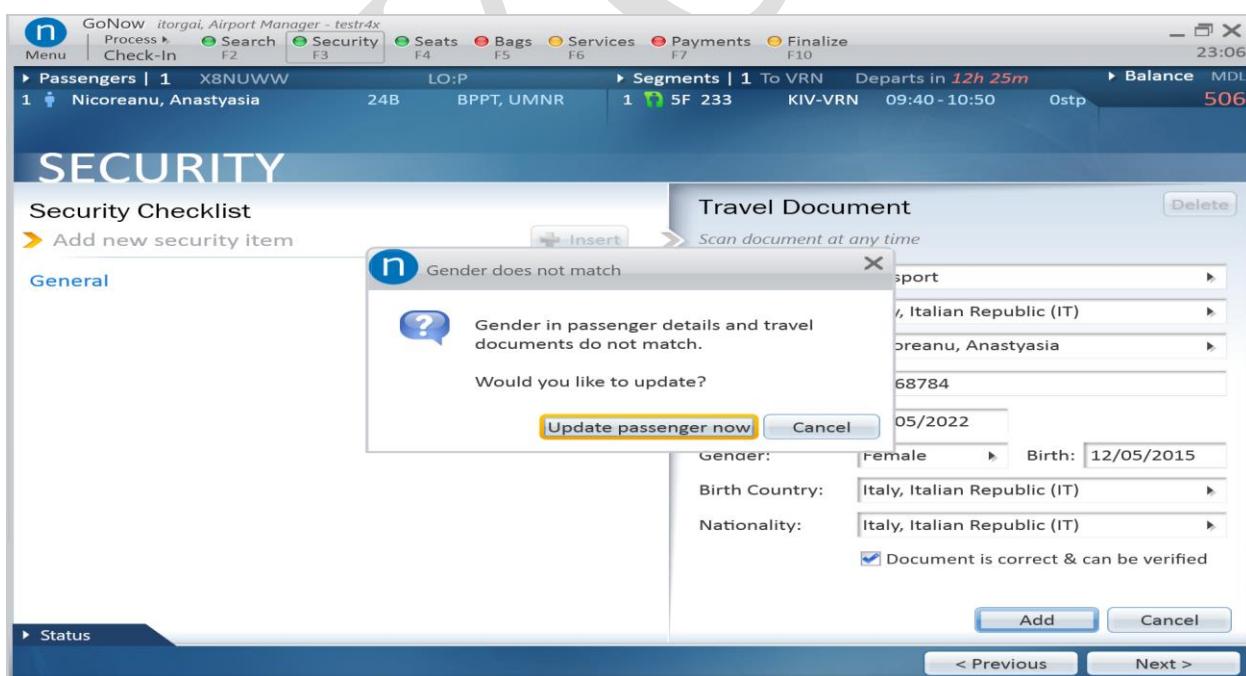
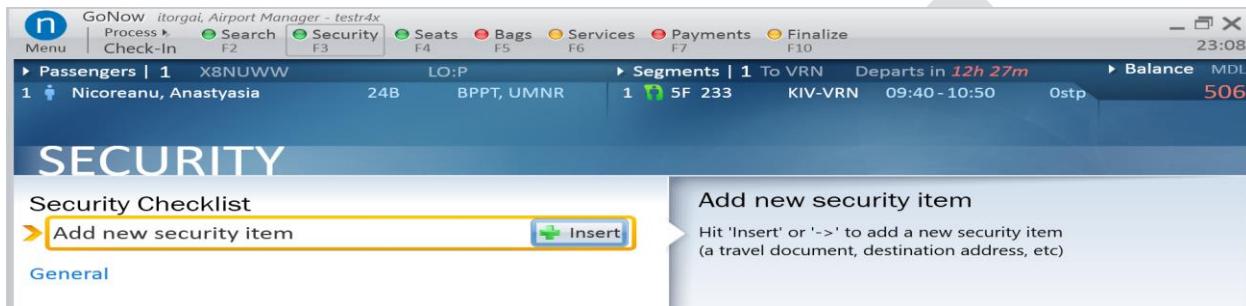
#### F2- SEARCH PNR OR PAX IN PNL AND SELECT



- In case you'll get the pop-up window as in the picture above, first de-select it in confirm the action. It's an informative pop-up window, that means that selected pax has another flight booked, with another reference number

### F3- SECURITY

- Add and verify travel documents
- Submit necessary government security information



GoNow itorgai, Airport Manager - testr4x  
23:20

Menu | Process | Search | Security | Seats | Bags | Services | Payments | Finalize | F2 F3 F4 F5 F6 F7 F10

Passengers | 1 X8NUWW LO:P Segments | 1 To VRN Departs in 12h 29m Balance MDL  
1 Nicoreanu, Anastasia 3G BPPT, UMNR 1 5F 233 KIV-VRN 09:40 - 10:50 0stp 603

## SECURITY

Security Checklist

► Add new security item

**General**

Nicoreanu, Anastasia

1  Passport (IT, exp 20May22)  
2  Country of residence (IT)

**Travel Document**

Scan document at any time

Document Type:

Issuing Country:

Name on Doc:

Doc Number:

Expiration:

Gender:

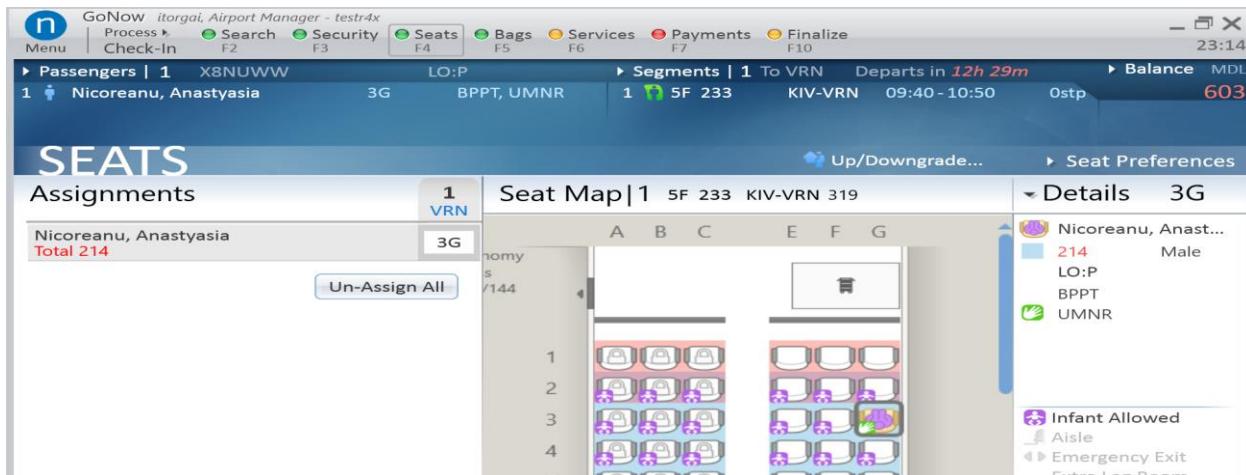
Birth Country:

Nationality:

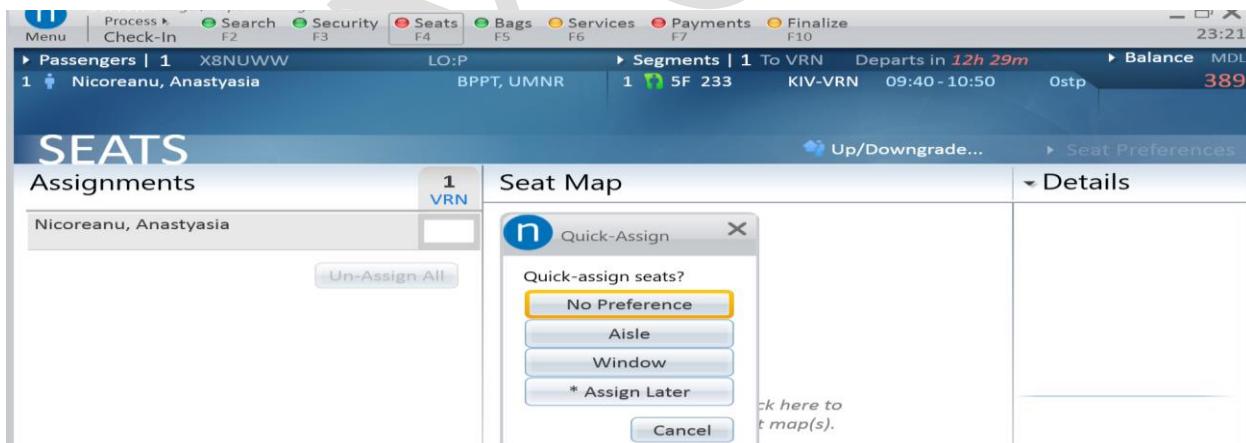
Document is correct & can be verified

## F4- SEATS

- **Assign seats**
- **Change seats**
- **Waive seat fees**

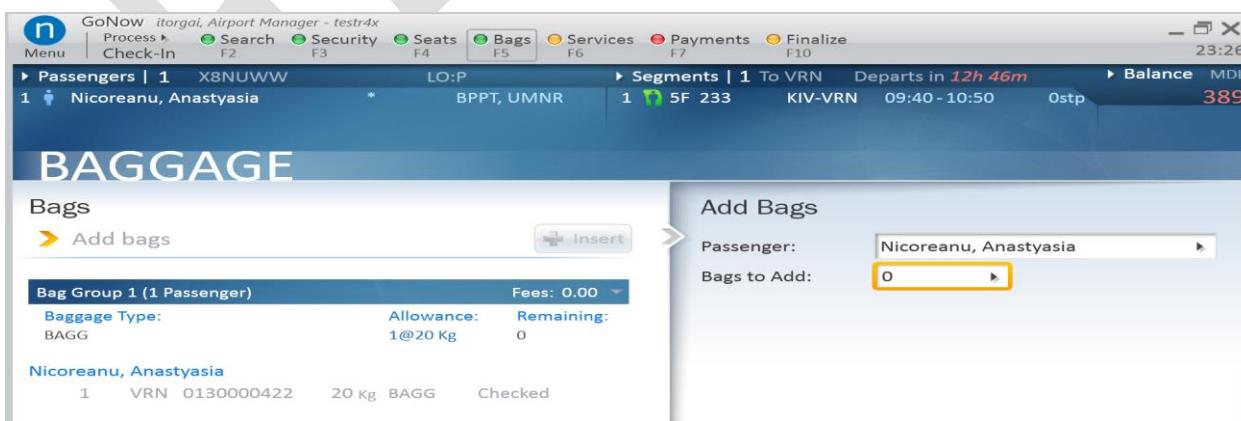
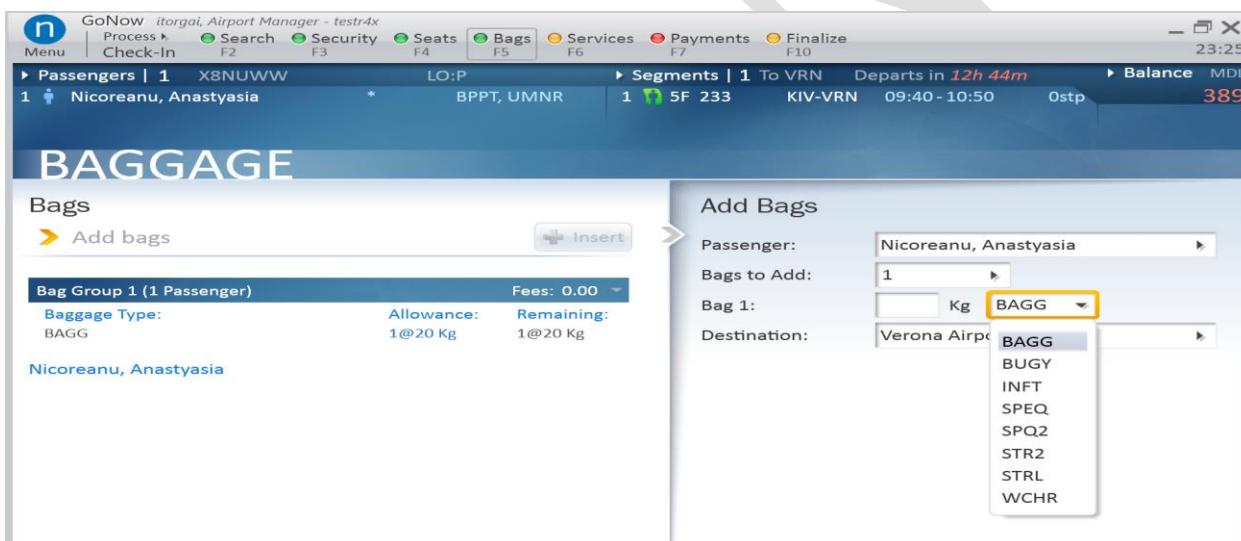
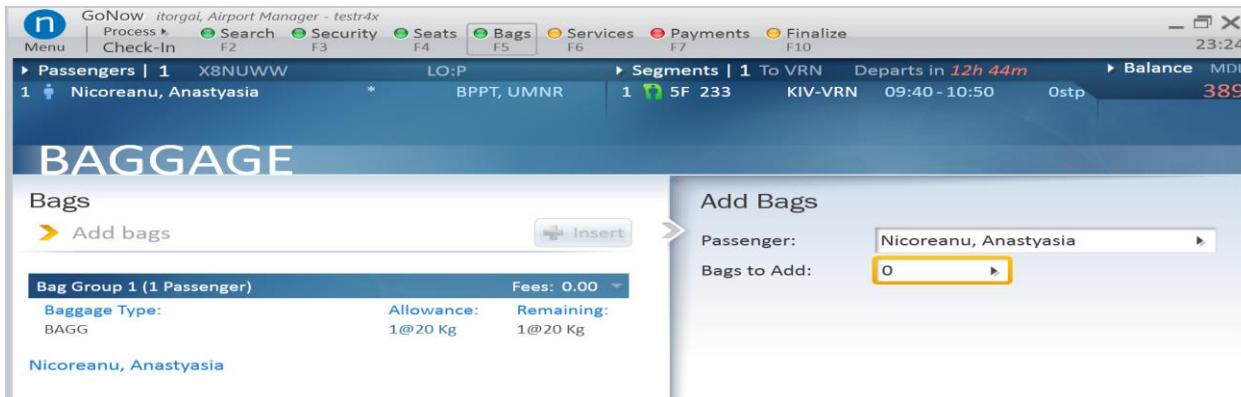


**TO ACC A PAX ON STBY, IN CASE OF OVB:**



## F5- BAGGAGE

- Add or remove bags for check-in
- Verify remaining baggage allowance
- View assigned bag tags



GoNow - itorgai, Airport Manager - testr4x

Process: Check-In | Search | Security | Seats | **Bags** | Services | Payments | Finalize

Passenger: 1 Nicoreanu, Anastyasia

LO:P: BPPT, UMNR

Segments: 1 To VRN Departs in 12h 47m

Balance: MDL 973

## BAGGAGE

Bags

**Bag Group 1 (1 Passenger)** Fees: 584.00

Baggage Type: BAGG Allowance: 1@20 Kg Remaining: 0

Nicoreanu, Anastyasia

1	VRN	0130000423	10 Kg	BAGG	Checked
2	VRN	0130000422	20 Kg	BAGG	Checked

**Add Bags**

Passenger: Nicoreanu, Anastyasia

Bags to Add: 0

GoNow - itorgai, Airport Manager - testr4x

Process: Check-In | Search | Security | Seats | **Bags** | Services | Payments | Finalize

Passenger: 1 Nicoreanu, Anastyasia

LO:P: BPPT, UMNR

Segments: 1 To VRN Departs in 12h 47m

Balance: MDL 973

## BAGGAGE

Bags

**Bag Group 1 (1 Passenger)** Fees: 584.00

Baggage Type: BAGG Allowance: 1@20 Kg Remaining: 0

Nicoreanu, Anastyasia

1	VRN	0130000423	10 Kg	BAGG	Checked
2	VRN	0130000422	20 Kg	BAGG	Checked

**Fee Breakdown**

1	BPPT	Check-in fee	389
2	EXB	Extra Bag Fee	584
3	UMNR	Unaccompanied minor	1,005
4	CF	Call center fee	201
Balance Due:			973 MDL

View: All Charges

Passenger: Nicoreanu, Anastyasia

Bags to Add: 0

## Delete a bag

GoNow - itorgai, Airport Manager - testr4x

Process: Check-In | Search | Security | Seats | **Bags** | Services | Payments | Finalize

Passenger: 1 Nicoreanu, Anastyasia

LO:P: BPPT, UMNR

Segments: 1 To VRN Departs in 12h 47m

Balance: MDL 973

## BAGGAGE

Bags

**Bag Group 1 (1 Passenger)** Fees: 584.00

Baggage Type: BAGG Allowance: 1@20 Kg Remaining: 0

Nicoreanu, Anastyasia

1	VRN	0130000423	10 Kg	BAGG	Checked
2	VRN	0130000422	20 Kg	BAGG	Checked

**Add Bags**

Passenger: Nicoreanu, Anastyasia

Bags to Add: 0

Add Cancel

GoNow - itorgai, Airport Manager - testr4x

Menu | Process | Check-In | Search | Security | Seats | Bags | Services | Payments | Finalize

23:32

Passengers | 1 X8NUWW

LO:P BPPT, UMNR

Segments | 1 To VRN Departs in 12h 47m

1 5F 233 KIV-VRN 09:40 - 10:50 0stp

Balance MDL 973

## BAGGAGE

Bags

Add bags Insert

**Bag Group 1 (1 Passenger)** Fees: 584.00

Baggage Type: BAGG Allowance: 1@20 Kg Remaining: 0

Nicoreanu, Anastasia

1	VRN	0130000425	10 Kg	BAGG	Checked	<span style="border: 1px solid #0070C0; padding: 2px 5px;">Edit</span>
2	VRN	0130000422	20 Kg	BAGG	Checked	

Bag Details

Passenger: Nicoreanu, Anastasia

Bag Tag: 0130000425

Weight: 10 Kg

Type: BAGG

Destination: Verona Airport (VRN)

Status: Checked

Delete

GoNow - itorgai, Airport Manager - testr4x

Menu | Process | Check-In | Search | Security | Seats | Bags | Services | Payments | Finalize

23:40

Passengers | 1 X8NUWW

LO:P BPPT, UMNR

Segments | 1 To VRN Departs in 13h 02m

1 5F 233 KIV-VRN 09:40 - 10:50 0stp

Balance MDL 389

## BAGGAGE

Bags

Add bags Insert

**Bag Group 1 (1 Passenger)** Fees: 0.00

Baggage Type: BAGG Allowance: 1@20 Kg Remaining: 1@20 Kg

Nicoreanu, Anastasia

Bag Details

Passenger: Nicoreanu, Anastasia

Bags to Add: 0

To add a manual bag tag: **CTRL+O**

GoNow - itorgai, Airport Manager - testr4x

Menu | Process | Check-In | Search | Security | Seats | Bags | Services | Payments | Finalize

23:33

Passengers | 1 X8NUWW

1 Nicoreanu, Anastasia

## BAGGAGE

Bags

Add bags

**Bag Group 1 (1 Passenger)**

Baggage Type: BAGG

Nicoreanu, Anastasia

1	VRN	0130000422
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Options

General Advanced

General Settings

Carrier Code: SF Station Code: KIV

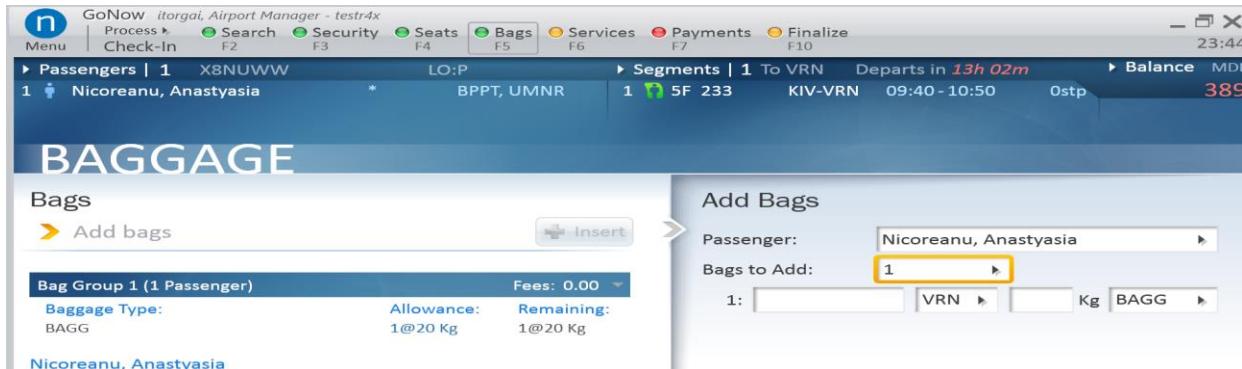
Location: KIV

Currency: Moldovan Leu (MDL)

Bag Tags:  Automated  Manual

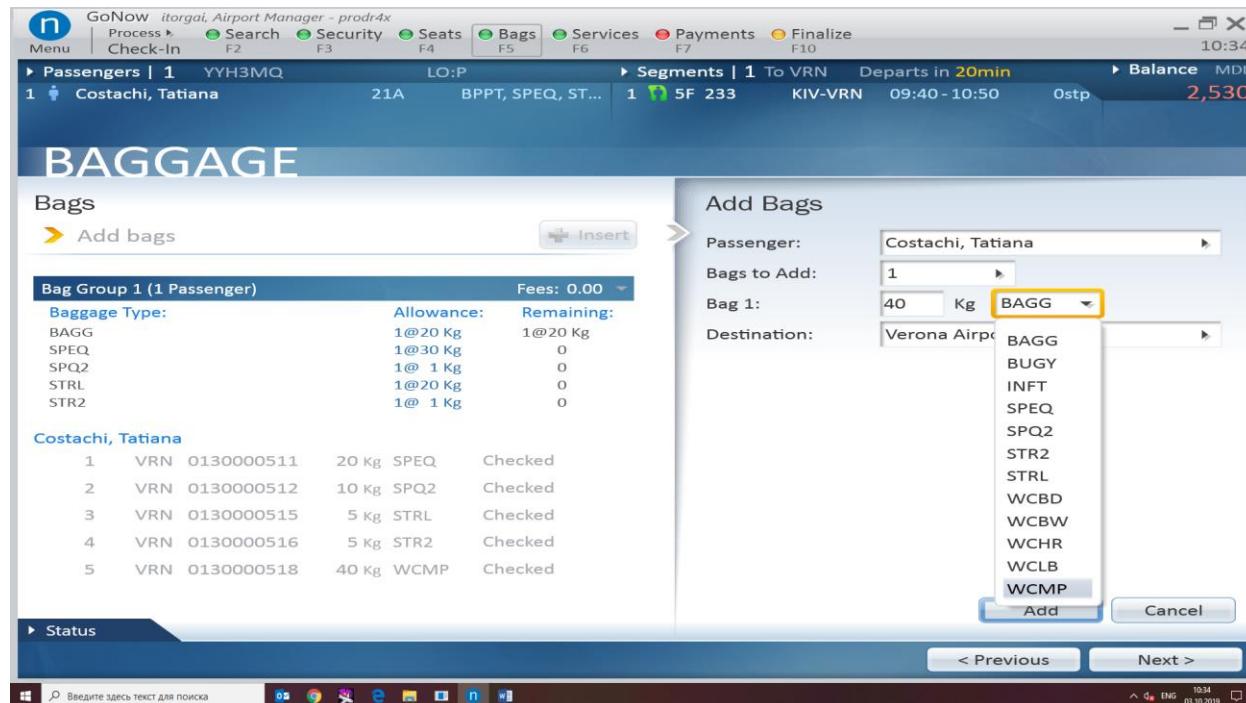
Search Defaults

Carrier Code(s): SF (e.g. NV, 1L)



## SPECIAL TYPES OF BAGGAGES

### WCH, SPEQ AND STROLLER (for CHD) GONOW CODES



For SPEQ we'll use:

- SPEQ use this special baggage code to add the 1<sup>st</sup> pc of sport equipment
- SPQ2 use this special baggage code to add the 2<sup>nd</sup> pc of sport equipment

**NOTE:** if the passenger has 1 pc of sport equipment will use only the SPEQ code

For STRL we'll use

- STRL (to add the 1<sup>st</sup> pc of the stroller)
- STR2 (to add the 2<sup>nd</sup> pc of stroller)

**NOTE:** if the passenger has 1 pc of a baby stroller use only the STRL code

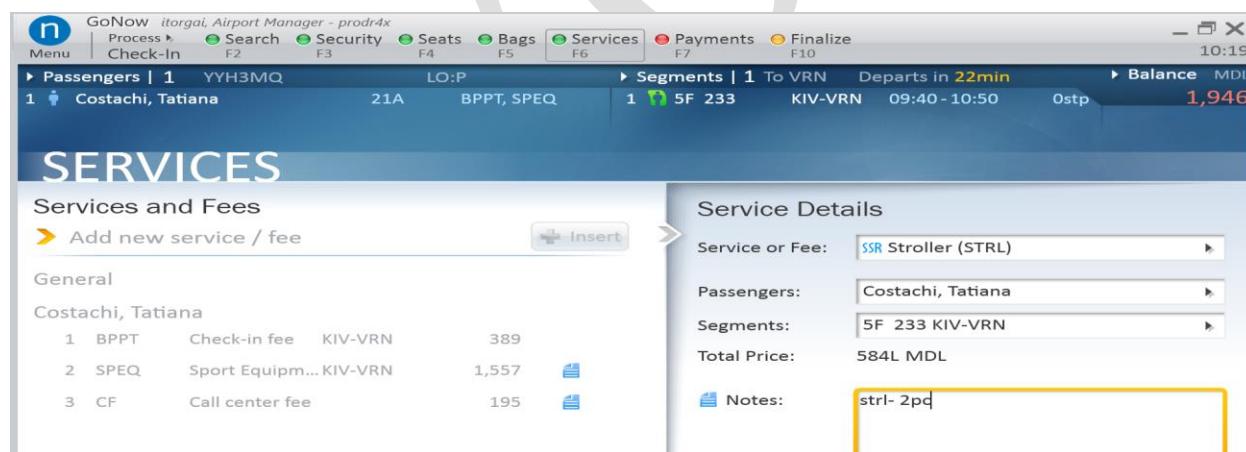
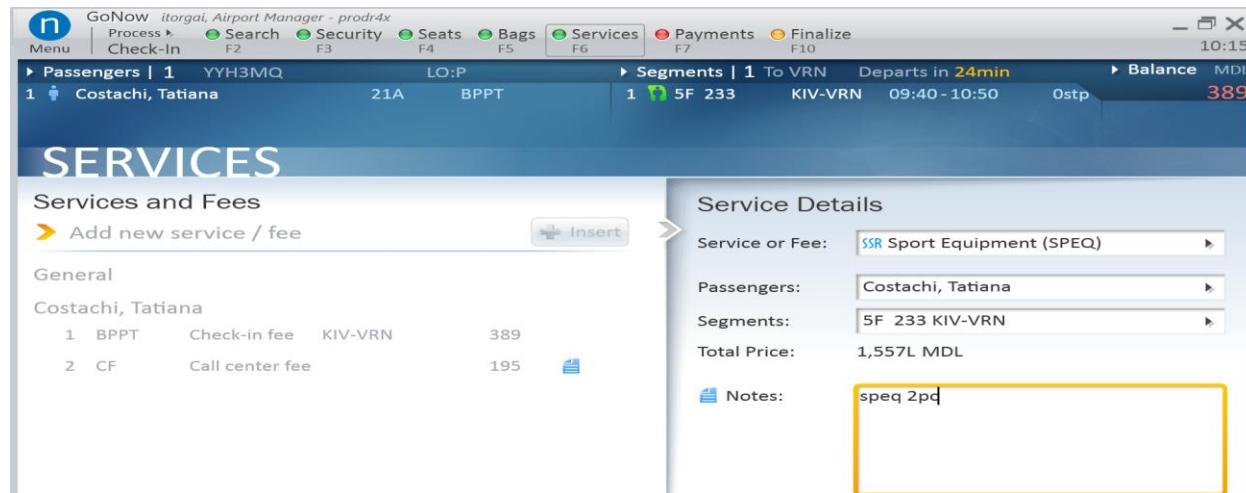
For WCH we'll use the code depending on its type:

1. **WCBD**- for a dry battery type
2. **WCBW**- for te wet battery type
3. **WCLB**- ion and lithium type
4. **WCMP**- manual power type

**IMPORTANT:** in gonow for all the wch types there is an SSR and a type of baggage, so the agent don t have to add both of them all the time . As SSR agent must add the required type of assistance(WCHR/WCHS/WCHC) and use the wch baggage types only if pax has its own wheelchair!!!!

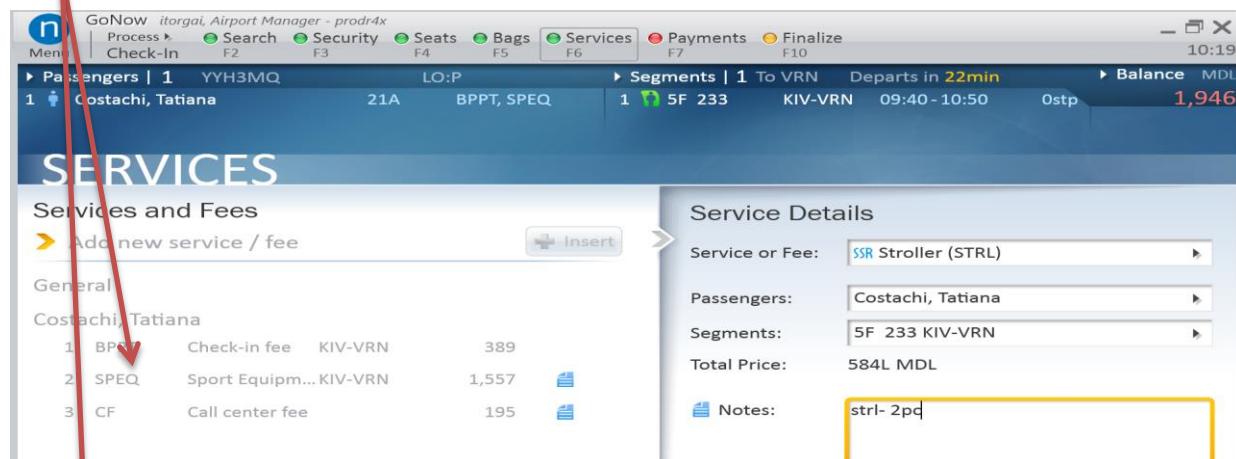
## MANADATORY PROCEDURE TO FOLLOW WHEN SPEQ OR STRL TYPE OF SPECIAL BAGGAGE TO ADD:

- First add SPEQ/STRL as a SSR (see picture bellow)



NOTE: once the SSR's are added, the system will confirm 2 pc of these special baggage type but will charge the passenger as for 1 service

## CHARGED AS FOR 1 SERVICE



GoNow itorgai, Airport Manager - prodr4x

Passengers | 1 YYH3MQ LO:P Segments | 1 To VRN Departs in 22min Balance MDL

1 Costachi, Tatiana 21A BPPT, SPEQ 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp 1,946

## SERVICES

Services and Fees

General

Costachi, Tatiana

1 BPPT	Check-in fee	KIV-VRN	389
2 SPEQ	Sport Equipment	KIV-VRN	1,557
3 CF	Call center fee		195

Service Details

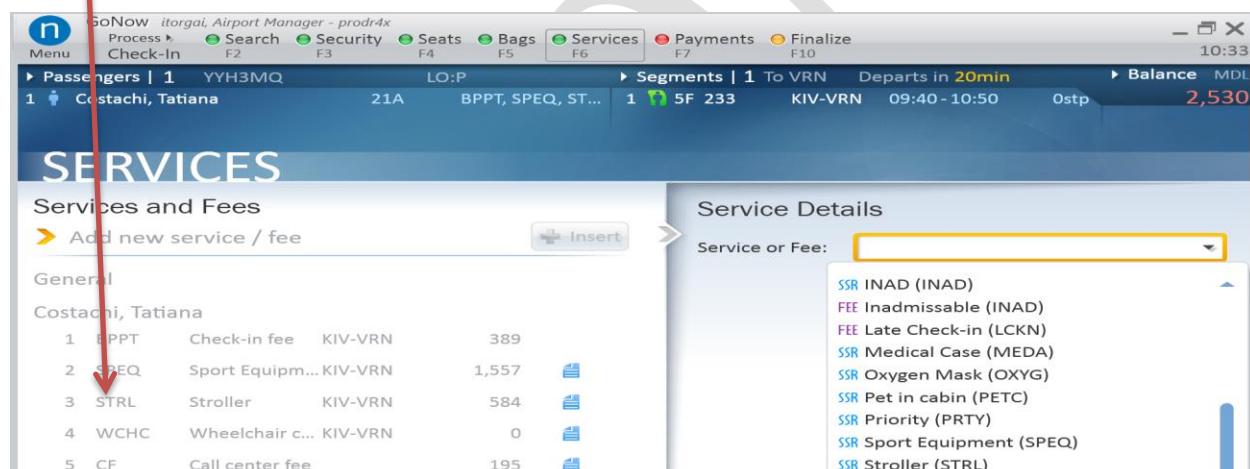
Service or Fee: SSR Stroller (STRL)

Passengers: Costachi, Tatiana

Segments: 5F 233 KIV-VRN

Total Price: 584L MDL

Notes: strl- 2pc



GoNow itorgai, Airport Manager - prodr4x

Passengers | 1 YYH3MQ LO:P Segments | 1 To VRN Departs in 20min Balance MDL

1 Costachi, Tatiana 21A BPPT, SPEQ, STRL 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp 2,530

## SERVICES

Services and Fees

General

Costachi, Tatiana

1 BPPT	Check-in fee	KIV-VRN	389
2 SPEQ	Sport Equipment	KIV-VRN	1,557
3 STRL	Stroller	KIV-VRN	584
4 WCHC	Wheelchair c...	KIV-VRN	0
5 CF	Call center fee		195

Service Details

Service or Fee: SSR INAD (INAD)

SSR INAD (INAD)

FEF Inadmissible (INAD)

FEE Late Check-in (LCKN)

SSR Medical Case (MEDA)

SSR Oxygen Mask (OXYG)

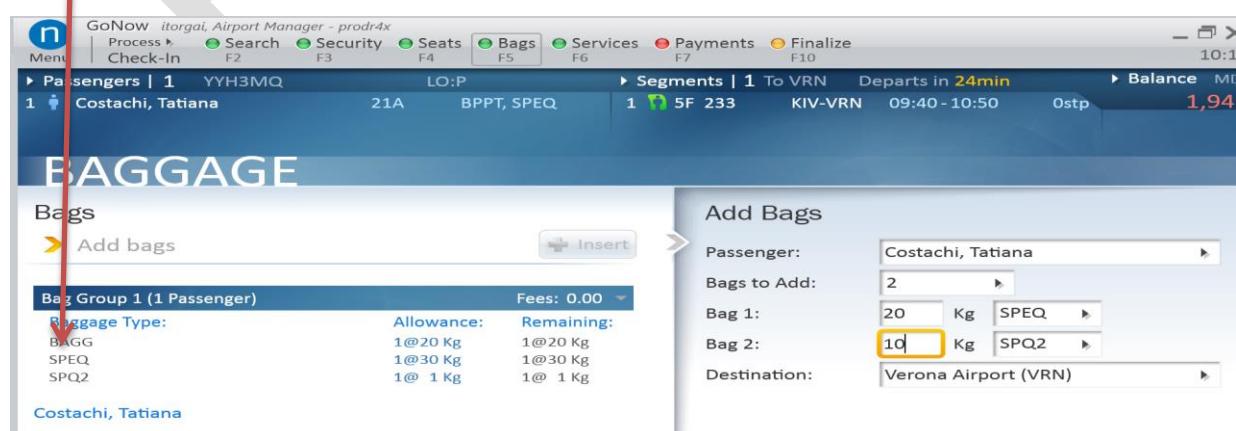
SSR Pet in cabin (PETC)

SSR Priority (PRTY)

SSR Sport Equipment (SPEQ)

SSR Stroller (STRL)

## CONFIRMED AS FOR UP TO 2PC OF SPECIAL BAGGAGE



GoNow itorgai, Airport Manager - prodr4x

Passengers | 1 YYH3MQ LO:P Segments | 1 To VRN Departs in 24min Balance MDL

1 Costachi, Tatiana 21A BPPT, SPEQ 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp 1,946

## BAGGAGE

Bags

Add bags

Bag Group 1 (1 Passenger) Fees: 0.00

Baggage Type: Allowance: Remaining:

BAGG	1@20 Kg	1@20 Kg
SPEQ	1@30 Kg	1@30 Kg
SPQ2	1@ 1 Kg	1@ 1 Kg

Costachi, Tatiana

Add Bags

Passenger: Costachi, Tatiana

Bags to Add: 2

Bag 1: 20 Kg SPEQ

Bag 2: 10 Kg SPQ2

Destination: Verona Airport (VRN)

GoNow - itorgai, Airport Manager - prodr4x

Process F2 Search F3 Security F4 Seats F5 Bags F6 Services F7 Payments F8 Finalize F10

10:27

Passengers | 1 YYH3MQ LO:P Segments | 1 To VRN Departs in 20min Balance MDL

1 Costachi, Tatiana 21A BPPT, SPEQ, STRL 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp 2,530

## BAGGAGE

Bags

[Add bags](#) [Insert](#)

**Bag Group 1 (1 Passenger)** Fees: 0.00

Baggage Type:	Allowance:	Remaining:
BAGG	1@20 Kg	1@20 Kg
SPEQ	1@30 Kg	0
SPQ2	1@ 1 Kg	0
STRL	1@20 Kg	1@20 Kg
STR2	1@ 1 Kg	1@ 1 Kg

Costachi, Tatiana

1 VRN 0130000511	20 Kg	SPEQ	Checked
2 VRN 0130000512	10 Kg	SPQ2	Checked

**Add Bags**

Passenger: Costachi, Tatiana

Bags to Add: 2

Bag 1: 5 Kg STRL

Bag 2: 5 Kg STR2

Destination: Verona Airport (VRN)

Passengers | 1 YYH3MQ LO:P Segments | 1 To VRN Departs in 20min Balance MDL

1 Costachi, Tatiana 21A BPPT, SPEQ, STRL 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp 2,530

## BAGGAGE

Bags

[Add bags](#) [Insert](#)

**Bag Group 1 (1 Passenger)** Fees: 0.00

Baggage Type:	Allowance:	Remaining:
BAGG	1@20 Kg	1@20 Kg
SPEQ	1@30 Kg	0
SPQ2	1@ 1 Kg	0
STRL	1@20 Kg	0
STR2	1@ 1 Kg	0

Costachi, Tatiana

1 VRN 0130000511	20 Kg	SPEQ	Checked
2 VRN 0130000512	10 Kg	SPQ2	Checked
3 VRN 0130000515	5 Kg	STRL	Checked
4 VRN 0130000516	5 Kg	STR2	Checked

**Add Bags**

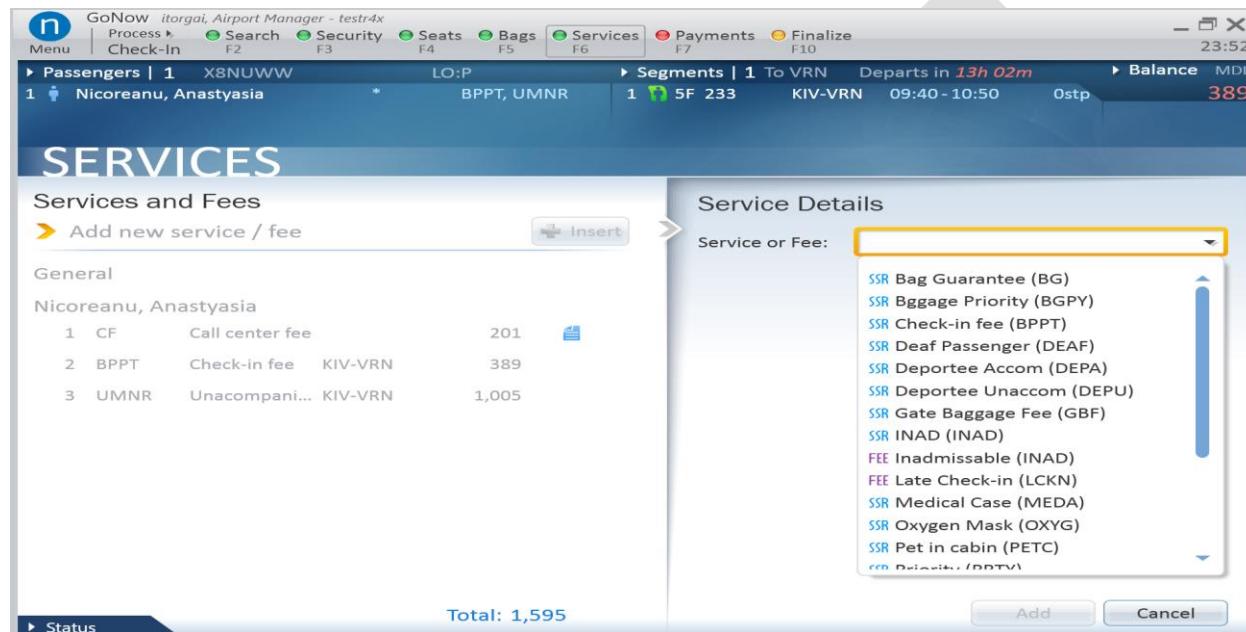
Passenger: Costachi, Tatiana

Bags to Add: 0

NOTE: IF DO NOT FOLLOW THE PROCEDURE IN THE RIGHT ORDER, THE SYSTEM WILL CHARGE THE PASSENGER TWICE, AS FOR THE SPECIAL BAGGAGE TYPE AND AS FOR THE SSR

## F6- SERVICES

- Add SSRs and fees to the booking
- View current SSRs and Fees in the booking
- If permitted, override or waive fees
- Delete SSRs and fees



GoNow itorgai, Airport Manager - testr4x

Passengers | 1 X8NUWW LO:P Segments | 1 To VRN Departs in 13h 02m Balance MDL

1 Nicoreanu, Anastyasia \* BPPT, UMNR 1 5F 233 KIV-VRN 09:40 - 10:50 0stp 389

**SERVICES**

Services and Fees

► Add new service / fee

General

Nicoreanu, Anastyasia

1 CF	Call center fee	201
2 BPPT	Check-in fee KIV-VRN	389
3 UMNR	Unacompani... KIV-VRN	1,005

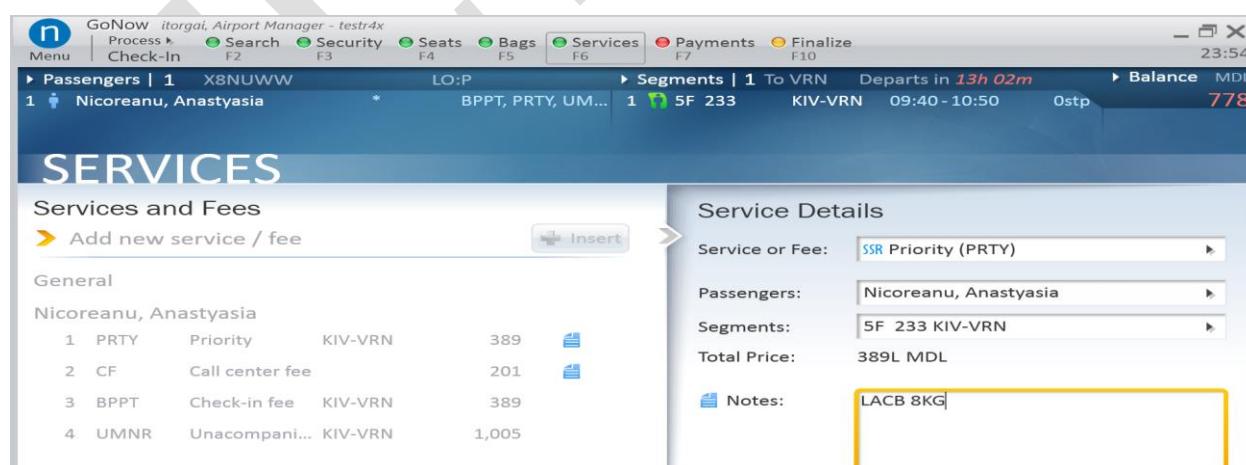
Total: 1,595

Service Details

Service or Fee:

SSR Bag Guarantee (BG)  
 SSR Baggage Priority (BGPY)  
 SSR Check-in fee (BPPT)  
 SSR Deaf Passenger (DEAF)  
 SSR Deportee Accom (DEPA)  
 SSR Deportee Unaccom (DEPU)  
 SSR Gate Baggage Fee (GBF)  
 SSR INAD (INAD)  
 FEE Inadmissible (INAD)  
 FEE Late Check-in (LCKN)  
 SSR Medical Case (MEDA)  
 SSR Oxygen Mask (OXYG)  
 SSR Pet in cabin (PETC)  
err Priority (PRTY)

Add Cancel



GoNow itorgai, Airport Manager - testr4x

Passengers | 1 X8NUWW LO:P Segments | 1 To VRN Departs in 13h 02m Balance MDL

1 Nicoreanu, Anastyasia \* BPPT, PRTY, UM... 1 5F 233 KIV-VRN 09:40 - 10:50 0stp 778

**SERVICES**

Services and Fees

► Add new service / fee

General

Nicoreanu, Anastyasia

1 PRTY	Priority	KIV-VRN	389
2 CF	Call center fee		201
3 BPPT	Check-in fee	KIV-VRN	389
4 UMNR	Unacompani...	KIV-VRN	1,005

Service Details

Service or Fee:  SSR Priority (PRTY)

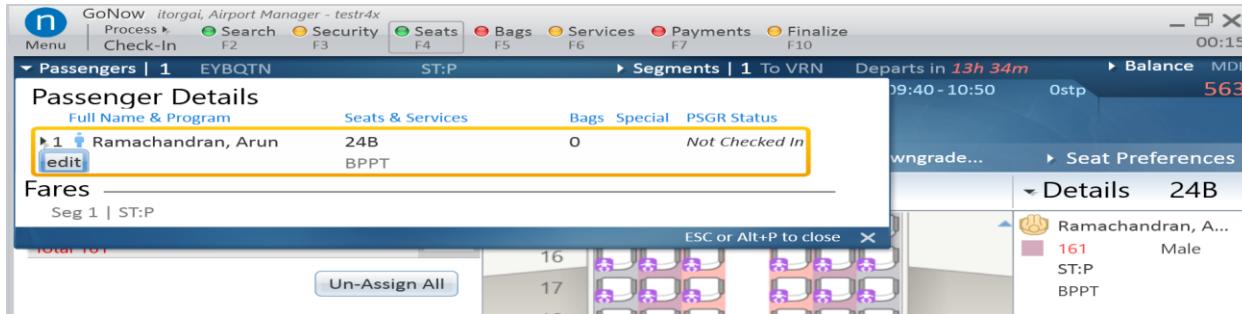
Passengers: Nicoreanu, Anastyasia

Segments: 5F 233 KIV-VRN

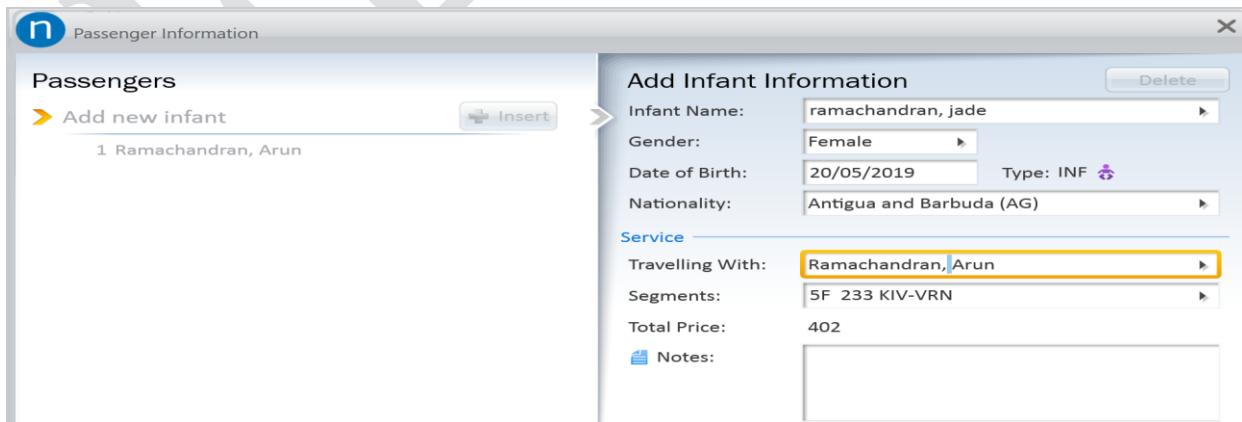
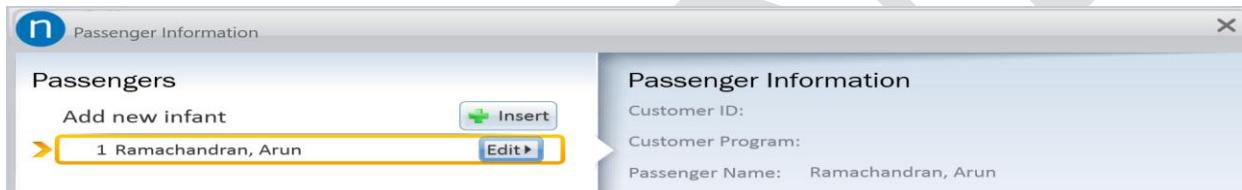
Total Price: 389L MDL

Notes:  LACB 8KG

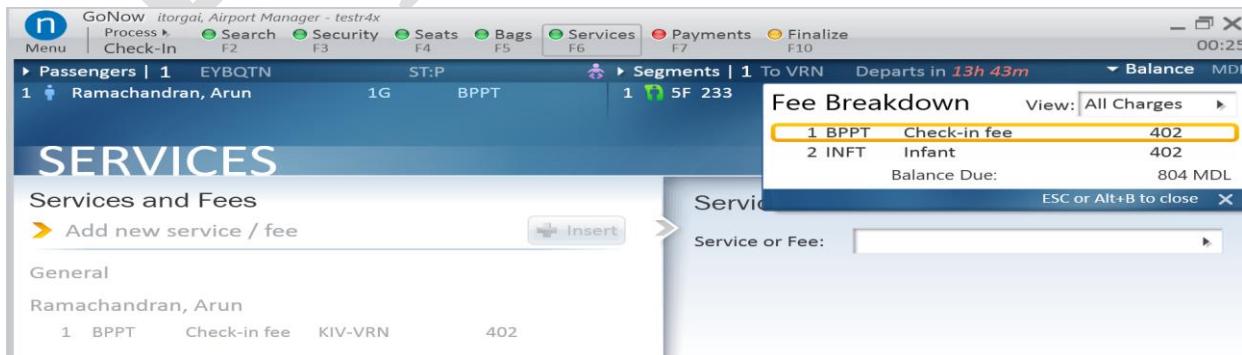
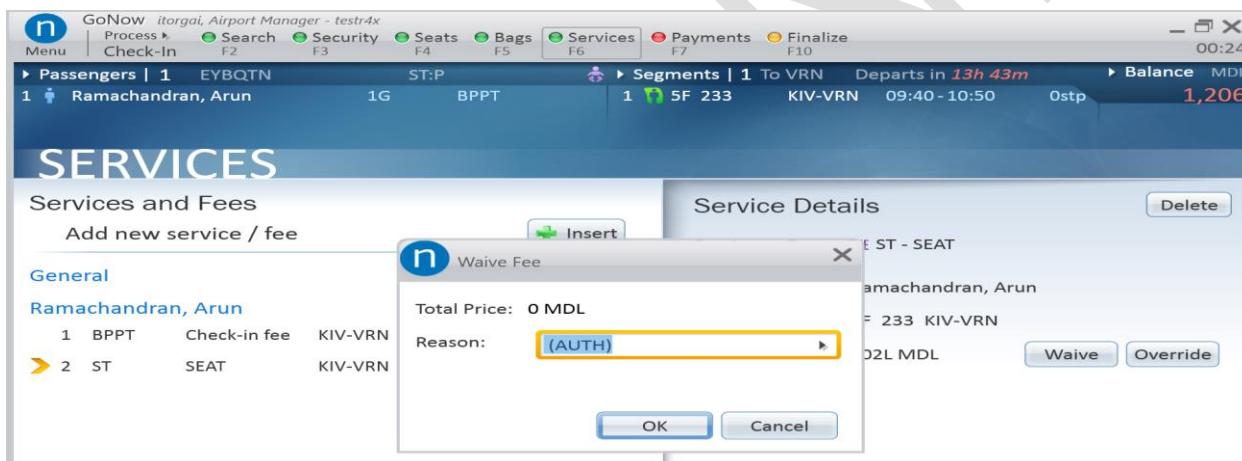
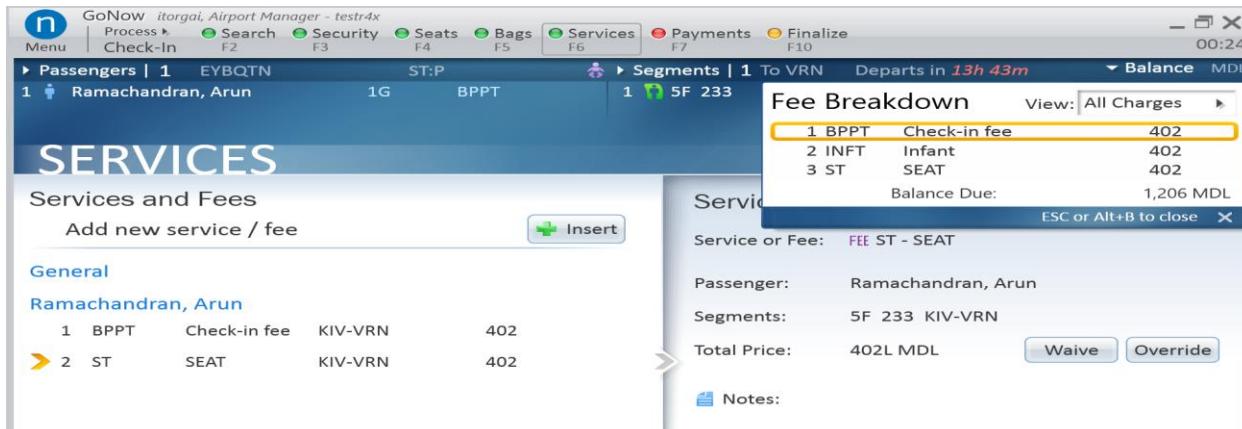
## ADDING AN INFANT (in gonow INF is a SSR)



**IMPORTANT:** It's not possible to add/attach an INF to an ADL if he has a seat assigned, so first remove the seat and after add the INF

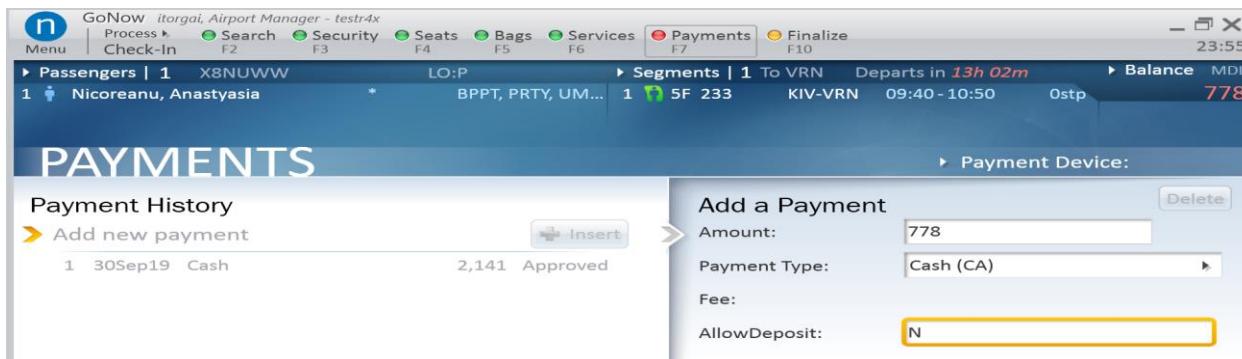


To assign a specific seat for an ADL with an INF, for passenger with CHD or PRM/SSR pax free of charge, a supervisor can wave the fee

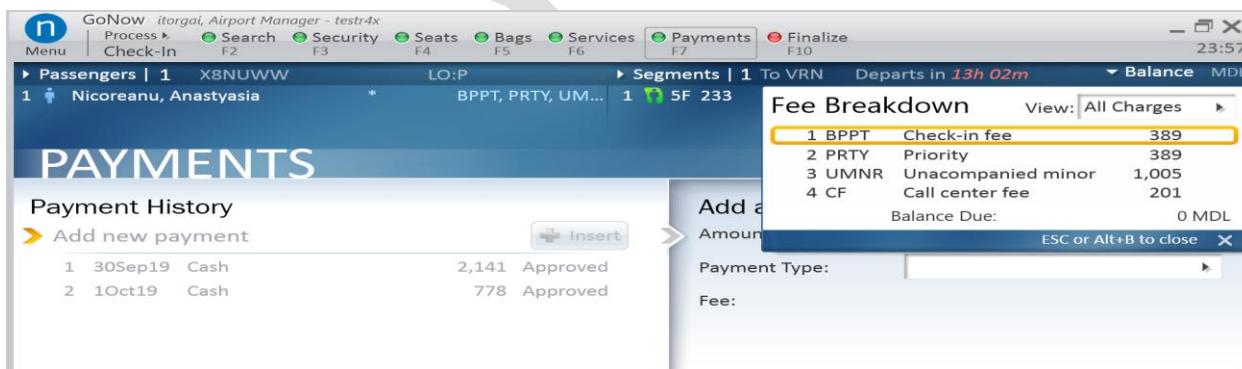


## F7- PAYMENTS

- Add payments to settle balance due
- View added payments in the booking



- For the **Allow Deposit** field always use **N**. The system will accept any other letter, but the right one to insert is **N**



## F10- FINALIZE

- Confirm passenger check-in
- Save booking changes
- Reprint passes and tags
- Print receipts
- Un-check passengers
- Generate Vouchers

**FINALIZE**

What would you like to do?

Check in Passengers  Bag Drop  Save Changes  Reprint Bag Tag  Reprint Boarding Pass  Print Receipt  Uncheck Passengers

**Segment Details**

Flight	Route	Date	Time	Gate	Boards	Special	Flt Status
1 5F 233	KIV-VRN	Tue, 1Oct	09:40 - 10:50	20-3	09:10		Boarding

**Passenger Details**

Full Name & Program	Seats & Services	Bags	Special	PSGR Status
1 Nicoreanu, Anastasia	*	0		Not Checked In
BPPT, PRTY, UMNR				

**Manifest Comments**

**FINALIZE**

What would you like to do?

Check in Passengers  Bag Drop  Save Changes  Reprint Bag Tag  Reprint Boarding Pass  Print Receipt  Uncheck Passengers  Voucher - Coffee  Voucher - Meal

**Segment Details**

Flight	Route	Date	Time	Gate	Boards	Special	Flt Status
1 5F 233	KIV-VRN	Tue, 1Oct	09:40 - 10:50	20-3	09:10		Boarding

**Passenger Details**

Full Name & Program	Seats & Services	Bags	Special	PSGR Status
1 Nicoreanu, Anastasia	*	0		Checked In
BPPT, PRTY, UMNR				

**Status**

✓ Commit	Done
Save Changes	Success
✗ Print Receipt	Failed
There is no printer. (FPrc2125)	
✓ Check-In	Done
Host Check-In	Success
Process failed 23:59	

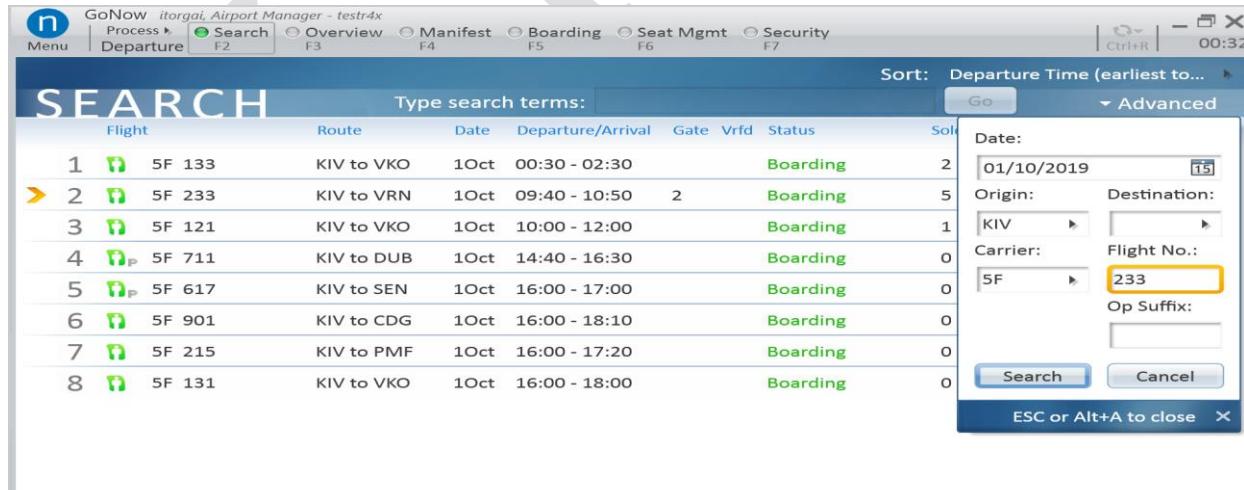
## PASSENGER BOARDING

### DEPARTURE PROCESS FLOW



#### F2- SEARCH

- **Search flights to board**
- **Load flights**
- **Change flight status**



GoNow itorgai, Airport Manager - test4x

Process: Departure

Search F2   Overview F3   Manifest F4   Boarding F5   Seat Mgmt F6   Security F7

Sort: Departure Time (earliest to...)

Type search terms:

Flight Route Date Departure/Arrival Gate Vrfd Status Sol.

1	KIV to VKO	1Oct	00:30 - 02:30		Boarding	2
2	KIV to VRN	1Oct	09:40 - 10:50	2	Boarding	5
3	KIV to VKO	1Oct	10:00 - 12:00		Boarding	1
4	KIV to DUB	1Oct	14:40 - 16:30		Boarding	0
5	KIV to SEN	1Oct	16:00 - 17:00		Boarding	0
6	KIV to CDG	1Oct	16:00 - 18:10		Boarding	0
7	KIV to PMF	1Oct	16:00 - 17:20		Boarding	0
8	KIV to VKO	1Oct	16:00 - 18:00		Boarding	0

Date: 01/10/2019

Origin: KIV   Destination:

Carrier: 5F   Flight No.: 233

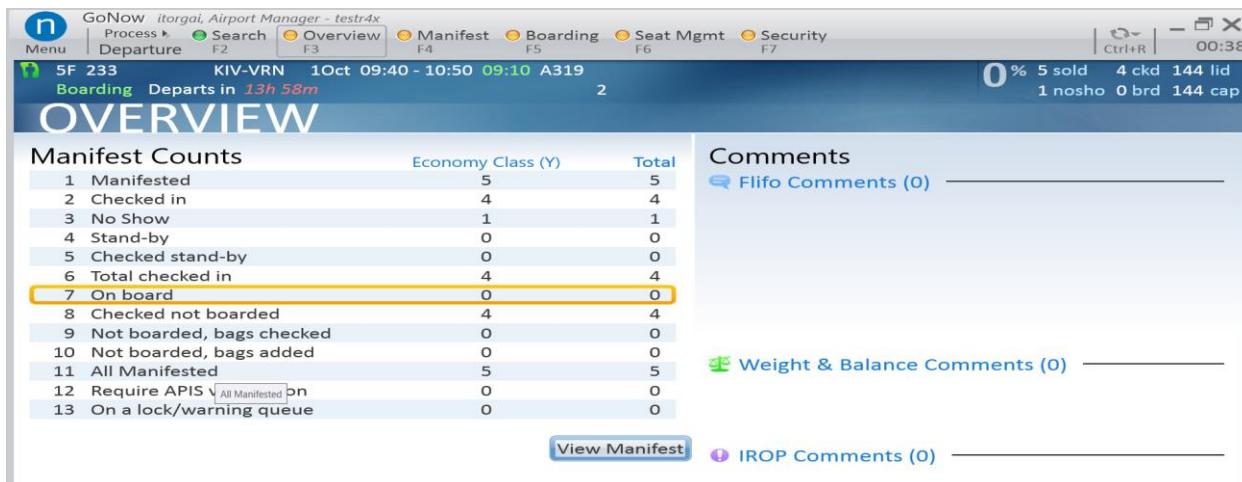
Op Suffix:

Search Cancel

ESC or Alt+A to close

## F3- OVERVIEW

- View manifest information
- View flight Information
- View boarding progress



GoNow itorgai, Airport Manager - testr4x

Process ▾ | Search | Overview | Manifest | Boarding | Seat Mgmt | Security

Departure F2 F3 F4 F5 F6 F7

Ctrl+R 00:38

5F 233 KIV-VRN 1 Oct 09:40 - 10:50 09:10 A319

Boarding Departs in 13h 58m 2

0 % 5 sold 4 ckd 144 lid  
1 nosho 0 brd 144 cap

## OVERVIEW

**Manifest Counts**

	Economy Class (Y)	Total
1 Manifested	5	5
2 Checked in	4	4
3 No Show	1	1
4 Stand-by	0	0
5 Checked stand-by	0	0
6 Total checked in	4	4
<b>7 On board</b>	<b>0</b>	<b>0</b>
8 Checked not boarded	4	4
9 Not boarded, bags checked	0	0
10 Not boarded, bags added	0	0
11 All Manifested	5	5
12 Require APIS	0	0
13 On a lock/warning queue	0	0

**Comments**

Flifo Comments (0)

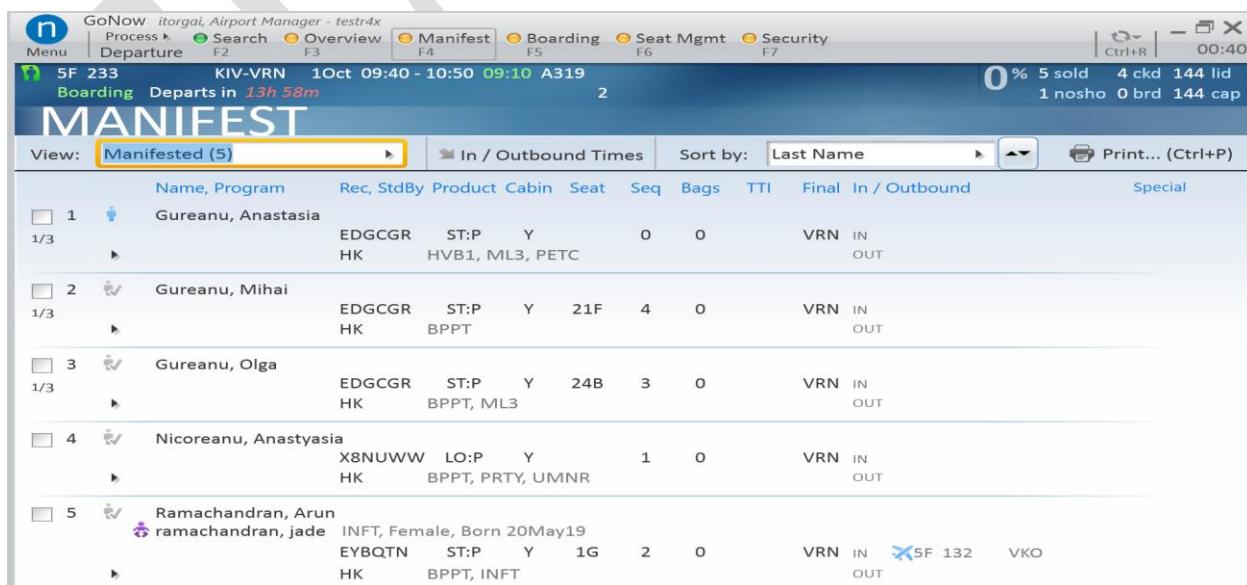
Weight & Balance Comments (0)

IROP Comments (0)

[View Manifest](#)

## F4- MANIFEST

- Passenger Info by flight
- Passenger filters
- Print manifest data



GoNow itorgai, Airport Manager - testr4x

Process ▾ | Search | Overview | Manifest | Boarding | Seat Mgmt | Security

Departure F2 F3 F4 F5 F6 F7

Ctrl+R 00:40

5F 233 KIV-VRN 1 Oct 09:40 - 10:50 09:10 A319

Boarding Departs in 13h 58m 2

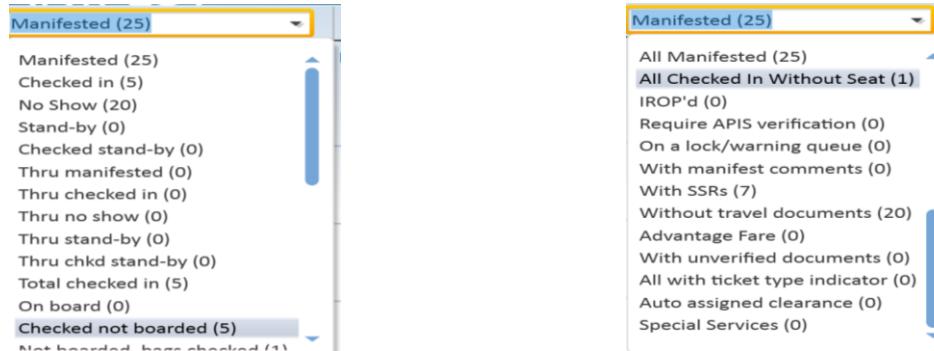
0 % 5 sold 4 ckd 144 lid  
1 nosho 0 brd 144 cap

## MANIFEST

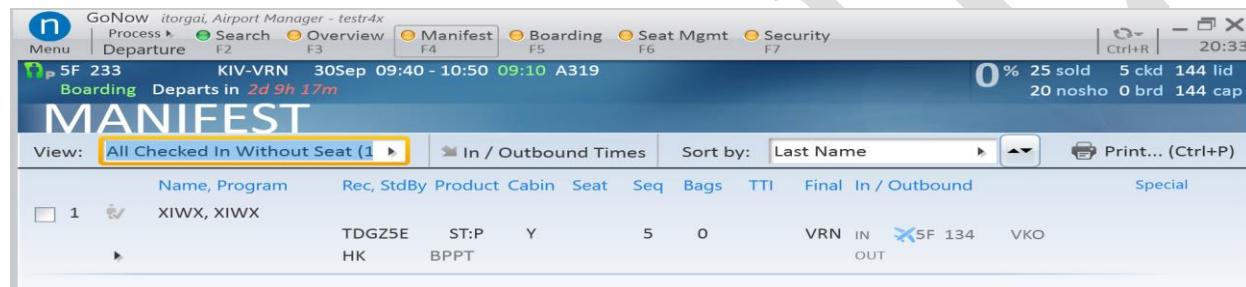
View: **Manifested (5)** | In / Outbound Times | Sort by: Last Name | Print... (Ctrl+P)

	Name, Program	Rec, StdBy	Product	Cabin	Seat	Seq	Bags	TTI	Final	In / Outbound	Special
1	Gureanu, Anastasia	EDGCGR	ST:P	Y		0	0		VRN	IN	
		HK	HVB1, ML3, PETC							OUT	
2	Gureanu, Mihai	EDGCGR	ST:P	Y	21F	4	0		VRN	IN	
		HK	BPPT							OUT	
3	Gureanu, Olga	EDGCGR	ST:P	Y	24B	3	0		VRN	IN	
		HK	BPPT, ML3							OUT	
4	Nicoreanu, Anastysia	X8NUWW	LO:P	Y		1	0		VRN	IN	
		HK	BPPT, PRTY, UMNR							OUT	
5	Ramachandran, Arun	INFT, Female, Born 20May19	EYBQTN	ST:P	Y	1G	2	0	VRN	IN	5F 132 VKO
	ramachandran, jade		HK	BPPT, INFT						OUT	

In order to display the needed manifest, the agent can use a filter from the list

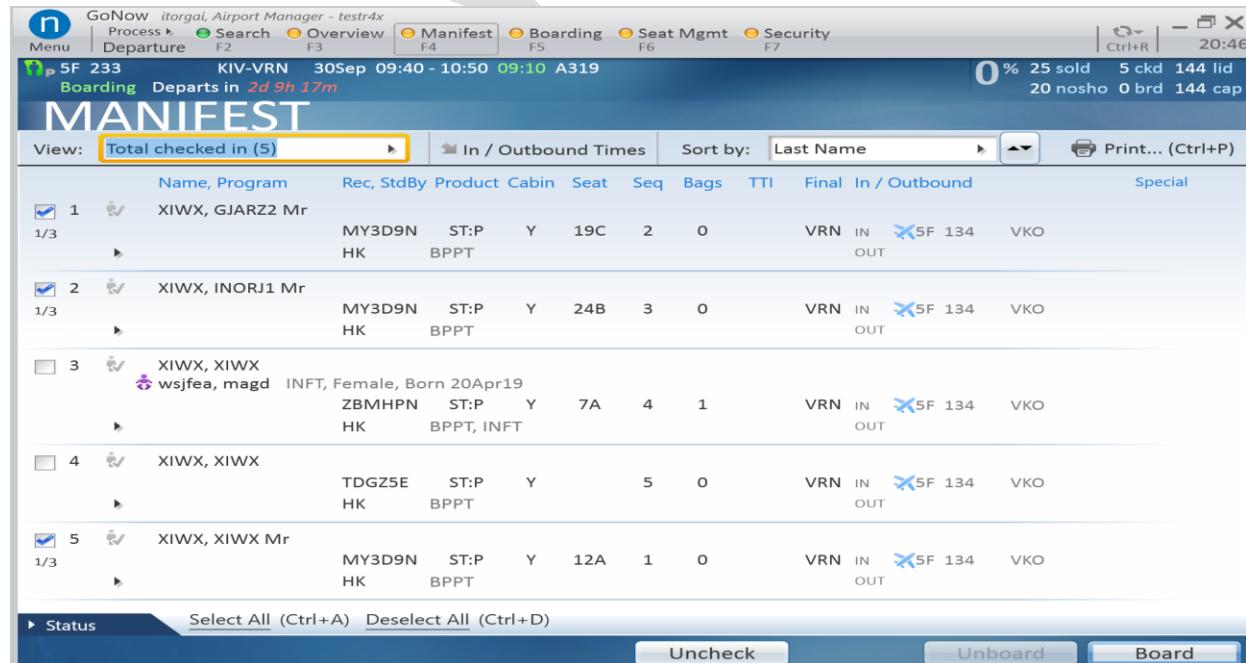


The system response when using **ALL CHECKED IN W/O SEAT** filter:



Name, Program	Rec, StdBy	Product	Cabin	Seat	Seq	Bags	TTI	Final	In / Outbound	Special
XIWX, XIWX	TDGZ5E HK	ST:P BPPT		Y		5	0		VRN IN  5F 134 VKO OUT	

This screen gives also the option to board/un-board and un-check the passengers, but under no circumstances the agent can board the passengers from here!!!! It's allowed to un-board the pax or to un-check as a last minute gate procedure!!!!

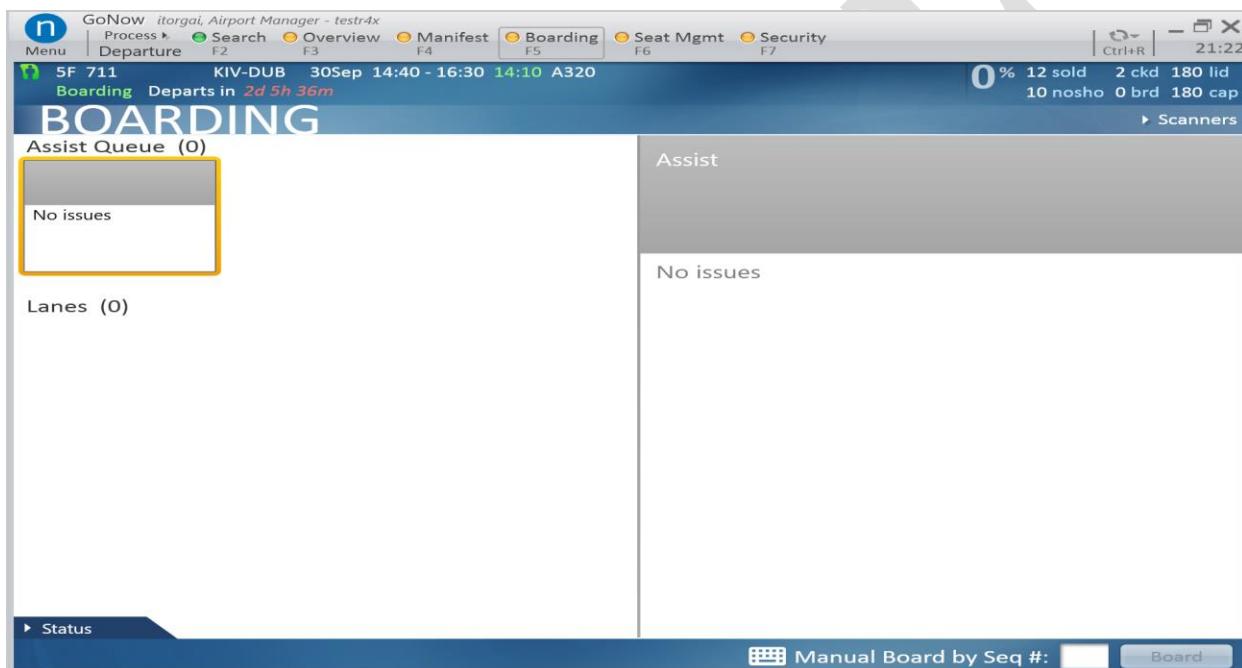


Name, Program	Rec, StdBy	Product	Cabin	Seat	Seq	Bags	TTI	Final	In / Outbound	Special
XIWX, GJARZZ Mr	MY3D9N HK	ST:P BPPT		Y	19C	2	0		VRN IN  5F 134 VKO OUT	
XIWX, INORJ1 Mr	MY3D9N HK	ST:P BPPT		Y	24B	3	0		VRN IN  5F 134 VKO OUT	
XIWX, XIWX wsjfea, magd	ZBMHPN HK	ST:P BPPT, INFT	INFT, Female, Born 20Apr19	Y	7A	4	1		VRN IN  5F 134 VKO OUT	
XIWX, XIWX	TDGZ5E HK	ST:P BPPT		Y		5	0		VRN IN  5F 134 VKO OUT	
XIWX, XIWX Mr	MY3D9N HK	ST:P BPPT		Y	12A	1	0		VRN IN  5F 134 VKO OUT	

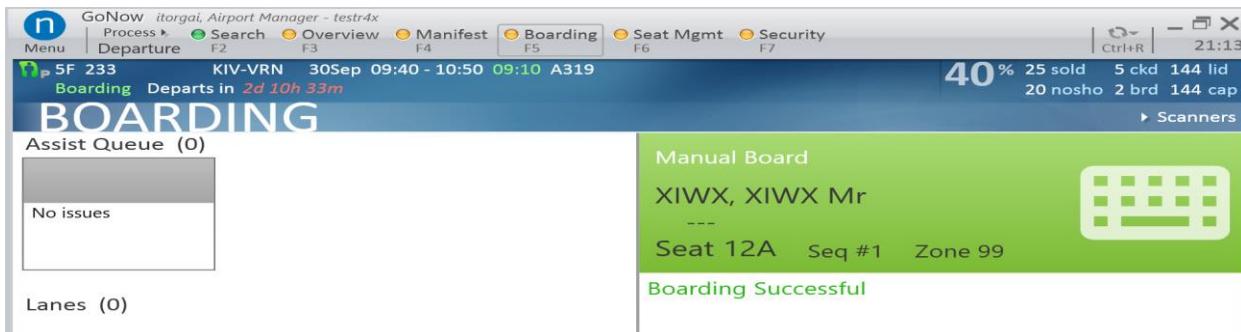
Status:

**F5- BOARDING**

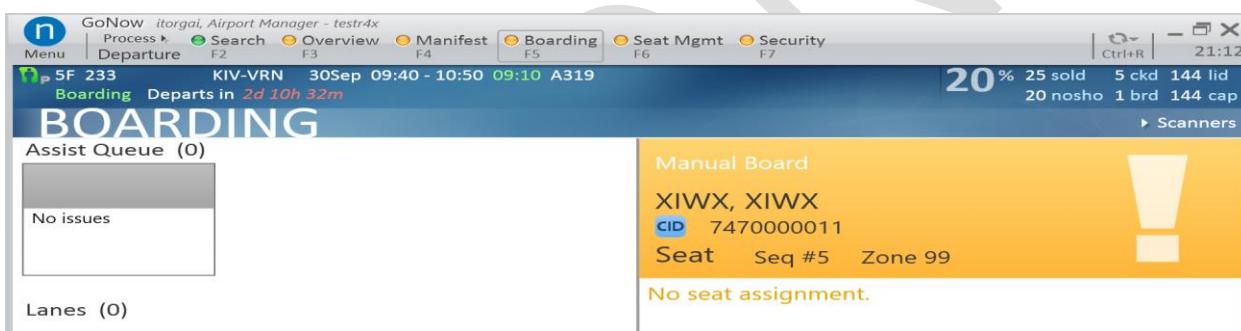
- **Board Passengers**
- **Scan boarding pass, or Enter sequence number**
- **View boarding status**



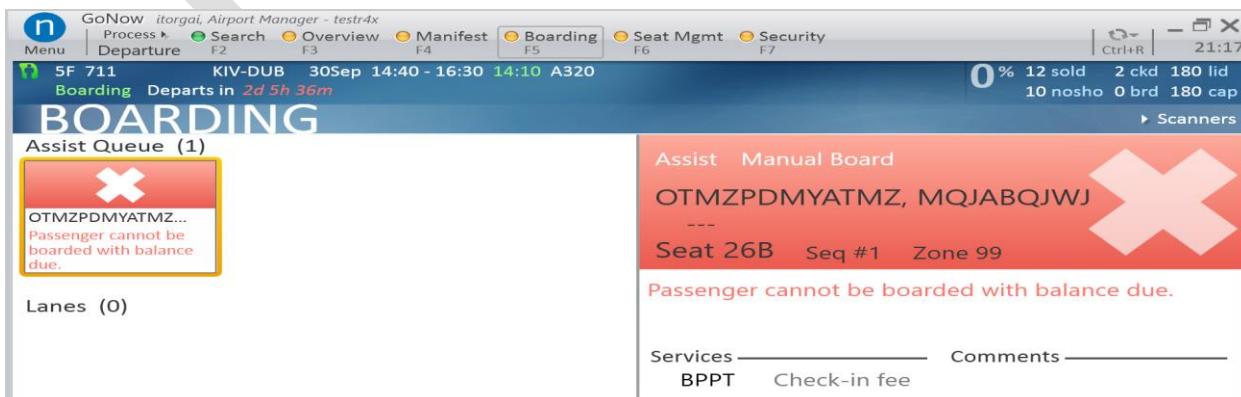
## - SYSTEM RESPONSE WHEN BOARD A REVENUE PAX :



## - SYSTEM RESPONSE WHEN BOARD A "SPECIAL" PAX (PRM/SSR/ON STBY)

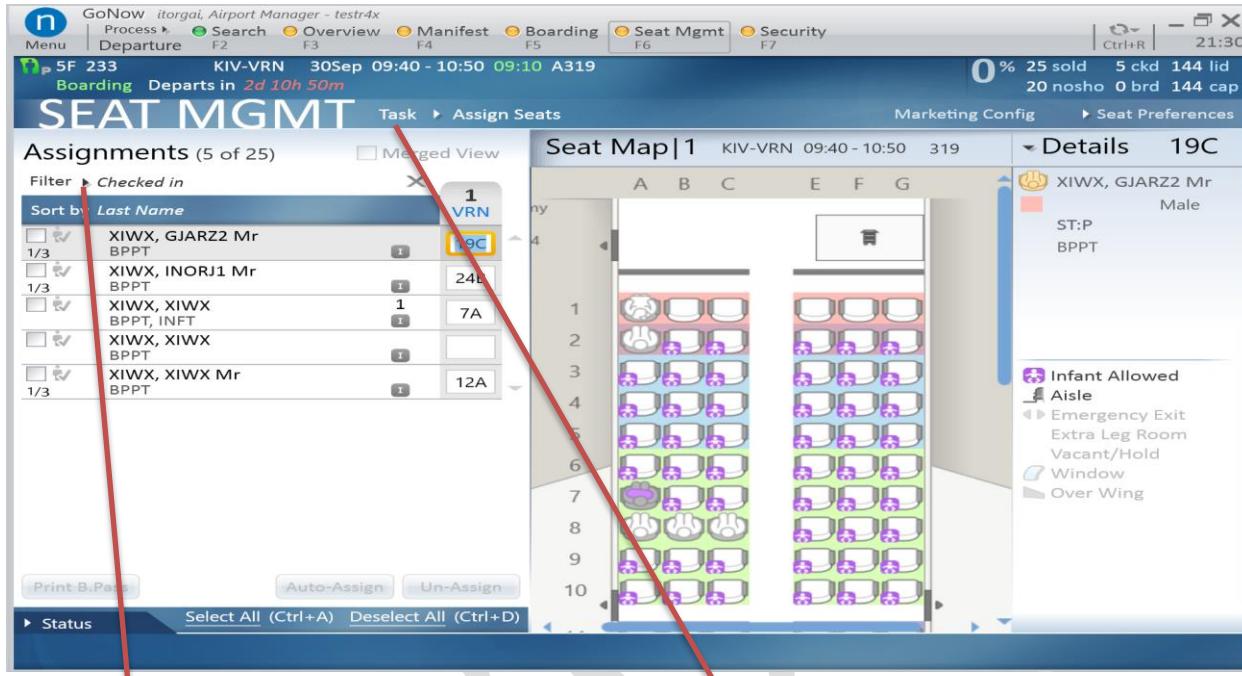


## - SYSTEM RESPONSE WHEN BOARD A PAX WITH A BALANCE DUE/NO PSPT



## F6- SEAT MANAGEMENT

- Update seats after check in (ASSIGN/ RELEASE A SEAT)
- Block or unblock seats



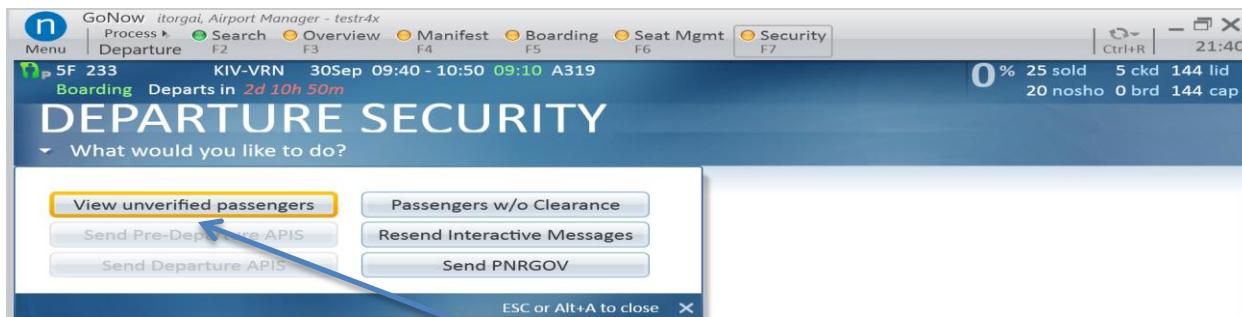
Manifested  
 Checked in  
 No Show  
 Stand-by  
 Checked stand-by  
 Total checked in  
 On board  
 All Manifested  
 All Checked In Without Seat  
 No seats  
 With extra seat  
 Inbound passengers  
 Outbound Passengers  
 Advantage Fare  
 Services  
 Inbound  
 Outbound  
Name:   
Rec Locator:   
 Clear  Go

▼ Assign Seats

Assign Seats  
Onload  
Block Seats



## F7- SECURITY

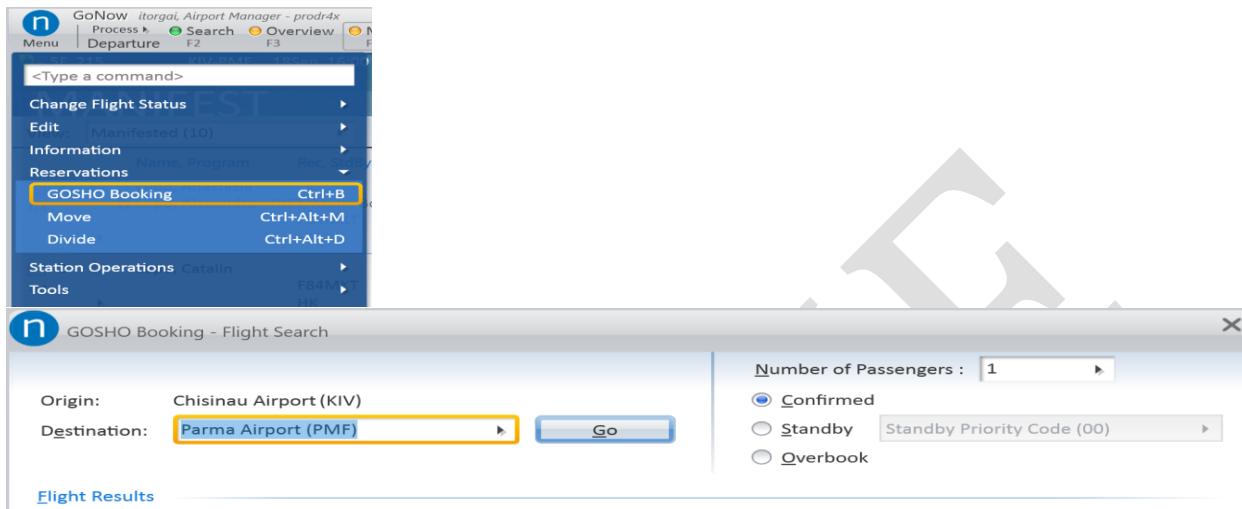


The only option used by a handling agent must be- [VIEW UN-VERIFIED PASSENGERS](#)

## IRREGULAR OPERATIONS

### - HOW TO CREATE GOSHOW BOOKING( INAD)

**1. GOSHO Booking - Flight Search**



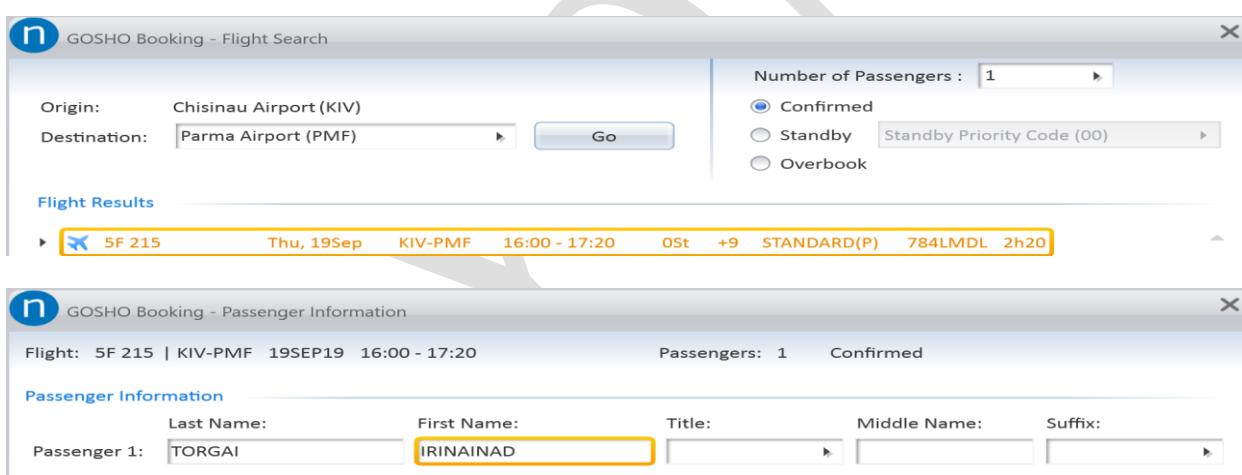
Origin: Chisinau Airport (KIV)  
Destination: Parma Airport (PMF)

Number of Passengers: 1  
 Confirmed  
 Standby Standby Priority Code (00)  
 Overbook

**Flight Results**

5F 215 Thu, 19Sep KIV-PMF 16:00 - 17:20 OST +9 STANDARD(P) 784LMDL 2h20

**2. GOSHO Booking - Passenger Information**

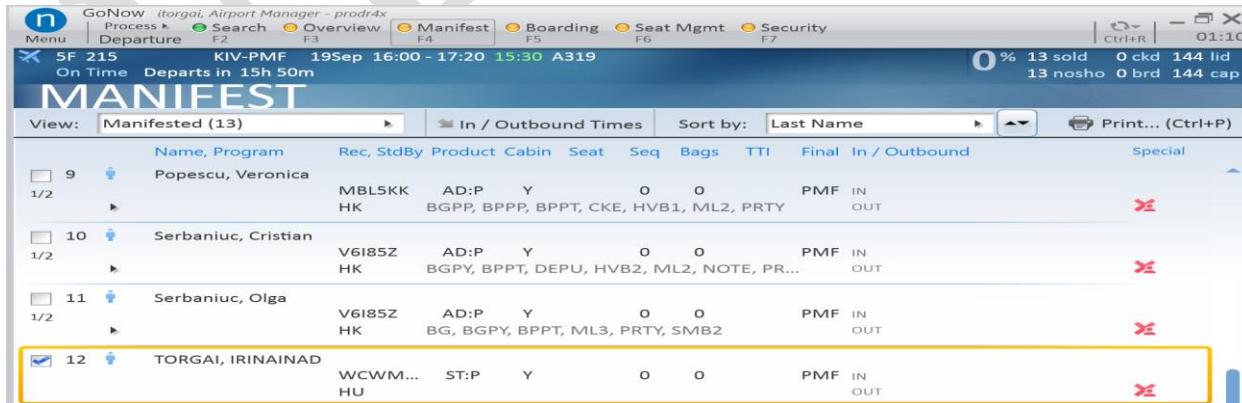


Flight: 5F 215 | KIV-PMF 19SEP19 16:00 - 17:20 Passengers: 1 Confirmed

**Passenger Information**

Last Name:	First Name:	Title:	Middle Name:	Suffix:
Passenger 1: TORGAI	IRINAINAD			

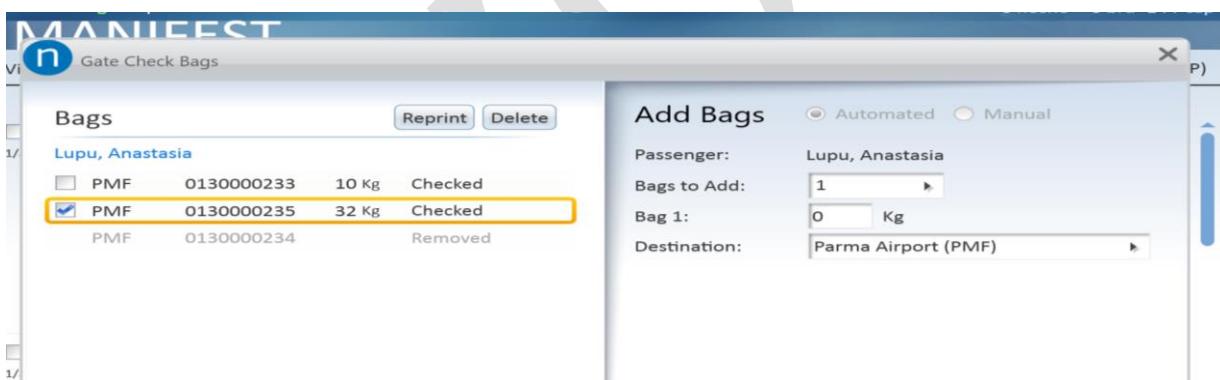
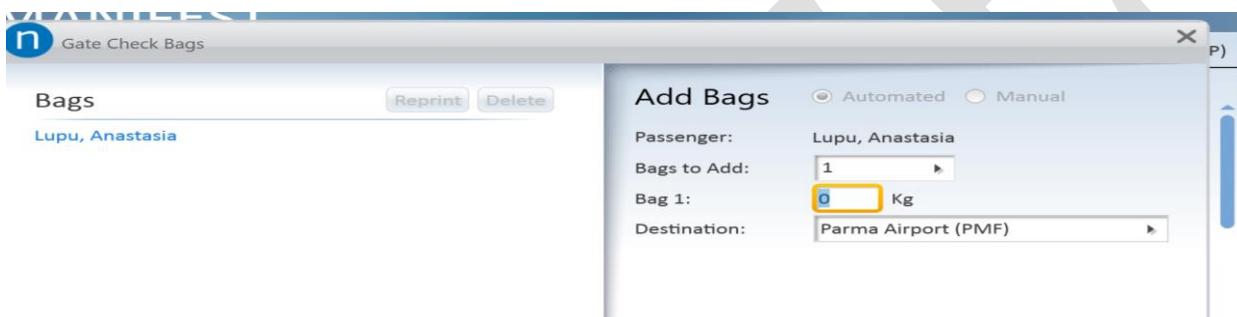
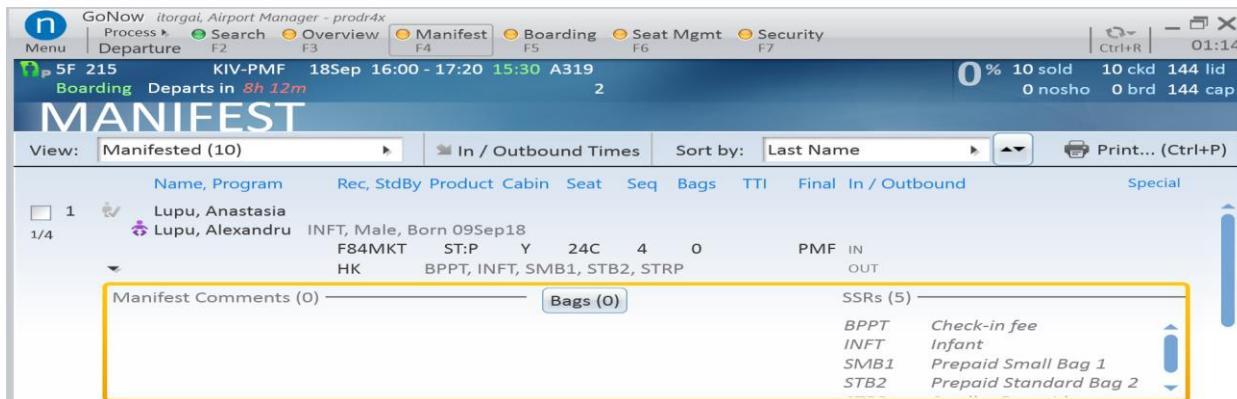
**3. MANIFEST**



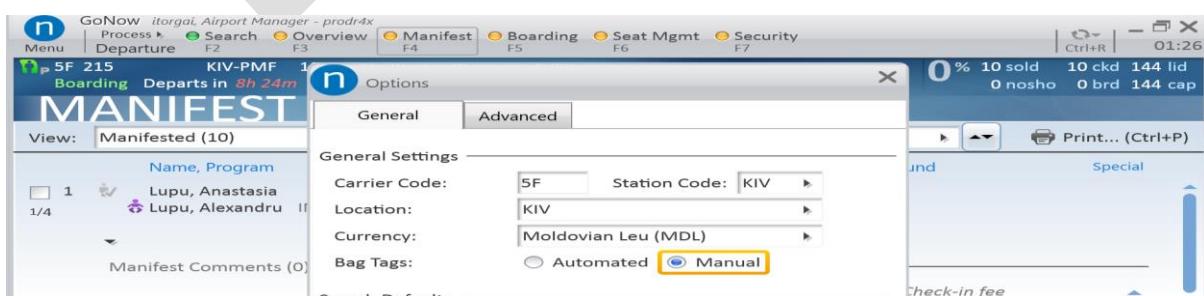
View: Manifested (13)

Name, Program	Rec, StdBy	Product	Cabin	Seat	Seq	Bags	TTI	Final	In / Outbound	Special
Popescu, Veronica	MBL5KK HK	AD:P BGPP, BPPP, BPPT, CKE, HVB1, ML2, PRTY	Y	0	0	PMF	IN OUT			
Serbanici, Cristian	V6I85Z HK	AD:P BGPY, BPPT, DEPU, HVB2, ML2, NOTE, PR...	Y	0	0	PMF	IN OUT			
Serbanici, Olga	V6I85Z HK	AD:P BG, BGPY, BPPT, ML3, PRTY, SMB2	Y	0	0	PMF	IN OUT			
<b>TORGAI, IRINAINAD</b>	WCWM... HU	ST:P WV	Y	0	0	PMF	IN OUT			

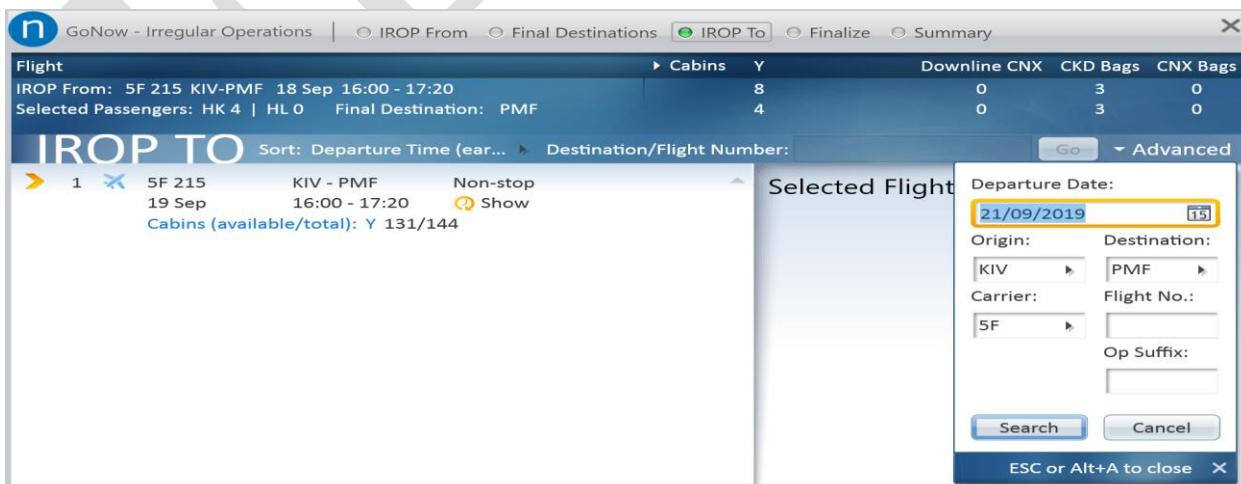
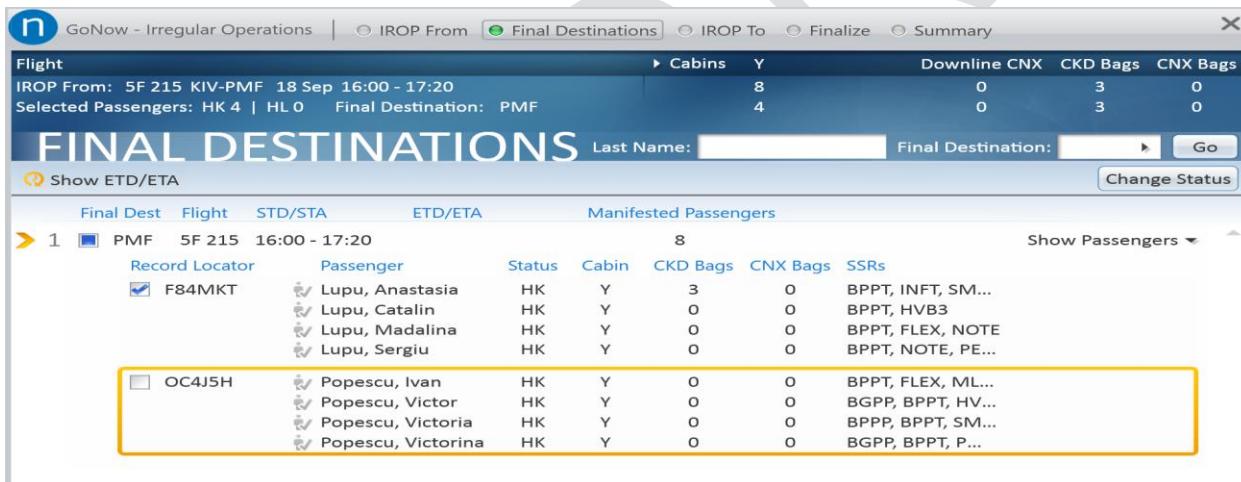
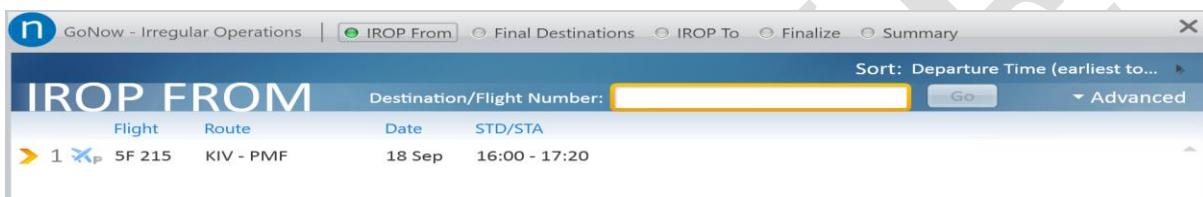
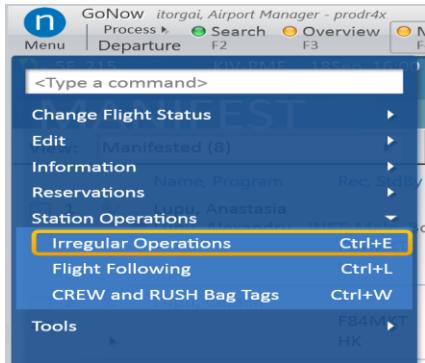
## - ADD BAGGAGE AT THE GATE (NOT FOR A CHARGED BAGGAGE TYPE)



## TO ADD A MANUAL (A LIMITED RELEASE) TAG USE **CTRL O**



### - IN VOL RBK/RRT DUE FLIGHT CANCELATION OR OVB



# GONOW USER GUIDE



**IROP TO**

Sort: Departure Time (ear... ▶ Destination/Flight Number:  Go ▾ Advanced

Flight Cabins Y Downline CNX CKD Bags CNX Bags

IROP From: 5F 215 KIV-PMF 18 Sep 16:00 - 17:20 8 0 3 0 0  
Selected Passengers: HK 4 | HL 0 Final Destination: PMF 4 0 3 0 0

Selected Passengers: HK 4 | HL 0 Final Destination: PMF 4 0 3 0 0

Selected Passengers: HK 4 | HL 0 Final Destination: PMF 4 0 3 0 0

**Selected Flights**

5F 215 KIV - PMF  
19 Sep 16:00 - 17:20

Cabin (available/total): Y 131/144

**FINALIZE**

IROP From

5F 215 KIV - PMF  
Date STD/STA ETD/ETA  
18 Sep 16:00 - 17:20

IROP To

5F 215 KIV - PMF  
Date STD/STA ETD/ETA  
19 Sep 16:00 - 17:20

Comments

PAX INVOL RBKD TO 5F215/21SEP DUE TO 5F215/18SEP FLT CANXX

ESC or Alt+M to close

**MANIFEST**

View: Manifested (17)  Sort by: Last Name

Name, Program	Rec, StdBy	Product	Cabin	Seat	Seq	Bags	TTI	Final	In / Outbound	Special
1 Lupu, Anastasia 1/4 Lupu, Alexandru	INFT, Male, Born 09Sep18	F84MKT	ST:P	Y	0	3		PMF	IN OUT	<input type="button" value="X"/>
2 Lupu, Catalin 1/4	INFT, Male, Born 09Sep18	F84MKT	ST:P	Y	0	0		PMF	IN OUT	<input type="button" value="X"/>
3 Lupu, Madalina 1/4	INFT, Male, Born 09Sep18	F84MKT	ST:P	Y	0	0		PMF	IN OUT	<input type="button" value="X"/>

### General rules

1. GONOW requires a new password every 3 months (min 6 characters, 1 upper case, 1 symbol and min 1 number)
2. All System Functions are described in GONOW HELP module **F1**
3. To work with the SEATMAP, to assign or change, to block or release seats it is possible only from the DEPARTURE Screen
4. Flight Status can be changed only from the Departure Screen and all must be done manually!!!!  
OPEN- CTRL+ALT+O (use this option to re-open the check in)  
CLOSE PENDING- CTRL+ALT+P (this status means the check in completion and can be used only to close the ckin)  
CLOSE- CTRL+ALT+C (after flight departure)!!!!
5. To accept a pax on STBY (when in OVB) just do not assign any seat by choosing the option- **ASSIGN LATER**
6. If change a seat for pax with SSR or due to split seat for families with CHD, always wave the fee system requires for the seat assignment (only for the supervisor role)
7. Never use the OVERRIDE option, only the WAIVE option bay adding a reason of waiving the fee
8. An INF can be attached to an ADL only before the check in and only if ADL does not have any seat assigned
9. For the **Allow Deposit** field always use **N**. The system will accept any other letter, but the right one to insert is **N**, which means- No, this is not being applied as a deposit
10. The Big or Heavy baggage at the gate must be added only from the CHECK IN SCREEN, and it will be possible to be used only if there is less than 1 hour before STD (there will be no such type of baggage earlier)
11. The system allows the agent to add the following number or weight of special baggage:
  - Baby stroller for an INF/CHD- up to 2 pc, up to 10kg EACH
  - SPEQ- up to 2 pc, 1<sup>st</sup> pc- up to 20kg/2<sup>nd</sup> pc- up to 10
  - WCH- there is no limit, if system charges the agent, the supervisor can always waive the payment
12. If case of flight irregularity, OVB or FLT Canxx, to move pax(involved RBK/RRT) use **only** the IROP function- **CTRL+E**
13. To add the special baggage types (SPEQ/STRL) please remember the right order of the procedure: **first as a SSR and after as a baggage**
14. Do not add any SSR(that has a fee) if it's a pre-paid one, the system will charge the passenger again for the same service