

**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.
5. To initially close flights, notify any accepted standby passengers
6. 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.

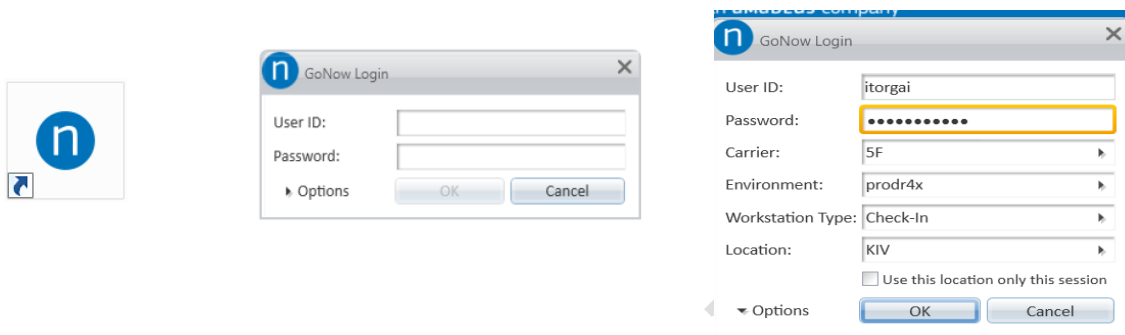
## **3. Generate reports.**

## **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:

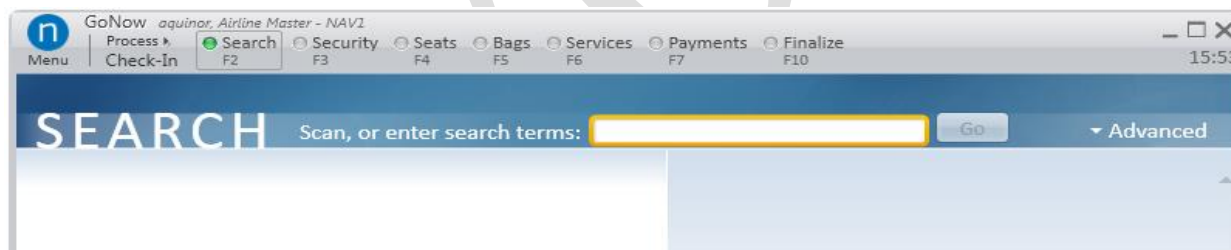


- **GONOW requires a new password every 3 months (min 6 characters, 1 upper case, 1 symbol and min 1 number)**

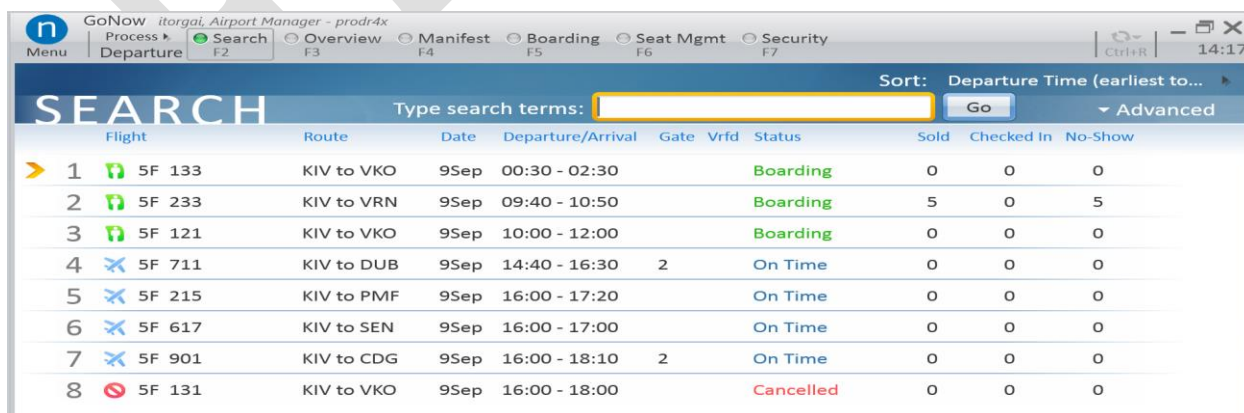
### SYSTEM RESPONSE:

\*GONOW has 2 main screens:

- Check-in screen or module



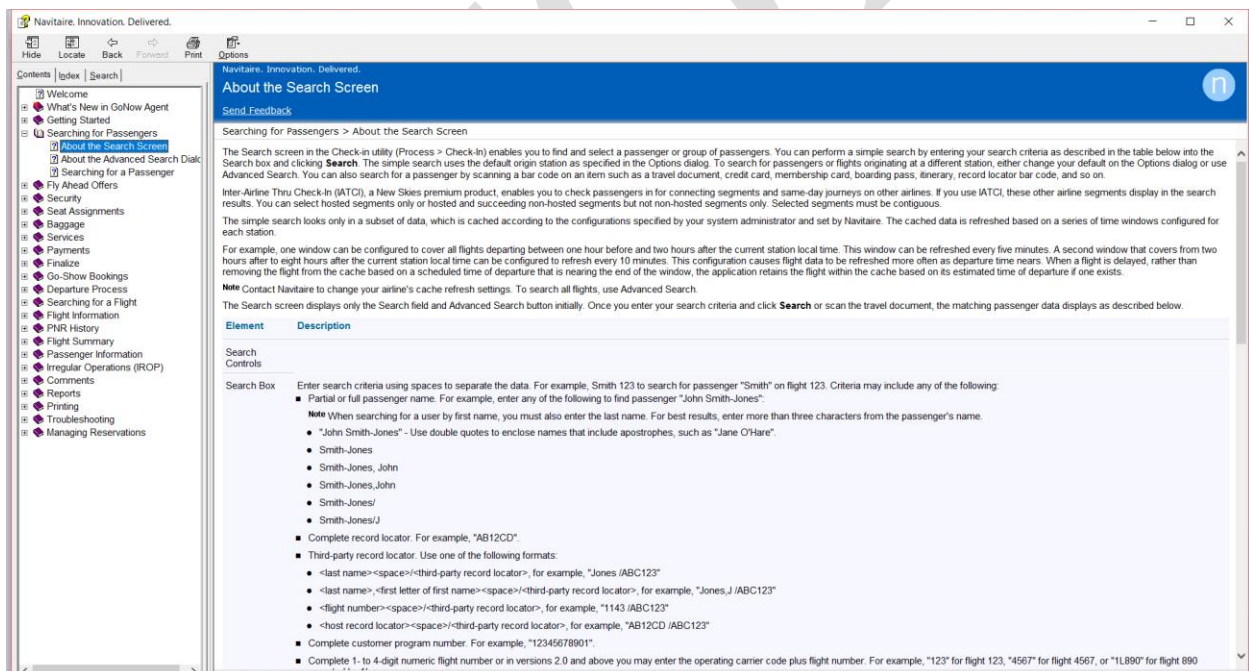
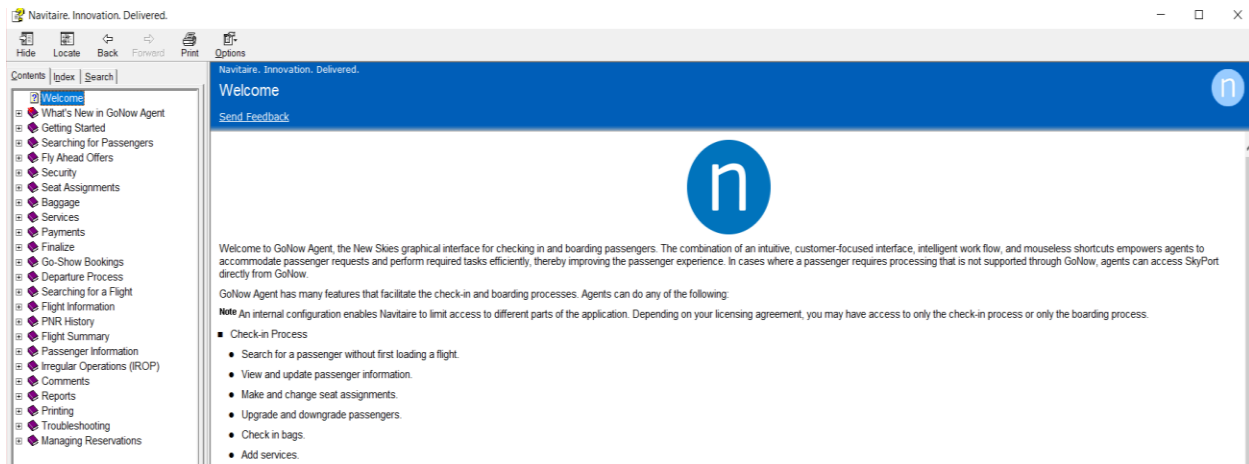
- Departure screen



## GONOW Help Facility

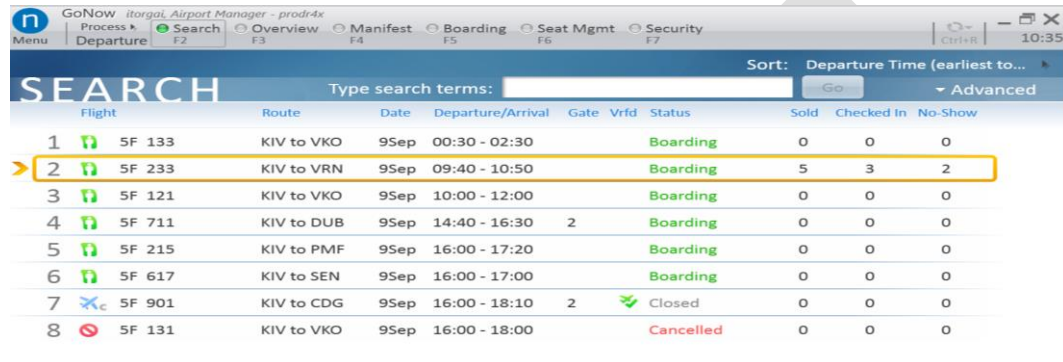
All System Functions are described in GONOW HELP module.

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



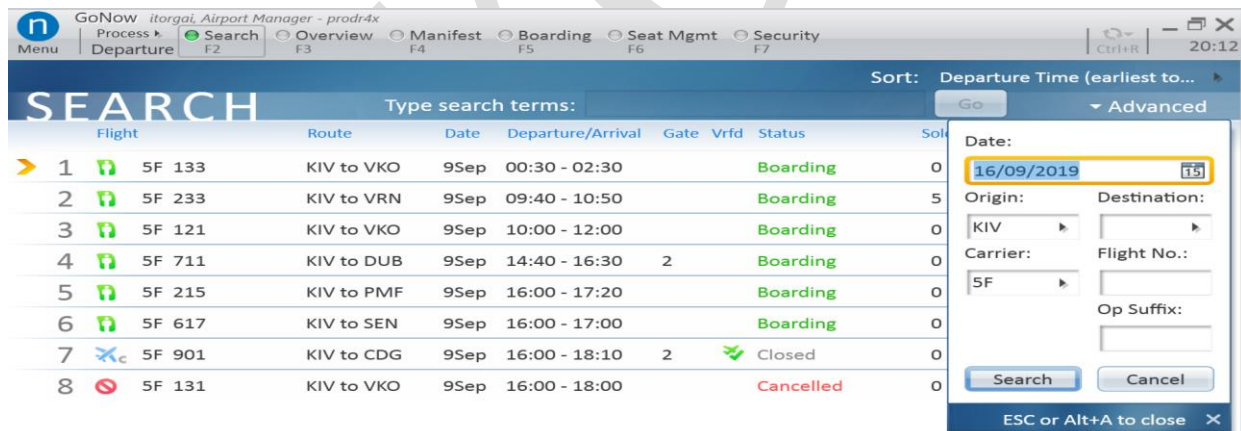
**FLIGHT LIST DISPLAY**

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



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	3	2
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		Boarding	0	0	0
5 5F 215	KIV to PMF	9Sep	16:00 - 17:20			Boarding	0	0	0
6 5F 617	KIV to SEN	9Sep	16:00 - 17:00			Boarding	0	0	0
7 5F 901	KIV to CDG	9Sep	16:00 - 18:10	2		Closed	0	0	0
8 5F 131	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:



Flight	Route	Date	Departure/Arrival	Gate	Vrfd	Status	Sold
1 5F 133	KIV to VKO	9Sep	00:30 - 02:30			Boarding	0
2 5F 233	KIV to VRN	9Sep	09:40 - 10:50			Boarding	5
3 5F 121	KIV to VKO	9Sep	10:00 - 12:00			Boarding	0
4 5F 711	KIV to DUB	9Sep	14:40 - 16:30	2		Boarding	0
5 5F 215	KIV to PMF	9Sep	16:00 - 17:20			Boarding	0
6 5F 617	KIV to SEN	9Sep	16:00 - 17:00			Boarding	0
7 5F 901	KIV to CDG	9Sep	16:00 - 18:10	2		Closed	0
8 5F 131	KIV to VKO	9Sep	16:00 - 18:00			Cancelled	0

Date: 16/09/2019

Origin: KIV Destination:

Carrier: 5F Flight No.:

Op Suffix:

Search Cancel

ESC or Alt+A to close

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

GoNow
iorgai, Airport Management

Menu

Process

Departure

Search

Overview

Manifest

Boarding

Seat Mgmt

Security

Ctrl+R

22:05

5F 133

Boarding

KIV-VKO

Departs in 20h 35m

16Sep

00:30 - 02:30

00:00

A319

0%

11 sold

0 ckd

144 lid

11 nosho

0 brd

144 cap

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)

Weight & Balance 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 - prod4x

Menu

Process

Check-In

Search

Overview

Security

Seats

Bags

Services

Payments

Finalize

10:52

5F 233

KIV-VRN

9Sep 09:40 - 10:50

09:10 A319

Boarding

Departure

Departs in 1d 0h 11m

0% 5 sold 3 ckd 144 lid 2 nosho 0 brd 144 cap

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 - prod4x

Menu

Process

Check-In

Search

Overview

Security

Seats

Bags

Services

Payments

Finalize

11:27

Passengers | 3

Z52GNS

ST:U

Segments | 1 To VRN

Departs in 1d 0h 47m

Balance

MDL

1 pax, pax1

12A

BPPT, NOTE

5F 233

KIV-VRN

09:40 - 10:50

0stp

-2,010

2 pax, pax3

20F

BPPT, NOTE

- DELAY 20MIN

SEATS

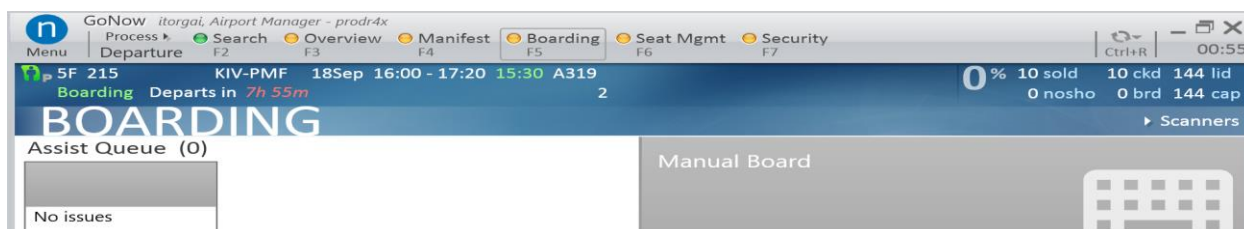
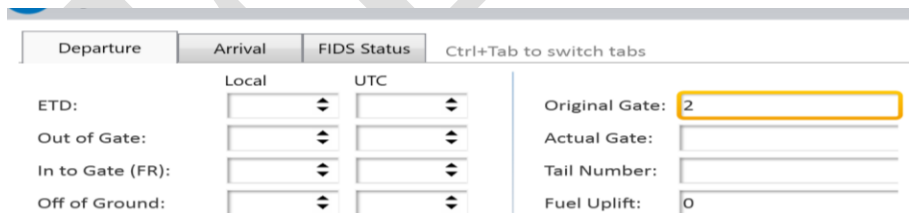
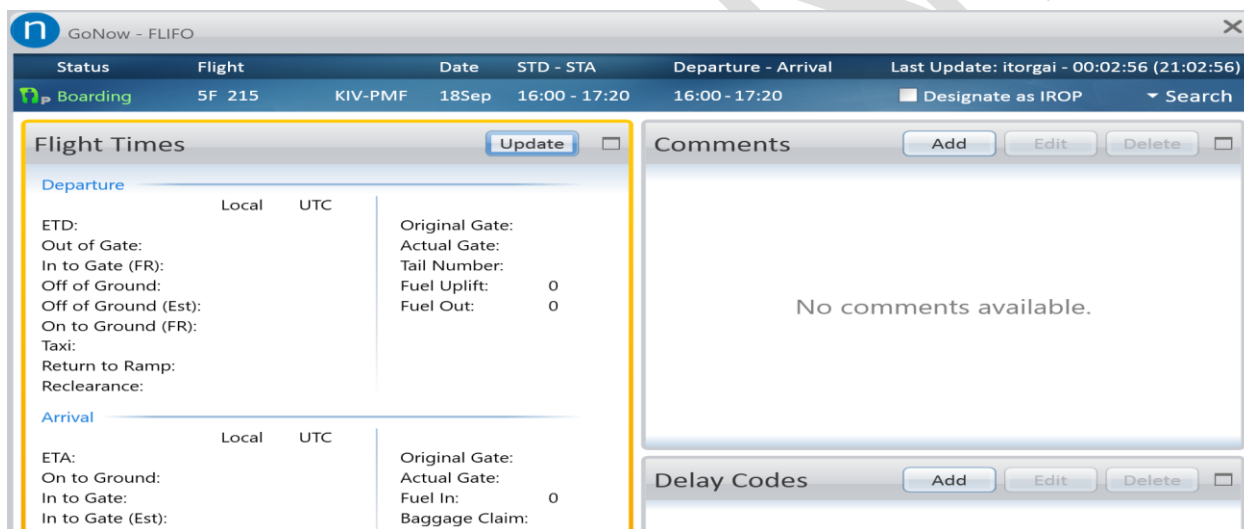
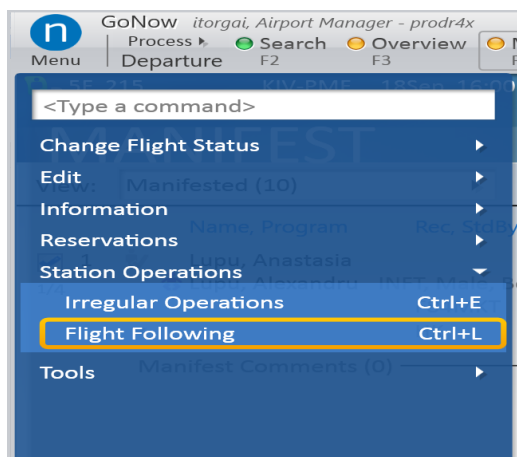
Up/Downgrade...

Seat Preferences



## PRE- FLIGHT PREPARATIONS

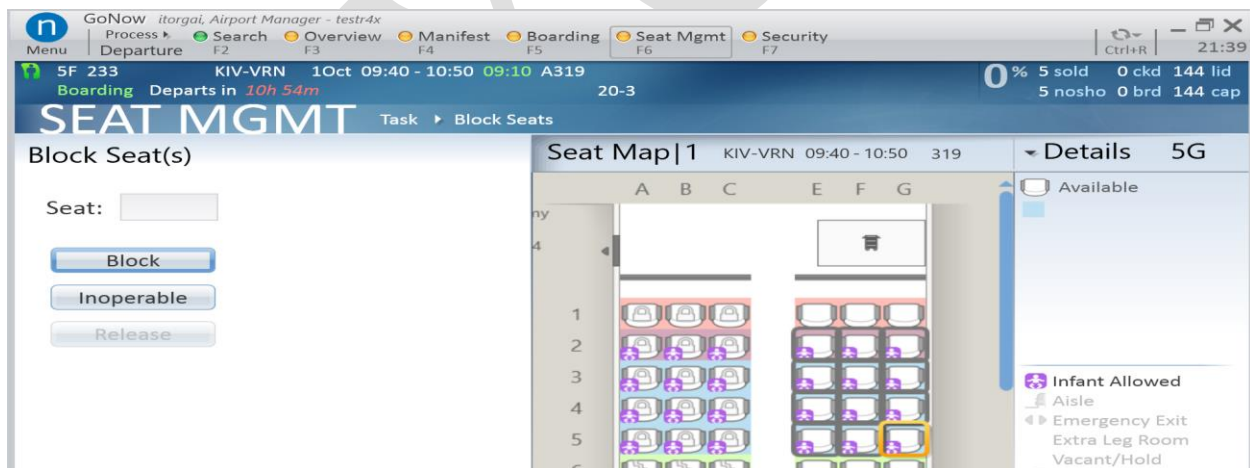
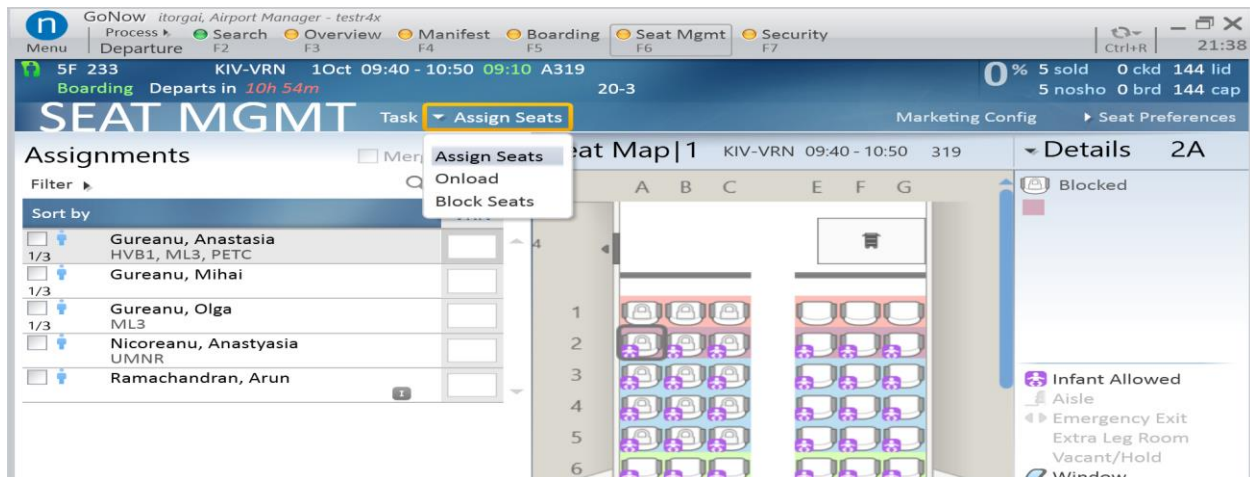
## - HOW TO SET THE GATE





## 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**



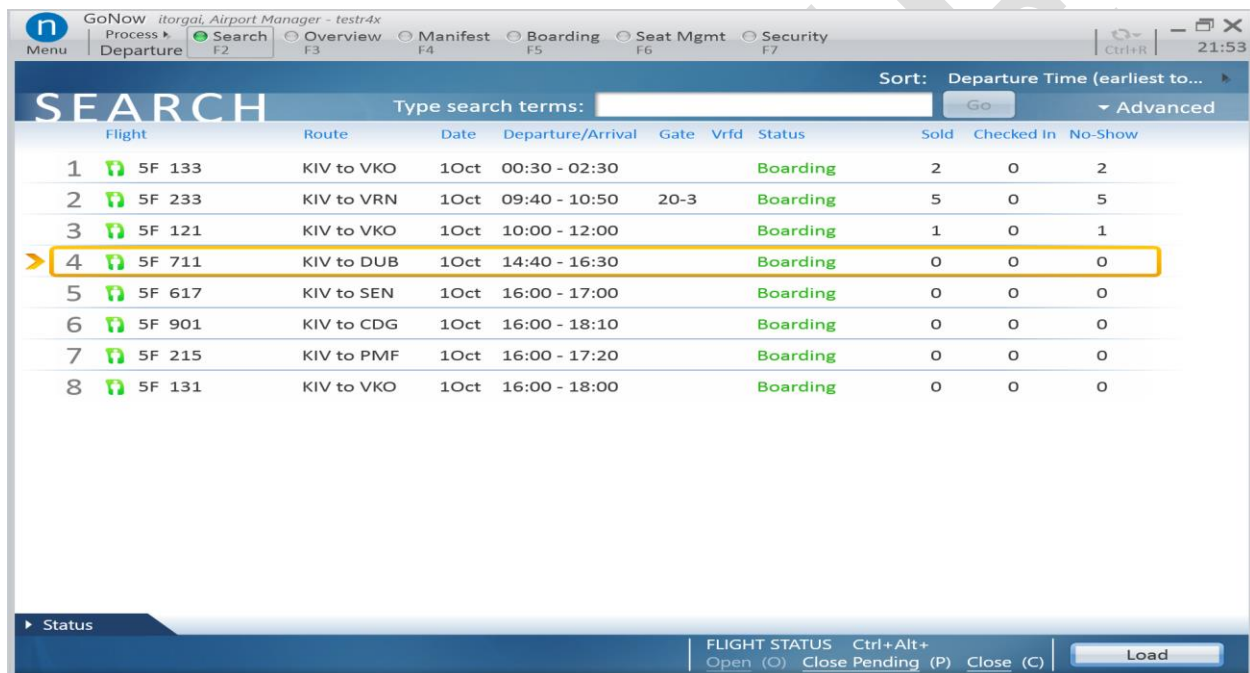
## FLIGHT STATUS

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)!!!!



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

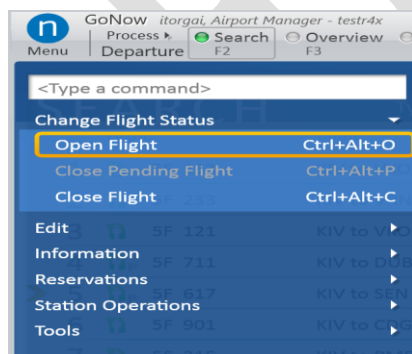
Sort: Departure Time (earliest to...)

Go

Advanced

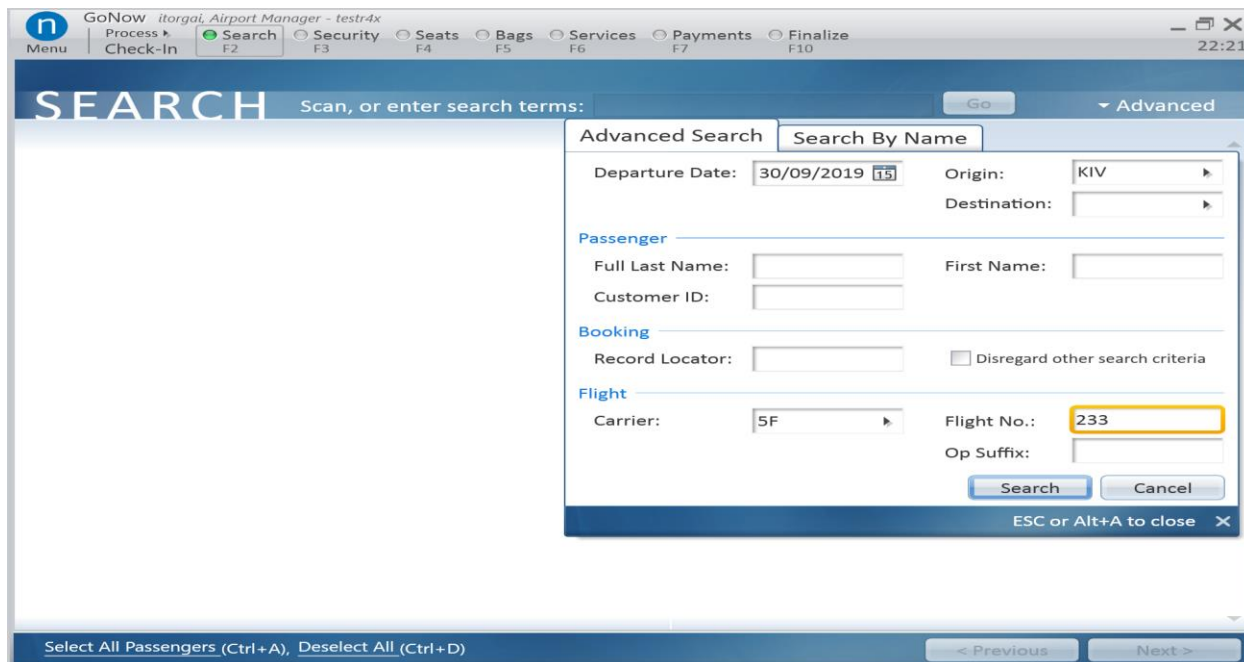
FLIGHT STATUS Ctrl+Alt+  
Open (O) Close Pending (P) Close (C)

Load



## PASSENGER DISPLAY

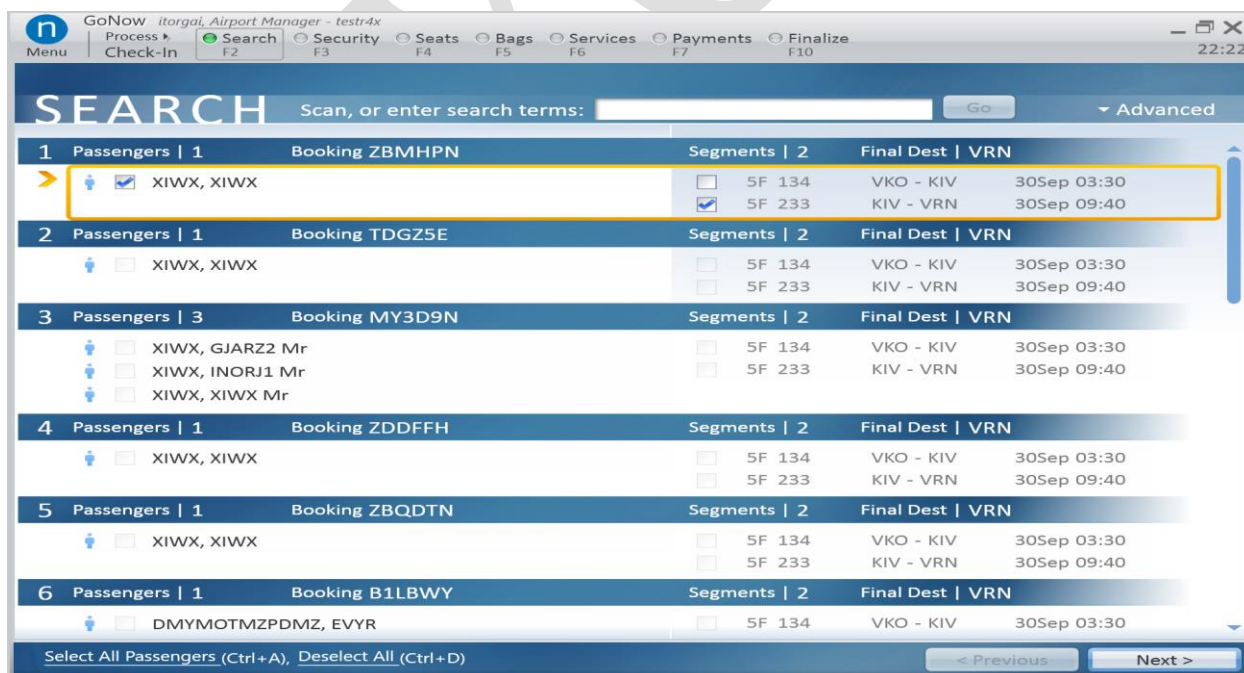
Any agent can display the booked PNL for a flight:



The screenshot shows the GoNow Airport Manager interface with the Search function active. The Advanced Search dialog box is open, displaying the following fields:

- Departure Date: 30/09/2019
- Origin: KIV
- Destination: (empty)
- Passenger section: Full Last Name, First Name, Customer ID (all empty)
- Booking section: Record Locator (empty), Disregard other search criteria (unchecked)
- Flight section: Carrier: 5F, Flight No.: 233, Op Suffix: (empty)

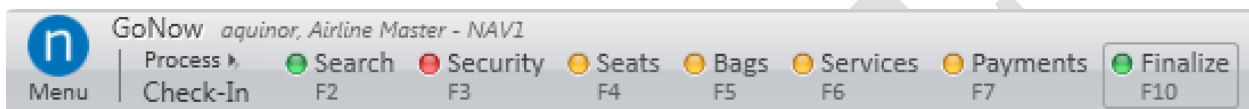
Buttons: Search, Cancel, ESC or Alt+A to close.



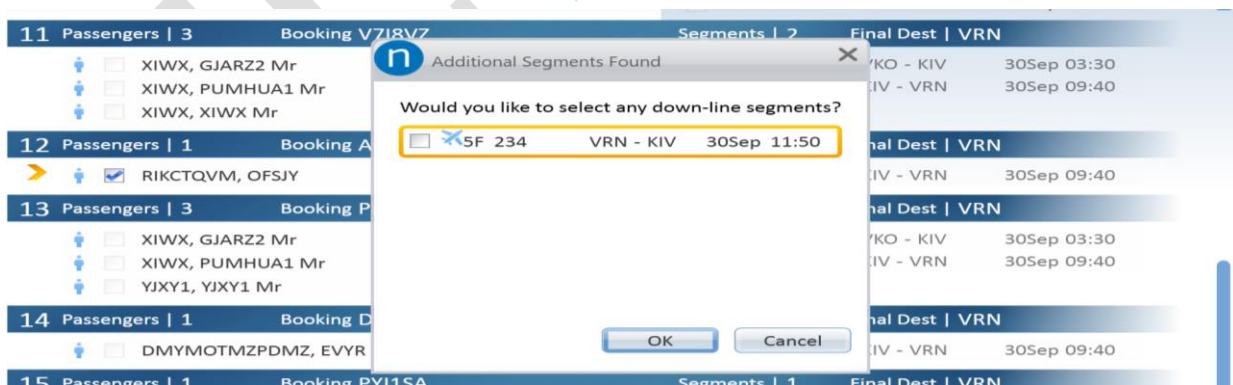
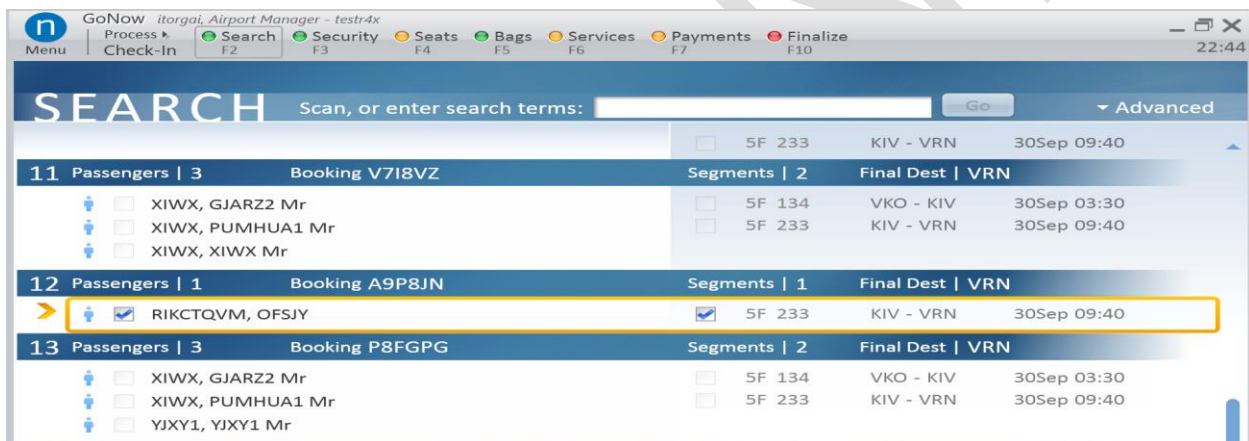
The screenshot shows the search results table with the following data:

Passengers	Booking	Segments	Final Dest
1 Passengers   1	Booking ZBMHPN	Segments   2	Final Dest   VRN
<input checked="" 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"/> 5F 134 VKO - KIV 30Sep 03:30	
<input type="checkbox"/> XIWX, INORJ1 Mr		<input type="checkbox"/> 5F 233 KIV - VRN 30Sep 09:40	
<input type="checkbox"/> XIWX, XIWX Mr			
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	

## PASSENGER ACCEPTANCE

CHECK IN FLOW

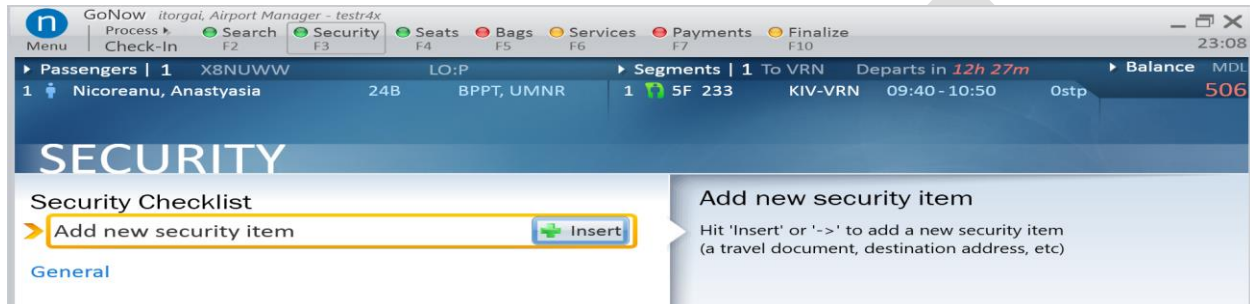
## F2- SEARCH PNR OR PAX IN PNL AND SELECT



- In case you'll get the pop-up window as in the picture above, first de-select it to 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

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

Passengers | 1 | XBNUWW | LO:P | Segments | 1 | To VRN | Departs in 12h 27m | Balance MDL

1 | Nicoreanu, Anastasia | 24B | BPPT, UMR | 1 | SF 233 | KIV-VRN | 09:40 - 10:50 | Ostp | 506

## SECURITY

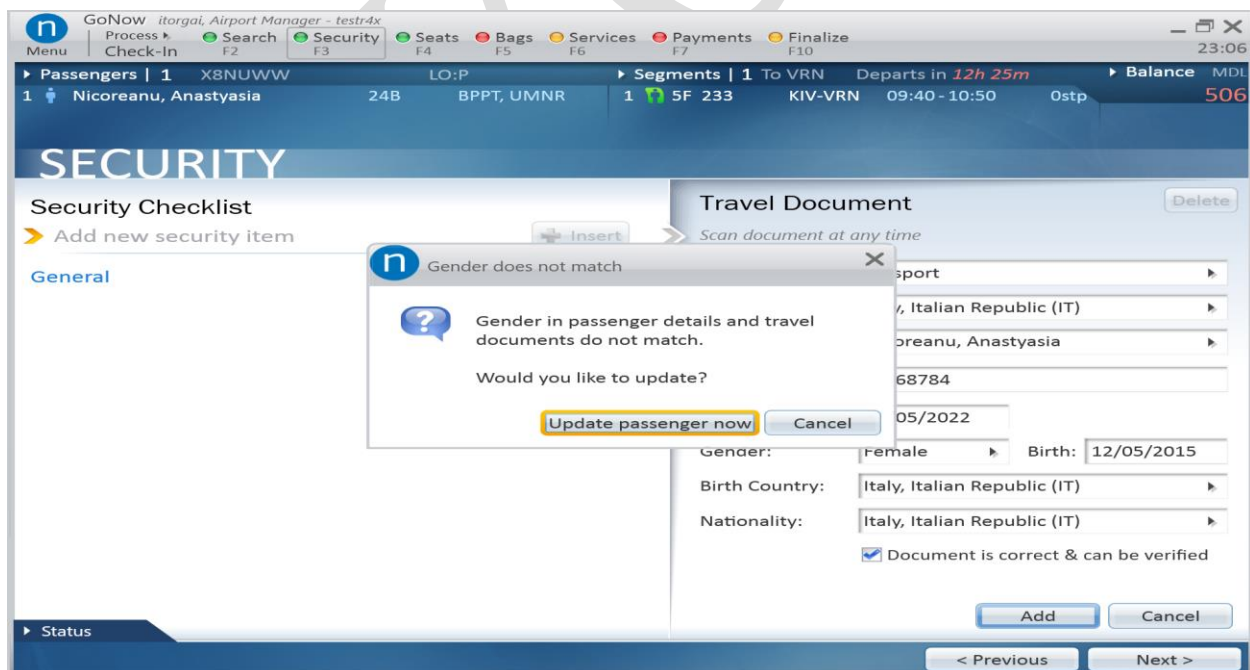
Security Checklist

> Add new security item Insert

General

Add new security item

Hit 'Insert' or '->' to add a new security item (a travel document, destination address, etc)



GoNow itorgai, Airport Manager - testr4x

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

Passengers | 1 | XBNUWW | LO:P | Segments | 1 | To VRN | Departs in 12h 25m | Balance MDL

1 | Nicoreanu, Anastasia | 24B | BPPT, UMR | 1 | SF 233 | KIV-VRN | 09:40 - 10:50 | Ostp | 506

## SECURITY

Security Checklist

> Add new security item Insert

General

Travel Document Delete

Scan document at any time

Gender does not match

Gender in passenger details and travel documents do not match.

Would you like to update?

Update passenger now Cancel

Gender: Female Birth: 12/05/2015

Birth Country: Italy, Italian Republic (IT)

Nationality: Italy, Italian Republic (IT)

☒ Document is correct & can be verified

Add Cancel

< Previous Next >



GoNow itorgai, Airport Manager - testr4x

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

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

## SECURITY

### Security Checklist

Add new security item

#### General

Nicoreanu, Anastasia

- ☒ Passport (IT, exp 20May22)
- ☒ Country of residence (IT)

### Travel Document

Scan document at any time

Document Type:

Issuing Country: Government ID  
Identification Card  
Military ID Card  
Passport  
Permanent Resident Card  
Unknown  
Travel Visa

Name on Doc:

Doc Number:

Expiration:

Gender:

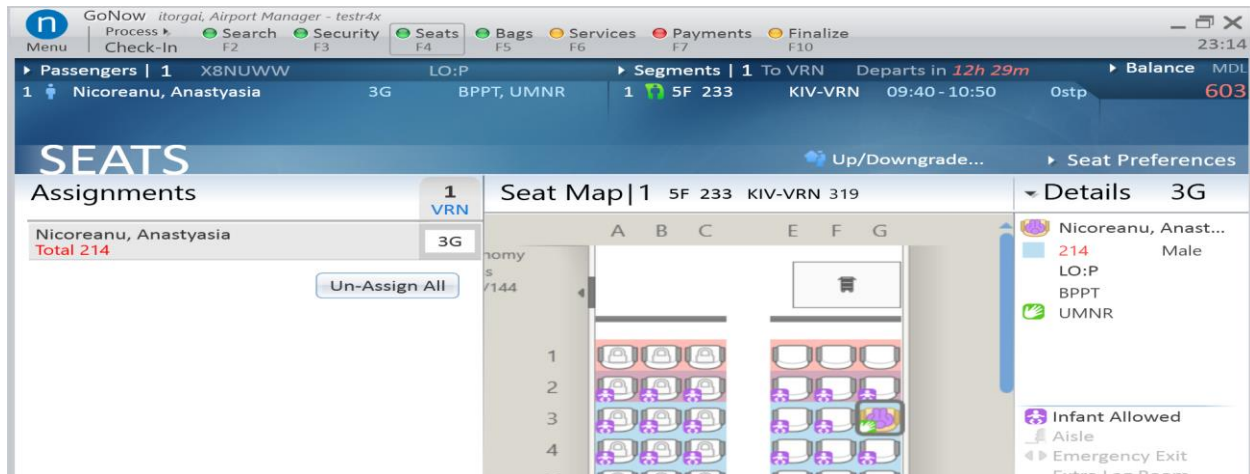
Birth Country:

Nationality:

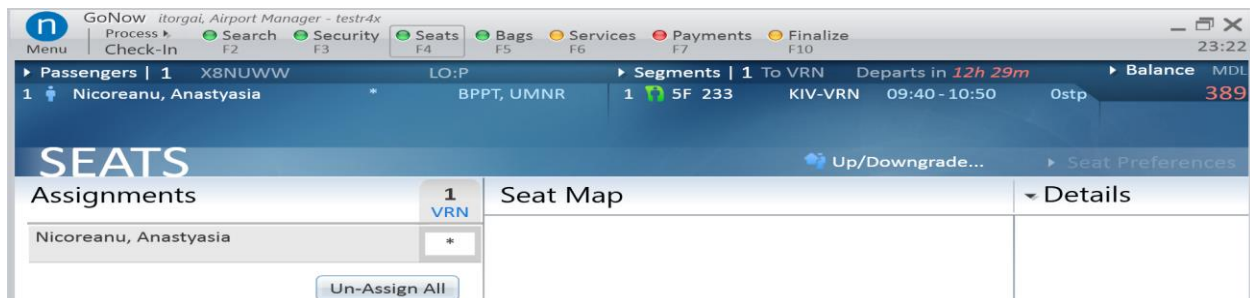
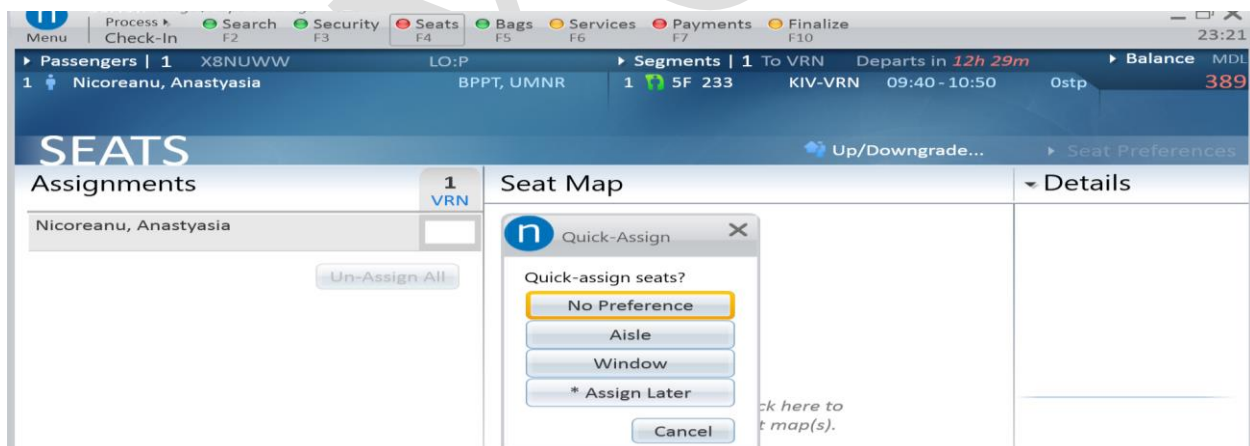
☐ Document is correct & can be verified

**F4- SEATS**

- Assign seats
- Change seats
- Waive seat fees



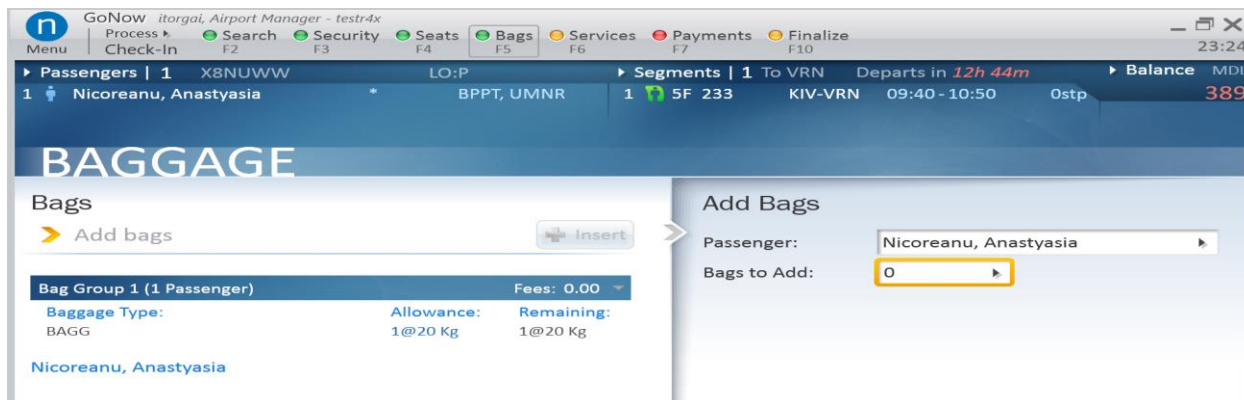
**TO ACC A PAX ON STBY, IN CASE OF OVB:**





## F5- BAGGAGE

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



GoNow itorgai, Airport Manager - testr4x

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

Passengers | 1 X8NUWW LO:P BPPT, UMNK Segments | 1 To VRN Departs in 12h 44m Balance MDL 389

1 Nicoreanu, Anastasia

## BAGGAGE

Bags

Add bags

Insert

Bag Group 1 (1 Passenger) Fees: 0.00

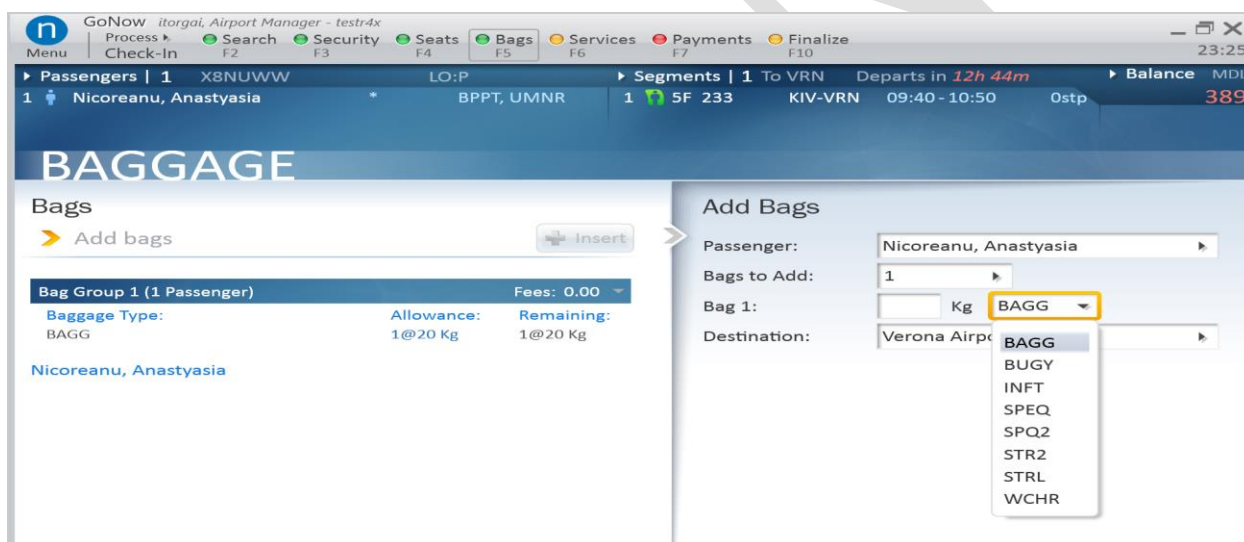
Baggage Type: BAGG Allowance: 1@20 Kg Remaining: 1@20 Kg

Nicoreanu, Anastasia

Add Bags

Passenger: Nicoreanu, Anastasia

Bags to Add: 0



GoNow itorgai, Airport Manager - testr4x

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

Passengers | 1 X8NUWW LO:P BPPT, UMNK Segments | 1 To VRN Departs in 12h 44m Balance MDL 389

1 Nicoreanu, Anastasia

## 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

Add Bags

Passenger: Nicoreanu, Anastasia

Bags to Add: 1

Bag 1: Kg BAGG

Destination: Verona Airport

BAGG

BUGY

INFT

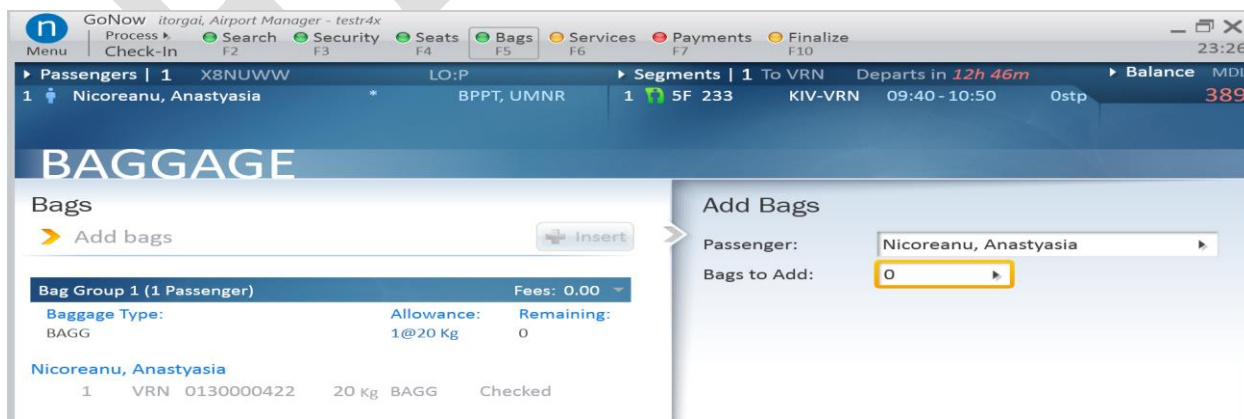
SPEQ

SPQ2

STR2

STRL

WCHR



GoNow itorgai, Airport Manager - testr4x

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

Passengers | 1 X8NUWW LO:P BPPT, UMNK Segments | 1 To VRN Departs in 12h 46m Balance MDL 389

1 Nicoreanu, Anastasia

## BAGGAGE

Bags

Add bags

Insert

Bag Group 1 (1 Passenger) Fees: 0.00

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

Nicoreanu, Anastasia

Assigned Bag Tags

1 VRN 0130000422 20 Kg BAGG Checked

GoNow itorgai, Airport Manager - test4x  
Menu Process Check-In Search F2 Security F3 Seats F4 Bags F5 Services F6 Payments F7 Finalize F10 23:27

Passengers | 1 X8NUWW LO:P BPPT, UMNK Segments | 1 To VRN Departs in 12h 47m Balance MDL 973  
1 Nicoreanu, Anastasia

## BAGGAGE

Bags Add bags Insert

Bag Group 1 (1 Passenger) Fees: 584.00

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

Nicoreanu, Anastasia

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

Add Bags

Passenger: Nicoreanu, Anastasia

Bags to Add: 0

GoNow itorgai, Airport Manager - test4x  
Menu Process Check-In Search F2 Security F3 Seats F4 Bags F5 Services F6 Payments F7 Finalize F10 23:28

Passengers | 1 X8NUWW LO:P BPPT, UMNK Segments | 1 To VRN Departs in 12h 47m Balance MDL 973  
1 Nicoreanu, Anastasia

## BAGGAGE

Bags Add bags Insert

Bag Group 1 (1 Passenger) Fees: 584.00

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

Nicoreanu, Anastasia

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

Fee Breakdown View: All Charges

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

Add

Passenger: Nicoreanu, Anastasia

Bags to Add: 0

Delete a bag

GoNow itorgai, Airport Manager - test4x  
Menu Process Check-In Search F2 Security F3 Seats F4 Bags F5 Services F6 Payments F7 Finalize F10 23:31

Passengers | 1 X8NUWW LO:P BPPT, UMNK Segments | 1 To VRN Departs in 12h 47m Balance MDL 973  
1 Nicoreanu, Anastasia

## BAGGAGE

Bags Add bags Insert

Bag Group 1 (1 Passenger) Fees: 584.00

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

Nicoreanu, Anastasia

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

Add Bags

Passenger: Nicoreanu, Anastasia

Bags to Add: 0

Add Cancel

GoNow itorgai, Airport Manager - testr4x

Menu Process Check-In Search F2 Security F3 Seats F4 Bags F5 Services F6 Payments F7 Finalize F10 23:32

Passengers | 1 X8NUWW LO:P Segments | 1 To VRN Departs in 12h 47m Balance MDL  
1 Nicoreanu, Anastasia BPPT, UMR 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp 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	Edit
2	VRN	0130000422	20 Kg	BAGG	Checked	

Bag Details Delete

Passenger: Nicoreanu, Anastasia  
Bag Tag: 0130000425  
Weight: 10 Kg  
Type: BAGG  
Destination: Verona Airport (VRN)  
Status: Checked

GoNow itorgai, Airport Manager - testr4x

Menu Process Check-In Search F2 Security F3 Seats F4 Bags F5 Services F6 Payments F7 Finalize F10 23:41

Passengers | 1 X8NUWW LO:P Segments | 1 To VRN Departs in 13h 02m Balance MDL  
1 Nicoreanu, Anastasia \* BPPT, UMR 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp 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 F2 Security F3 Seats F4 Bags F5 Services F6 Payments F7 Finalize F10 23:33

Passengers | 1 X8NUWW LO:P Segments | 1 To VRN Departs in 12h 47m Balance MDL  
1 Nicoreanu, Anastasia BPPT, UMR 1 5F 233 KIV-VRN 10:50 Ostp 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

1 VRN 0130000422

Options

General Advanced

General Settings

Carrier Code: 5F Station Code: KIV

Location: KIV

Currency: Moldovan Leu (MDL)

Bag Tags: ☐ Automated ☒ Manual

Search Defaults

Carrier Code(s): 5F (e.g. NV, 1L)

GoNow itorgai, Airport Manager - testr4x

Menu Process Check-In Search F2 Security F3 Seats F4 Bags F5 Services F6 Payments F7 Finalize F10 23:44

Passengers | 1 X8NUWW LO:P BPPT, UMRN Segments | 1 To VRN Departs in 13h 02m Balance MD 389

1 Nicoreanu, Anastasia \* 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp

## BAGGAGE

Bags

Add bags Insert

Bag Group 1 (1 Passenger)	Fees: 0.00
Baggage Type:	Allowance:
BAGG	1@20 Kg
	Remaining:
	1@20 Kg

Nicoreanu, Anastasia

Add Bags

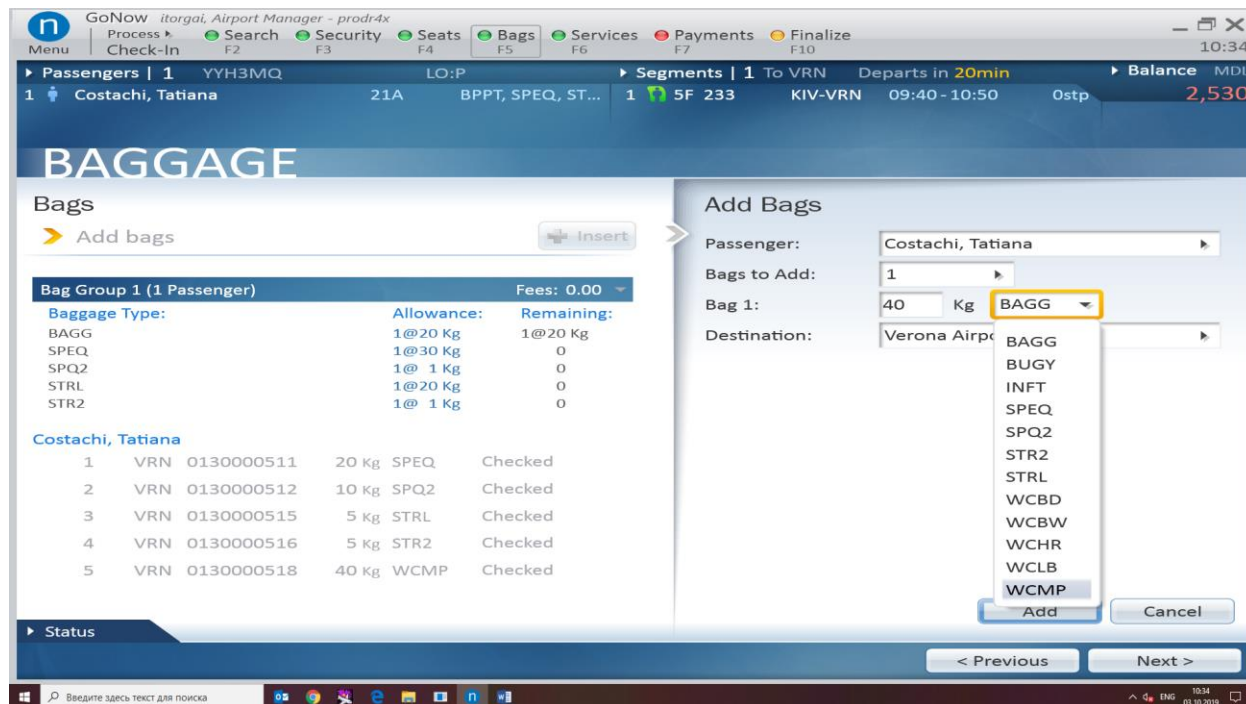
Passenger: Nicoreanu, Anastasia

Bags to Add: 1

1: VRN Kg BAGG

## SPECIAL TYPES OF BAGGAGES

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



**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
5	VRN	0130000518	40 Kg	WCMP	Checked

Status

Add Bags

Passenger: Costachi, Tatiana

Bags to Add: 1

Bag 1: 40 Kg BAGG

Destination: Verona Airport

Cancel

< Previous Next >

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:

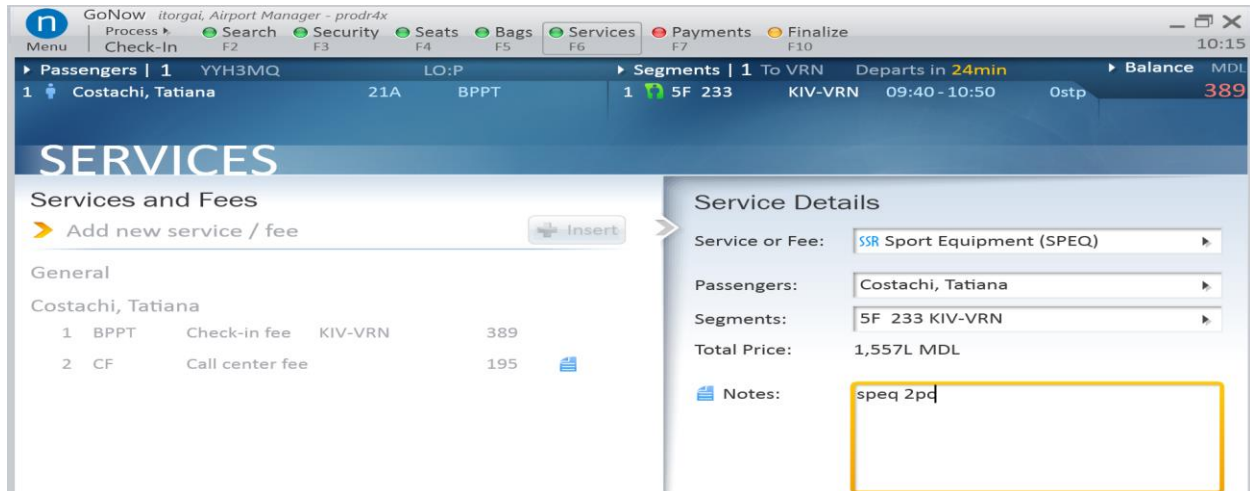
1. **WCBD**- for a dry battery type
2. **WCBW**- for te wet battery type
3. **WCLB**- ion and lithium type
4. **WCMP**- manual power type

**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)



GoNow itorgai, Airport Manager - prodr4x

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

Passengers | 1 YYH3MQ LO:P 21A BPPT Segments | 1 To VRN KIV-VRN 09:40 - 10:50 Ostp Balance MDL 389

### SERVICES

Services and Fees

Add new service / fee Insert

General

Costachi, Tatiana

1	BPPT	Check-in fee	KIV-VRN	389
2	CF	Call center fee		195

Service Details

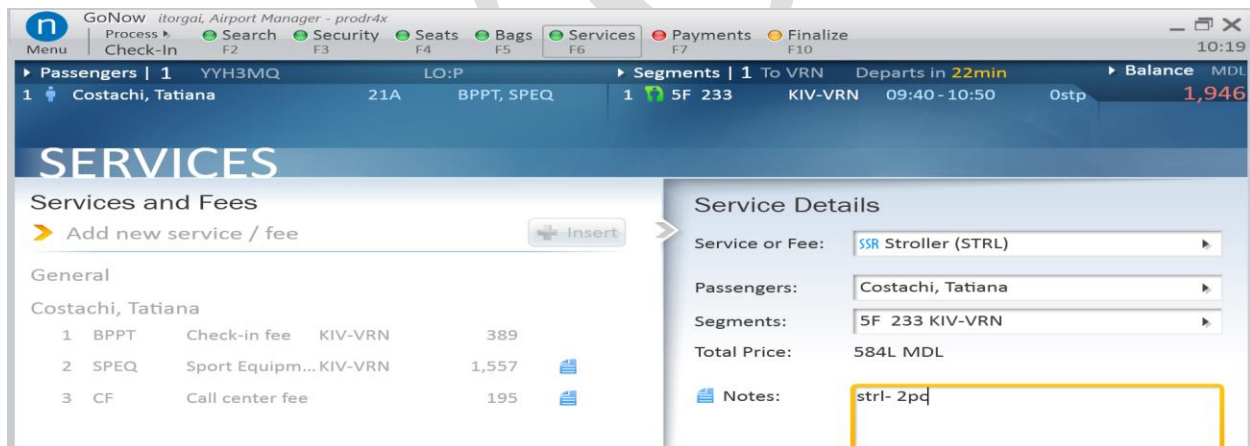
Service or Fee: SSR Sport Equipment (SPEQ)

Passengers: Costachi, Tatiana

Segments: 5F 233 KIV-VRN

Total Price: 1,557L MDL

Notes: speq 2pd



GoNow itorgai, Airport Manager - prodr4x

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

Passengers | 1 YYH3MQ LO:P 21A BPPT, SPEQ Segments | 1 To VRN KIV-VRN 09:40 - 10:50 Ostp Balance MDL 1,946

### SERVICES

Services and Fees

Add new service / fee Insert

General

Costachi, Tatiana

1	BPPT	Check-in fee	KIV-VRN	389
2	SPEQ	Sport Equipm...	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

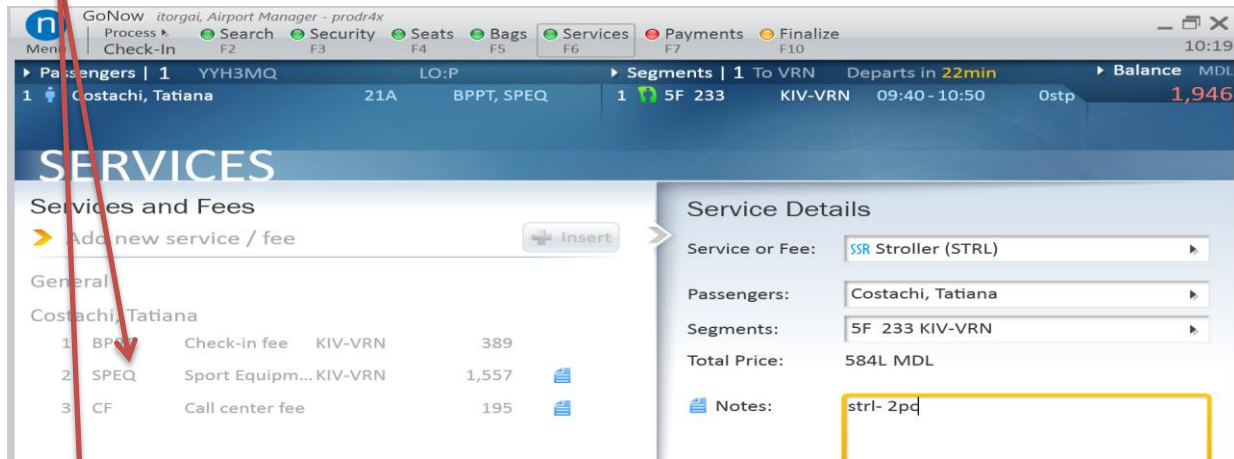
Total Price: 584L MDL

Notes: strl- 2pd

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 - prod4x

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

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

Add new service / fee Insert

General

Costachi, Tatiana

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

Service Details

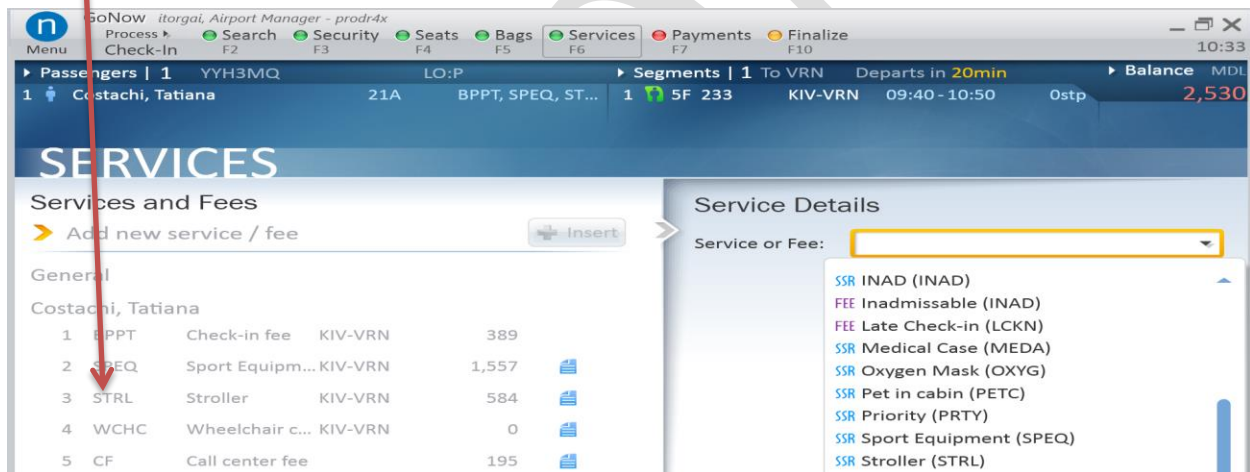
Service or Fee: SSR Stroller (STRL)

Passengers: Costachi, Tatiana

Segments: 5F 233 KIV-VRN

Total Price: 584L MDL

Notes: strl- 2pq



GoNow itorgai, Airport Manager - prod4x

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

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

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

### SERVICES

Services and Fees

Add new service / fee Insert

General

Costachi, Tatiana

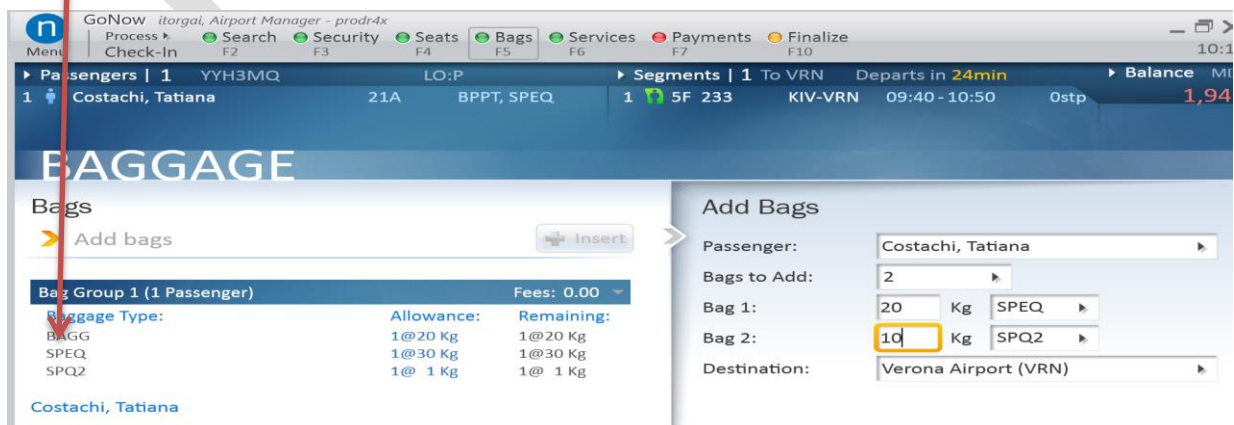
1	BPPT	Check-in fee	KIV-VRN	389
2	SPEQ	Sport Equipm...	KIV-VRN	1,557
3	STRL	Stroller	KIV-VRN	584
4	WCHC	Wheelchair c...	KIV-VRN	0
5	CF	Call center fee		195

Service Details

Service or Fee:

- SSR INAD (INAD)
- FEE Inadmissable (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 - prod4x

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

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 Insert

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 - prod4x

Menu Process Check-In Search F2 Security F3 Seats F4 Bags F5 Services F6 Payments F7 Finalize F10 10:27

Passengers | 1 YYH3MQ LO:P 21A BPPT, SPEQ, STRL Segments | 1 To VRN Departs in 20min Balance MDL 2,530

1 Costachi, Tatiana 5F 233 KIV-VRN 09:40 - 10:50 Ostp

## 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 21A BPPT, SPEQ, STRL Segments | 1 To VRN Departs in 20min Balance MDL 2,530

1 Costachi, Tatiana 5F 233 KIV-VRN 09:40 - 10:50 Ostp

## 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

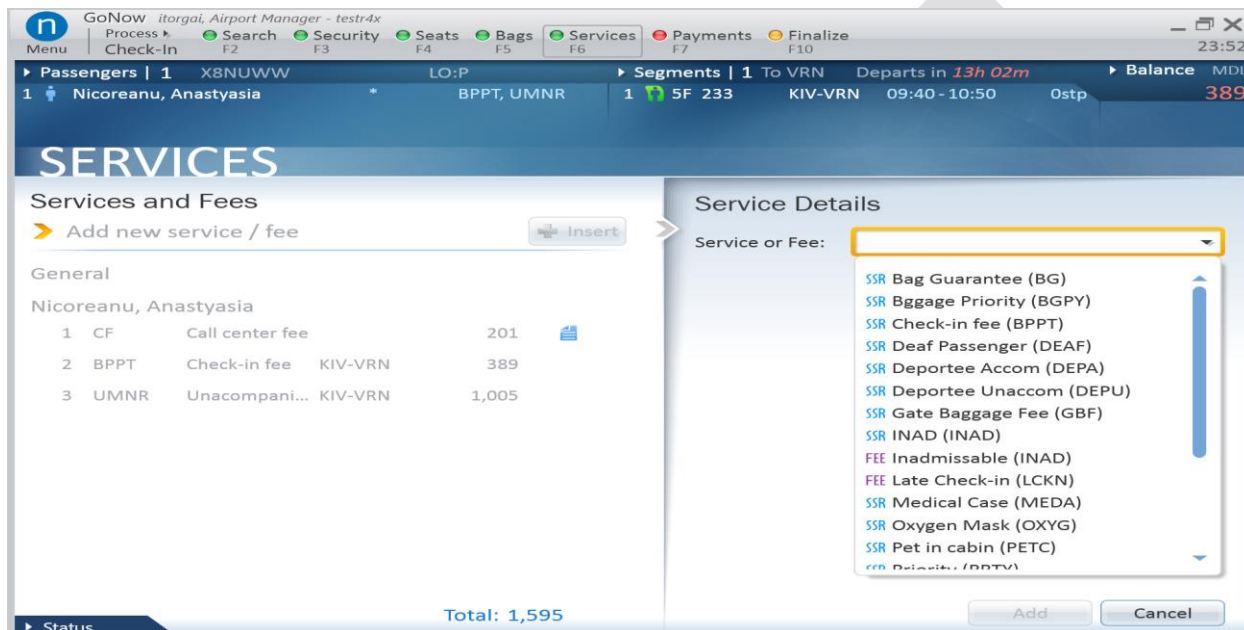
Passenger: Costachi, Tatiana

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**

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

Passengers | 1 | X8NUWW | LO:P | Segments | 1 | To VRN | Departs in 13h 02m | Balance MDL 389

1 | Nicoreanu, Anastasia | BPPT, UMNR | 1 | 5F 233 | KIV-VRN | 09:40 - 10:50 | Ostp

## SERVICES

Services and Fees

Add new service / fee

General

Nicoreanu, Anastasia

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

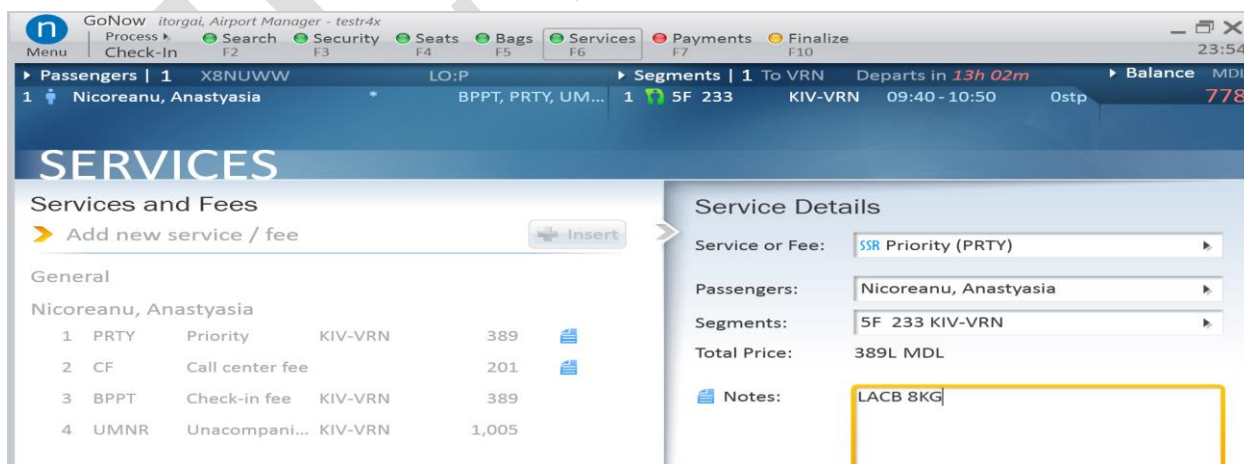
Total: 1,595

Service Details

Service or Fee:

- SSR Bag Guarantee (BG)
- SSR Bggage 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)
- SSR Priority (PRTY)

Add Cancel



**GoNow itorgai, Airport Manager - testr4x**

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

Passengers | 1 | X8NUWW | LO:P | Segments | 1 | To VRN | Departs in 13h 02m | Balance MDL 778

1 | Nicoreanu, Anastasia | BPPT, PRTY, UM... | 1 | 5F 233 | KIV-VRN | 09:40 - 10:50 | Ostp

## SERVICES

Services and Fees

Add new service / fee

General

Nicoreanu, Anastasia

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

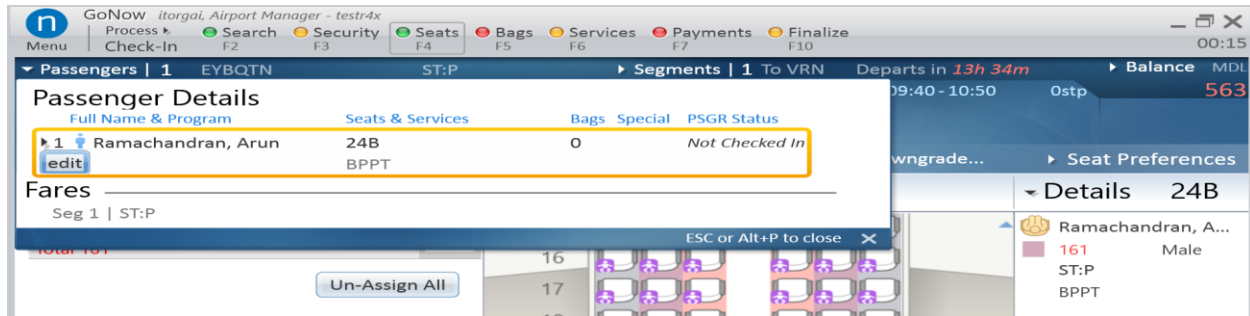
Service or Fee: SSR Priority (PRTY)

Passengers: Nicoreanu, Anastasia

Segments: 5F 233 KIV-VRN

Total Price: 389L MDL

Notes: LACB 8KG

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

GoNow itorgai, Airport Manager - testr4x

Menu Process Check-In Search F2 Security F3 Seats F4 Bags F5 Services F6 Payments F7 Finalize F10 00:15

Passengers | 1 EYBQTN ST:P Segments | 1 To VRN Departs in 13h 34m Balance MDL 563

**Passenger Details**

Full Name & Program	Seats & Services	Bags	Special	PSGR Status
1 Ramachandran, Arun	24B BPPT	0		Not Checked In

edit

Fares

Seg 1 | ST:P

Un-Assign All

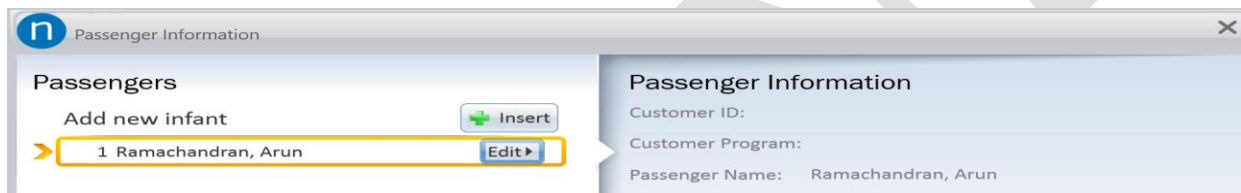
ESC or Alt+P to close

Seat Preferences

Details 24B

Ramachandran, A... Male 161 ST:P BPPT

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



Passenger Information

Passengers

Add new infant

Insert

1 Ramachandran, Arun Edit

Passenger Information

Customer ID:

Customer Program:

Passenger Name: Ramachandran, Arun



Passenger Information

Passengers

Add new infant

Insert

1 Ramachandran, Arun

**Add Infant Information**

Delete

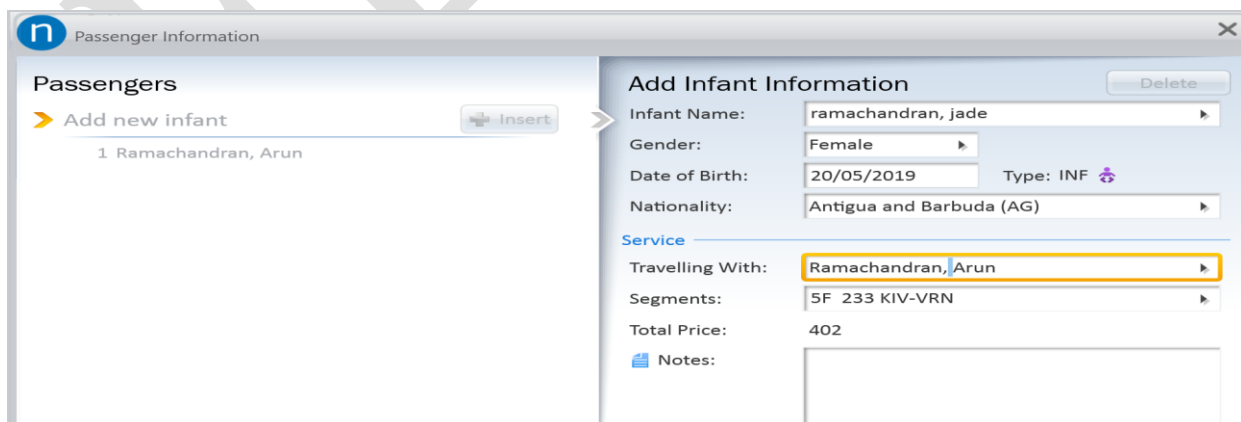
Infant Name:

Gender:

Date of Birth:

Nationality:

Type: INF



Passenger Information

Passengers

Add new infant

Insert

1 Ramachandran, Arun

**Add Infant Information**

Delete

Infant Name: ramachandran, jade

Gender: Female

Date of Birth: 20/05/2019

Nationality: Antigua and Barbuda (AG)

Type: INF

Service

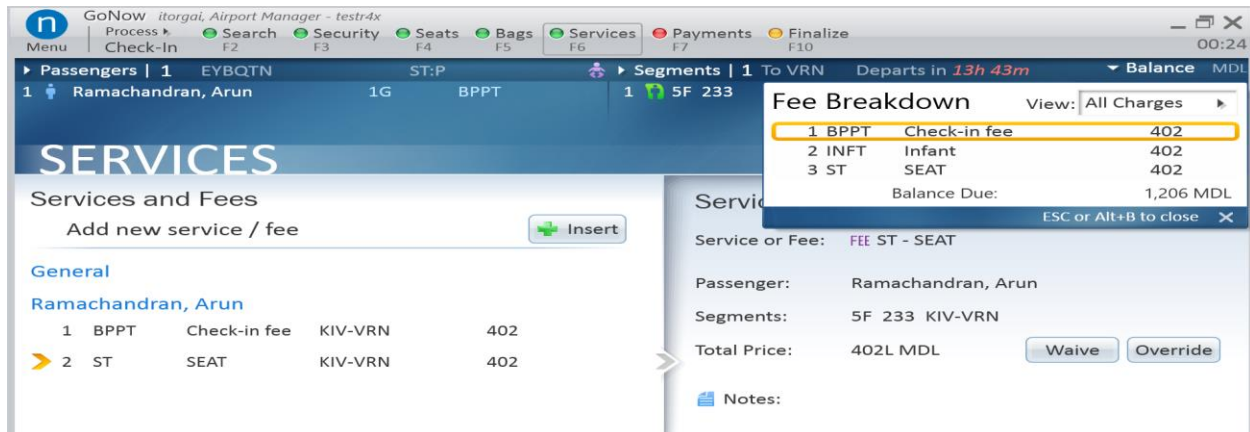
Travelling With: Ramachandran, Arun

Segments: 5F 233 KIV-VRN

Total Price: 402

Notes:

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 waive the fee

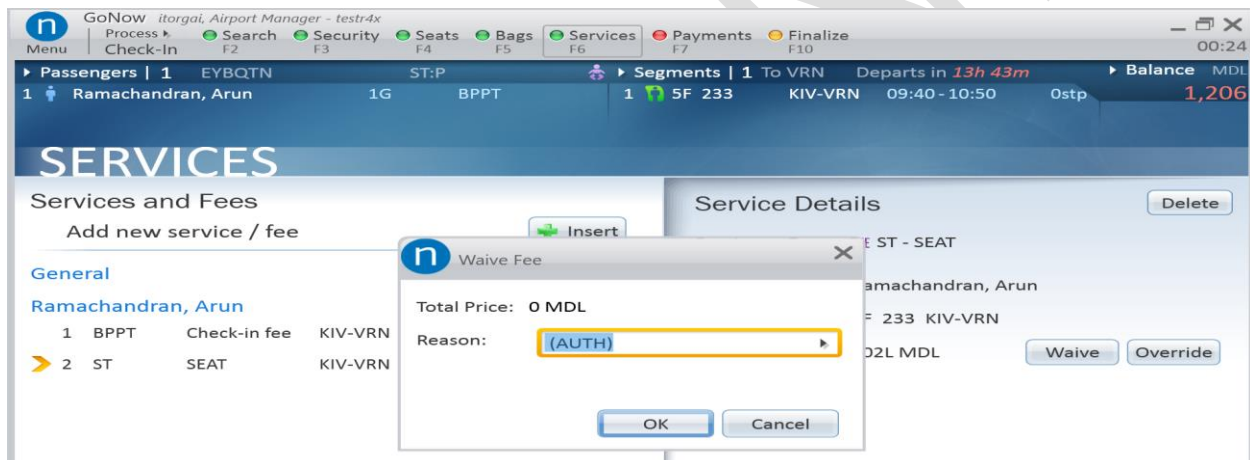


The screenshot shows the GoNow Airport Manager interface. The top menu bar includes: Menu, Process, Check-In, Search, Security, Seats, Bags, Services, Payments, and Finalize. The main window displays the 'SERVICES' section for passenger Ramachandran, Arun. A 'Fee Breakdown' pop-up is visible, showing the following details:

Item	Description	Amount
1	BPPT Check-in fee	402
2	INFT Infant	402
3	ST SEAT	402
<b>Balance Due:</b>		<b>1,206 MDL</b>

The 'Services and Fees' section lists the following services for Ramachandran, Arun:

Item	Service	Category	Amount
1	BPPT	Check-in fee	402
2	ST	SEAT	402

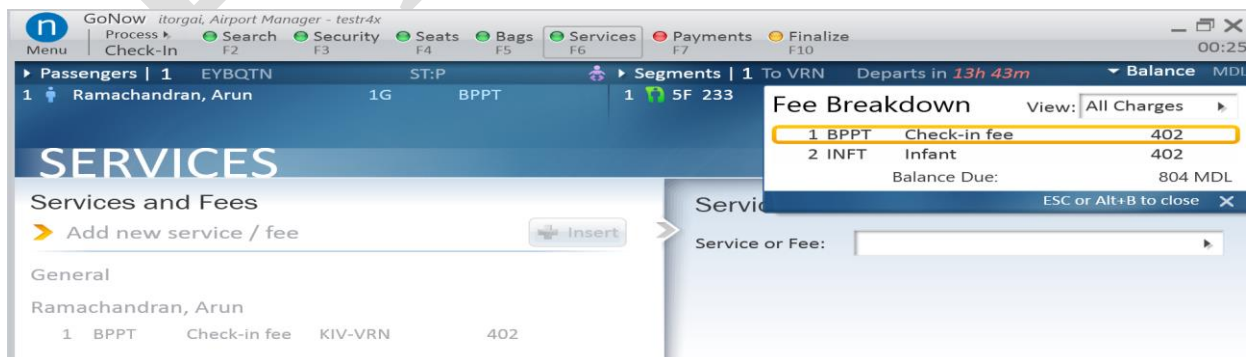


The screenshot shows the GoNow Airport Manager interface with the 'Waive Fee' dialog box open. The dialog box displays the following information:

Total Price: 0 MDL

Reason: (AUTH)

The dialog box has 'OK' and 'Cancel' buttons.



The screenshot shows the GoNow Airport Manager interface. The top menu bar includes: Menu, Process, Check-In, Search, Security, Seats, Bags, Services, Payments, and Finalize. The main window displays the 'SERVICES' section for passenger Ramachandran, Arun. A 'Fee Breakdown' pop-up is visible, showing the following details:

Item	Description	Amount
1	BPPT Check-in fee	402
2	INFT Infant	402
<b>Balance Due:</b>		<b>804 MDL</b>

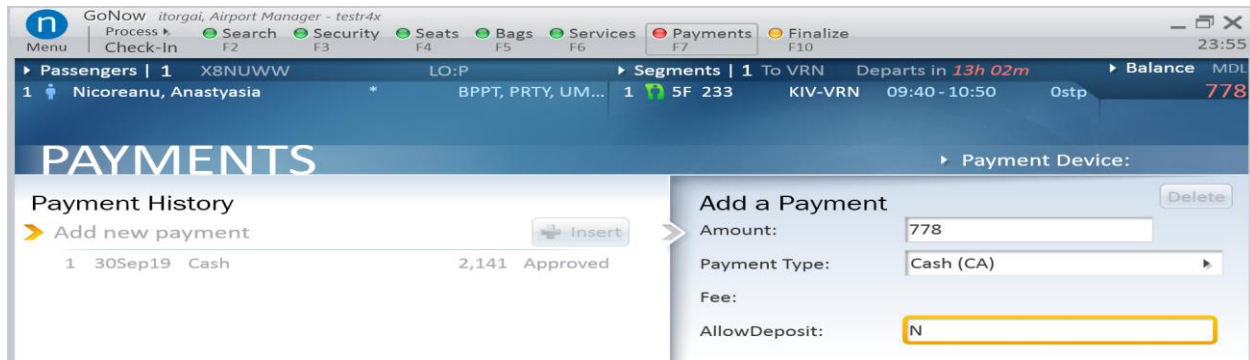
The 'Services and Fees' section lists the following services for Ramachandran, Arun:

Item	Service	Category	Amount
1	BPPT	Check-in fee	402



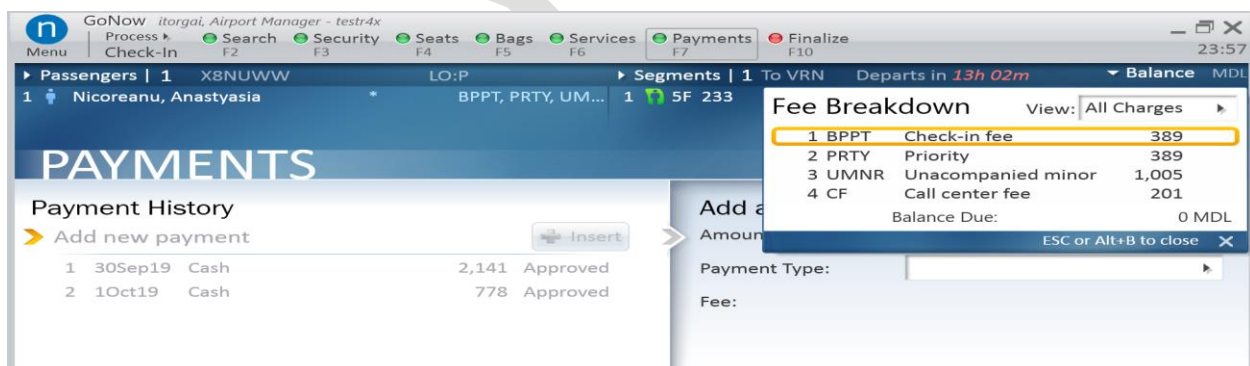
## F7- PAYMENTS

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



The screenshot shows the GoNow Payments interface. The top menu bar includes: Menu, Process, Check-In, Search, Security, Seats, Bags, Services, Payments, and Finalize. The main header displays flight details: Passengers | 1 X8NUWW, LO:P, Segments | 1 To VRN, Departs in 13h 02m, and Balance MDL 778. The 'PAYMENTS' section is active, showing a 'Payment History' table with one entry: 1 30Sep19 Cash 2,141 Approved. An 'Add new payment' button is visible. The 'Add a Payment' form is open, showing fields for Amount (778), Payment Type (Cash (CA)), Fee (empty), and AllowDeposit (N). A 'Delete' button is also present.

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



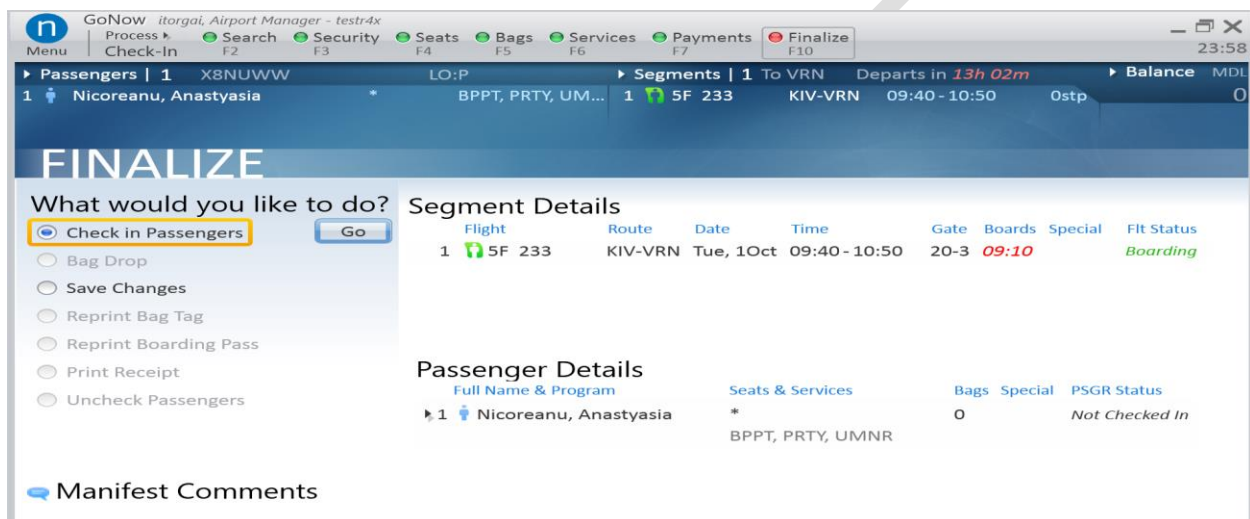
The screenshot shows the GoNow Payments interface with the 'Fee Breakdown' table displayed. The table lists the following fees:

1	BPPT	Check-in fee 389
2	PRTY	Priority 389
3	UMNR	Unaccompanied minor 1,005
4	CF	Call center fee 201
		Balance Due: 0 MDL

The 'Add a Payment' form is also visible, showing fields for Amount, Payment Type, Fee, and AllowDeposit. The 'Payment History' table shows two entries: 1 30Sep19 Cash 2,141 Approved and 2 1Oct19 Cash 778 Approved.

## F10- FINALIZE

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



GoNow itorgai, Airport Manager - testr4x

Menu Process Check-In Search Security Seats Bags Services Payments Finalize F10 23:58

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

1 Nicoreanu, Anastasia BPPT, PRTY, UM... 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp 0

## FINALIZE

What would you like to do?

☒ Check in Passengers

☐ Bag Drop

☐ Save Changes

☐ Reprint Bag Tag

☐ Reprint Boarding Pass

☐ Print Receipt

☐ Uncheck Passengers

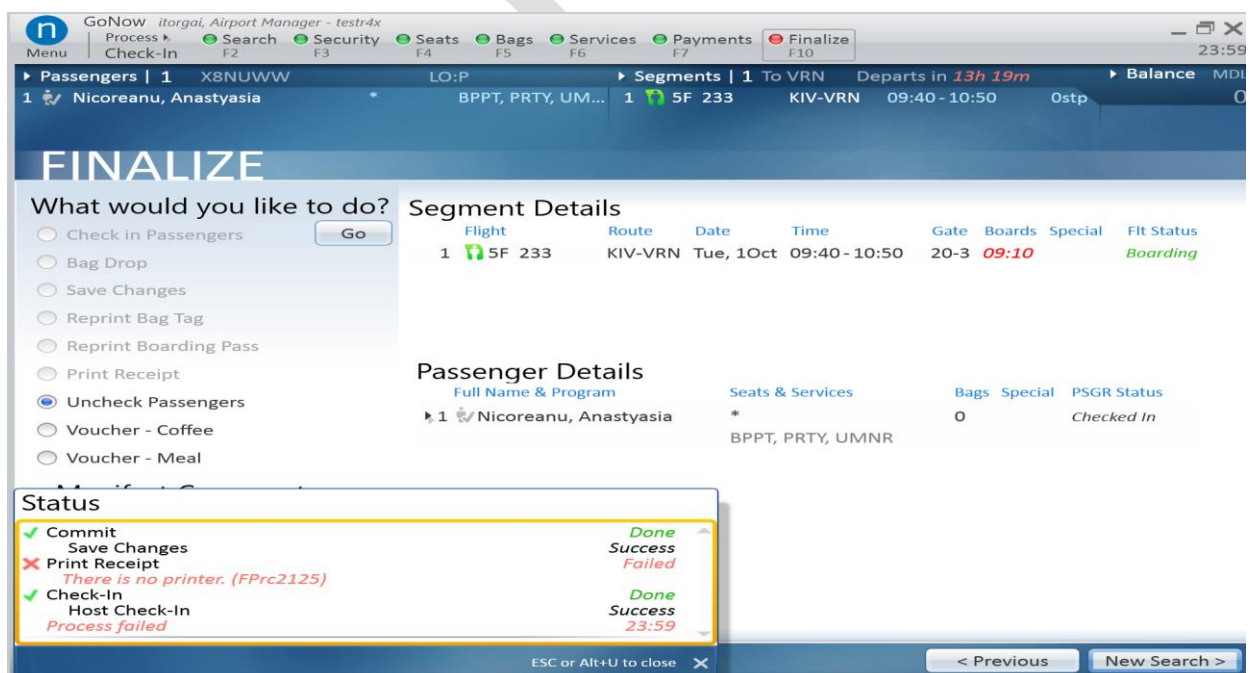
### Segment Details

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

### Passenger Details

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

Manifest Comments



GoNow itorgai, Airport Manager - testr4x

Menu Process Check-In Search Security Seats Bags Services Payments Finalize F10 23:59

Passengers | 1 XBNUVV LO:P Segments | 1 To VRN Departs in 13h 19m Balance MDL

1 Nicoreanu, Anastasia BPPT, PRTY, UM... 1 5F 233 KIV-VRN 09:40 - 10:50 Ostp 0

## 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	Fit Status
1 5F 233	KIV-VRN	Tue, 1 Oct	09:40 - 10:50	20-3	09:10		Boarding

### Passenger Details

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

### Status

✓ Commit	Done
✓ Save Changes	Success
✗ Print Receipt	Failed
There is no printer. (FPr2125)	
✓ Check-In	Done
✓ Host Check-In	Success
Process failed 23:59	

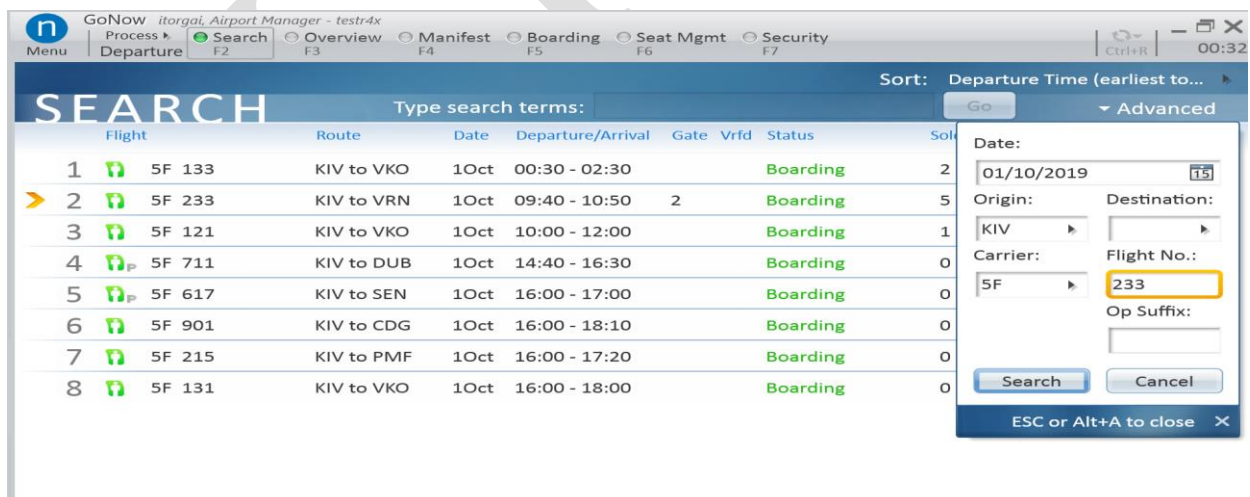
ESC or Alt+U to close

< Previous New Search >



**PASSENGER BOARDING****DEPARTURE PROCESS FLOW****F2- SEARCH**

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



## F3- OVERVIEW

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



**Overview**

5F 233 KIV-VRN 10 Oct 09:40 - 10:50 09:10 A319 2

Boarding Departs in 13h 58m

0% 5 sold 4 ckd 144 lid  
1 no sho 0 brd 144 cap

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
7	On board	0	0
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

[View Manifest](#)

**Comments**

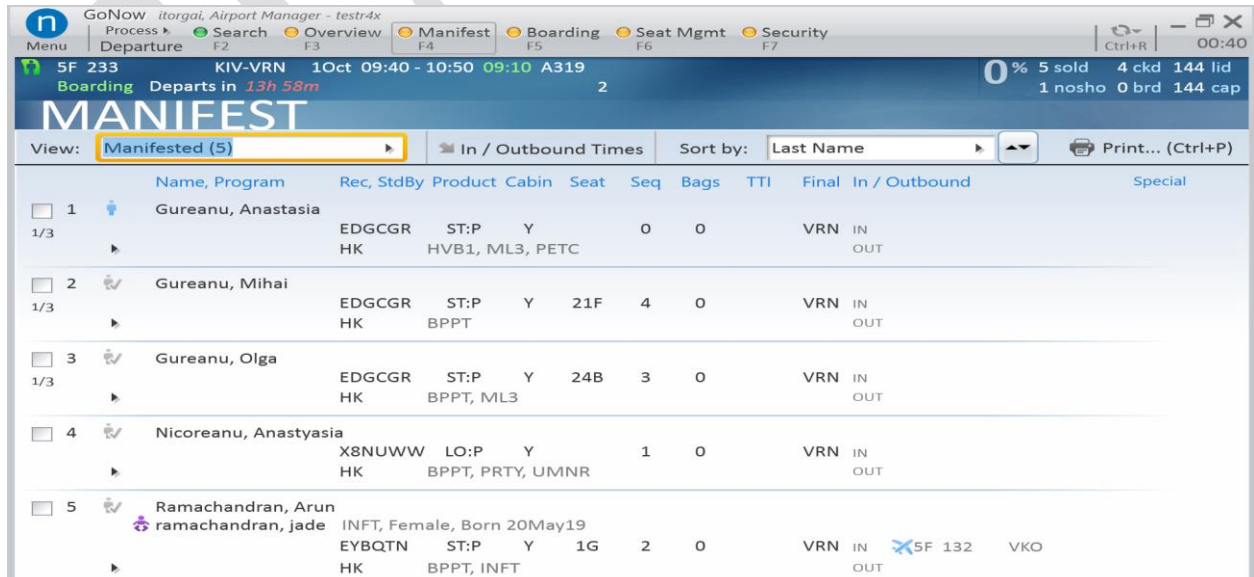
[Flifo Comments \(0\)](#)

[Weight & Balance Comments \(0\)](#)

[IROP Comments \(0\)](#)

## F4- MANIFEST

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



**Manifest**

5F 233 KIV-VRN 10 Oct 09:40 - 10:50 09:10 A319 2

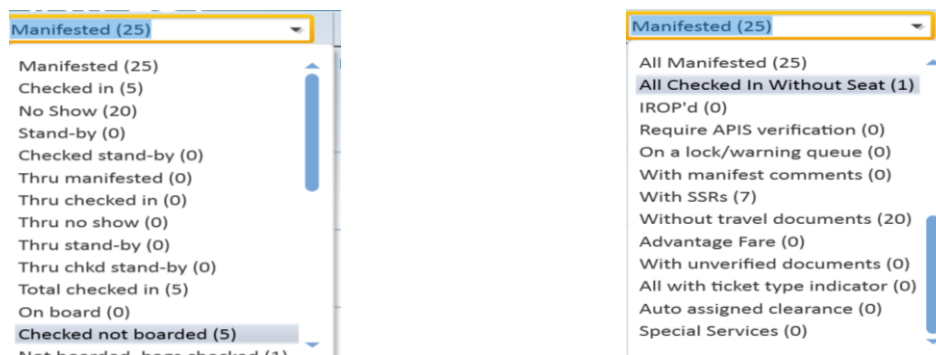
Boarding Departs in 13h 58m

0% 5 sold 4 ckd 144 lid  
1 no sho 0 brd 144 cap

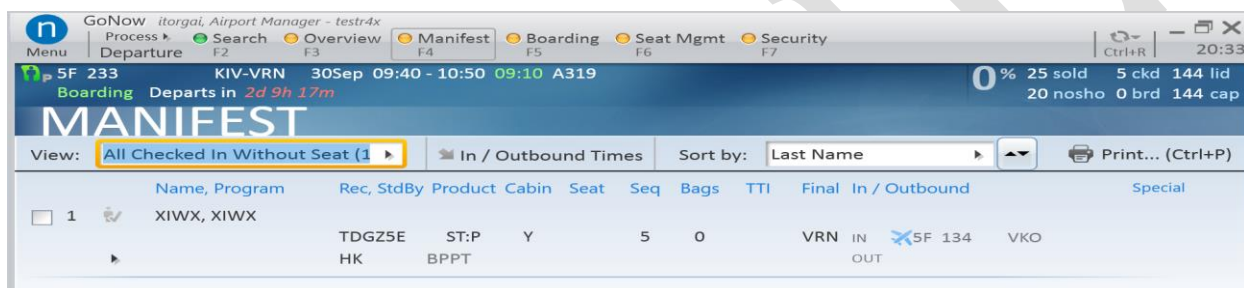
View: **Manifested (5)** In / Outbound Times Sort by: Last Name Print... (Ctrl+P)

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

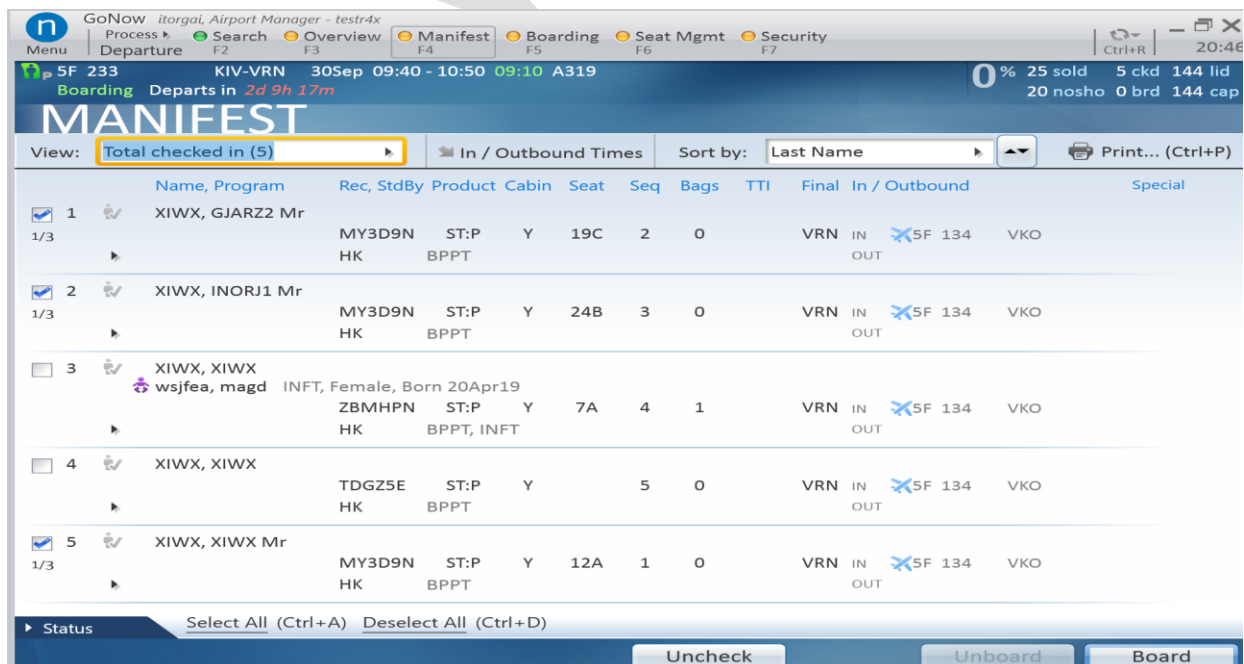
In order to display the needed manifest, the agent can use a filter from the list



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

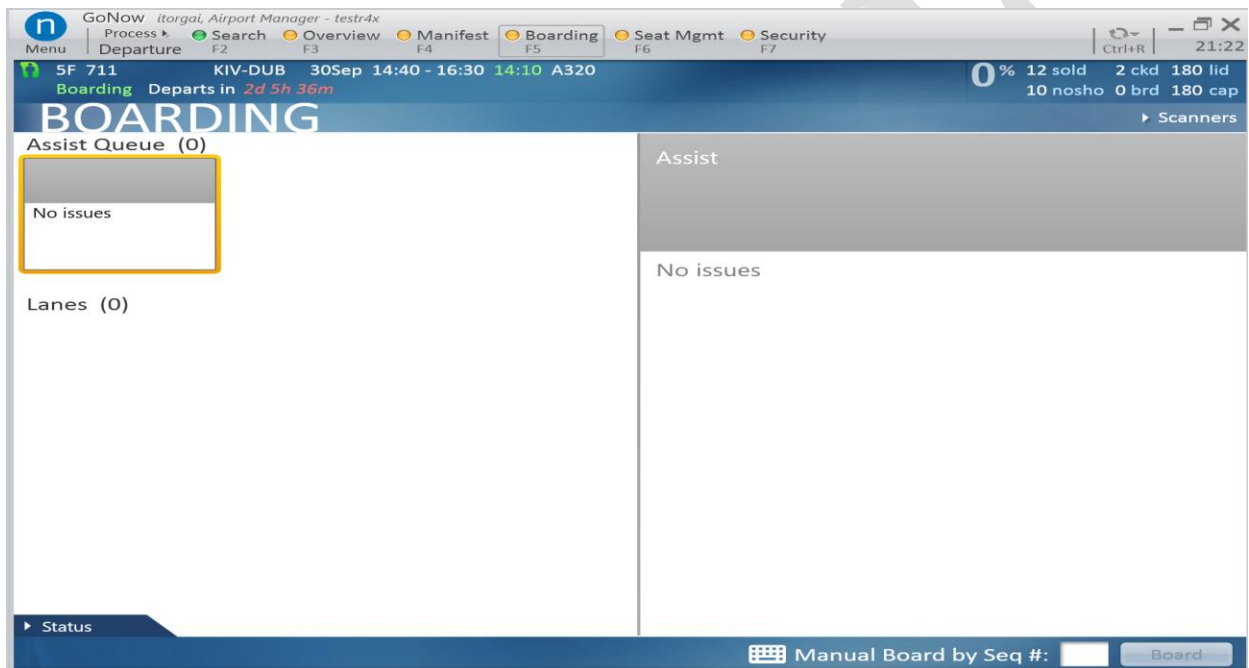


This screen gives also the option to board/un-board and un-check the passengers, but under no circumstances the agent can board the passengers from here!!!! It's allowed to un-board the pax or to un-check as a last minute gate procedure!!!!

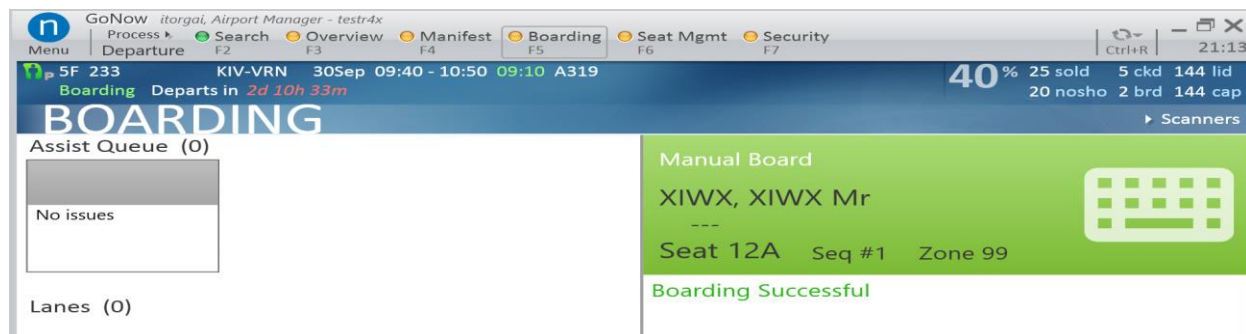


**F5- BOARDING**

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

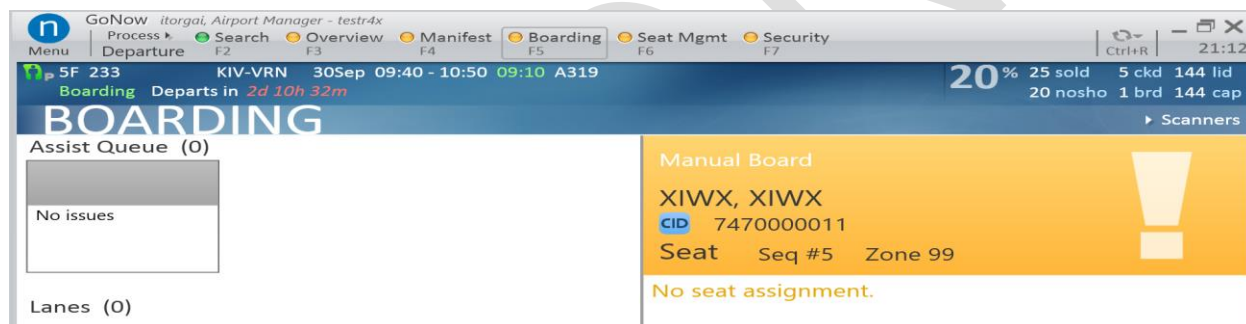


- SYSTEM RESPONSE WHEN BOARD A REVENUE PAX :



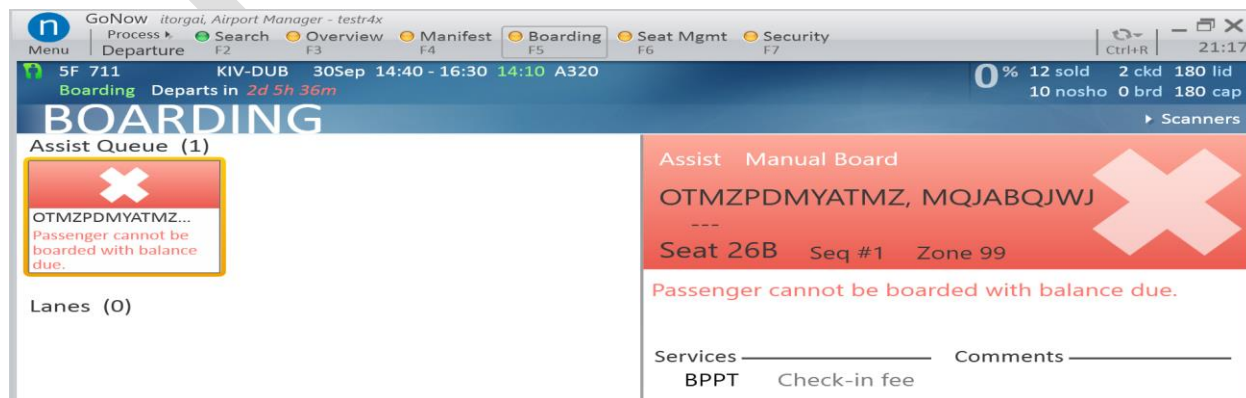
The screenshot shows the GoNow Boarding interface for a Revenue Passenger. The top bar displays flight details: 5F 233, KIV-VRN, 30Sep 09:40 - 10:50, 09:10 A319. The boarding status is 40% (25 sold, 5 ckd, 144 lid, 20 nosh, 2 brd, 144 cap). The main area is titled "BOARDING" and shows "Assist Queue (0)" with "No issues" and "Lanes (0)". The "Manual Board" section displays "XIWX, XIWX Mr", "Seat 12A", "Seq #1", "Zone 99", and "Boarding Successful".

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



The screenshot shows the GoNow Boarding interface for a Special Passenger. The top bar displays flight details: 5F 233, KIV-VRN, 30Sep 09:40 - 10:50, 09:10 A319. The boarding status is 20% (25 sold, 5 ckd, 144 lid, 20 nosh, 1 brd, 144 cap). The main area is titled "BOARDING" and shows "Assist Queue (0)" with "No issues" and "Lanes (0)". The "Manual Board" section displays "XIWX, XIWX", "CID 7470000011", "Seat", "Seq #5", "Zone 99", and "No seat assignment." with a large exclamation mark icon.

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

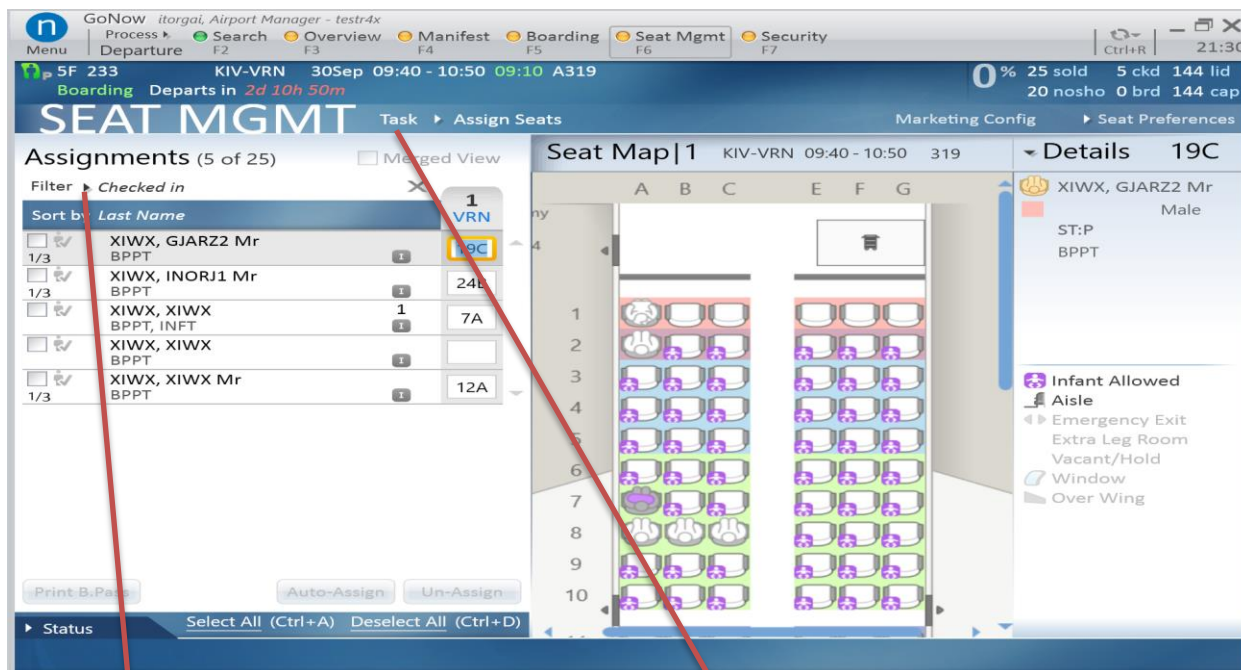


The screenshot shows the GoNow Boarding interface for a Passenger with a Balance Due. The top bar displays flight details: 5F 711, KIV-DUB, 30Sep 14:40 - 16:30, 14:10 A320. The boarding status is 0% (12 sold, 2 ckd, 180 lid, 10 nosh, 0 brd, 180 cap). The main area is titled "BOARDING" and shows "Assist Queue (1)" with a red "X" icon and the message "OTMZPDMYATMZ... Passenger cannot be boarded with balance due." and "Lanes (0)". The "Manual Board" section displays "OTMZPDMYATMZ, MQJABQJWJ", "Seat 26B", "Seq #1", "Zone 99", and "Passenger cannot be boarded with balance due." with a large red "X" icon. The "Services" section shows "BPPT" and "Check-in fee".



## F6- SEAT MANAGEMENT

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



SEAT MGMT Task ▶ Assign Seats

Assignments (5 of 25) Filter Checked in

Sort by	Last Name	1 VRN
<input type="checkbox"/>	XIWX, GJARZ2 Mr BPPT	19C
<input type="checkbox"/>	XIWX, INORJ1 Mr BPPT	24B
<input type="checkbox"/>	XIWX, XIWX BPPT, INFT	7A
<input type="checkbox"/>	XIWX, XIWX BPPT	
<input type="checkbox"/>	XIWX, XIWX Mr BPPT	12A

Print B.Pass Auto-Assign Un-Assign

Seat Map|1 KIV-VRN 09:40 - 10:50 319

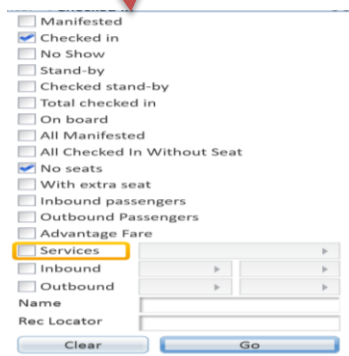
Details 19C

XIWX, GJARZ2 Mr Male

ST:P BPPT

Infant Allowed Aisle

Emergency Exit Extra Leg Room Vacant/Hold Window Over Wing



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

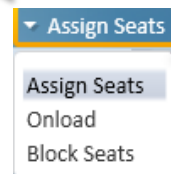
☐ Inbound

☐ Outbound

Name

Rec Locator

Clear Go

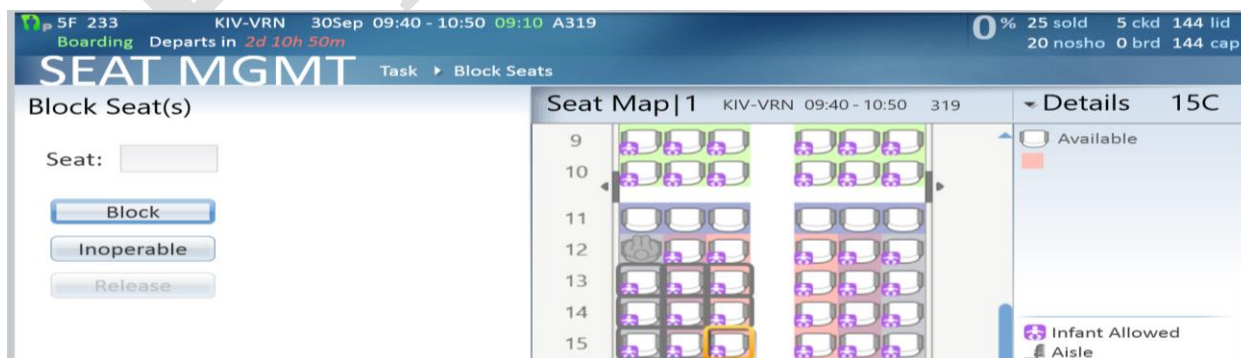


Assign Seats

Assign Seats

Onload

Block Seats



SEAT MGMT Task ▶ Block Seats

Block Seat(s)

Seat:

Block

Inoperable

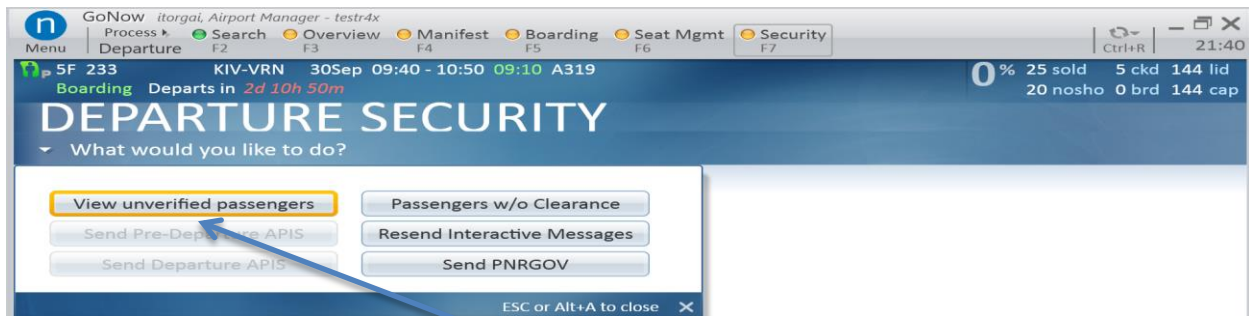
Release

Seat Map|1 KIV-VRN 09:40 - 10:50 319

Details 15C

Available

Infant Allowed Aisle

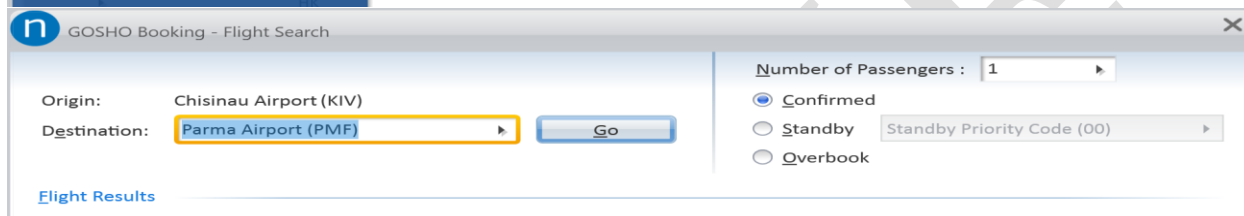
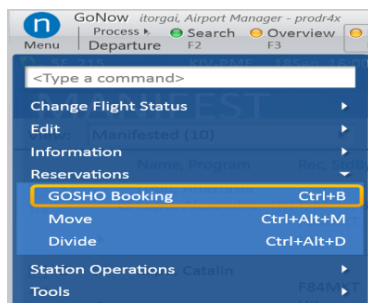
**F7- SECURITY**

The only option used by a handling agent must be- **VIEW UN-VERIFIED PASSENGERS**



## IRREGULAR OPERATIONS

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

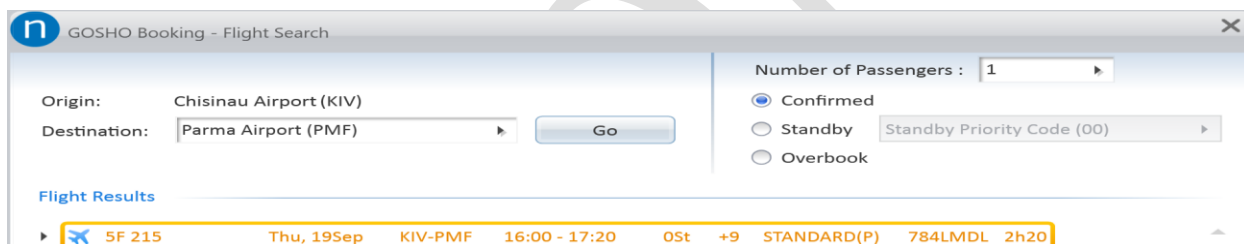


GOSHO Booking - Flight Search

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

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

Flight Results



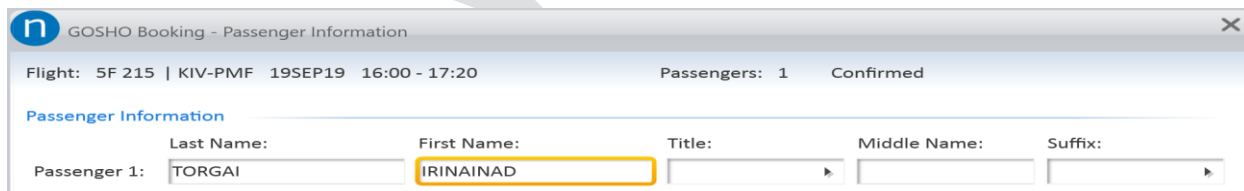
GOSHO Booking - Flight Search

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

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

Flight Results

✈ 5F 215 Thu, 19Sep KIV-PMF 16:00 - 17:20 0St +9 STANDARD(P) 784LMDL 2h20

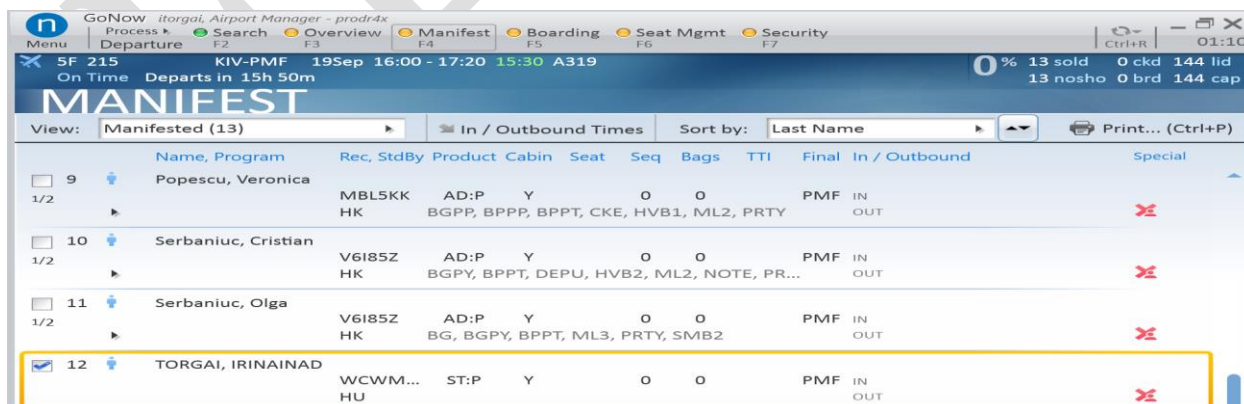


GOSHO Booking - Passenger Information

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

Passenger Information

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



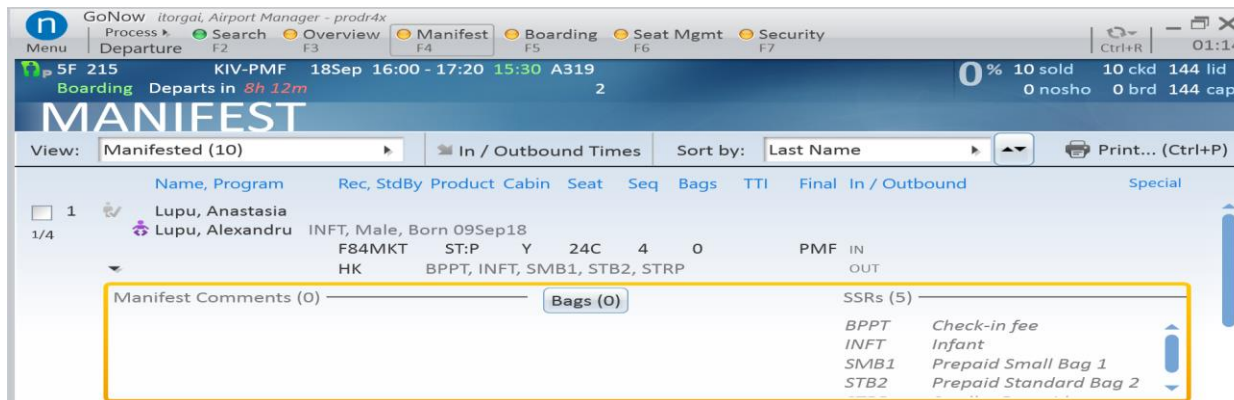
GoNow itorgai, Airport Manager - prodr4x  
Menu Process Search Overview Manifest Boarding Seat Mgmt Security  
Departure F2 F3 F4 F5 F6 F7  
✈ 5F 215 KIV-PMF 19Sep 16:00 - 17:20 15:30 A319 0% 13 sold 0 ckd 144 lid  
On Time Departs in 15h 50m 13 nosho 0 brd 144 cap

MANIFEST

View: Manifested (13) In / Outbound Times Sort by: Last Name Print... (Ctrl+P)

	Name, Program	Rec, StdBy	Product	Cabin	Seat	Seq	Bags	TTI	Final	In / Outbound	Special
9	Popescu, Veronica	MBL5KK HK	AD:P	Y		0	0		PMF	IN OUT	
10	Serbaniuc, Cristian	V6I85Z HK	AD:P	Y		0	0		PMF	IN OUT	
11	Serbaniuc, Olga	V6I85Z HK	AD:P	Y		0	0		PMF	IN OUT	
12	TORGAI, IRINAINAD	WCWM... HU	ST:P	Y		0	0		PMF	IN OUT	

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



GoNow itorgai, Airport Manager - prod4x

Menu Process Search Overview Manifest Boarding Seat Mgmt Security

Departure F2 F3 F4 F5 F6 F7

5F 215 KIV-PMF 18Sep 16:00 - 17:20 15:30 A319 2

Boarding Departs in 8h 12m

0% 10 sold 10 ckd 144 lid  
0 nosh 0 brd 144 cap

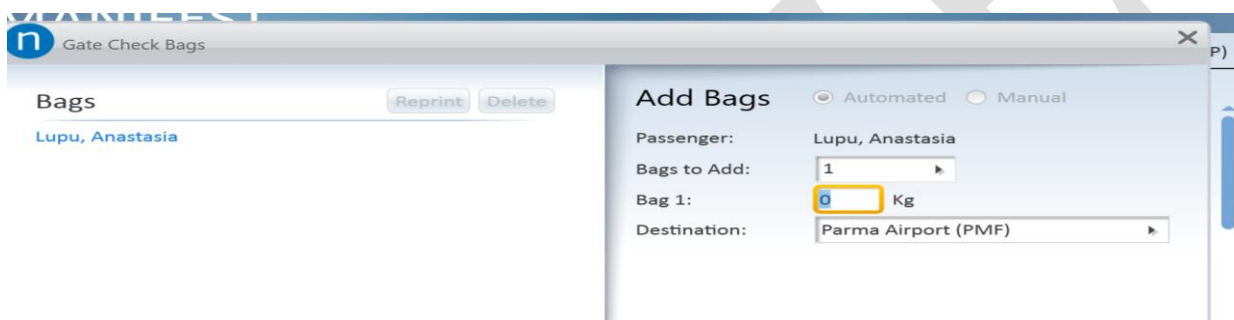
# MANIFEST

View: Manifested (10) 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 Lupu, Anastasia										
1/4 Lupu, Alexandru	INFT, Male, Born 09Sep18	F84MKT	ST:P	Y	24C	4	0	PMF	IN	
	HK	BPPT, INFT, SMB1, STB2, STRP						OUT		

Manifest Comments (0) Bags (0) SSRs (5)

- BPPT Check-in fee
- INFT Infant
- SMB1 Prepaid Small Bag 1
- STB2 Prepaid Standard Bag 2



Gate Check Bags

Bags Reprint Delete

Lupu, Anastasia

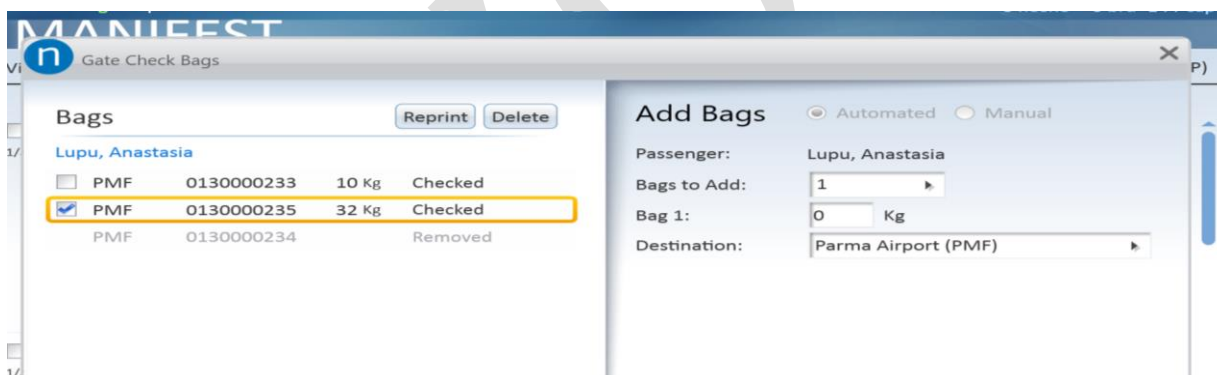
Add Bags Automated Manual

Passenger: Lupu, Anastasia

Bags to Add: 1

Bag 1: 0 Kg

Destination: Parma Airport (PMF)



Gate Check Bags

Bags Reprint Delete

Lupu, Anastasia

<input type="checkbox"/>	PMF	0130000233	10 Kg	Checked
<input checked="" type="checkbox"/>	PMF	0130000235	32 Kg	Checked
	PMF	0130000234		Removed

Add Bags Automated Manual

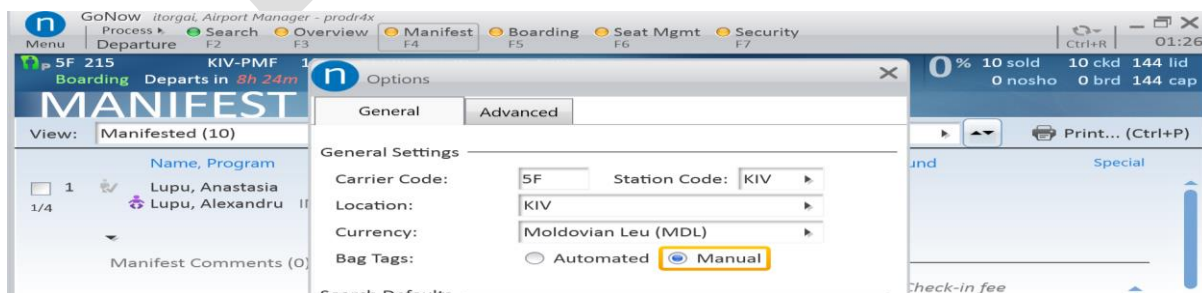
Passenger: Lupu, Anastasia

Bags to Add: 1

Bag 1: 0 Kg

Destination: Parma Airport (PMF)

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



GoNow itorgai, Airport Manager - prod4x

Menu Process Search Overview Manifest Boarding Seat Mgmt Security

Departure F2 F3 F4 F5 F6 F7

5F 215 KIV-PMF 18Sep 16:00 - 17:20 15:30 A319 2

Boarding Departs in 8h 24m

0% 10 sold 10 ckd 144 lid  
0 nosh 0 brd 144 cap

# MANIFEST

View: Manifested (10) 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 Lupu, Anastasia										
1/4 Lupu, Alexandru	INFT, Male, Born 09Sep18	F84MKT	ST:P	Y	24C	4	0	PMF	IN	
	HK	BPPT, INFT, SMB1, STB2, STRP						OUT		

Manifest Comments (0) Bags (0) SSRs (5)

Options

General Advanced

General Settings

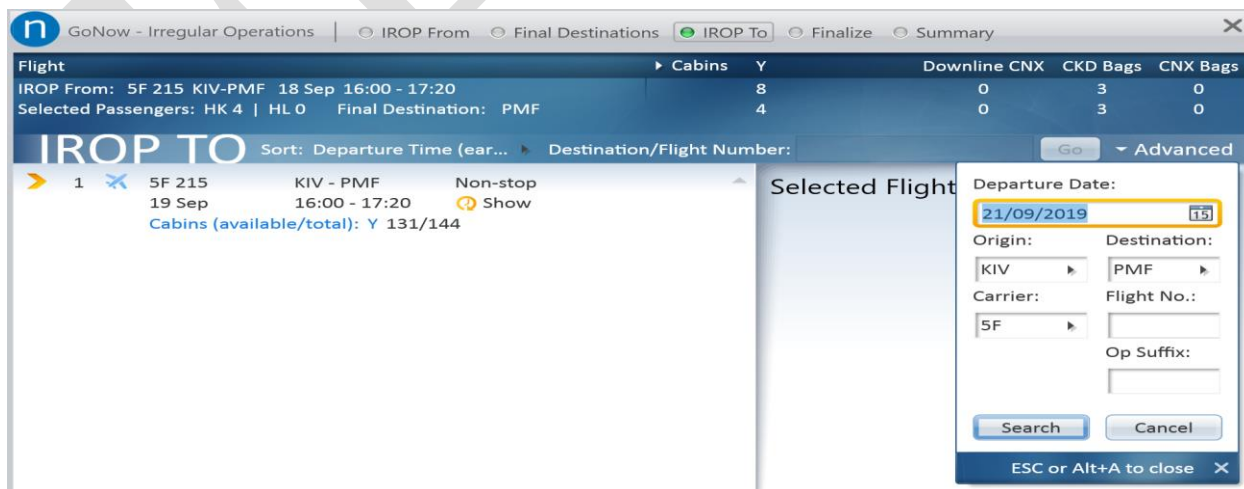
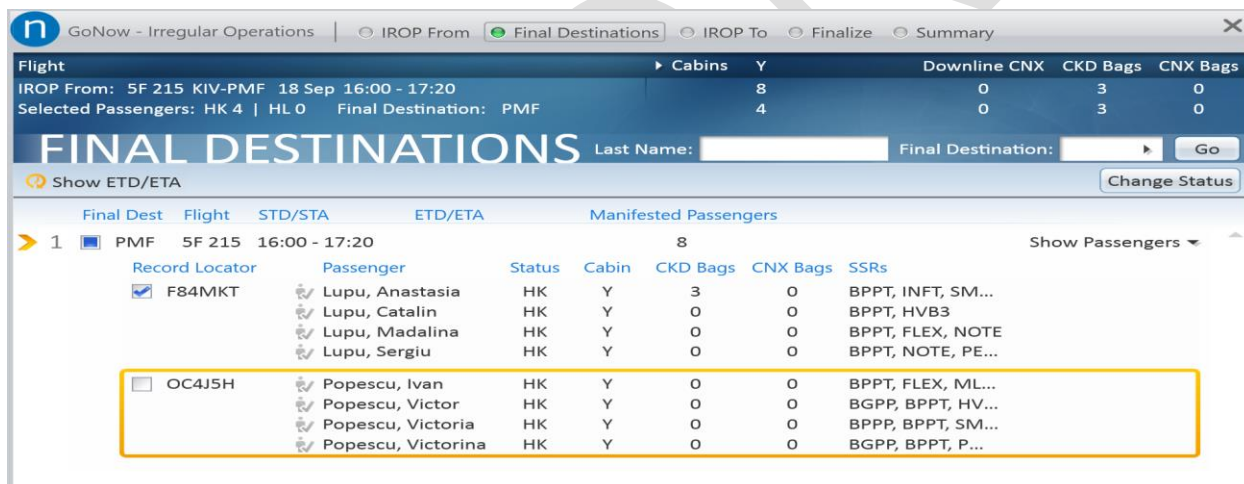
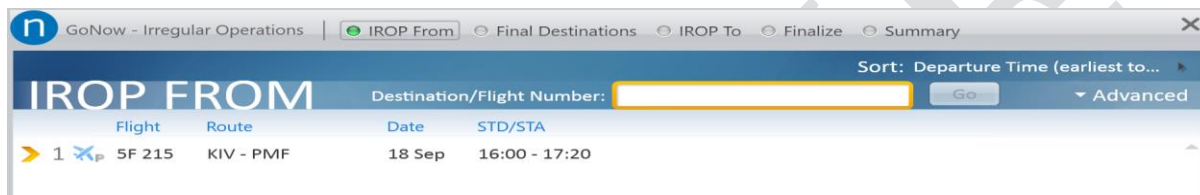
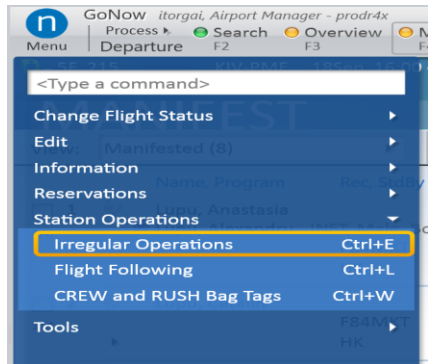
Carrier Code: 5F Station Code: KIV

Location: KIV

Currency: Moldovan Leu (MDL)

Bag Tags: Automated Manual

- INVOL RBK/RRT DUE FLIGHT CANCELATION OR OVB



GoNow - Irregular Operations | IROP From | Final Destinations | **IROP To** | Finalize | Summary

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

	Cabins	Y	Downline CNX	CKD Bags	CNX Bags
IROP From: 5F 215 KIV-PMF 18 Sep 16:00 - 17:20	8		0	3	0
Selected Passengers: HK 4   HL 0	4		0	3	0

**IROP TO** Sort: Departure Time (ear... Destination/Flight Number:  Go Advanced

1 ✈ 5F 215 KIV - PMF Non-stop  
19 Sep 16:00 - 17:20 Show  
Cabins (available/total): Y 131/144

**Selected Flights** Delete

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

GoNow - Irregular Operations | IROP From | Final Destinations | IROP To | **Finalize** | Summary

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

	Cabins	Y	Downline CNX	CKD Bags	CNX Bags
IROP From: 5F 215 KIV-PMF 18 Sep 16:00 - 17:20	8		0	3	0
Selected Passengers: HK 4   HL 0	4		0	3	0

**FINALIZE** Comments

**IROP From**

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

**IROP To**

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

Comments

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

ESC or Alt+M to close

GoNow itorgal, Airport Manager - prod4x

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

5F 215 KIV-PMF 19Sep 16:00 - 17:20 15:30 A319  
On Time Departs in 15h 00m

0% 17 sold 0 ckd 144 lid  
17 nosh 0 brd 144 cap

**MANIFEST**

View: Manifested (17) 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	Lupu, Anastasia Lupu, Alexandru	INFT, Male, Born 09Sep18	F84MKT	ST:P	Y	0	3		PMF	IN OUT	
2	Lupu, Catalin		F84MKT	ST:P	Y	0	0		PMF	IN OUT	
3	Lupu, Madalina		F84MKT	ST:P	Y	0	0		PMF	IN OUT	

### 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(invol 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' a pre-paid one, the system will charge the passenger again for the same service