



TUI Airline Ground Operations

Instruction Notice

Planned downtime of GoNow - 13 March 2025

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To: All Stations
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Applicability: TUI Airways (TOM-BY) / TUI fly Belgium (JAF-TB) / TUI fly Netherlands (TFL-OR) / TUIfly Germany (TUI-X3)

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Dear Partner,

There are two planned maintenance upgrades planned by Navitaire on the **13th March**. This will lead to GoNow as well as backoffice programs like Skyspeed being unavailable for a short period of time within each maintenance period.

The planned maintenance windows are:

- **13-03-2025 00:01 – 04:00 UTC.**
- **13-03-2025 06:00 – 10:00 UTC.**

During each maintenance window, there will be two planned disruptions of up to 10 minutes.

The 10-minute outages are to be expected around:

- **00:30 UTC**
- **01:30 UTC**
- **06:30 UTC**
- **07:00 UTC**

USA overfly

The outages at 06:30 UTC and 07:00 UTC will impact check-in for USA flights. Therefore the US Secure flight will be put into outage mode for the duration of the maintenance window (06:00 – 10:00 UTC). BPPR is to be used to clear passengers and to contact TSA for clearance if required.

If you experience issues after the disruption period, you may try any of following:

- Fully closing the app and reopening.
- Fully closing the app, disconnecting from and reconnecting to the internet/VPN, then reopening the app.
- Restarting your computer.

If the issue persists after trying the above, please raise a Fault Log via the normal process.

Feel free to reach out via gopsprojects@tuifly.com in case of any questions on the above.

Kind regards,

TUI Airline Ground Operations