



# GoNow Manual

EES Override Procedures: Managing NOK Responses in Check-In and Departure



# Agenda

- 1 General Information
- 2 Procedures to follow with NOK Responses
- 3 Process for Online Checked-In Passengers
- 4 NOK EES override Process in Check-in Mode
- 5 NOK EES override Process in Departure Mode



# 1 General Information

EU EES (European Entry/Exit System) will be in use for passengers who are non-visa required nationals of third countries and territories into European countries where EES is in use. The EES query in GoNow interacts with the EES database issuing the end user with a response that determines whether a passenger has valid travel documents, invalid travel documents or is out of scope of EES.

**The EES query is only applicable for flights from third countries and territories into European countries where EES is in use.**

Different types of responses can be triggered based on the passenger details and the travel documents registered in the EES database:

- 0A = Passenger cleared for travel
- 0D = Passenger is not OK
- 0Z = Passenger not in scope
- EE = Passenger exempted

In case of any system malfunctions, the following codes might be displayed:

- OO% = Auto-Outage clearance (when system is in outage mode)
- TT% = System timeout (when connectivity is disrupted)



# 1 General Information

Outages – what to do

- **GoNow outage**

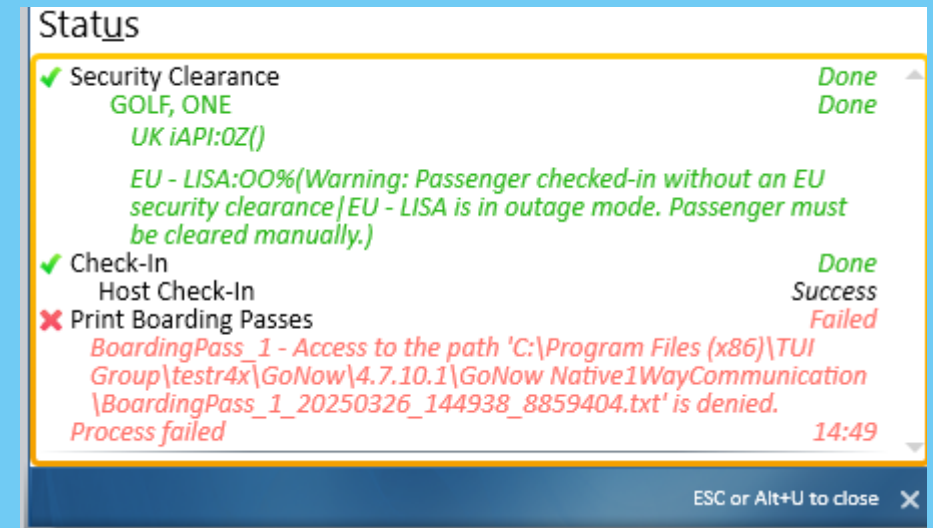
In case of a GoNow outage, follow normal escalation procedures and inform TOCC at your earliest opportunity.

- **EU-LISA outage**

In case of an EU-LISA system outage, the system will show the TT% code. Please wait 10 minutes for the system to recover. If the system does not recover in 10 minutes, report the outage to the TOCC at the earliest opportunity **and** raise an Airport Systems Incident Report in the TAGO Portal.

TOCC will report the outage with EU-LISA and will advise on further steps.

If the system has recovered within 10 minutes, continue check-in as normal.



# 2 Procedures to follow with NOK Responses

- If GoNow returns a NOK EES response (EU-LISA:0D) for a passenger when trying to check-in the passenger might still be able to travel provided the passenger can present valid travel documents upon check-in, consisting of:
  - Valid passport
  - Valid Visa (if applicable)
- Refer to Ground Operations Manual 1.1.5 Documents required for travel (NR/WR) or 4.2.1.2 Travel Documents (CR) for actual procedures and exceptions.

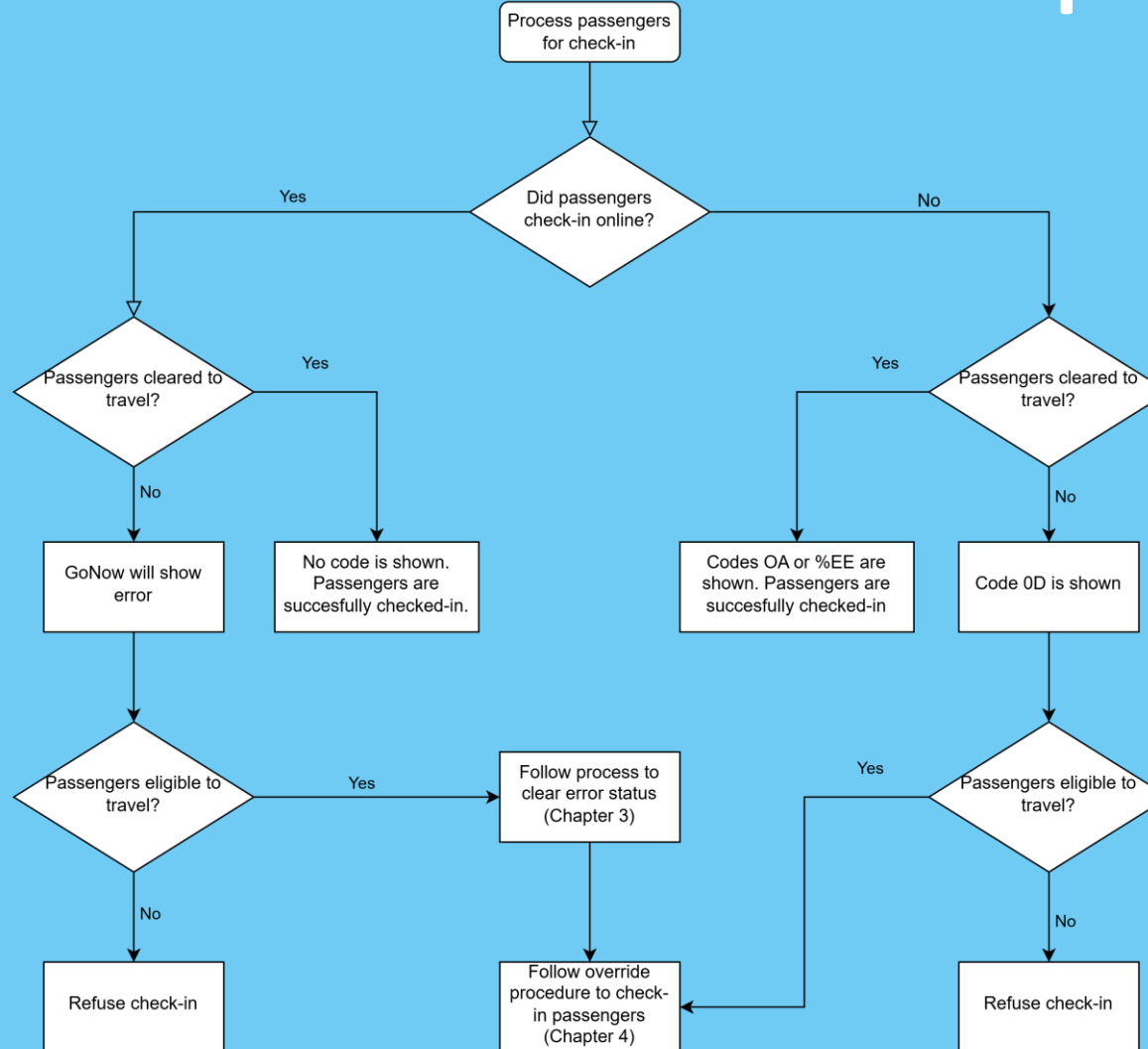
When the passenger **can** present valid travel documents, and the check-in agent is convinced that the passenger is eligible to travel, the NOK EES response in GoNow can be overridden (see slide 12). The following reason must be entered exactly as stated below in GoNow, depending what has been presented by the passenger:

- Passport valid – Visa N/A
- Passport valid – Visa valid

When the passenger **cannot** present valid travel documents, check-in agents must follow the existing procedure for passengers that are refused for check-in.



# 2 Procedures to follow with NOK Responses



# 3 Error clearance process for Online Checked-In Passengers



# 3 Error clearance process for Online Checked-In Passengers

- Saving changes to booking that have checked-in online and are not cleared to travel will trigger a failed response under 'Verify Documents':

*"An unexpected error has occurred while committing changes to the reservation FPrC1000."*

- This is because one or more people in the booking have an NOK EES.
- Verify whether the passengers are eligible to travel. If they are, follow the steps on the next pages. If passengers are not eligible to travel, refuse check-in.

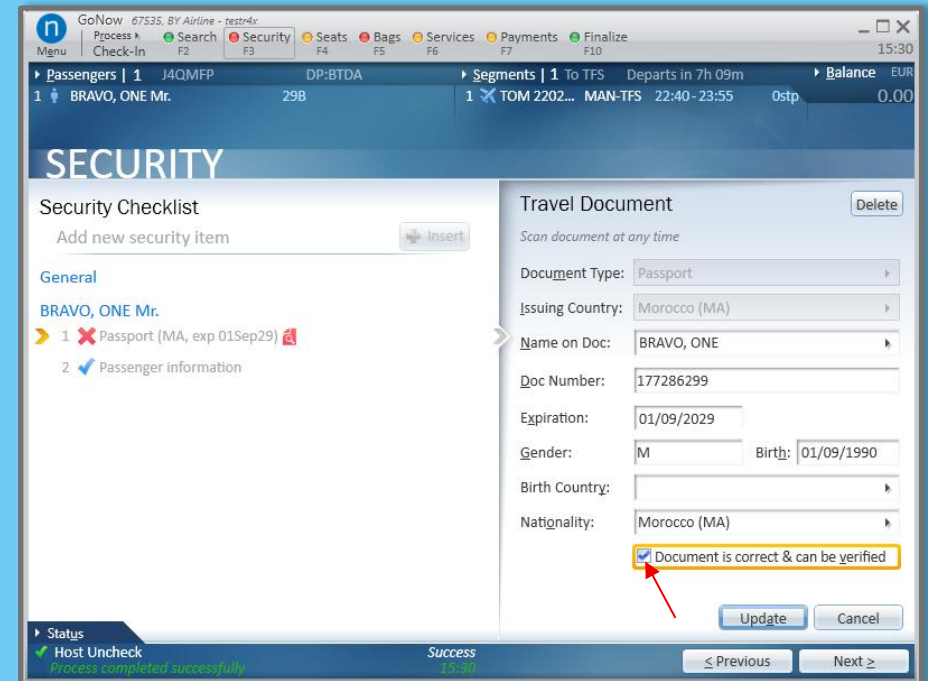
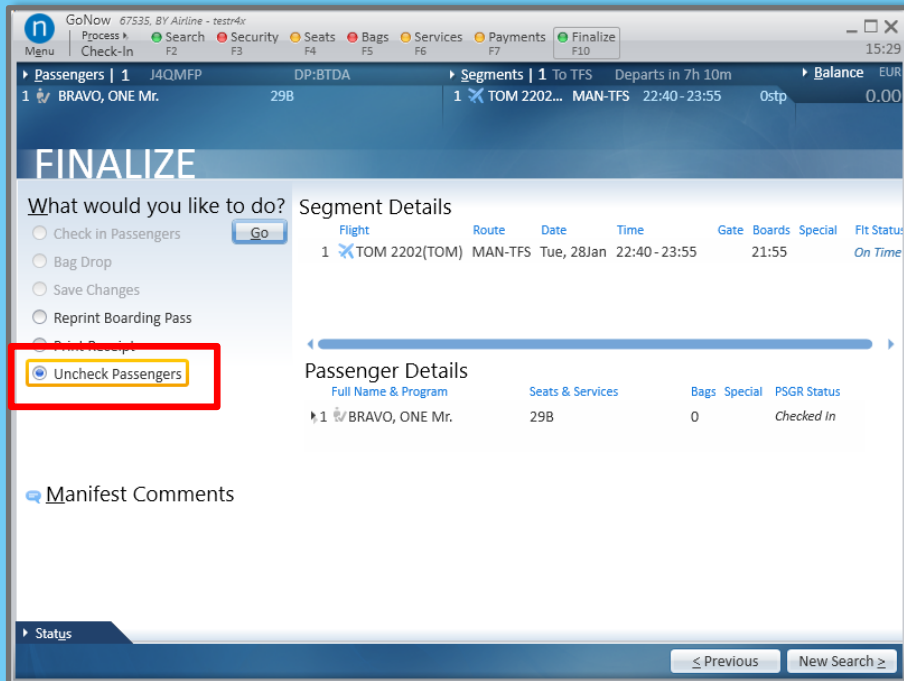
The screenshot shows the GoNow system interface for finalizing a booking. The top navigation bar includes 'Process', 'Search', 'Security', 'Seats', 'Bags', 'Services', 'Payments', and 'Finalize'. The main content area is titled 'FINALIZE' and contains several sections:

- What would you like to do?**: A list of actions including 'Check in Passengers', 'Bag Drop', 'Save Changes' (highlighted with a red box), 'Reprint Boarding Pass', and 'Uncheck Passengers'.
- Segment Details**: A table showing flight information for TOM 2202(TOM) on MAN-TFS, departing on Tue, 28Jan at 22:40-23:55.
- Passenger Details**: A table showing passenger information for BRAVO, ONE Mr. with status 'Checked In'.
- Manifest Comments**: A section titled 'Status' containing an error message: 'Commit Save Changes Verify Documents An unexpected error has occurred while committing changes to the reservation. (FPrC1000) Process failed'.

The error message is displayed in a yellow box with a red 'X' icon. The time 15:28 is shown at the bottom right of the error message box.



# 3 Error clearance process for Online Checked-In Passengers

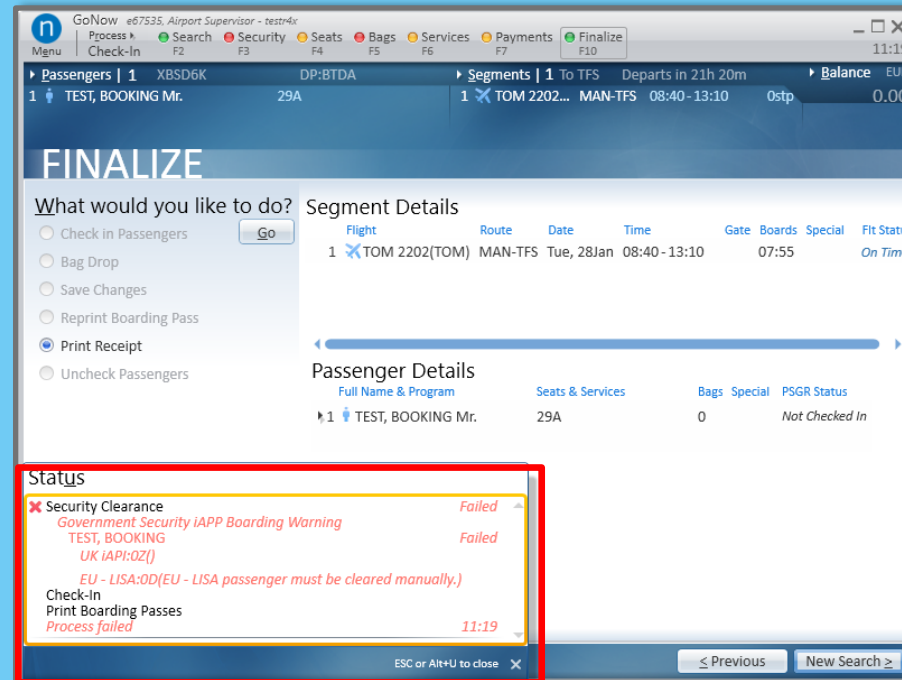


1. Uncheck the Passenger:
  - Uncheck the passenger from the check-in status.

2. Verify the Document of the passenger:
  - Navigate to the Security tab by pressing F3.
  - Verify the passenger's document again



# 3 Error clearance process for Online Checked-In Passengers



3. Go to the F10 Finalize screen and save your changes. This will trigger an interactive response “EU – LISA:0D(EU – LISA passenger must be cleared manually)”. Follow the steps in Chapter 4 to manually override the NOK EES response if the passengers are eligible to travel.



# 4 NOK EES override Process in Check-in Mode



# 4 NOK EES override Process in Check-in Mode

- When saving changes to a booking where one or more passengers have an NOK EES status, it will trigger an interactive response:

*“EU-LISA:0D(EU – LISA passenger must be cleared manually)”*

- The Security tab will be highlighted in **red**

The screenshot shows the GoNow check-in interface. The top navigation bar includes tabs for Process, Search, Security (highlighted in red), Seats, Bags, Services, Payments, and Finalize. The main content area is titled 'FINALIZE' and displays flight details for 'TEST, BOOKING Mr.' on flight 'TOM 2202(TOM)'. The 'What would you like to do?' section has radio buttons for 'Check in Passengers', 'Bag Drop', 'Save Changes', 'Reprint Boarding Pass', 'Print Receipt' (selected), and 'Uncheck Passengers'. The 'Segment Details' table shows flight information for 'TOM 2202(TOM)'. The 'Passenger Details' table shows the passenger's name, seat number, and status 'Not Checked In'. A 'Status' window is open, displaying the following error messages:

Status	
✘ Security Clearance	Failed
Government Security iAPP Boarding Warning	
TEST, BOOKING	Failed
UK iAPI:0Z()	
EU - LISA:0D(EU - LISA passenger must be cleared manually.)	
Check-In	
Print Boarding Passes	
Process failed	11:19



# 4 NOK EES override Process in Check-in Mode

1. Navigate back to the **Security Tab**:
  - Press F3 to access the Security tab
2. Locate Passenger Security Information and find the **EU-LISA CLEARANCE** section
3. Open the Clearance menu drop-down options.
  - From the drop-down options, select "**NOT OK EES - Manually Overridden**"
4. Add Comments:
  - In the comments section, provide the **reason** for the override:  
  
**Passport valid – Visa N/A**  
or  
**Passport valid – Visa valid**
5. Confirm the Override pressing Update

The screenshot displays the GoNow check-in system interface. At the top, there are navigation tabs: Menu, Process, Check-In, Search (F2), Security (F3), Seats (F4), Bags (F5), Services (F6), Payments (F7), and Finalize (F10). The main window shows flight details for B96ERQ (NF:BFKD) and a passenger named CHARLIE, ONE Mr. (29A). The Security Checklist is visible, with a red 'X' next to 'EU - LISA clearance required'. The 'EU - LISA Clearance' section is expanded, showing the passenger's name and details, and the clearance status is set to 'NOT OK EES - Manually Overridden'. The 'Comments' field is highlighted with a red box and contains the text 'Passport Valid - Visa N/A'. The 'Update' button is also highlighted with a red box. The bottom status bar shows 'Print Boarding Passes Process failed' and the time '14:24'.



# 4 NOK EES override Process in Check-in Mode

## Verify Clearance Update:

- The Security tab will be highlighted in green
- The EU-LISA clearance section will be marked as **cleared**

The screenshot displays the GoNow Airport Supervisor software interface. The top menu bar includes options like Process, Search, Security (highlighted in green), Seats, Bags, Services, Payments, and Finalize. The main window shows a 'SECURITY' section with a 'Security Checklist' and a 'Travel Document' section. The Security Checklist includes a list of items: 1. Passport (MA, exp 01Sep29), 2. Passenger information, and 3. EU - LISA cleared. The Travel Document section shows details for a passport issued in Morocco (MA) to TEST, BOOKING Mr. The document is marked as verified.

GoNow e67535, Airport Supervisor - testr4x  
Menu Process Search Security Seats Bags Services Payments Finalize  
Check-In F2 F3 F4 F5 F6 F7 F10 11:21

Passengers | 1 XBSD6K DP:BTDA Segments | 1 To TFS Departs in 21h 18m Balance EUR  
1 TEST, BOOKING Mr. 29A 1 TOM 2202... MAN-TFS 08:40 - 13:10 0stp 0.00

## SECURITY

### Security Checklist

Add new security item

#### General

TEST, BOOKING Mr.

- 1  Passport (MA, exp 01Sep29)
- 2  Passenger information
- 3  EU - LISA cleared

### Travel Document

Scan document at any time

Document Type: Passport

Issuing Country: Morocco (MA)

Name on Doc: TEST, BOOKING

Doc Number: 177286299

Expiration: 01/09/2029

Gender: M Birth: 01/09/1990

Birth Country: Morocco (MA)

Nationality: Morocco (MA)

Document is verified

Status  
Print Boarding Passes  
Process failed 11:19



# 4 NOK EES override Process in Check-in Mode

1. Navigate to **Finalize** tab:
  - Press **F10** to access the Finalize screen
2. Check the passenger in
3. Successful Security Clearance:
  - This action will trigger a successful security clearance response for **EU-LISA:0D%** marked by the green color.
  - This will include the reason provided on the F3 Security screen.

The screenshot displays the GoNow check-in system interface. The main window is titled "FINALIZE" and shows the following details:

- Passengers: 1 B96ERQ NF:BFKD
- Segments: 1 To TFS Departs in 23h 54m
- Balance: GBP 0.00
- Passenger: CHARLIE, ONE Mr. 29A
- Flight: BY 555(BY) LGW-TFS 14:20 - 19:30

The "What would you like to do?" section includes options: Check in Passengers, Bag Drop, Save Changes, and Reprint Boarding Pass. The "Segment Details" table shows:

Flight	Route	Date	Time	Gate	Boards	Special	Fit Status
1 BY 555(BY)	LGW-TFS	Thu, 27Mar	14:20 - 19:30	13:35			On Time

A "Status" window is overlaid on the screen, showing the following information:

Item	Status	Time
Check-In	Process failed	14:24
Print Boarding Passes	Process failed	14:25
Security Clearance	Done	Done
Check-In	Success	Failed
Host Check-In	Success	Failed
Print Boarding Passes	Failed	14:25

The Status window also includes a detailed error message: "BoardingPass\_1 - Access to the path 'C:\Program Files (x86)\TUI Group\testr4x\GoNow\4.7.10.1\GoNow Native1WayCommunication\BoardingPass\_1\_20250326\_142530\_8617718.txt' is denied. Process failed".

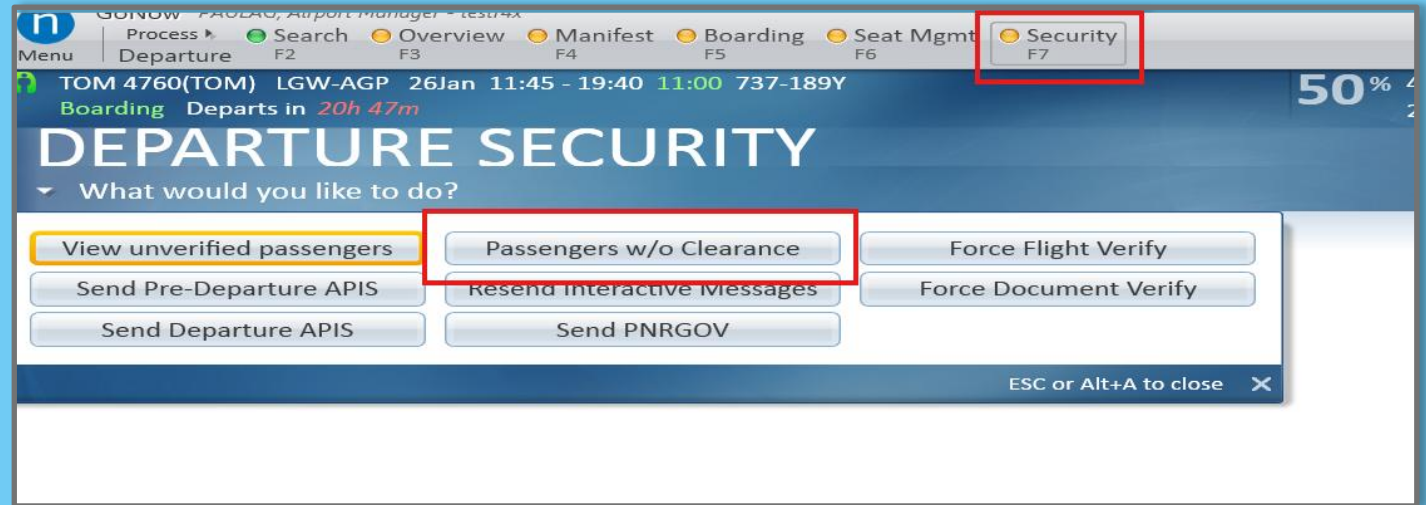


# 5 NOK EES override Process in Departure Mode



# 5 Override Process in Departure Mode

1. When passengers that have an NOK EES status did not present themselves at check-in and are eligible to travel, the NOK EES status can be overridden in the Departure mode of GoNow.
2. Navigate to the Security Tab:
  - Press **F7** to access the Security tab
2. Select "Passengers w/o Clearance":
  - In the Security tab, click on "**Passengers w/o Clearance**" to view the list of passengers without clearance.



# 5 Override Process in Departure Mode

What would you like to do?

Without Clearance | Needs Override

Needs Override (1 Passenger)

1 autoBelvia, Felicity Mr. (VC3R2X)

EU - LISA Clearance

Passenger: autoBelvia, Felicity Mr.  
ADT, Male, Born 23Nov85

Clearance: NOT OK EES - Manually Overridden

Comments: NOT OK EES - Manually Overridden

1. Navigate to the Needs Override Tab:
2. Identify the Passenger
  - The passenger without clearance will appear in this tab.
3. Open the Clearance menu drop-down options.
  - From the drop-down options, select "**NOT OK EES - Manually Overridden**".
4. Add Comments:
  - In the comments section, provide the **reason** for the override.  
**Passport valid – Visa N/A**  
or  
**Passport valid – Visa valid**
5. Confirm the Override pressing Update

EU - LISA Clearance

Passenger: autoBelvia, Felicity Mr.  
ADT, Male, Born 23Nov85

Clearance: NOT OK EES - Manually Overridden

Comments: REASON

Update Cancel



# 5 Clearance Process in Departure Mode

1. Verify Clearance Update:
  - In the Security tab, confirm that the passenger has disappeared from the "Passengers w/o Clearance" list.
2. Return to Boarding Screen.
3. Board the Passenger

