



TUI Airline Ground Operations

Instruction Notice

Unbalanced bookings in GoNow

Notice: GOIN24-036

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To: All stations
From: Maarten Oppelaar, Technology Specialist
Approved by: Jan Timmermans, Head of Network Operations
Kay Bartels, Deputy Nominated Person Ground Operations TUI

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

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Validity Period: 16 SEP 2024 – Until further notice

Dear partner,

Recently we have seen an increase in the number of unbalanced bookings. These are often caused by incorrect handling of Airport Ancillary Fees.

This can lead to the impression that the passenger is owed a refund for the outstanding amount, indicated by the outstanding 'green' payment. We would like to draw your attention to the following **key points**:

- Do not complete the transaction by adding a payment in GoNow until the actual payment (Cash, debit card or credit card) has been made. This will reduce the number of incorrect payments that need to be corrected afterwards.
- When there is an outstanding 'Green' Payment, continue the check-in process but inform your supervisor afterwards of the outstanding payment so it can be refunded in Skyspeed.
- It is the responsibility of the supervisors to balance out a booking in Skyspeed.
Attached to this Instruction Notice is the GoNow instruction on how to do this (see Chapter 11), this document is also available on the TAGO Portal (*Documents – 08. TUI OneDCS Training – GoNow – Check-in*).
- An outstanding payment has an impact on the customer and might prevent the passenger from checking-in online for future flights. It is therefore imperative that bookings are balanced out as quickly as possible.

Kind regards,

TUI Airline Ground Operations



M1.1_GN GoNow Manual

Airport Ancillary Payments and Reconciliation Process Module



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- 6 Payment Type – Airport Override
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1. General Information

- GoNow is configured to display the TUI Group Airline's, TOM, X3, TB, OR, airport ancillary revenue fees.
- The applicable airport ancillary fees are displayed in GoNow within the check-in process and payments are recorded within the system.
- Airport ancillary fees are displayed and recorded in F7/Payments in GoNow.
- If a fee has been applied to a booking, GoNow will automatically direct the agent to F7/Payments screen.
- Agents will not be able to complete the check-in/boarding process if a 'red' payment is outstanding.
- The fee will be displayed as a red payment (payment owed) in the balance section on the top right of the GoNow check-in screen
- Airport Handling Agents are required to use their own point of sale devices to take credit & debit card payments.
- Airport Revenue Reports are available within the Navitaire Reporting application
- The following payment types are displayed in GoNow F7 Payment

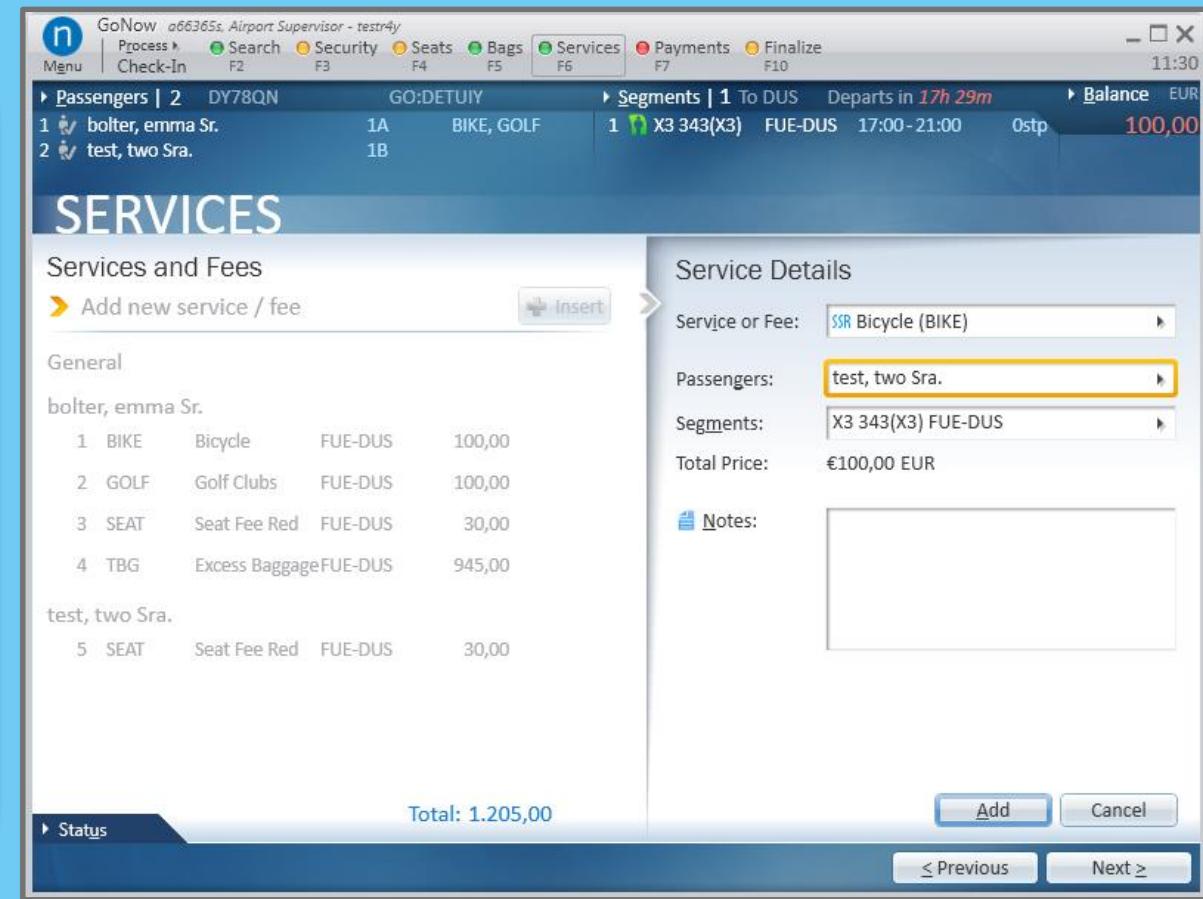
- Airport Cash AH
- Airport Credit Card AC
- Airport Debit Card AD
- Airport Override AO
- Airport BOGOF AB

AB – 'Buy One Get One Free' option only applicable for TUI UK for seat sale offers

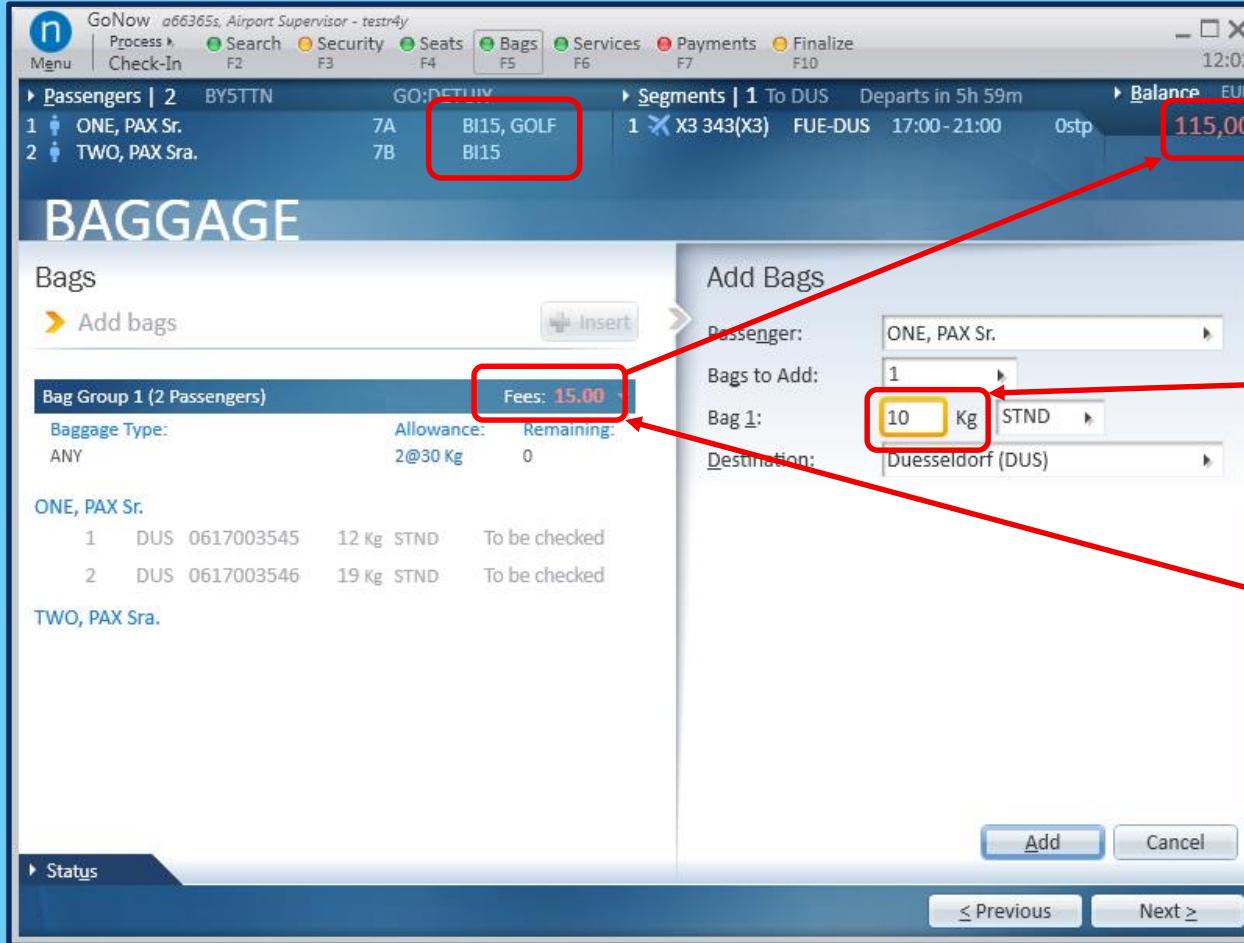
2. Airport Ancillary Payments

The following products will display a fee within GoNow and will need to be processed/recorded using the applicable payment type within the F7 Payments Screen

- **Additional & Excess Baggage** – agents are required to enter the correct weight into GoNow for hold check-in items.
- GoNow will display the applicable fee for excess weight or addition bags
- **Seat Fees** – GoNow will display the applicable fee if chargeable seats are selected.
- **Chargeable Special Service Requests** – SSRs
- GoNow will display the applicable fee when chargeable SSRs are added to a passenger such as GOLF / BIKE etc. Agents are required to add the applicable SSRs to a passenger when chargeable items are being sold at check-in. To apply the fee SSRs are added in F6 Services first before acceptance of check-in.



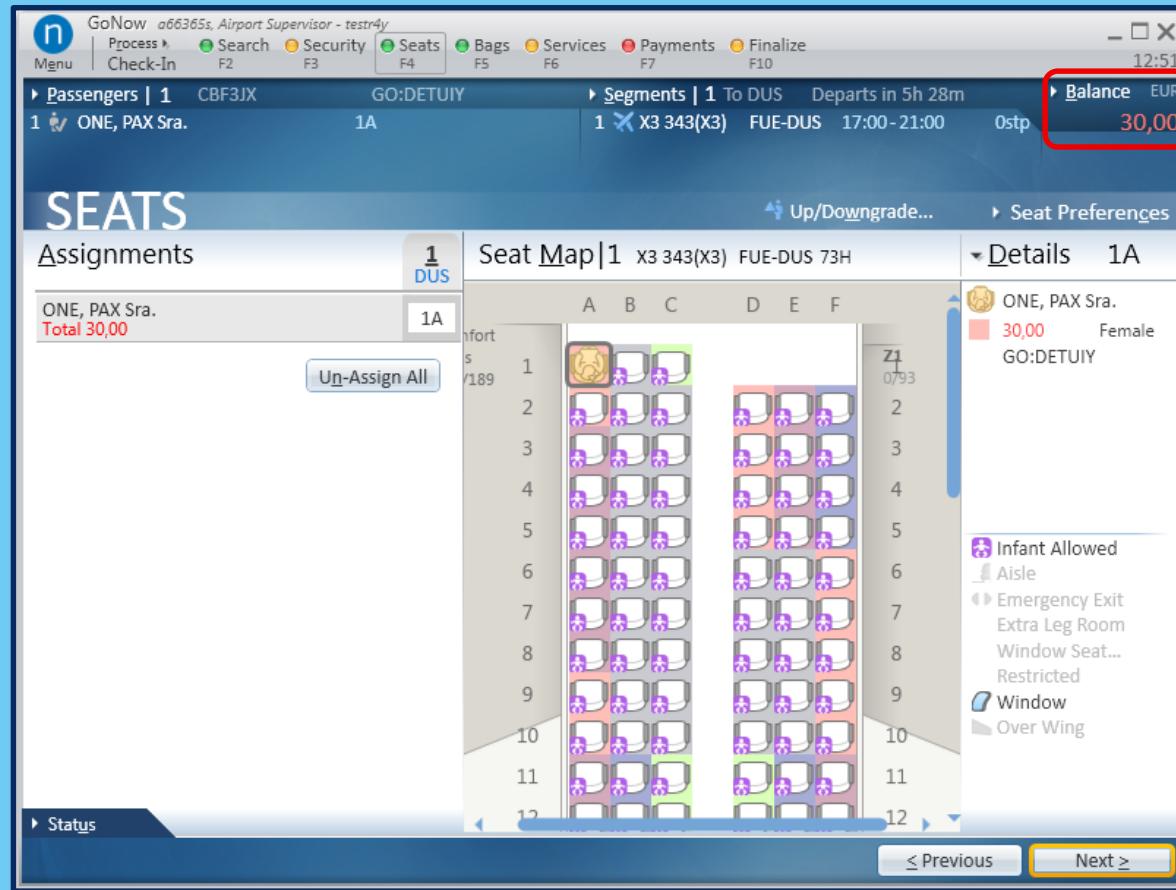
2. Airport Ancillary Payments



Excess Baggage and Additional Baggage

- GoNow will display the applicable baggage allowance for each passenger including prepaid items such as sporting goods, chargeable seats, additional baggage etc.
- Agents are required to enter the correct number/pieces and weight into GoNow for hold checked items.
- GoNow will display the applicable fees for excess weight and baggage that exceeds the passenger's allowance.

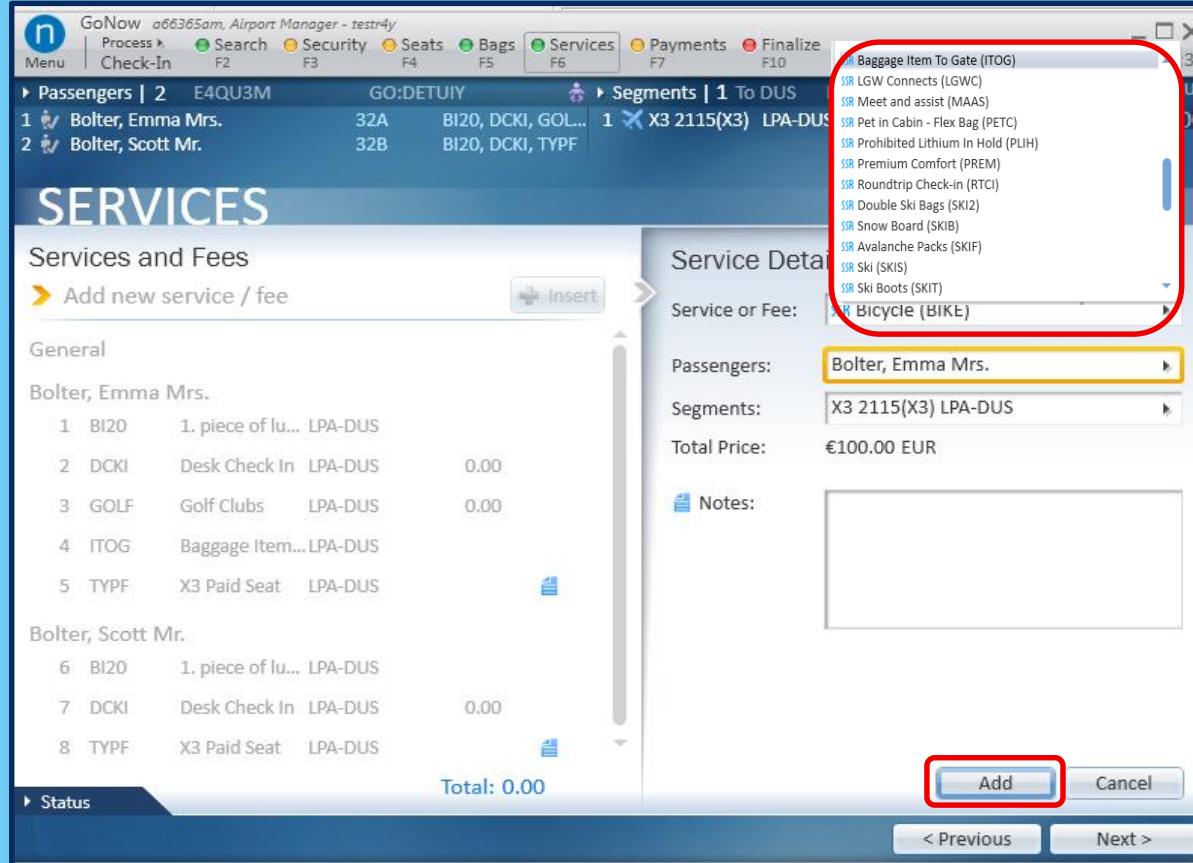
2. Airport Ancillary Payments



Seat Fees

- GoNow will display the applicable fee if chargeable seats are selected in the F4 Seats screen.

2. Airport Ancillary Payments



Chargeable Special Service Requests – SSRs

- GoNow will display the applicable fee when chargeable SSRs are added to a passenger such as GOLF / BIKE etc. Agents are required to add the applicable SSRs to a passenger when chargeable items are being sold at check-in.
- To apply the fee, SSRs need to be added in F6 Services first before acceptance of check-in.
- Agents select the relevant SSR and associated passenger.
- Click Add to add the SSR to the passenger and the relevant fee will be displayed.

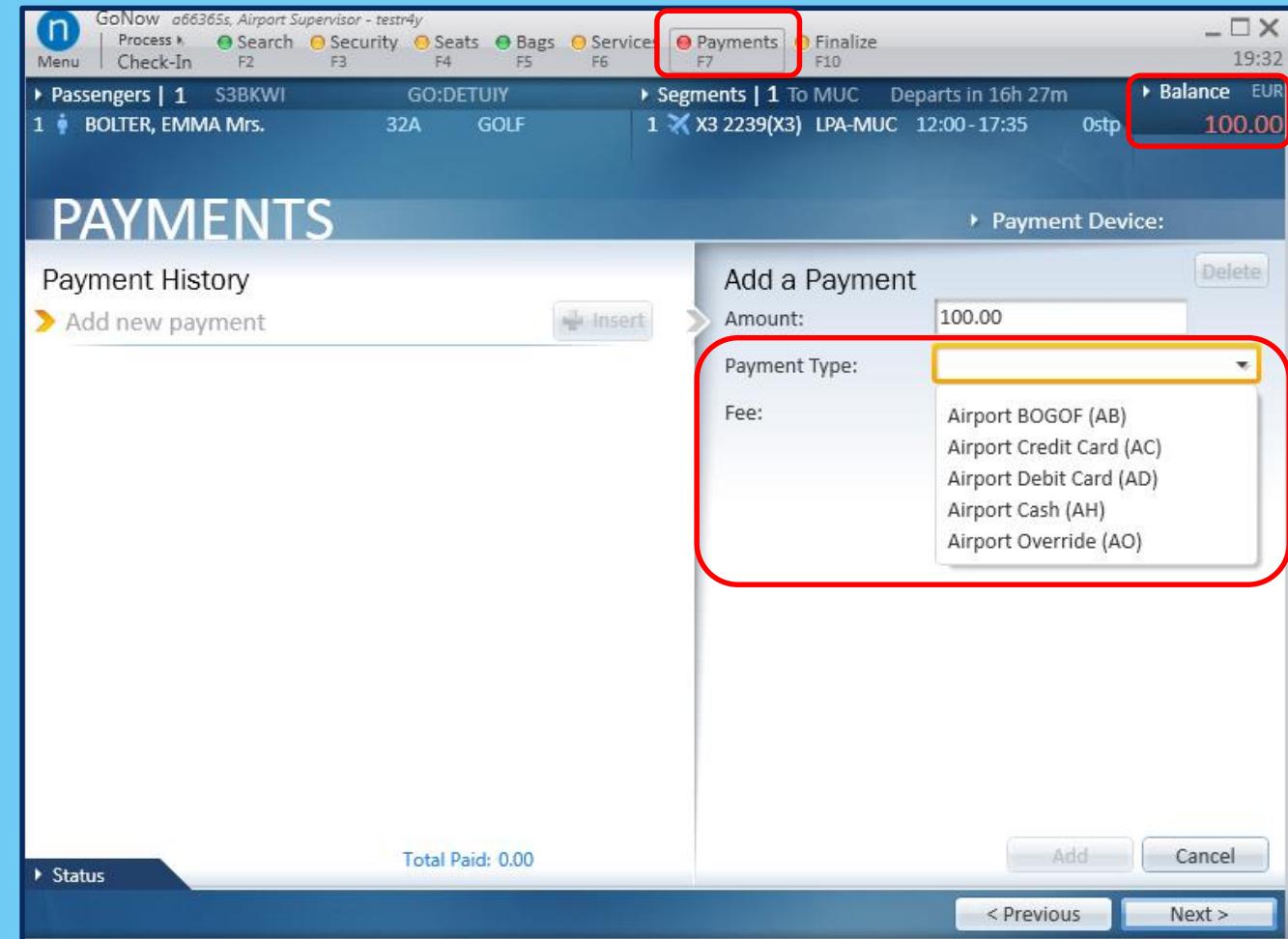
2. Airport Ancillary Payments

The following payment types are displayed in GoNow F7 Payment

Airport Cash	AH
Airport Credit Card	AC
Airport Debit Card	AD
Airport Override	AO
Airport BOGOF	AB

Agents are required to select the relevant payment type when taking/recording a payment in GoNow.

Once the payment type has been selected either the receipt or reason field, dependant on the payment type selected, will become available for agents to add the applicable information – PNR/Receipt number or Override Code



3. Payment Type – Airport Cash

Airport Cash

Agents need to select Payment Type: 'Airport Cash AH' in F7/PAYMENTS screen and add the receipt/PNR number following the applicable airline receipt process.

The agent is required to select add to clear the outstanding balance and record the payment in GoNow.

The **Airport Cash** payments are displayed as **AH** on the Airport Revenue and Reconciliation Finance Report

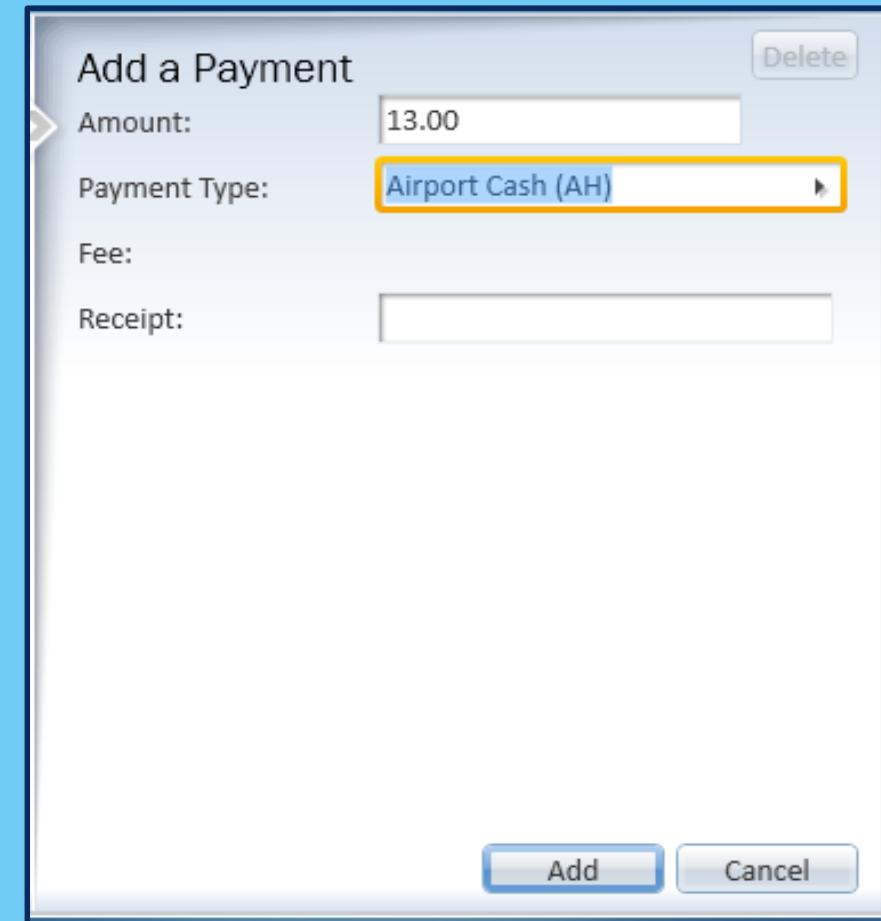
Add a Payment

Amount:

Payment Type:

Fee:

Receipt:



4. Payment Type – Airport Credit Card

Airport Credit Card

Agents need to select Payment Type: 'Airport Credit Card AC' in F7/PAYMENTS screen and add the receipt/PNR number following the applicable airline receipt process.

The agent is required to select add to clear the outstanding balance and record the payment in GoNow.

The **Airport Credit Card** payments are displayed as **AC** on the Airport Revenue and Reconciliation Finance Report

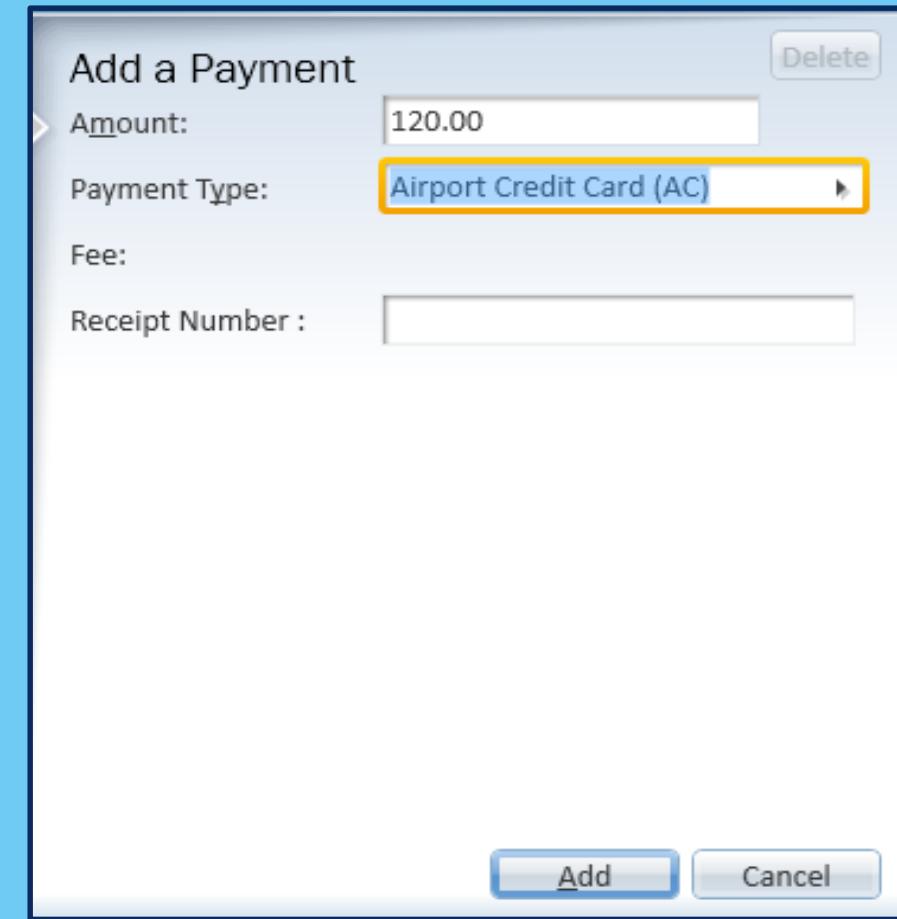
Add a Payment

Amount:

Payment Type:

Fee:

Receipt Number :



5. Payment Type – Airport Debit Card

Airport Debit Card

Agents need to select Payment Type: 'Airport Debit Card AD' in F7/PAYMENTS screen and add the receipt/PNR number following the applicable airline receipt process.

The agent is required to select add to clear the outstanding balance and record the payment in GoNow.

The **Airport Debit Card** payments are displayed as **AD** on the Airport Revenue and Reconciliation Finance Report

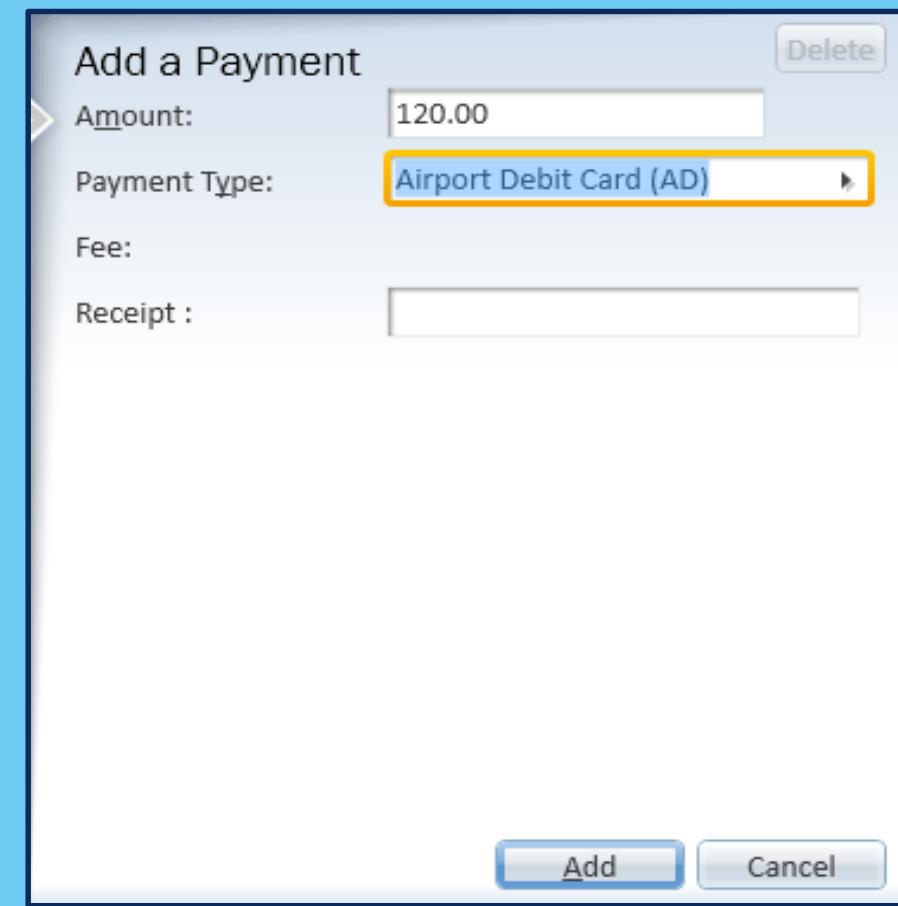
Add a Payment

Amount:

Payment Type:

Fee:

Receipt :



6. Payment Type – Airport Override

Airport Override

On occasions agents may be required to override a payment, for example: the flight is full and the agent needs to allocate a seat that has a fee attached.

to override the payment agents need to select the Payment Type: 'Airport Override AO' in F7/Payments screen.

Once this payment type is selected agents will be required to enter an override 'Reason'.

Agents must enter one of the TUI override codes within the 'Reason' field to record and override payment balance in GoNow.

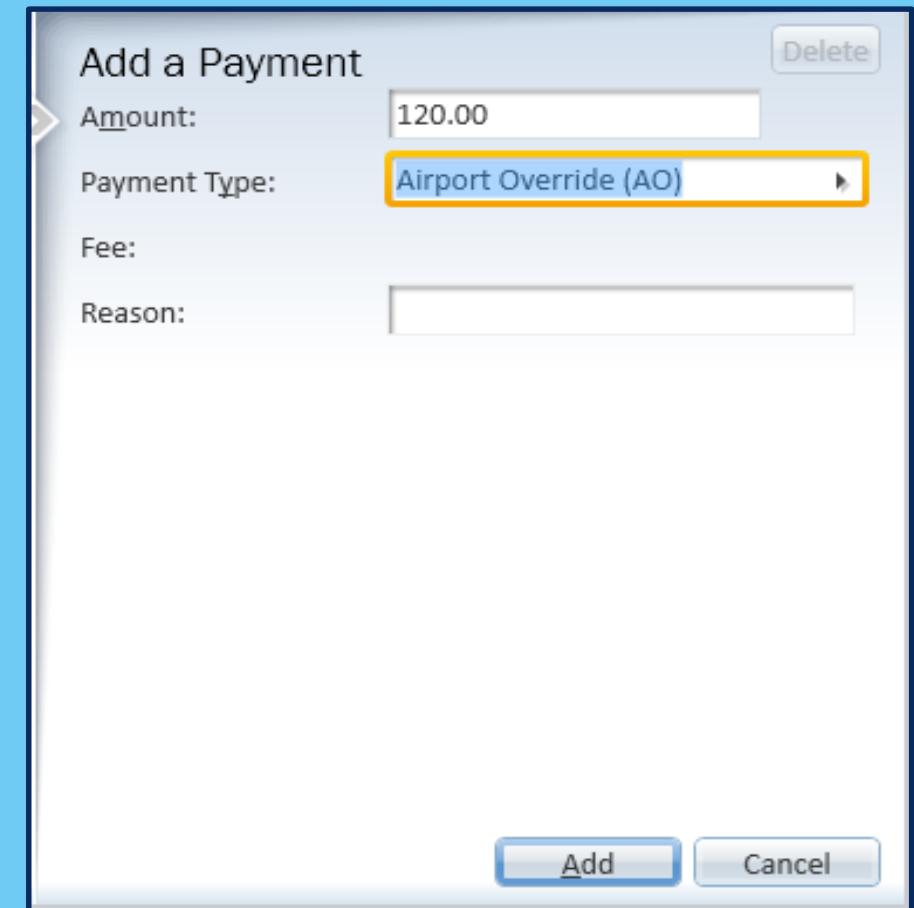
The **Airport Override** payments are displayed as **AO** on the Airport Revenue and Reconciliation Finance Report

TUI issue a standardised list of override codes that agents must use. The override codes are recorded on the Airport Revenue and Reconciliation Report for auditing purposes, therefore it is essential that the correct codes are used.

Add a Payment

Amount:	120.00
Payment Type:	Airport Override (AO)
Fee:	
Reason:	

Add **Cancel**



6. Payment Type - Airport Override

TUI Airlines Payment Override Codes

If agents are required to override payments within GoNow one of the specified override codes must be used.

Reason	Code
Seat Waiver – upgrade due flight full / prepaid seat service	SEAT
Waiver – bag added	ADDBAG
Medical Items Waiver	MEDA
CSO/Duty Office/OCC Authorise	OCC
Name Fee Override	NAME
Pre-agreed/Pre-paid baggage allowance/sporting item/service - with receipt – includes Wedding extra/Dive extra/Sharer for TUI UK	PREPAID
Hand baggage acceptance as hold baggage	HBAG
Payment device not working	PDQX
Payment Reverse / refund by GHA	REFUND
Other – manifest comment must be added with explanation of override	OTHER

7. Payment Type – Airport BOGOF

Airport BOGOF

– Buy One Get One Free Seat Offers

Applicable to TUI UK and is used when seat upgrades are being sold on check-in as Buy One Get One Free –BOGOF.

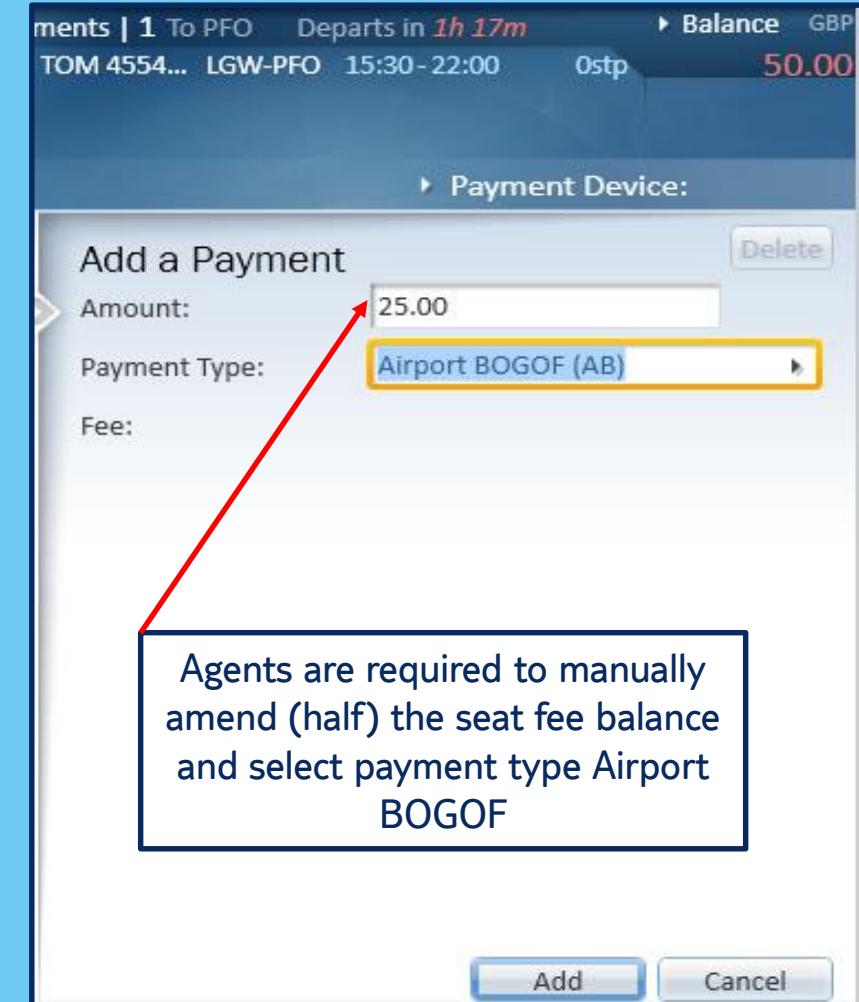
Agents will be required to manually amend (half) the fee that is displayed in the amount field on the F7/Payments screen, the payment type Airport BOGOF needs to be selected.

The agent is required to select add to clear the reduced seat fee and record the payment in GoNow as a BOGOF seat sale offer.

The remaining seat fee payment will need to be processed using the applicable payment type – Airport Cash, Airport Debit Card or Airport Credit Card.

The Airport BOGOF payments are displayed as AB on the Airport Revenue and Reconciliation Finance Report.

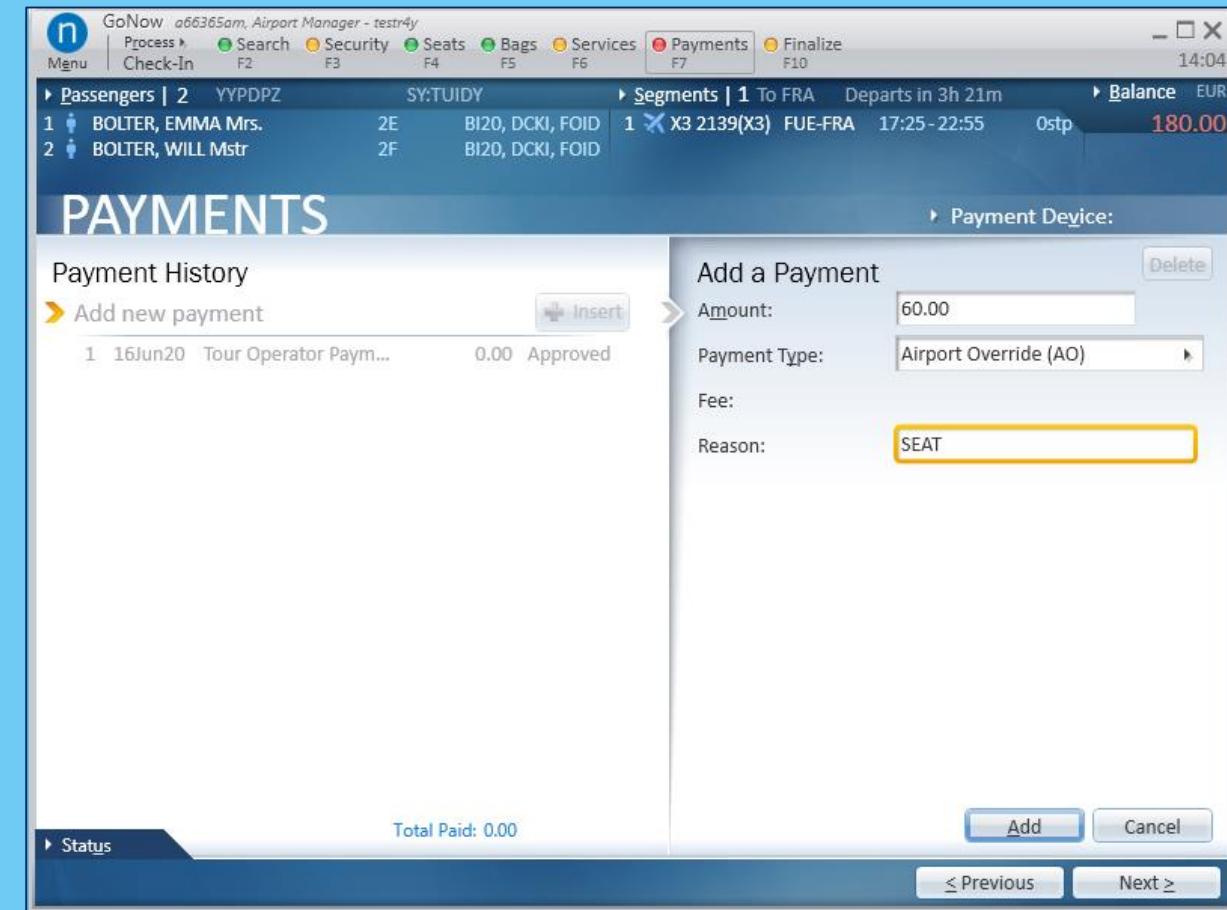
TUI UK handling agents will be notified when BOGOF seat sales offers are applicable to their airport.



8. Payment Type – Partial Payment

Payment Scenario – Partial Override / Partial Payment

- Agents may be required to override part of a fee and take payment for the remaining balance.
- Agents are required to amend the fee in the amount field to the fee that needs to be overridden
- Payment type Airport Override is selected as the payment type and the applicable override code is entered onto the 'Reason' field.
- Agents need to select add to override the fee.
- The remaining balance is recorded and taken using the applicable payment type



9. Payment Receipts – Manual TUI Receipts

TUI UK & TUI Belgium & Netherlands

Manual payment receipts are used for TOM - TUI UK / TB - TUI Belgium & OR /TUI Netherlands but when stocks supplies of the manual receipts diminish agents are to follow the process for printing receipts directly from GoNow & adding PNR reference into the receipt field – refer to 'Printing Receipts from GoNow' process

TUI UK – TOM / BY flights

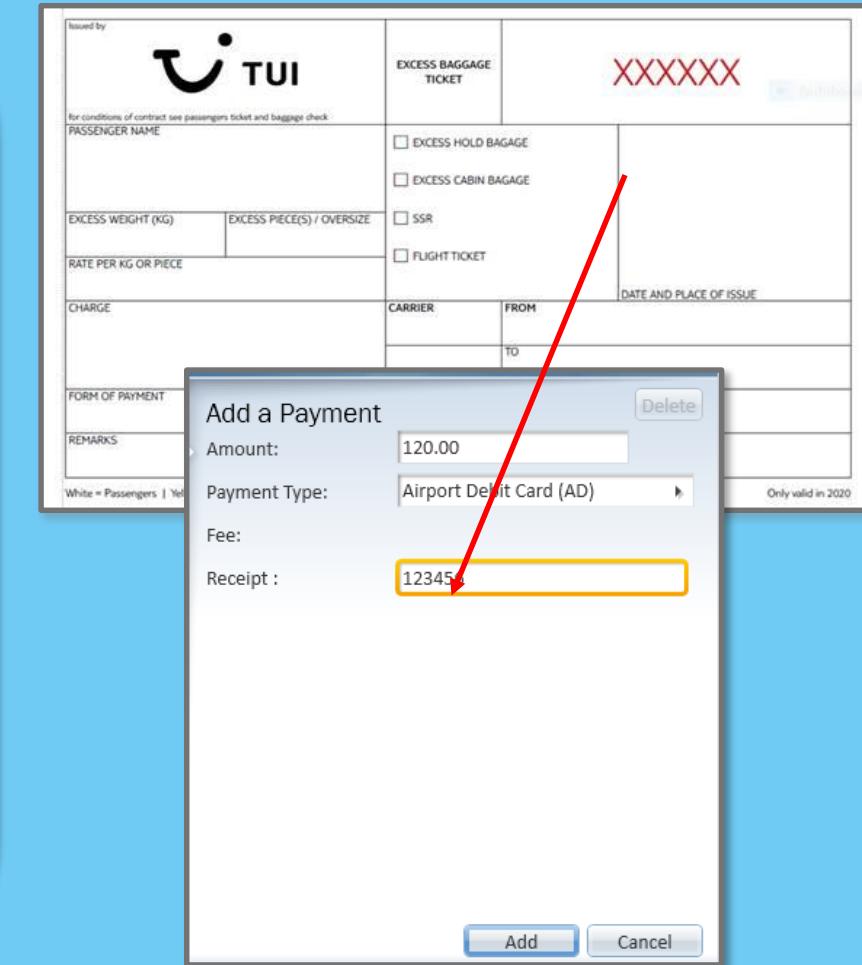
When these manual receipt are used the six-digit number on the receipt is entered into the receipt field on the payment screen in GoNow.

TUI Belgium & Netherlands – TB / OR flights

The six-digit number on the receipt is entered into the receipt field on the payment screen in GoNow.

Agents select add to clear the outstanding balance and record the payment in GoNow.

When credit or debit cards payments are taken, the device receipts should also be issued to passengers as standard



10. Payment Receipts – Printing from GoNow

Printing Receipts from GoNow

Applicable Airlines: X3 / TOM / TB & OR

Handling agents need to enter the passenger's PNR reference into the receipt field and print the payment receipts directly from GoNow.

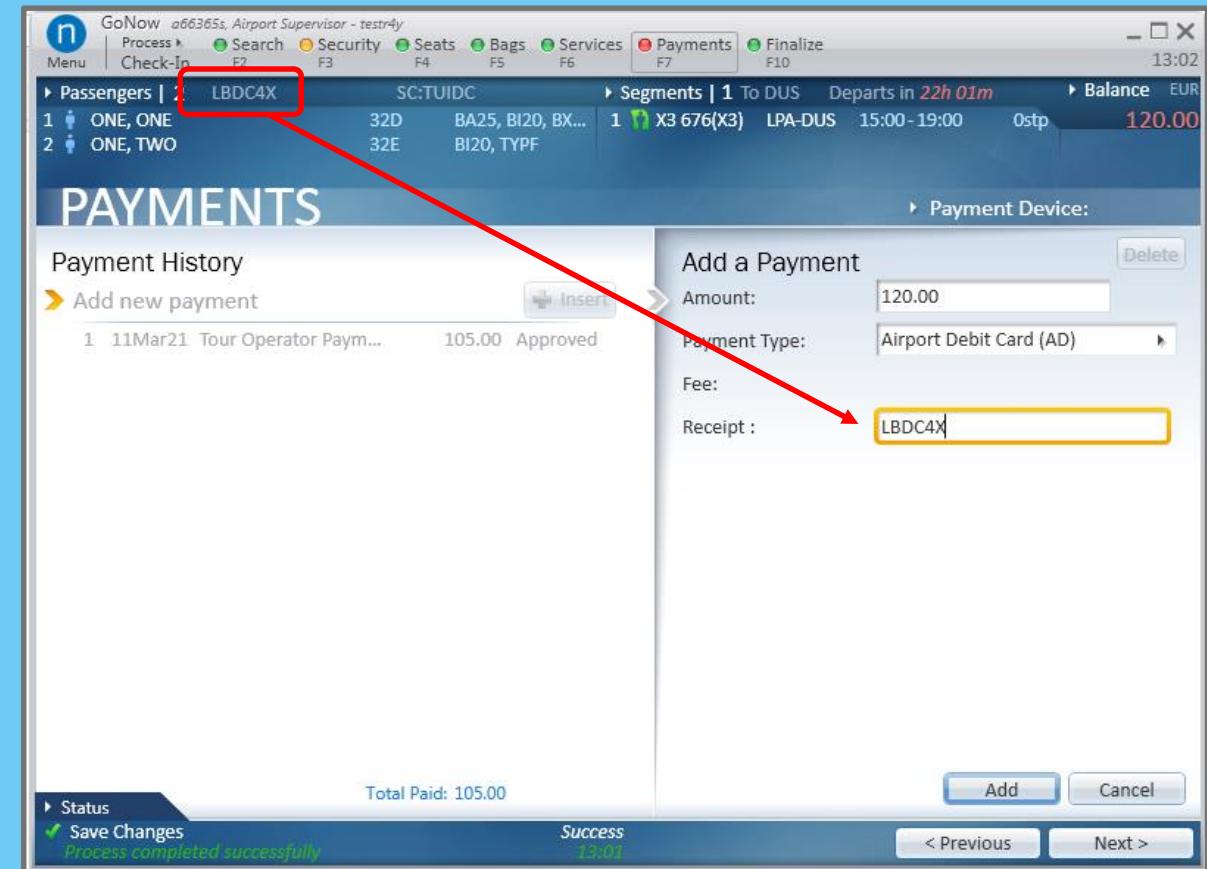
Select CTRL+1 to copy the passengers PNR reference and CTRL+V to paste the PNR reference into the receipt field.

Agents select add to clear the outstanding balance and record the payment in GoNow.

To print the payment receipt, agents select the print receipt option on the F10/Finalise screen.

The option to print receipts will become available once the check-in/bag drop transaction has been completed.

When credit or debit cards payments are taken, the payment device receipts should also be issued to passengers.



10. Payment Receipts – X3

Printing Receipts from GoNow

Applicable Airlines: X3 & TOM

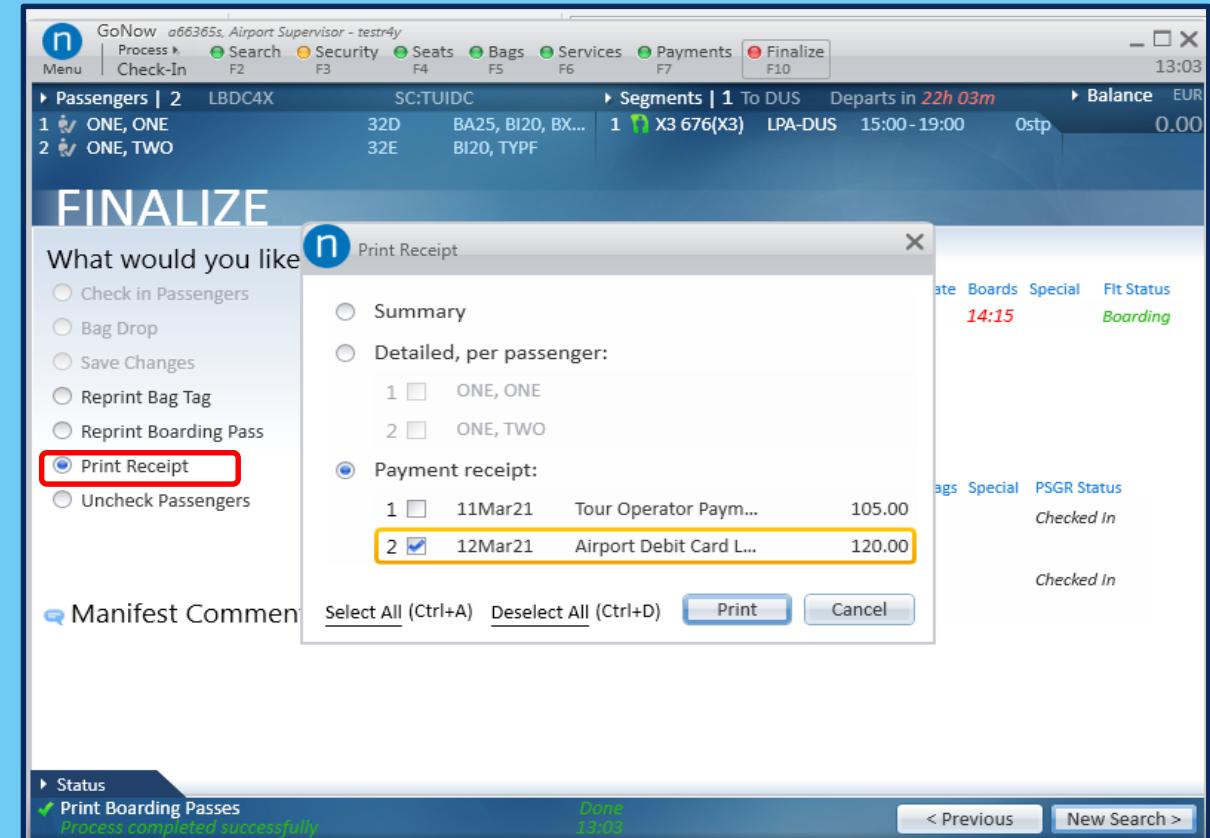
Once the payment has been cleared/recorded the agent is required to complete the check-in/bag drop transaction in the F10/Finalise screen

Once the check-in/bag drop transaction is complete the option to print the payment receipt will become available on the main F10 screen.

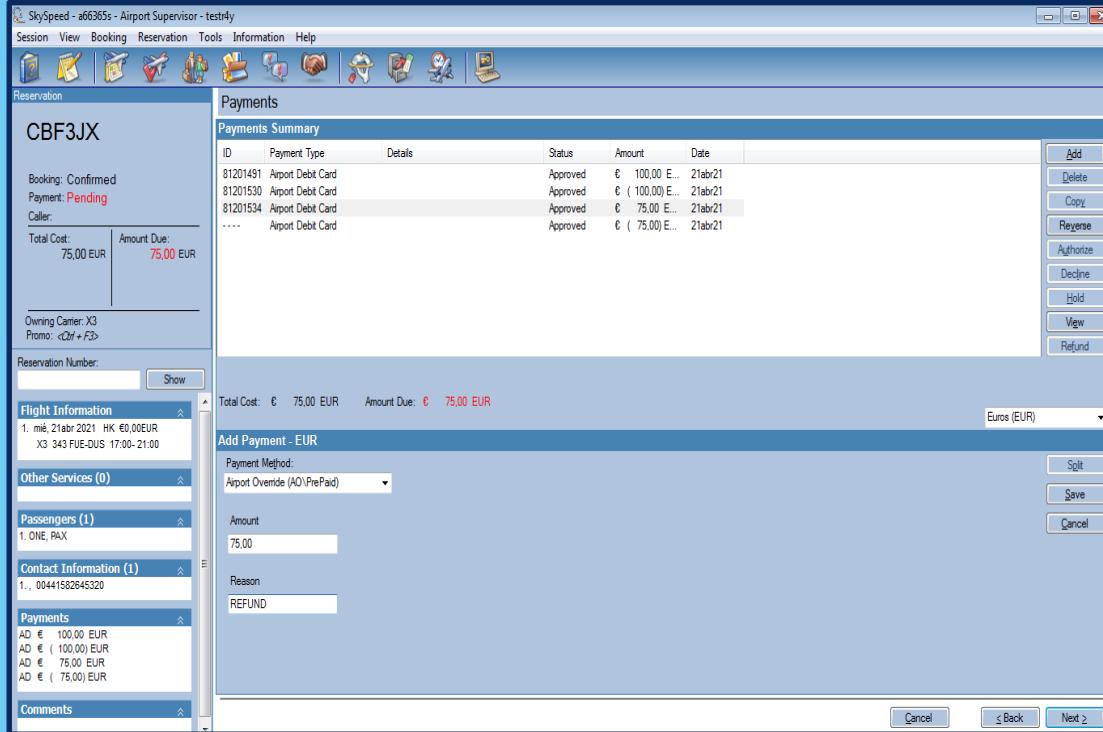
Agents select the Print Receipt Option

A Print Receipt box will be displayed, from these options agents need to print the 'Airport Payment' within the Payment Receipt option field.

The Airport Payment receipt will print as an ATB receipt from the boarding pass printer.



11. Airport Payment Refund /Reverse

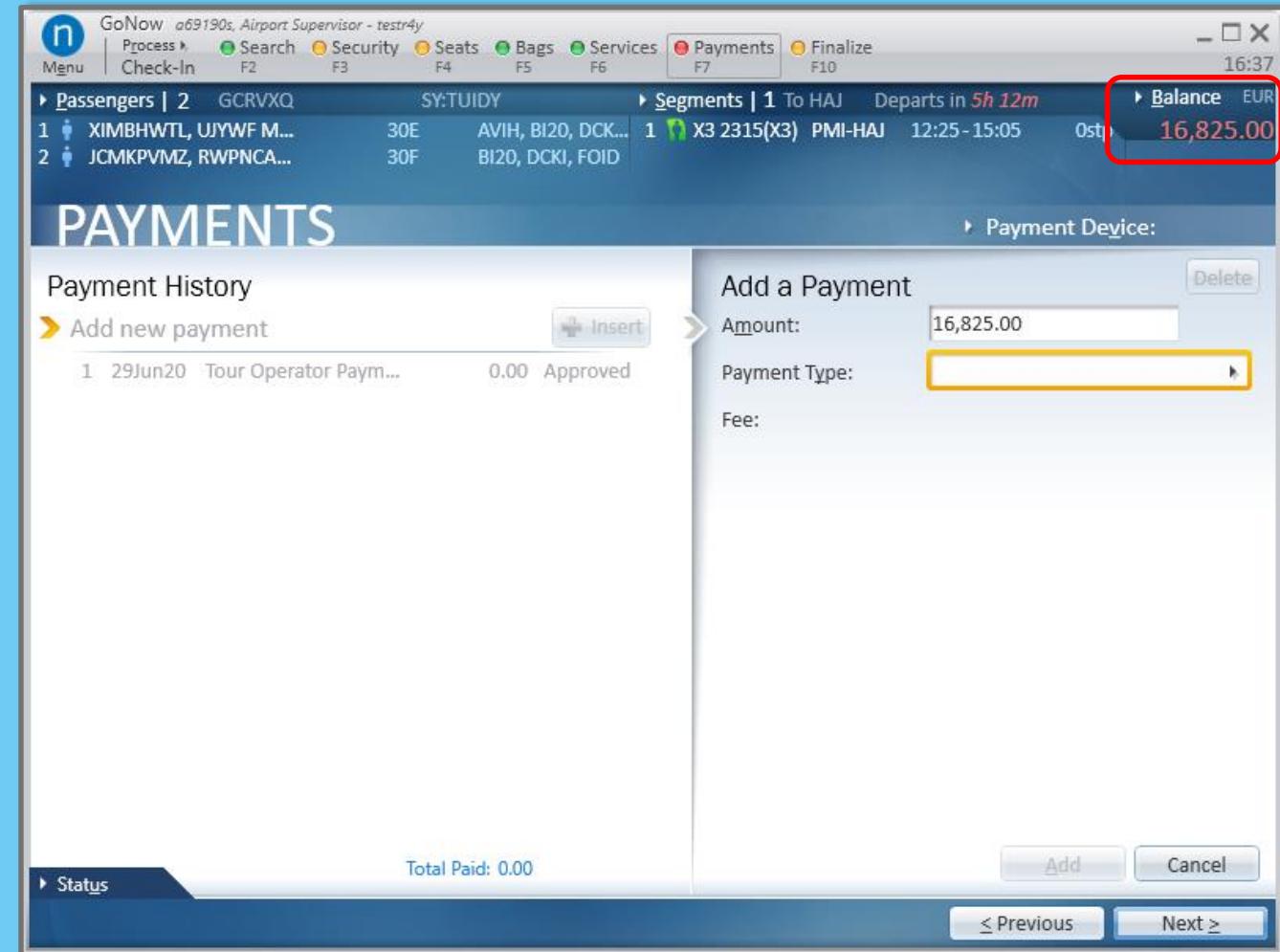


- A Payment Refund/Reverse is performed within the Skyspeed application by an Airport Supervisor.
- Retrieve the booking in Skyspeed by selecting F10 & entering the PNR/Booking ref.
- Select F6 /Payments Icon
- Click on the Payment and select Reserve
- The payment will be displayed in the lower part of the screen
- Select Save
- Payment Method will be displayed
- Select Airport Override AO from the dropdown options
- Type 'REFUND' in the reason field
- Click on save
- Select F8/Handshake Icon to Save
- Supervisors are required to add a manifest comment to the booking detailing the reason for the payment refund/reverse

12. Outstanding 'Red' Payment

Outstanding 'Red' Payment

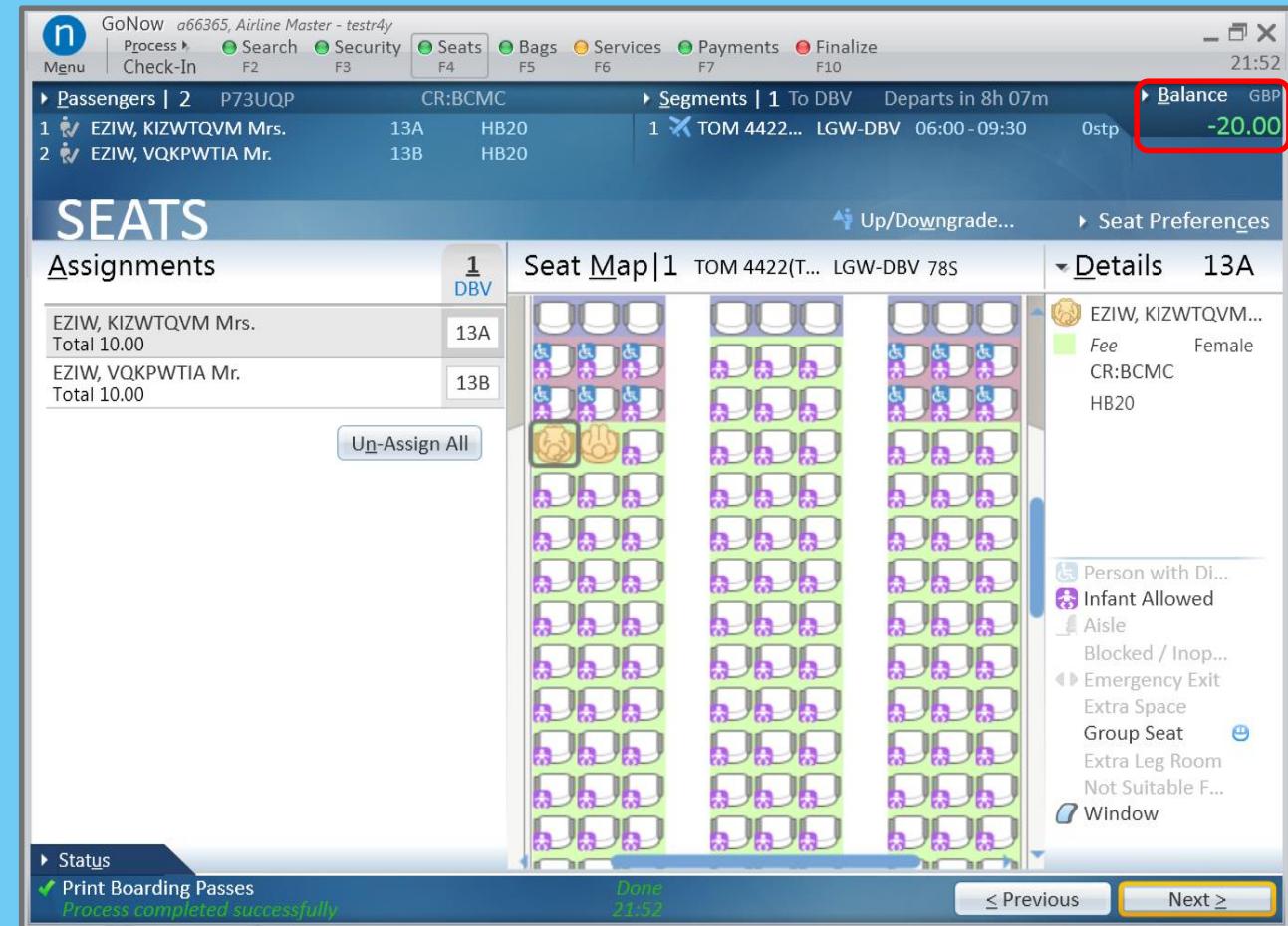
- A passenger may present at check-in with their booking out of balance with a 'Red' payment
- If a balance is owed to the carrier, the handler is not to continue the check-in / boarding process
- Agents are to contact the relevant TUI OCC / Operations Centre for further guidance before continuing to process the passenger
- The OCC may request that the agent takes the red/owed payment at the airport. In this scenario, the standard payment process must be followed to take/clear the outstanding balance in GoNow



13. Outstanding 'Green' Payments

Outstanding 'Green' Payment

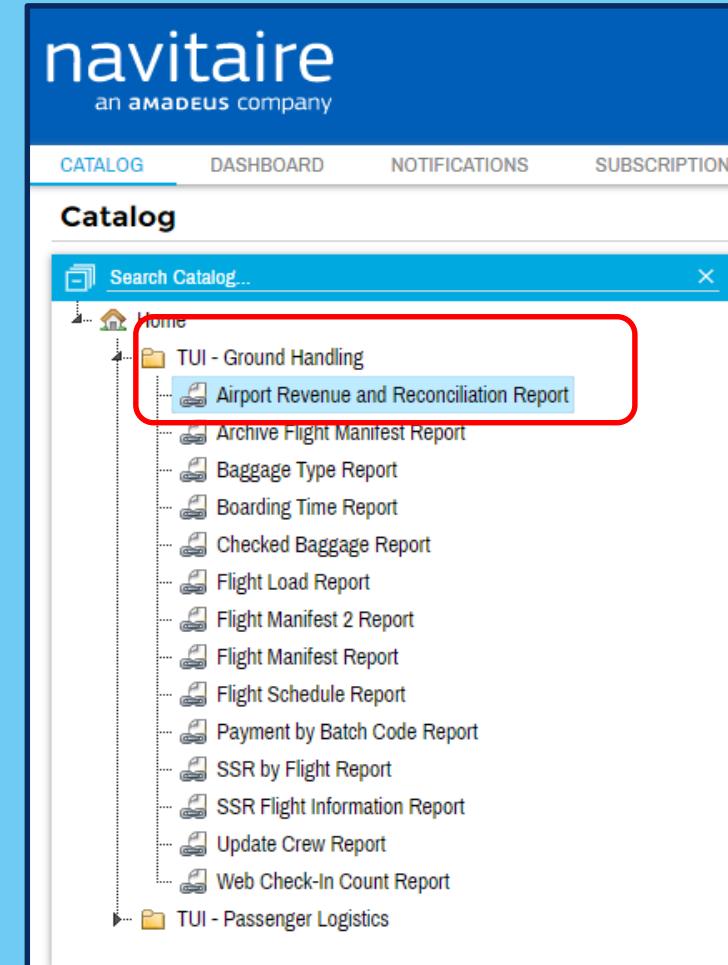
- A passenger may present at check-in with their booking displaying a 'green' payment.
- A 'green' payment may mean that the passenger is owed a refund for the outstanding amount.
- Agents are not expected to clear the payment and can continue the check-in/boarding process,
- TUI will manage any refund/payment owed to the passenger.



14. Airport Ancillary Payment Report

Airport Revenue and Reconciliation Report

- The Navitaire Reporting Application must be used to view/store/print all Airport Ancillary Payments
- Navitaire Reporting is provided to our handling agents as a part the back office application suite
- Navitaire Reporting link: <http://rzpseap500-x3/>
- The report within Navitaire Reporting that must be used for the reconciliation of Airport Ancillary payments is the 'Airport Revenue and Reconciliation Report'.
- This report will detail the total number of revenue sales recorded within GoNow according to the payment type.
- The report can be retrieved by entering the Airport Location Code, the Airline/Carrier Code and can be retrieved for the required date range – daily, weekly, monthly.
- The User Name and Password for Navitaire Reporting is the same as GoNow



The screenshot shows the Navitaire Reporting Application interface. The top navigation bar includes 'CATALOG', 'DASHBOARD', 'NOTIFICATIONS', and 'SUBSCRIPTIONS'. The 'CATALOG' tab is active. Below it, a search bar says 'Search Catalog...'. The main content area is titled 'Catalog' and shows a tree structure of reports. A red box highlights the 'TUI - Ground Handling' section, which contains the 'Airport Revenue and Reconciliation Report' item, which is also highlighted in blue. Other items in this section include 'Archive Flight Manifest Report', 'Baggage Type Report', 'Boarding Time Report', 'Checked Baggage Report', 'Flight Load Report', 'Flight Manifest 2 Report', 'Flight Manifest Report', 'Flight Schedule Report', 'Payment by Batch Code Report', 'SSR by Flight Report', 'SSR Flight Information Report', 'Update Crew Report', and 'Web Check-In Count Report'. The tree also shows a 'TUI - Passenger Logistics' section.

14. Airport Ancillary Payment Report

Airport Revenue and Reconciliation Report

The report can be retrieved by entering:

- Date Range – daily, weekly, monthly
- Airport Location Code
- Airline/Carrier Code
 - TUI UK = BY
 - TUIfly Germany = X3
 - TUIfly Belgium = TB
 - TUIfly Netherlands = OR

Select 'Run Report' to retrieve the report

The Report can be exported into the following formats:

- XML, EXCEL, CSV, PDF, HTML 4.0, MHTML and TIFF
- These formats can be found by clicking on the 'disk' icon once a report has been loaded

Airport Revenue and Reconciliation Report V2 Test

View Info Subscribe Create Subscription

Run Report Report Help

Departure Date From * 3/11/2021

Departure Date To * 5/19/2021

Location Code TFS

Agent

OwningCarrierCode * X3

Download File Delete

Find | Next

XML file with report data

Excel (For custom reports only, for Navitaire Standard Reports, use CSV, for consistent formatting output)

CSV (comma delimited)

PDF

HTML 4.0

MHTML (web archive)

TIFF file

14. Airport Ancillary Payment Report

Airport Revenue and Reconciliation Report

The report will display the following information:

- Payment Method/Type
- Booking/PNR Reference
- Receipt Number/PNR Reference
- Date of Payment
- Currency Payment Amount
- Handling Agent Commission
- Product Sold
- Flight Number
- Flight Route
- Carrier Code
- Airport Location
- Agent

Payment_Method1	GBP	EUR	USD	CCFee1	Commission												
AC	30	143.18	0	0	14.32												
AD	0	310	0	0	31												
AH	0	6285	0	0	628.5												
AH	72.33	0	0	0	7.23												
Sum_Amount	Sum_CCFee1	Sum_Comm	Textbox16														
6738.18	0	681.05	6057.13														
Payment_Method	Booking_Ref	Status	Reason_Nr	Receipt_Nr	Created_Dt	Collected_Amt	Currcy	Payment_Amount	Pay_Curren	Payment_C	Products	FlightNumber	Route	CarrierCode	Organization	Location	
AB	ZBE37G	InProcess			11.05.21	1	EUR	1	EUR	0	X3 676	LPA-DUS	X3	X3	TFS		
AC	C2VQNF	InProcess		743892	11.03.21	40	EUR	40	EUR	4	TBG	TB 111	DBV-BRU	TB	BY	TFS	
AC	E9GRYQ	InProcess		739403	11.03.21	20	EUR	20	EUR	2	TBG				BY	TFS	
AC	RF81JK	InProcess		643282	15.03.21	50	EUR	50	EUR	5	BIKE DIVE COR 912	LPA-AMS	OR	BY	TFS		
AC	S6SLFZ	InProcess		473847	11.03.21	33.18	EUR	30	GBP	3.32	TBG	TOM 333	LGW-DBV	TOM	BY	TFS	
AD	C2VQNF	InProcess		473893	11.03.21	40	EUR	40	EUR	4	TBG				BY	TFS	
AD	E4PT2M	InProcess		732479	26.03.21	120	EUR	120	EUR	12		X32263	LPA-HAJ	X3	BY	TFS	
AD	O45D8C	InProcess		743894	11.03.21	15	EUR	15	EUR	1.5	TBG				BY	TFS	
AD	RF81JK	InProcess		473894	15.03.21	55	EUR	55	EUR	5.5	BIKE DIVE COR 912	LPA-AMS	OR	BY	TFS		
AD	RF81JK	InProcess		743289	15.03.21	30	EUR	30	EUR	3	BIKE DIVE COR 912	LPA-AMS	OR	BY	TFS		
AD	RF81JK	InProcess		743980	15.03.21	30	EUR	30	EUR	3	BIKE DIVE COR 912	LPA-AMS	OR	BY	TFS		
AD	TEI4GR	InProcess		748937	11.03.21	20	EUR	20	EUR	2	TBG				BY	TFS	
AH	CDTHHB	InProcess		643289	28.04.21	72.33	GBP	80	EUR	7.23	AVIH				BY	TFS	
AH	F9JS9N	InProcess		749848	09.04.21	1440	EUR	1440	EUR	144	EXT	X32115	LPA-DUS	X3	BY	TFS	
All	PAWKF1	InProcess		490780	11.03.21	20	EUR	20	EUR	2	TRC				BY	TFS	

15. Reconciliation Process

Handling Agent Airport Ancillary Revenue Reconciliation and Reporting

Handling agents must retrieve the Airport Revenue and Reconciliation Report from Navitaire Reporting on a daily and monthly basis for each airline.

This report will detail the total number of revenue sales recorded within GoNow according to the payment type.

The Airport Revenue and Reconciliation Report must be used to cross local sales/receipts to ensure all payments reconcile. The airlines finance teams will use this report to collate monthly revenue sales at each airport. It is the responsibility of the handling agent to ensure that their local ancillary payments reconcile with the airlines Airport Revenue and Reconciliation Report that is retrieved from Navitaire Reporting, discrepancies need to be managed and resolved by the handling agent on a daily basis and, if necessary, reported to the relevant airlines finance teams.

Payment type 'Airport Override AO' is detailed on the report for auditing purposes, and will be reviewed by the finance and airport operation teams. Airport Override payments are not included in the payment summary. Payment summary and total revenue collected only includes the following payment types:

Airport Cash - AH

Airport Debit Card - AD

Airport Credit Card - AC

15. Reconciliation Process

For all airlines, Handling agents are required to retrieve the Airport Revenue and Reconciliation report on a daily and monthly basis. The report must be crossed checked with local sales/payment service device receipts to ensure there are no discrepancies.

The following processes must be followed for the airlines financial reconciliation:

TUIfly Germany – X3 flights

The monthly revenue and reconciliation reports must be retained by the handling agent locally at each airport in the event of any queries from the TUIFly Germany finance team.

TUI UK – TOM/BY flights

The TUI UK revenue report and receipts need to be submitted to TUI UK Head office as per the standard process.

TUI Belgium and Netherlands – OR / TB flights

Handling agents are required to retrieve the Airport Revenue and Reconciliation report on a daily and monthly basis for TUI. Within the first 5 days of the following calendar month the handling must email a copy of the Airport Revenue and Reconciliation Report for each airline to invoices@tuifly.nl

The TUI Belgium and Netherlands Airport Revenue and Reconciliation Reports (retrieved from Navitaire Reporting) and excess baggage receipts (in numerical order) need to be submitted to head office as per the standard process for the airlines.

16. Payment Process Summary

- GoNow is configured to display the TUI Group Airlines' airport ancillary revenue fees.
- The applicable airport ancillary fees are displayed in GoNow within the check-in process and payments are recorded within the system.
- Agent must select the correct payment type in GoNow when recording payments
- Agents will not be able to complete the check-in/boarding process if a 'red' payment is outstanding.
- Agents are required to contact the relevant Airline OCC if a passenger arrives at check-in with their booking out of balance with a 'Red' payment
- Airport Handling Agents are required to use their own point of sale devices to take credit & debit card payments for all TUI Airlines – TOM / X3 / TB / OR
- The applicable TUI Override Codes must be used to override payments – New Override Codes
- All monies/payments taken have to be recorded in GoNow to ensure payments reconcile correctly.
- Handling agents must retrieve the Airport Revenue and Reconciliation Report from Navitaire Reporting on a daily and monthly basis for each airline.
- The Airport Revenue and Reconciliation Report from Navitaire Reporting must be used to cross local sales/receipts to ensure all payments reconcile and there are no discrepancies
- Handling Agents are responsible for ensuring there are no payment discrepancies.
- Payment receipts for X3/TUIfly Germany are printed from GoNow on the F10/finalise screen. The pax PNR reference must be entered into GoNow as the receipt number.
- Manual payment receipts are used for TOM - TUI UK / TB - TUI Belgium & OR /TUI Netherlands but when stocks supplies diminish agents are to follow the process for printing receipts directly from GoNow & adding PNR reference into the receipt field.
- Agents must follow the individual airlines process for Airport Ancillary Revenue Reporting.