



GNV On Line Booking Manuale di Utilizzo

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Quick Reference GNV On Line Booking

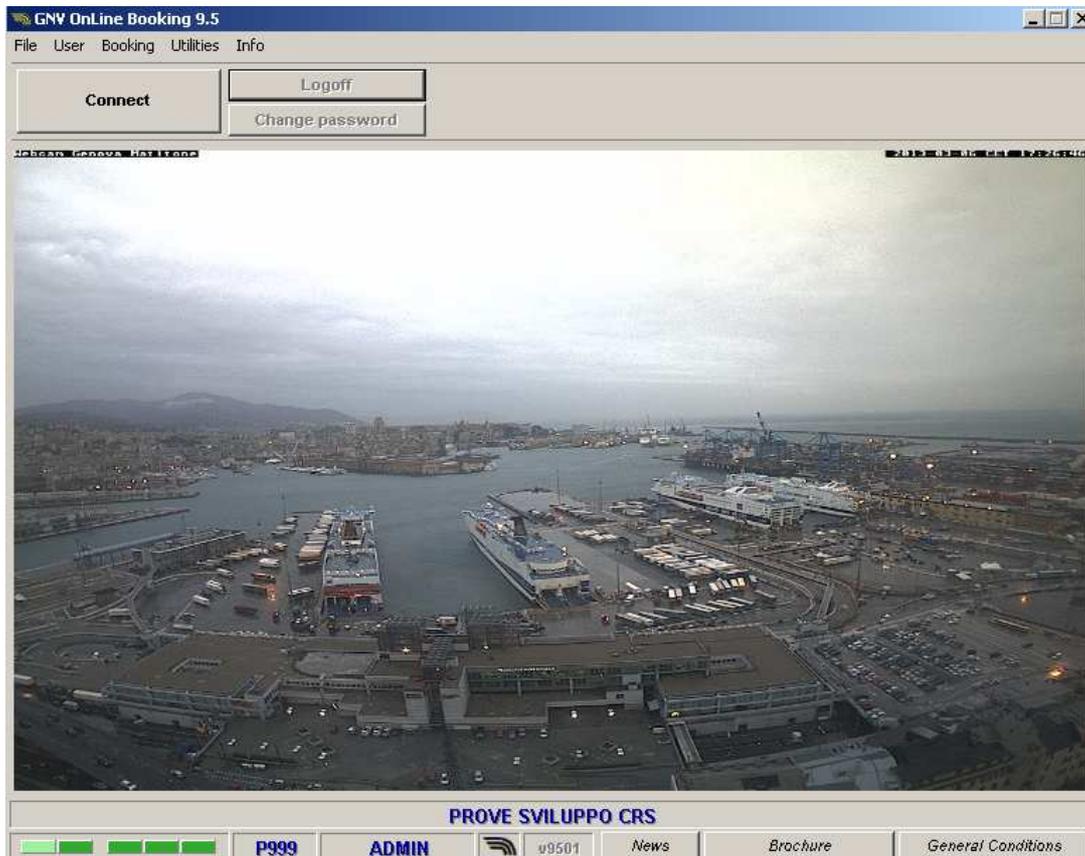
1 - Download

- 1) Click on the browser window the address <http://remote.gnv.it/download.asp>
- 2) In the moment the access page "Remote Booking download" is displayed please insert username and password and click on the "Download" button.
- 3) "Gnv Setup.exe" install program will be downloaded. A saving procedure might be required according to the used browser. In this case we advise you to save the file on Desktop.
- 4) In the moment the download is finished kindly open the downloaded program.
- 5) Please confirm the various steps till the end of installation. In the moment the file "Gnv Setup.exe" is installed, it may be removed.



"Gnv Booking" icon is now available on desktop.

Click icon to start software , main screen will be displayed:



2 - Menu "User"

2.1 Connect

Click on "GNV Booking" icon on desktop; window with active "Connect" key will be displayed. "Logoff" and "Change password" keys are not selectable.



Click on "Connect" . The login window will be displayed .

Quick Reference GNV On Line Booking



A dialog box titled "Logon User" with a blue header. It contains two text input fields: "Username" and "Password". Below the fields are two buttons: "Abort" and "Ok".

Fill in with "User" and "Password" and click "Ok"

Once you are connected on the connection screen will appear your agency name and "Logoff" and "Change password" keys will be active while "Connection" key will not.

The connection may be carried out using "Connection" key on the main screen.

2.2 Logoff



A screenshot of the "GNV OnLine Booking 9.5" application menu. The menu items are: File, User, Booking, Utilities, Documents handling, Info. The "Booking" menu is open, showing sub-items: Connect, Logoff, and Change password. The "Logoff" and "Change password" sub-items are highlighted with a grey background.

Clicking on "Logoff" the following window will appear



A dialog box titled "GNV OnLine Booking 9.5" with a blue header. It contains a question mark icon and the text "Log off user?". Below the text are two buttons: "Si" and "No".

Click on "Si" (Yes) to logoff from the system.

2.3 Change Password



A screenshot of the "GNV OnLine Booking 9.5" application menu. The menu items are: File, User, Booking, Utilities, Documents handling, Info. The "Booking" menu is open, showing sub-items: Connect, Logoff, and Change password. The "Change password" sub-item is highlighted with a grey background.

Clicking on "Change Password" the following window will appear



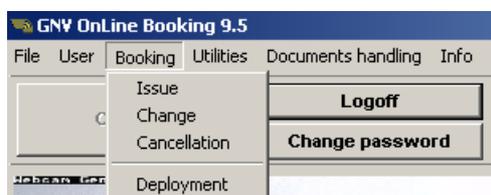
A dialog box titled "Change Password" with a blue header. It contains three text input fields: "Old password", "New password", and "Verify password". Below the fields are two buttons: "Abort" and "Ok".

Fill in the fields with original password and the new one

3 - Menu "Booking"

3.1 Issue

On the connection screen open menu "Booking" and select "Issue".
Tkt issue screen will be opened.



A screenshot of the "GNV OnLine Booking 9.5" application menu. The menu items are: File, User, Booking, Utilities, Documents handling, Info. The "Booking" menu is open, showing sub-items: Issue, Change, Cancellation, and Deployment. The "Issue" sub-item is highlighted with a grey background.

Quick Reference GNV On Line Booking

Departures selection

In order to select the desired departures it is possible to use the classic research



or Wizard function



Classic research

Departures

Outbound: Genova/Palermo | Departure: 03/07/2013 | Inbound: Palermo/Genova | Departure: 10/07/2013 | Search

Price including car

Departure	Availability and final prices				Port o call
	Pullmanseat	Inside cabin	Outside cabin	Suite	
Mar 02 Lug 2013 - 21:00	99€	230€	254€	252€	
Mer 03 Lug 2013 - 21:00	76€	246€	266€	306€	
Gio 04 Lug 2013 - 21:00	98€	240€	264€	262€	
Ven 05 Lug 2013 - 21:00	108€	240€	264€	304€	
Mar 09 Lug 2013 - 21:00	108€	206€	222€	242€	
Mer 10 Lug 2013 - 21:00	87€	220€	244€	242€	
Gio 11 Lug 2013 - 21:00	108€	206€	222€	242€	
Ven 12 Lug 2013 - 21:00	112€	206€	222€	252€	

Abort | Ok

If one desires to issue a single trip please insert the trip and the date on the side "Outbound" ; if one wants to issue a return tkt after selecting the outbound trip select the "Inbound" choice and the inbound trip selection will be available.

If a quotation with vehicle is desired choose "Price including car"

After having selected the trip and the date click on "Search"

The system will show in blue the required departures . If no departure is marked in blue this means that there are no departures on the required dates.

The classic trip research screen supplies , for the requested trip the total price (taxes , bunker surcharge) for one person in the required accommodation with or without car.

"Availability and final prices" supplies an information about availability , if the accommodation is not available the price will not be indicated .

If one requires the option "Price with car" for a trip where garage is sold out the system will not indicate the price.

The common accomodations offered for national trips are : Pullman seat , inside cabin , outside cabin, suite.

The common accommodation offered for extra-Schengen trip are : Pullman seat , gent. berth in inside cabin , lady berth in inside cabin, inside cabin.

Quick Reference GNV On Line Booking

Wizard function

Booking Wizard

Accommodation: Pullmanseat, adults: 2, children/infants: 0, Vehicle: Motor vehicle (l<5.00 h<1.90), Qty: 1, Pets admitted: 0

Destinazione: SICILY, departure on: mercoledì 03 luglio 2013, flexibility: +/- 3 days, return date: mercoledì 10 luglio 2013, Resident/Native:

Search

Departure	Route	Price	Info
Mer 03 Lug 2013 - 20:00	Napoli/Palermo	146€	Upgrade in four berth inside cabin: 47€
Mer 03 Lug 2013 - 20:30	Civitavecchia/Termini Imerese	X	Estimate not available
Mer 03 Lug 2013 - 21:00	Genova/Palermo	170€	Upgrade in four berth inside cabin: 192€
Gio 04 Lug 2013 - 20:00	Napoli/Palermo	142€	Upgrade in four berth inside cabin: 46€
Gio 04 Lug 2013 - 20:30	Civitavecchia/Termini Imerese	174€	Upgrade in four berth inside cabin: 48€

Departure	Route	Price	Info
Mer 10 Lug 2013 - 02:00	Termini Imerese/Civitavecchia	X	Estimate not available
Mer 10 Lug 2013 - 20:00	Palermo/Napoli	152€	Upgrade in four berth inside cabin: 37€
Mer 10 Lug 2013 - 21:00	Palermo/Genova	203€	Upgrade in four berth inside cabin: 133€
Gio 11 Lug 2013 - 02:00	Termini Imerese/Civitavecchia	192€	Upgrade in four berth inside cabin: 26€
Gio 11 Lug 2013 - 20:00	Palermo/Napoli	152€	Upgrade in four berth inside cabin: 37€

Abort Ok

Wizard screen enables fixing at the same time many a choice according to the clients request and his destination.

The system supplies the final price (taxes, bunker surcharge) for all passengers on various available trips for the required destination.

The solutions supplied may be ordered by "Departure" , "Route" , "Price", etc....

The letter "X" in the "Price" column shows that the displayed accommodation may be not be quoted, not being available.

In the above mentioned case (Pullman seat for 2 adults and 1 car) the system will automatically supply the following quotation

Qty	Accommodation	Ad	Ch	In	Im. Un.	Free	Amount
2	Pullmanseat	2	-	-	21,00	--	42,00
1	A1: Auto				12,00	--	12,00

Accommodations may be changed/increased using the normal functions ("Remove accommodation", "Modify accommodation" available on "Contest menu" click on the accommodation line)

Availability

POL	Pullmanseat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CIA	Inside cabin pets allowed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CEA	Outside cabin pets allowed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4ID	Lady berth in 4 berth inside cabin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4IU	Man berth in 4 berth inside cabin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4I	Four berth inside cabin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4E	Four berth outside cabin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3E	Three berth outside cabin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SF	Three bed suite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A1	Motor vehicle (l<5.00 h<1.90)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A2	Motor vehicle (l<5.00 h<2.90)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A3	Motor vehicle (l<5.00 h<2.90-4.20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V1	Large vehicle (l5.00-7.00 h<2.90)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V2	Large vehicle (l5.00-7.00 h<2.90-4.20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V3	Large vehicle (l7.00-12.00 h<4.20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VR1	Vehicle with trailer (l<7.00 h<4.20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VR2	Vehicle with trailer (l>7.00 h<4.20)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MOTO	Motorcycles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PETS	Cats, pets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DOGS	Dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Close Update

We remind anyhow that the real accommodation/garage availability is obtained :

- By clicking twice on the desired trip on the window "Departures"
- On the "contest menu" by clicking on departure date in the main screen after having chosen the trip

P.N.: this screen is uniquely a visual availability window it may not be used for accommodation selection.

"Update" key carries out a refresh on availability status if the window has been opened for a long time.

Once the availability has been verified close the window "Availability" and click "Ok" on the window "Departures"

"Ticket issue" screen will be opened.

Quick Reference GNV On Line Booking

The system shows the screen as if a single tkt is going to be issued (if outbound trip has been requested) or two tkts (if inbound tkt has been requested)

The screenshot shows the 'Ticket Issue' window with the following details:

- Ticket holder:** Resident Native, Issue agency: P999 - PROVE SVILUPPO CRS, Currency: EURO.
- Flight 1:** Mer 03 Lug 2013 - 21:00, Departure: GENOVA, Arrival: PALERMO.
- Flight 2:** Mer 10 Lug 2013 - 21:00, Departure: PALERMO, Arrival: GENOVA.
- Accommodation Selection:** A table with columns: Qty, Accomodation, Ad, Ch, In, Im, Un, Free, Amount. A list on the right includes: Accomodations and services, Fare bases, Taxes and surcharges, Cancellation insurance (checked), and Vehicles insurance (checked).

In order to insert the accomodations it is compulsory to click the right mouse button on the white side at the center of the tkt .

A window will appear with a choice with "Add accomodations" and "Availability"

Click on "Add accomodation" using the left mouse button.

"Accomodations" window will be opened.

Accomodations selection

The 'Accomodations' window contains:

- Code:** A text input field.
- Accomodation:** A dropdown menu.
- Buttons:** 'Abort' and 'Ok' at the bottom.

← In this window may be inserted (one by one) accomodations , vehicles and accessories . For the choice of the accomodation it is possible to insert the accomodation code into the field "Code" or simply select the accomodation on the drop down list → which will be opened clicking on the arrow "Accomodation" .

The list of accommodations includes:

- Pullmanseat
- Outside cabin pets allowed
- Inside cabin pets allowed
- Lady berth in 4 berth inside cabin
- Man berth in 4 berth inside cabin
- Four berth inside cabin
- Three berth outside cabin
- Four berth outside cabin
- Three bed suite
- Motor vehicle (l<5.00 h<1.90)
- Motor vehicle (l<5.00 h<2.90)
- Motor vehicle (l<5.00 h2.90-4.20)
- Large vehicle (15.00-7.00 h<2.90)
- Large vehicle (15.00-7.00 h2.90-4.20)
- Large vehicle (17.00-12.00 h<4.20)
- Vehicle with trailer (l<7.00 h<4.20)
- Vehicle with trailer (l>7.00 h<4.20)
- Motorcycles
- Dogs

Quick Reference GNV On Line Booking

The screenshot shows the 'Accommodations' form with the following fields: Code (4I), Accommodation (Four berth inside cabin), Quantity (1), Available beds (4), Adults (2), Children (2), and Infants (1). There are 'Abort' and 'Ok' buttons at the bottom.

After having selected the accommodation the number of desired accommodation will have to be inserted into the "Quantity" field. For Pullman seat the number is automatically inserted by the system according to passenger quantity .

In the fields "Adults" ,"Children" (4/11 years for Sicily, Sardinia and Spain – 2/14 years for Tunisia – 2/11 years for Morocco) , "Infants" (0/3 years for Sicily, Sardinia and Spain – 0-1 for Tunisia and Morocco) the passenger number of the various categories are supposed to be inserted.

Clickin on "Ok" , the accommodation appears on the tkt.

Vehicle selection

The first screenshot shows a 'Motor vehicle (<5.00 h<1.90)' with Code A1, Quantity 1, Model FIAT 500, and Plate DD 523 CA. The second screenshot shows a 'Large vehicle (15.00-7.00 h<2.90)' with Code V1, Quantity 1, Model CAMPER LAIKA, Plate AZ 158 FA, and Length 6.5. Both forms have 'Abort' and 'Ok' buttons.

If "A1-A2-A3-MOTO" categories are selected it is necessary to insert the brand, model and registration number into the concerned fields . For other vehicles categories (V1-V2-V3-VR1-VR2), it is also compulsory to insert the length into the appropriate field.

Clicking on "Ok" the vehicle appears on the tkt.

It is not possible to modify the "Quantity" field. In order to add further vehicles it is necessary to insert them individually.

Accessory selection

In order to book Accessories (i.e.: Dogs/Cats) it is necessary to insert their quantity , clicking "Ok" the accessory appears on the tkt.

If "Return tkt" is selected , it will be possible to copy accomodation/services on the return tkt.

Click by the right mouse button on the line desired and select "Copy on inbound" → "Selected item" (to copy only the line selected) or "All items" (to copy all lines of the tkt).

If accomodation/service desired for inbound tkt are totally different from the outbound tkt it is possible to insert them individually on the inbound tkt with the same procedure of the outbound one.

Quick Reference GNV On Line Booking

Sicily and Sardinia Resident/Native reduction

If the reduction is desired it is necessary to select the "Resident/Native" button.
Gnv OnLine Booking system calculates automatically the best price if available.
"RES" icon will appear on the tkt if reduction is applied on one or various items.
In the example below "RES" reduction is applied on both ways.

The screenshot shows the 'Ticket Issue' window with the following details:

- Resident/Native:** Selected (highlighted in red).
- Issue agency:** P999 - PROVE SVILUPPO CRS
- Currency:** EURO
- AMOUNT:** 707,68

Itinerary 1: Mer 03 Lug 2013 - 21:00, GENOVA to PALERMO. Total amount: 360,59 EUR.

Qty	Accommodation	Ad	Ch	In	Im.	Un.	Free	Amount
1	Pullmanseat	-	1	-			19,00	19,00
1	Four berth inside cabin	1	3	-			143,00	143,00
1	A1: Fiat 500						23,00	23,00

Itinerary 2: Mer 10 Lug 2013 - 21:00, PALERMO to GENOVA. Total amount: 347,09 EUR.

Qty	Accommodation	Ad	Ch	In	Im.	Un.	Free	Amount
1	Pullmanseat	-	1	-			29,00	29,00
1	Four berth inside cabin	1	3	-			119,50	119,50
1	A1: Fiat 500						23,00	23,00

Summary of charges for both itineraries:

Category	Amount (EUR)
Accommodations and services	185,00
Fare bases	74,00
Taxes and surcharges	71,59
Cancellation insurance	25,00
Vehicles insurance	5,00
AMOUNT (EUR)	360,59

Category	Amount (EUR)
Accommodations and services	171,50
Fare bases	74,00
Taxes and surcharges	71,59
Cancellation insurance	25,00
Vehicles insurance	5,00
AMOUNT (EUR)	347,09

Cost Estimate print

After having completed the desired tkt it is possible to print an estimate clicking on the icon



Operation Reset

In order to abort the work in progress and reset the screen click on the icon.



Quick Reference GNV On Line Booking

Insert/Edit passengers list



In order to insert passenger list click on the icon .

Click by the right mouse button on the white side of the window and select "Add passenger"
"Insert/Edit passenger" screen will appear.

Fill in the fields "Surname", "Name", select the "Age Range" from the drop down list (Adult , Child , Infant) , select passenger sex (Male , Female) and insert the flag on "Ticket holder" for the name desired as tkt owner.

The system will propose automatically for following insertions the last surname inserted on beforehand , up to complete all the passengers list , in the field "Surname".

"Passport" , "Date of birth" , "Place of birth" and "Citizen" information are required for extra-Schengen routes (Tunisia, Morocco) and for Spain.

The route where these details are required will be shown with the icon  on the screen "Departures"

After having completed passenger details click on "Ok".

The name will be inserted in the passenger list.

The system will propose automatically the "Insert/Edit passengers" window for each person inserted on the tkt.

In case of a return tkt it will be possible to copy one or all the names inserted in the outbound trip on the inbound trip clicking with by right mouse button on the name desired and selecting "Copy" → "Selected passenger" or "All passengers".

If names for inbound tkt are different from the outbound one it is possible to insert them individually on the inbound tkt with the same procedure of the outbound one.

If a wrong data has been inserted it is possible to modify or cancel it by selecting the passenger name and clicking on it by right mouse button. Thereafter it is possible to select the voice "Modify passenger" or "Delete passenger".

Insert mobile phone

Please insert a client mobile phone number into the space "Mobile" on the upper left side proceeded by the international country code (i.e.: 00393471234567)

Insert Fidelity Card GNV

If the client owns a GNV Fidelity Card click on the double green arrows in the "Fidelity Card" field upper side left.

A window will be opened and the Fidelity Card number or owner's name will have to be inserted.

Clicking on "Search" the system will show the card and the following details "Card holder", "Sex" , "Date of birth" , "Card" , "Type" , "Points".

Clicking on "Use card" the GNV Fidelity card will be credited with the points produced by the tkt value.

The card owner will be automatically inserted as tkt owner and this data will not be alterable.

Quick Reference GNV On Line Booking

Issue Confirmation



In order to confirm the tkt issue click on the icon

The system will confirm the tkt by a message and will print the express tkt automatically one copy for the passenger and one for the agency.

Agencies paying by credit card

Credit Card

Card number CW

Card brand

Expiring date

Card-holder

Address

Place

ZIP code

Telephone



Clicking on the icon a window to fill in all details for the payment will appear.

Once all details have been inserted click on "Ok".

The system will confirm the tkt with a message and will print automatically the express tkt one copy for the passenger and one for the agency.

Presale issue (only routes Tunisia and Morocco)

For Tunisia and Morocco routes it is possible to carry out an option till 1 month before departure by paying 25 € per presale/route which will not be deducted from the tkt amount when issued.

To issue a presale once created the cost estimate click on "Presale" button.

The presale blocks accommodations and the tariff shown in the field "Ticket Amount" till the expiry date shown in the field "Expiring date". Within that date it is compulsory to convert the presale into a tkt.

In case the presale is not converted accommodations and price will no longer be kept available and the price of presale (25 € for route) is not refunded.

Ticket Issue

Ticket holder

Resident/Native

Issue agency **P999 - PROVE SVILUPPO CRS**

Mobile Fidelity Card

Agreement discount

Presale

Currency **EURO** AMOUNT **25,00**

Departure date **Ven 23 Ago 2013 - 10:00** Departure **GENOVA** Arrival **TUNISI** Port of call **--** Adu **1** Chd **--** Inf **--**

File number ********* Expiring date **24 Luglio 2013** **Pre**

City	Accommodation	Ad	Ch	In	Im.	Un.	Free	Amount
1	Pullmanseat	1	-	-	1,00	--	--	1,00
1	MOTO; Moto				65,00	--	--	65,00

Listino: Individual Standard

Accommodations and services **66,00**

Fare bases **79,00**

Taxes and surcharges **23,81**

Cancellation insurance **5,00**

Vehicles insurance **5,00**

TICKET AMOUNT **178,81**

PRESALE AMOUNT (EUR) 25,00

Departure Date Departure Arrival Port of call Adu Chd Inf

Ticket

City Accommodation Ad Ch In Im. Un. Free Amount

Accommodations and services
Fare bases
Taxes and surcharges
Cancellation insurance
Vehicles insurance

AMOUNT ()

To confirm the Presale issue click on the icon

Quick Reference GNV On Line Booking

Double Issue Check

The system automatically executes a double issue check over the following information :

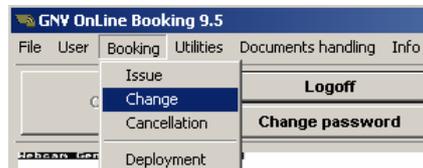
- issuing travel agency
- date of issue
- ticket holder
- voyage number
- tkt amount

If all above mentioned data match with the last issued tkt , the system will send back the message "The tkt has been already issued. GN 1234567."

In case you need to issue the same tkt you can contact Gnv Contact Center – Help Desk (Ph. 00390102094591)

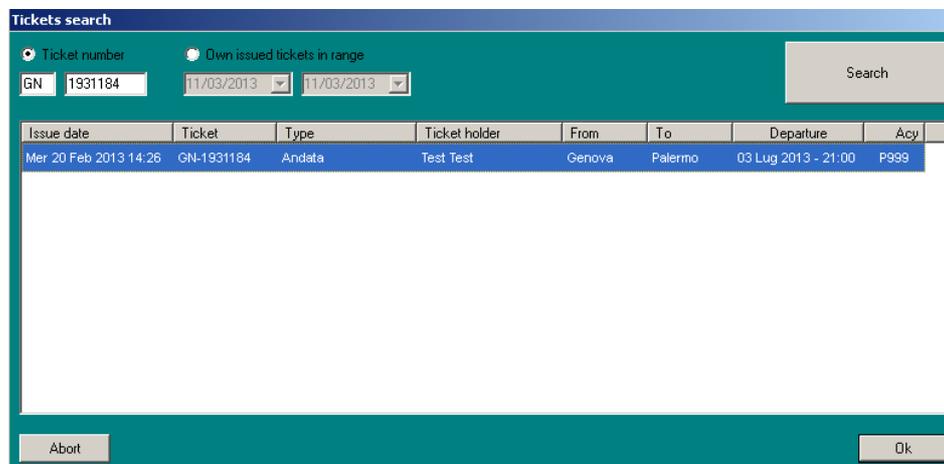
3.2 Change

To login follow the instructions at the paragraph 2.1 "Connect"
Click on the "Booking" Menu and select "Change"



The "Change" window will be displayed

Click on the right icon 



The "Tickets Search" will be opened ; with this function it's possible make a tkt research for :

- Tkt Number : insert the tkt number to change
- Own issued tkts in range : if the tkts to be changed is yours it's possible to insert a range of dates, the tkts list will be displayed

After having inserted the tkt number or selected the dates range click on "Search" .
Tkt ,or a list of tks, will be displayed , select the tkt to be changed and click on "Ok"

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The tkt will be displayed

Ticket holder
TEST TEST

Mobile: 00393471234567 Fidelity Card: --

Agreement discount: --

Resident/Native

Issue agency
P999 - PROVE SVILUPPO CRS

Currency: EURO **AMOUNT**
740,82

Refund: 650,82 Cambio: Equivalent: **FINAL AMOUNT**
90,00

Departure date	Departure	Arrival	Port of call	Adu	Chd	Inf
Mer 03 Lug 2013 - 21:00	GENOVA	PALERMO	--	2	1	1

Nuovo biglietto: ***** Original: GN-1931184

Qty	Accomodation	Ad	Ch	In	Im. Un.	Free	Amount
1	Cabina interna 4 letti	2	1	1	159,00	--	159,00
1	MOTO: Moto				15,00	--	15,00

**MODIFICA BIGLIETTO
LIVELLO TARIFFA MANTENUTO**

Listino: Individuali Standard

Accomodations and services: **174,00**

Fare bases: **148,00**

Taxes and surcharges: **41,41**

Cancellation insurance: **15,00**

Veichles insurance: **5,00**

AMOUNT (EUR): 383,41

REFUND (EUR): 338,41

Departure date	Departure	Arrival	Port of call	Adu	Chd	Inf
Mer 10 Lug 2013 - 21:00	PALERMO	GENOVA	--	2	1	1

Nuovo Biglietto: ***** Original: GN-1931185

Qty	Accomodations	Ad	Ch	In	Im. Un.	Free	Amount
1	Cabina interna 4 letti	2	1	1	133,00	--	133,00
1	MOTO: Moto				15,00	--	15,00

**MODIFICA BIGLIETTO
LIVELLO TARIFFA MANTENUTO**

Listino: Individuali Standard

Accomodation and services: **148,00**

Fare bases: **148,00**

Taxes and surcharges: **41,41**

Cancellation insurance: **15,00**

Veichles insurance: **5,00**

AMOUNT (EUR): 357,41

REFUND (EUR): 312,41

As soon as the tkt is visualized , without trying any change , software shows phrase “Modifica biglietto – Tariffa Congelata” (Tkt Change – Frozen Rate). Tkt price will not change until the tkt composition will be altered (insert/add new accommodation , date change , etc).

If no alteration of tkt is carried out software applies only “Change Fees” (€ 25,00 per tkt) and insurance if not selected on the first tkt.

In the above example the final amount to cash is € 90,00 for :

- 25€ (change fees per tkt) x 2 = 50€
- Vehicles Insurance € 5 (each vehicle per tkt = 10€)
- Cancellation Insurance € 5 per passengers , per tkt (30€ tot)

By this function it is possible to change date / route , accommodation , vehicles , passengers list. Software calculates automatically the tariff differences .

In case the client needs many an alteration (F.e.: date alterations + accommodation alterations + name alteration) please proceed altering all required items and before confirming the change kindly verify the tariff differences on the upper “Final Amount” field .

Date/Route Alteration

Once the original tkt is displayed in the function “Change” click on the “Departures” icon on the right 

At that moment you will be able to proceed selecting a new route or date of departure .

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How to apply natives/residents reduction for Sardinia and Sicily

Once the original tkt is displayed it will be possible to insert the natives/residents reduction for Sardinia and Sicily click on "Resident/Native" button.

System will apply the concerned tariff if available on the trip and will insert the mark "RES" on the tkt.

Accommodation alteration

Once the original tkt has been displayed it will be possible to modify (according to availability) or remove the accommodations previously inserted.

You just have to click on the right mouse button on the accommodation you want to modify/remove and select "Modify Accommodation" or "Remove Accommodation"

At this moment the right button mouse will be clicked in the blank side of the tkt and "Add Accommodation" will be selected for a new one.

Difference to be cashed

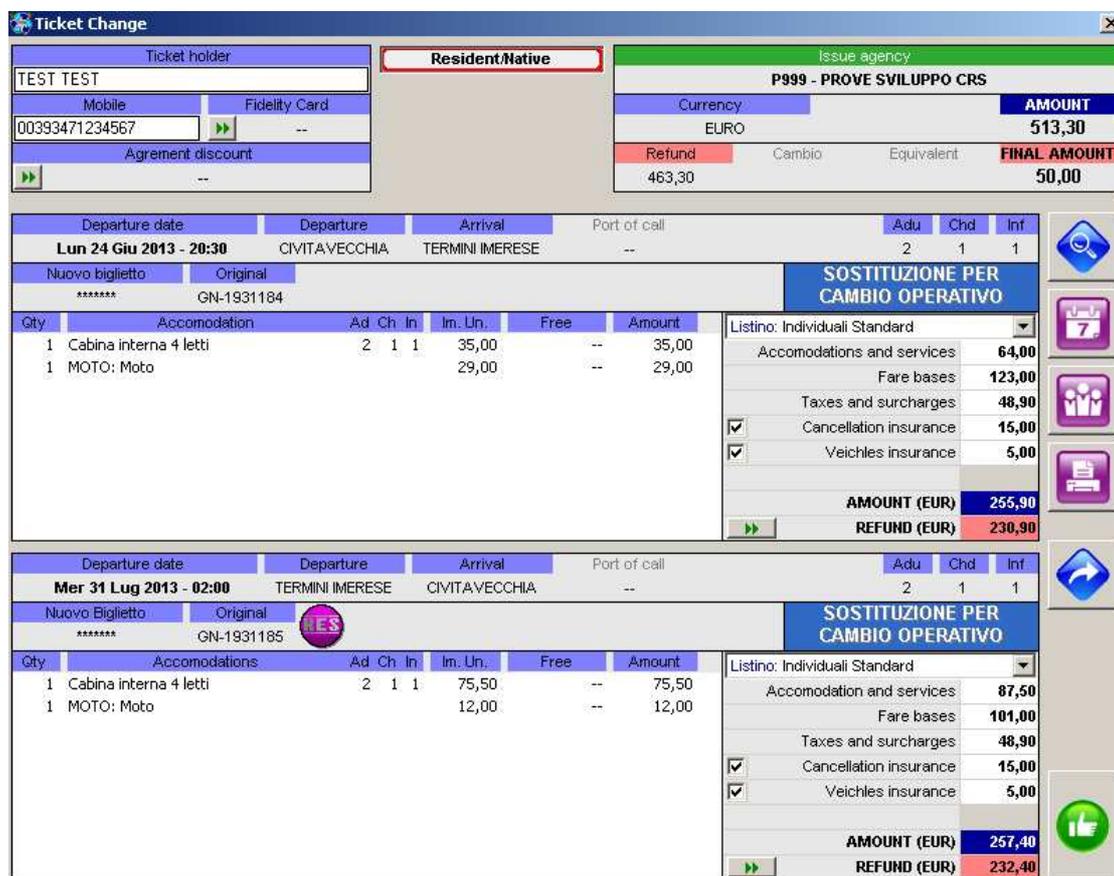
Once all alterations required by the client have been carried out the system will show automatically the difference to be cashed on the field "Final Amount" including also the alteration fees (25€ per tkt)

To visualize the applied fee please click on 

Ticket fees	
Modification fee	25,00

The "Ticket fees" screen will be displayed showing the applied alteration fee

Here below an example of route/date alteration + "Resident/Native" :



Ticket Change

Ticket holder: TEST TEST

Mobile: 00393471234567 | Fidelity Card: --

Agreement discount: --

Resident/Native

Issue agency: P999 - PROVE SVILUPPO CRS

Currency	AMOUNT
EURO	513,30
Refund	463,30
FINAL AMOUNT	50,00

Departure date: Lun 24 Giu 2013 - 20:30 | Departure: CIVITAVECCHIA | Arrival: TERMINI IMERESE | Port of call: -- | Adu: 2 | Chd: 1 | Inf: 1

Nuovo biglietto: ***** | Original: GN-1931184

SOSTITUZIONE PER CAMBIO OPERATIVO

Qty	Accommodation	Ad	Ch	In	Im.	Un.	Free	Amount
1	Cabina interna 4 letti	2	1	1			35,00	35,00
1	MOTO: Moto						29,00	29,00

Item	Amount
Accommodations and services	64,00
Fare bases	123,00
Taxes and surcharges	48,90
Cancellation insurance	15,00
Veichles insurance	5,00
AMOUNT (EUR)	255,90
REFUND (EUR)	230,90

Departure date: Mer 31 Lug 2013 - 02:00 | Departure: TERMINI IMERESE | Arrival: CIVITAVECCHIA | Port of call: -- | Adu: 2 | Chd: 1 | Inf: 1

Nuovo Biglietto: ***** | Original: GN-1931185

RES

SOSTITUZIONE PER CAMBIO OPERATIVO

Qty	Accommodations	Ad	Ch	In	Im.	Un.	Free	Amount
1	Cabina interna 4 letti	2	1	1			75,50	75,50
1	MOTO: Moto						12,00	12,00

Item	Amount
Accommodation and services	87,50
Fare bases	101,00
Taxes and surcharges	48,90
Cancellation insurance	15,00
Veichles insurance	5,00
AMOUNT (EUR)	257,40
REFUND (EUR)	232,40

In this case uniquely amendment fees are applied (25€ per tkt)

ATTENTION : the amount on the refund field is not the sum supposed to be refunded to the client . Effectively this amount will be inserted as the alteration accountancy movement on the statement of account .

Quick Reference GNV On Line Booking

Alteration confirmation

Once all the required alterations have been carried out and "Final Amount" is displayed the tkt substitution will be confirmed by clicking



on the amendment icon down on the right

ATTENTION : the tkt alteration is not confirmed until the amendment icon is clicked and a confirmation note is received. If the payment is carried out by credit card a further step will be displayed.



Before clicking the icon you will have uniquely a tkt alteration estimate.

By clicking on the Confirmation button the system will confirm the amendment by a message and will automatically print the new express-tkt in two copies , one for passenger and one for the agency.

Agencies paying by credit card

Credit Card

Card number CVV

Card brand

Expiring date

Card-holder

Address

Place

ZIP code

Telephone

Abort Ok

By clicking on the "Confirmation" button down on the right a window will be displayed and all items for tkt payment will have to be inserted.

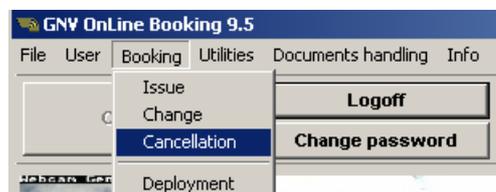
Once all payment data have been inserted please click on "OK"

The system will confirm the tkt with a message and will print automatically the express tkt one copy for the passenger and one for the agency

3.3 Cancellation

Please carry out the connection with the software as described in paragraph 1.2 "Connection".

On the connection window please open the Menu "Booking" and select "Cancellation".



The "Tkt Cancellation" window will be displayed.

Please click on the right only active icon



Tickets search

Ticket number Own issued tickets in range

GN 1931184 11/03/2013 11/03/2013 Search

Issue date	Ticket	Type	Ticket holder	From	To	Departure	Acy
Mer 20 Feb 2013 14:26	GN-1931184	Andata	Test Test	Genova	Palermo	03 Lug 2013 - 21:00	P999

Abort Ok

The "Ticket Search" window will be displayed in this window it is possible to research a tkt by :

Ticket number : please insert the tkt number you want to cancel

Own issued tkt in the range : if the tkt has been issued by your agency it is possible to insert a date range in order to visualize all the issued tkts.

Once the tkt number has been inserted or date range has been selected please click on "Search". The system will display the required tkt marked by a blue line . Click on "Ok"

Quick Reference GNV On Line Booking

Now the tkt is displayed in the "Ticket Cancel" window

Ticket holder		Issue Agency	
TEST TEST		P999 - PROVE SVILUPPO CRS	
Mobile	Fidelity Card	AMOUNT	700,82
00393471234567	--	Currency	REFUND
Reduction code	None	EURO	560,66

Departure date	Departure	Arrival	Port of call	Adu	Chd	Inf
Mer 03 Lug 2013 - 21:00	GENOVA	PALERMO	--	2	1	1

Biglietto	Issue date
GN 1931184	20 Febbraio 2013

Qty	Accommodation	Ad	Ch	In	Im. Un.	Free	Amount
1	Cabina interna 4 letti	2	1	1	159,00	--	159,00
1	MOTO: Moto				15,00	--	15,00

INDIVIDUALI STANDARD	
Accommodations and services	174,00
Fare bases	148,00
Taxes and surcharges	41,41
Cancellation insurance	--
Veichles insurance	--
Deduction	
AMOUNT (EUR)	363,41
REFUND (EUR)	290,73

Departure date	Departure	Arrival	Port of call	Adu	Chd	Inf
Mer 10 Lug 2013 - 21:00	PALERMO	GENOVA	--	2	1	1

Biglietto	Issue date
GN 1931185	20 Febbraio 2013

Qty	Accommodation	Ad	Ch	In	Im. Un.	Free	Amount
1	Cabina interna 4 letti	2	1	1	133,00	--	133,00
1	MOTO: Moto				15,00	--	15,00

INDIVIDUALI STANDARD	
Accommodations and services	148,00
Fare bases	148,00
Taxes and surcharges	41,41
Cancellation insurance	--
Vehicles insurance	--
Deduction	
AMOUNT (EUR)	337,41
REFUND (EUR)	269,93

Cancellation fees

The system automatically shows the cancellation fees according to the Transport General Conditions . To visualize the applied fees please click on

Refund

The system automatically shows the amount to be refunded to the client in the "Refund" field

Cancellation confirmation

Once the refund amount has been displayed please confirm the tkt cancellation by clicking on the cancellation icon down on the right



ATTENTION : The cancellation is not confirmed until the "Cancellation Icon" is clicked and a confirmation note is received. Before clicking the cancellation icon you will have uniquely a tkt cancellation estimate.

By clicking on the Confirmation button the system will confirm the amendment by a message and will automatically print a copy of the cancelled tkt

Agencies paying by credit card

Whenever the tkt cancelled has been issued by a travel agency paying by credit card the system will automatically credit the credit card used to buy the original tkt with the refunded amount (except cancellation fees)
The Italian message is :

"The operation has been duly completed following tickets have been cancelled:

(GN)
(GN)

The credit card which has been used in origin for the purchase has been credited with the due refund amount"

Quick Reference GNV On Line Booking

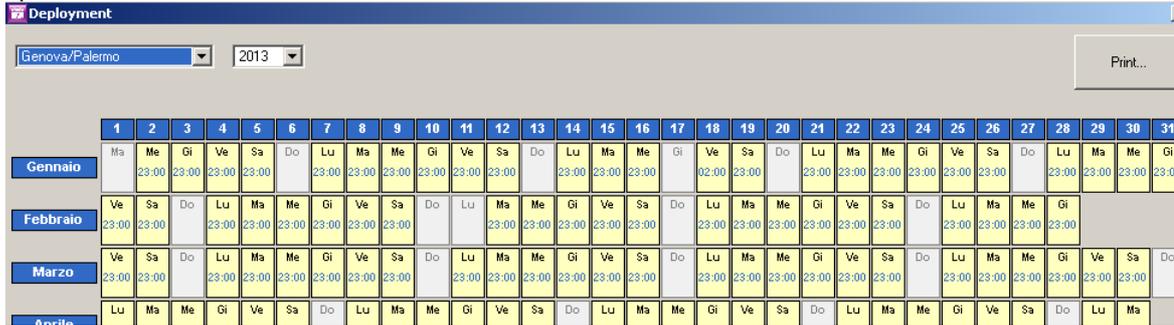
If the concerned refund amount may not be credited owing to bank problems not caused by GNV (bank circuit line interruption , the debit transaction has been carried out more than six months before, etc...) the software will NOT cancel the tkt and will NOT credit the amount.

All the cancellations whose refund on the credit card is not possible will be carried out by bank remittance.

3.4 Deployment



The "Deployment" function available in the "Booking" Menu allows you to visualize and print the yearly deployment of the required route. The deployment displayed is the actual deployment in force in the moment it is required , therefore the supplied data are always updated.



4 - Menu "Utilities"



4.1 Ticket search

It is possible to reprint an issued tkt . On the connection window please open the "Utilities" Menu and select "Ticket Search"
The "Ticket Search" window will be displayed

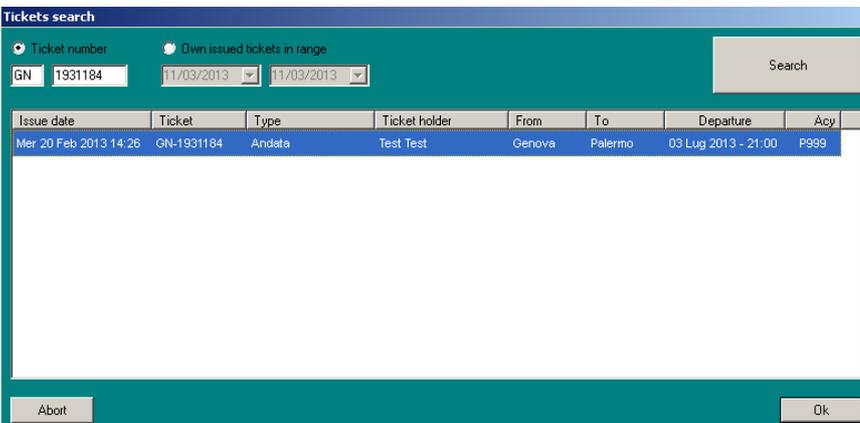
Please click on the right only active icon 

The "Ticket search" window will be displayed , in this window it is possible to research a tkt by :

Ticket number : please insert the tkt number you want to visualize

Own issued tkt in the range : if the tkt has been issued by your agency it is possible to insert a date range in order to visualized all the issued tkts.

Once the tkt number has been inserted or date range has been selected please click on "Search". The system will display the required tkt marked by a blue line . Click on "Ok"



At this moment the tkt in the "Ticket Search" is displayed .
To reprint the tkt click on "Printer" icon on the right



Quick Reference GNV On Line Booking

4.2 Ticket list on altered departures



In Utility Menu a new function “Tickets list on altered departures” is available.

This function allows you to obtain a ticket list per month of departures whose deployment has been altered , timetable alteration , departure date alteration and also route cancellation.

Ticket	Route	Original schedule	New schedule	Ticket holder	Phone contact	Adv
GN-	Tangeri/Sete	Sabato 6 Aprile 2013 - 18:00	Viaggio Annullato			
GN-	Tangeri/Sete	Sabato 13 Aprile 2013 - 18:00	Sabato 13 Aprile 2013 - 15:00			



By using the button down on the left it is possible to export the list.

After the concerned passenger has been informed and the due alteration has been carried out (altered to other date , cancelled , new timetable amended by Contact Center GNV) the tkt will be erased from the list in case you carry out a new research for the same month.

4.3 Operations list

It is possible to obtain an operations list.

On the connection window please open the “Utilities” Menu and select “Operation list”

The “Operation list” window will be displayed

By inserting a date range all the operations carried out by your agency will be displayed.

This function also shows the currency in which the tkt has been issued.

Op. date	CRS	Agency	Ticket	Holder	Departure	Amount
20 Feb 13 - 14:26:47	Remote Booking	P999	GN-01931184	Test Test	Genova/Palermo - 03 Luglio 13	363,41
20 Feb 13 - 14:26:47	Remote Booking	P999	GN-01931185	Test Test	Palermo/Genova - 10 Luglio 13	337,41
20 Feb 13 - 16:17:40	GNV - Booking Interno	P999	GN-04106311	Test Test	Genova/Tunisi - 23 Agosto 13	(Tnd) 197,76



It is also possible to export the list by clicking on the button down on the left

4.4 Accounting list

It allows you to obtain an operation list carried out in the date range required, similar to the monthly statement of account. It may be used to receive a production estimate but it does NOT replace the accountancy document.

On the connection window please open the “Utilities” Menu and select “Accounting list”

The “Accounting list” window will be displayed

By inserting a date range all the operations carried out by your agency will be displayed.

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By selecting “Mark as acquired” the registered accountancy movement will be considered as acquired. In case you select “Skip already acquired operations” the previously acquired movements will not be displayed any longer.



It is possible export the data by clicking on the button down on the left

In case of tkt amendement from another currency the function applies the exchange rate available on that date.

4.5 Credit card transactions list (only for travel agencies paying by credit card)



The “Credit card transactions list” function ,available in the “Utility” Menu, allows you to visualize a transaction list carried out by credit card by the concerned travel agency as per a date range. This list may be exported by clicking on the list by the right mouse button → “Data Export “

Op. date	Software	Tickets	C/Card	Trans. ID	Amount	Status
14 Feb 13 - 17:49:18	Remote Booking	GN-	XXX-		396,52	Charge confirmed
14 Feb 13 - 17:57:01	Remote Booking	GN-	XXX-		396,52	Chargeback confirmed
14 Feb 13 - 18:01:07	Remote Booking	GN-	XXX-		396,52	Charge confirmed

P.N.: the transactions carried out by 2009 software will not be displayed

5 - Menu “Documents handling”

5.1 General purpose / Accountancy documents



A new Menu “Documents handling” splitted in two “General Purpose” and “Accountancy documents” is available. These funtions are the same ones available in the agency area at the address <http://www.grandinavivseloci.biz/> (access codes are the same used for the GNV OnLine Booking user and password)

General purpose : useful documents

Accountancy documents : statements of account

6 – Main window buttons



6.1 Software update

The “Software update” button is active in case a new program version is available. It allows to carry out the update automatically.

6.2 Total Fax

The total fax button is active to download possible communication duplicate already sent to the travel agency by Total Fax.

6.3 News

In case offers, promotions and particular news are sent the system shows a banner inside the main window. As the banner is displayed for a short time it will be possible to visualize it again using this button.

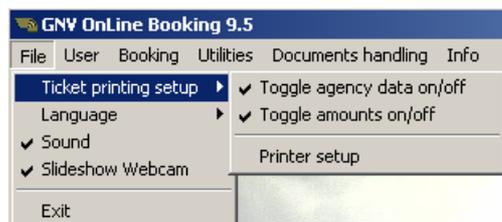
6.4 Brochure

It allows you to have a look at the Brochure in a new window.

6.5 General Conditions

It allows you to have a look at the Transport General Conditions.

7 - Menu “File”



7.1 Ticket printing setup

7.1.1 Toggle agency data on/off

It is possible to adjust the software to avoid printing on the tkt the agency data.

In order to modify this configuration in the connection window please open “File” Menu, select “Ticket Printing setup” and erase the flag on the item “Toggle agency data on/off”.

In order to restore the agency data details please insert again the flag at the item “Toggle agency data on/off”.

7.1.2 Toggle amounts on/off

It is possible to adjust the software to avoid printing the amounts on the tkt.

In order to modify this configuration in the connection window please open the “File” Menu, select “Ticket Printing setup” and erase the flag on the item “Toggle amounts on/off”.

In order to restore the amounts details please insert again the flag at the item “Toggle amounts on/off”.

7.1.3 Printer setup

It is possible to adjust the software and print the tkt on the printer connected to the PC.

In order to modify this configuration in the connection window please open the “File” Menu, select “Ticket Printing setup”, select “Printer setup” and choose the printer you intend to use.

7.2 Language

It is possible to adjust the software for its use in Italian and in other languages.

In order to modify this configuration in the connection window please open the "File" Menu , select "Language" and insert the flag on the language you intend to use.

7.3 Sound

It is possible to switch on or off sounds.

In order to modify this configuration in the connection window please open the "File" Menu , select "Sound" and insert or erase the flag.

7.4 Slideshow webcam

It is possible to block the automatic refresh of the webcam image.

Please click on "File" → "Slideshow webcam" and erase flag.

7.5 Exit

It is possible to switch off from the software using also this function.

8 - Menu "Info"

8.1 Supplies

It supplies a phone number of a GNV Contact Center for information.

8.2 About

It supplies details concerning the software version.