GNV On Line Booking
Manuale di Utilizzo

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

"Gnv Booking" icon is now available on desktop.

Click icon to start software , main screen will be displayed:
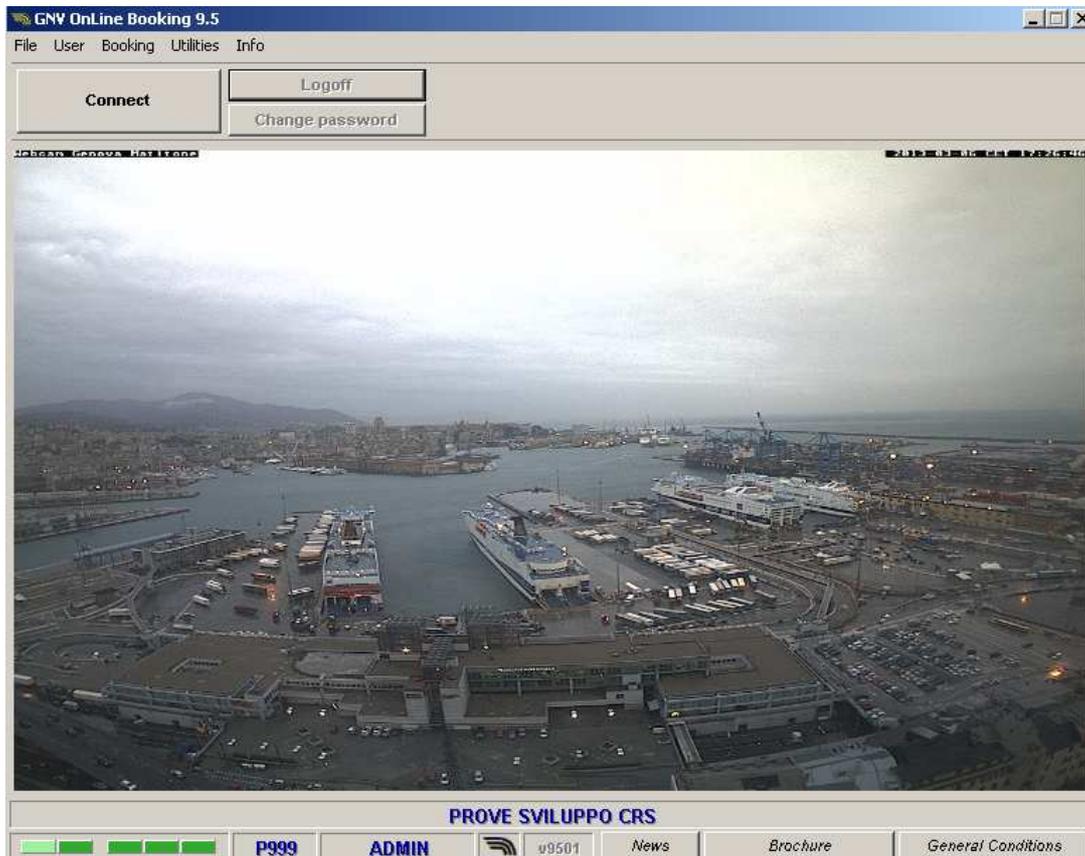
2 - Menu "User"

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 .

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

Clicking on "Logoff" the following window will appear

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

2.3 Change Password

Clicking on "Change Password" the following window will appear

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.
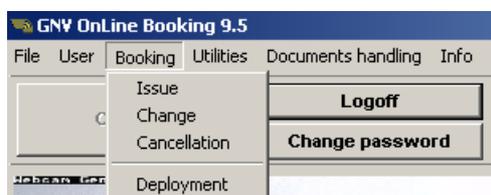
Departures selection

In order to select the desired departures it is possible to use the classic research [icon]   or Wizard function [icon]

Classic research

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.

Wizard function

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 authomatically supply the following quotation

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

We remind anyhow that the real accomodation/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 accomodation 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.

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)

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

←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" .

After having selected the accomodation the number of desired accommodation will have to be inserted into the "Quantity" field. For Pullman seat the number is authomatically 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

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.

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 authomatically 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.

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.

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 authomatically 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 authomatically 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 authomatically inserted as tkt owner and this data will not be alterable.

<u>Issue Confirmation</u>

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 authomatically one copy for the passenger and one for the agency.

Agencies paying by credit card

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 authomatically the express tkt one copy for the passenger and one for the agency.

<u>Presale issue (only routes Tunisia and Morocco)</u>

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

To confirm the Presale issue click on the icon

Double Issue Check

The system authomatically 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"
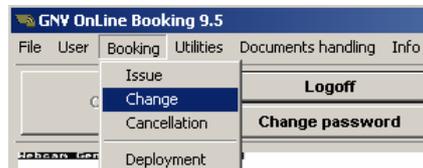
The "Change" window will be displayed

Click on the right icon
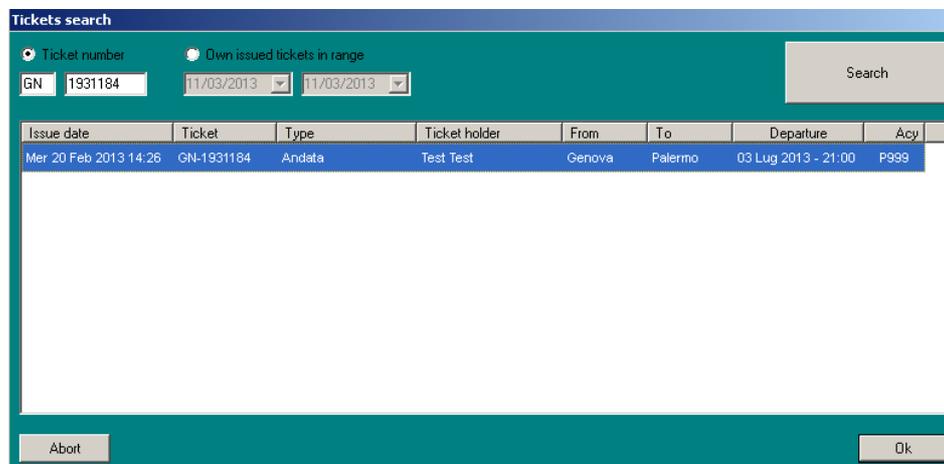
The "Tickets Search" will be opened ; with this function it's possible make a tkt research for :
  - Tkt Number : insert the tkt number to change
  - Own issued tkts in range : if the tkts to be changed is yours it's possible to insert a range of dates, the tkts list will be displayed

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"

The tkt will be displayed

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 authomatically 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 .

How to apply natives/residents reduction for Sardinia and Sicily

Once the original tkt is displayed i twill 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.

Accomodation 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 Accomodation" or "Remove Accomodation"

At this moment the right button mouse will be clicked in the blank side of the tkt and "Add Accomodation" 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 authomatically 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" :

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 .

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 authmatically print the new express-tkt in two copies , one for passenger and one for the agency.

Agencies paying by credit card

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 authomatically 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".
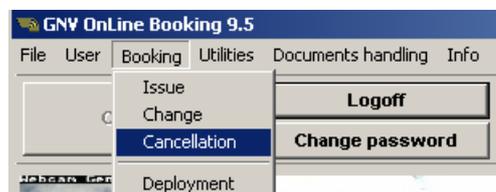
The "Tkt Cancellation" window will be displayed.

Please click on the right only active icon

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"

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

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

Refund
The system authmatically 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 authmatically 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 authmatically 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"

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.
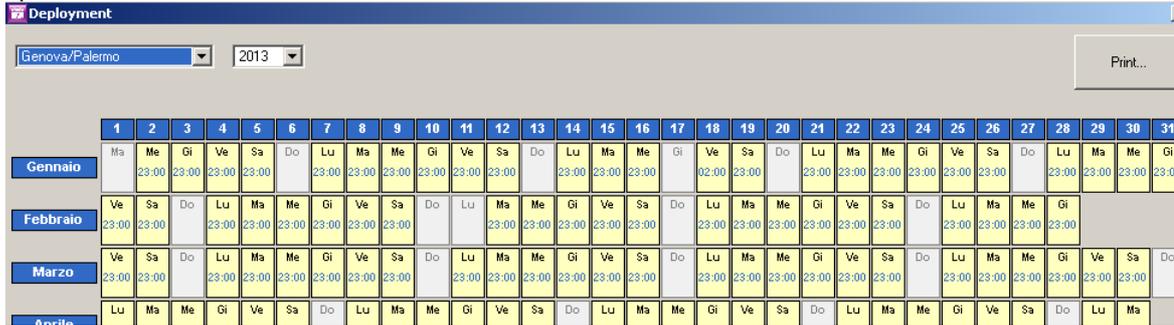
4 - Menu "Utilities"

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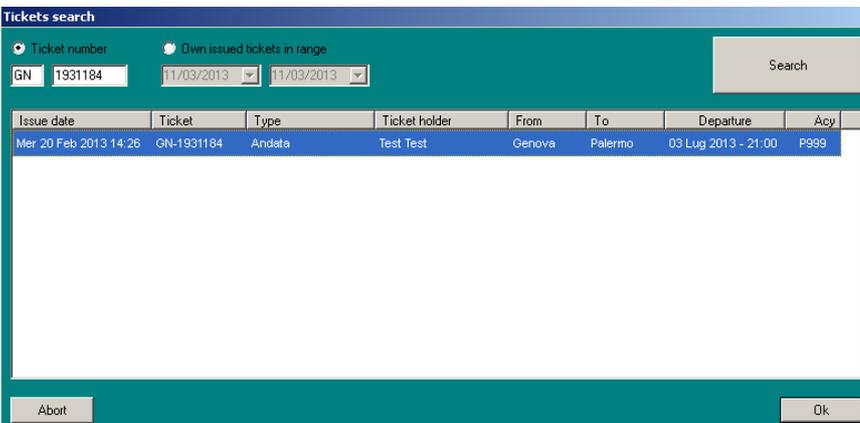
At this moment the tkt in the "Ticket Search" is displayed .
To reprint the tkt click on "Printer" icon on the right

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.

By using the button [icon] 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.

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

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.

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 "

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.grandinaviveloci.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 s active in case a new program version s available .
It allows to carry out the update authomatically.

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 visualized 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"
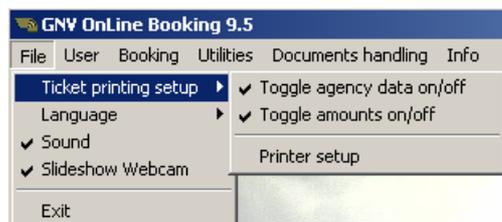
7.1 Ticket printing setup

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 authomatcal refresh of the webcame image.

Please click on "File" → "Slideshow webcame" 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.