GNV
REMOTE BOOKING
QUICK REFERENCE
TICKETING

HELP
salesupport@gnv.it

ISSUANCE

GNV Remote Booking 11.03
File Utente Booking Utilità Download documenti Info

Collega... Nuova emissione
Gestione prenotazione
Calendario partenze

2 ways :

Wizard:
Provides an overview availability

Calendar:
Provides a focus on a date

Flag on Ticket, Presale or Option deflag if insurances are not requested

○ Biglietto   ○ Prevendita   ○ Opzione
☐ Prezzo pieno ☑ Promo vincolanti ☑ Assicurazione pax ☑ Assicurazione vei

Two different fares

Tariffa Standard ▼
Standard
Residenti

Insert promo codes

Cliente MyGnv   ABCD   ▶
Partnership   --   ▼   ▶
Codice coupon   123456789   ▶

Click on the green arrow to continue

Codice coupon   0050624002   ▶

Passengers data
Right click to add names

Go on with right click to add vehicles, meals, pets

2021 - 19:30   Genova / Olbia (12h)   GNV Sealand
        Adu Bam Inf Rim.le Conv Promo Ass P Ass V Tar
O   --   --   --   --   --   Indiv
        Ad Ba In Imp. un. Free Totale

Nuova sistemazione/veicolo
Nuovo pacchetto pasti
Nuovo accessorio/servizio
Viaggio   ▶
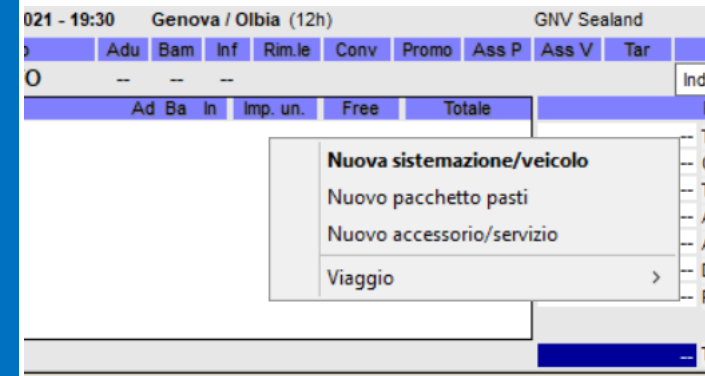
Confirm

Cancel

TICKET RESEARCH

Click on «**Booking**» » «**Gestione Prenotazione**»

GNV Remote Booking 10.4

File   Utente   Booking   Utilità

Nuova emissione
Gestione prenotazione
Calendario partenze
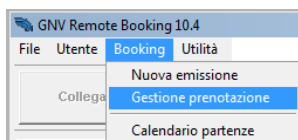
Click here

Insert ticket number or date

Click on **«Ricerca»**

Ricerca Biglietti
Biglietto numero   Proprie emissioni nel periodo
GN   11/07/2017   11/07/2017   Ricerca
Biglietto   ID prenotazione   Tipo   Titolare   Percorso   Partenza   Age   Emissione
GN-09380225   70389038155   Corsa semplice   Scarfi Lorenzo   Genova/Palermo   Gio 16 Nov 2017 - 22:00   P999   11/07/2017 09:48
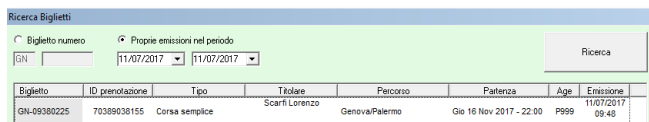
Select the ticket and click on **«Conferma»**

ALERT
In case of a return ticker click NO if you want to see only one way

DLL Biglietti 2017
Si vuole richiamare anche il biglietto di ritorno collegato?
Sì   No   Annulla
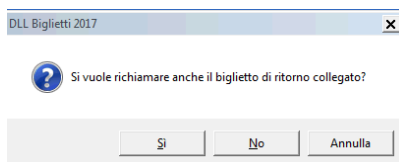
CANCELLATION

Search the ticket by:
Booking » Gestione Prenotazioni

Click on
Click again 🗑 to confirm cancellation

To end the process click on
"**Conferma**".

ANNULLAMENTO BIGLIETTO
Totale RIMBORSO
236,00€
Invia a
Annulla   Conferma

How to know the refund amount

Just click once on 🗑 than click on ➡

Refund percentage

PERIODO PRIMA DELLA PARTENZA	PERCENTUALE DI PENALE
FINO A 20 GIORNI	25%
DA 19 GIORNI FINO A 4 GIORNI	30%
DA 3 GIORNI FINO A 2 ORE	50%
DOPO LE 2 ORE PRIMA	100%

No refund in case of partial cancellation
No refund in case of NO-SHOW

FROM PRESALE TO TICKET

Search the presale/option by
Booking » Gestione Prenotazioni

Click on

On your right will get the differece to cash

Assic.ne Pax   Assic.ne Vei
CONVERSIONE   **INCASSO**
319,88

Click again 🔄 to confirm

CONVERSIONE PREVENDITA
Totale INCASSO
240,50€
Invia a
Annulla   Conferma

To end the conversion process click "**Conferma**".

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REMOTE BOOKING

QUICK REFERENCE

TICKET CHANGES

UPDATE

TO CHANGE DOB, nationality, documents number, vehicle plate and model , passengers phone number and email-without fees

HOW TO UPDATE A TICKET

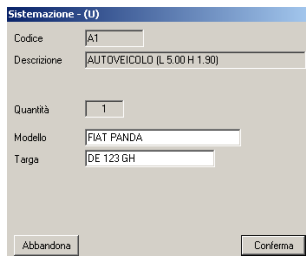Search the ticket in
Booking – Gestione Prenotazioni

Click on

To modify passengers data

To modify plate and model of the vehicle click twice

Sistemazione - (U)

Codice	A1
Descrizione	AUTOVEICOLO (L 5.00 H 1.90)
Quantità	1
Modello	FIAT PANDA
Targa	DE 123 GH

Abbandona   Conferma

To confirm

UPGRADE

TO ADD:
Meals, Pets, Insuraces, Babies
Vehicles upgrade: ex: A1 → A2
NB: WITHOUT FEES

HOW TO UPGRADE A TICKET

Search the ticket in:
Booking – Gestione Prenotazioni

Click on

To add a meal or a pet

Click with the right mouse button
Choose «aggiungi **pasti / animali domestici**»

To add insuraces

flag   ☑ Assic.ne Pax   ☑ Assic.ne Vei

To upgrade a vehicle

Click with the right mouse button on "**Elimina risorsa**"

Click with the right mouse nd choose «aggiungi **sistemazione/veicolo**»

To add a baby

Click with the right mouse button and choose **modifica**

Click here to add name

To confirm

CHANGE

TO CHANGE: Route, Date, Names, Accomodation
TO ADD: Vehicles

TO PAY: fees, current fares upgraded

HOW TO CHANGE A TICKET

Search the ticket in:
Booking – Gestione Prenotazioni

Click on

To change accomodations,passengers, dates proceed as per ISSUANCE

To confirm