



AEROPORTO INTERNAZIONALE di NAPOLI

General Aviation Slot Management

USER'S MANUAL

General Aviation Slot Management

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(Prior Permission Required Management)



USER'S MANUAL

IT System powered by GESAC S.p.A. & Software Design S.p.A

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1 GENERAL DESCRIPTION

1.1 OBJECTIVES

The system provides computerized management of the airport PPR (Prior Permission Required) System and is aimed at optimizing the processes involved in clearance requests made via telephone or fax which, at present, are processed manually.

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2 FEATURES

2.1 SYSTEM STRUCTURE

The PPR system is composed of a “Portal Environment” and a “Back-Office Environment”.

The portal environment is dedicated to Operators/Air Carriers and is available at the airport site. By logging onto the portal’s *Reserved Area*, the Operator or the Handler on behalf of the Operator Carrier is able to autonomously manage their own PPR requests. Said Management provides the possibility of:

- submitting availability requests to the airport management;
- revising and/or cancelling said requests;
- consulting past requests made and their relative status.

Furthermore, the portal allows users to access a stand availability chart which indicates each time slot and day for a thirty day period. PRR operations are traced to allow for future reference.

Registration as well as the data needed for fee invoicing is necessary prior to accessing the services available in the General Aviation Slot Management system. An authorized operator will accept the registration request and assign a *username* for future access to the portal’s reserved services. The system’s official partners are the Operators as well as Handlers who may access the system on behalf of the Operators.

The Portal has a PPR request-dedicated section which provides a protected, personalized and extremely easy-to-use reference and management environment for Operators and Handlers who need to request stand availability from Gesac. S.p.A.. In this manner, Operators and Handlers are able to autonomously manage their own requests and personal data thus eliminating any possible operational slow-downs resulting from the use of devices such as faxes and telephones.

The Back-Office environment, instead, can be accessed from the AOSNice platform and allows for the management of portal subscription and parking requests submitted by Operators. The implementation of an automatic mechanism of email notifications provides real-time updates for Handlers and Operators regarding the current status of requests.

3 SUPPORTED PROCESSES

3.1 USER CLASSIFICATION

The users of the system are divided into two categories:

- **Handlers/Operators using the portal;**
- **Backoffice Operators who access the back office environment from the AOSnice framework.**

3.2 OPERATING PROCESSES

The operational procedures adopted in the new computerized PPR management system are:

- **In the event the Operator/ Handler is not registered at the web portal, a specific request must be made in the appropriate window in the Reserved Area. The requests will be carefully examined by an operator and a decision will be reached as to whether or not to confirm the registration, at which point if confirmed, an e-mail listing the access credential to the portal's reserved area will be sent to the subscriber.**
- **The only possible statuses for registration requests are:**
 - **New;**
 - **Accepted;**
 - **Suspended;**
 - **Rejected.**
- **Operators / Handlers use the credentials provided to access the portal;**
- **Operators / Handlers can verify availability for the period in question;**
- **If a stand is available, a PPR request will be submitted by the Operators/Air Carriers.**
- **The requests are queued based on the submittal date and one of the following processing statuses will be displayed:**
 - **Pending: request not as yet processed;**
 - **Rejected: request rejected**
 - **Accepted: request accepted;**
 - **Negotiating: request currently under negotiation;**
 - **Cancelled: only if the previous request status was Pending or Accepted.**

Operators authorized to use the request management application in AOS manage the list. Specifically:

- Once a request has been selected, the operator requests the system to verify acceptability. The system provides one of the following responses:
 - Request acceptable and indications are provided as to the assignable stand;
 - Request acceptable for the next time slot following request;
 - Request unacceptable owing to lack of stands or aircraft dimensions greater than the size of general aviation-dedicated stands.

- Once a response has been obtained from the system, the operator may:
 - If necessary, force the proposed stand using those reserved for commercial aviation;
 - Validate request status;

- for each change in status, the system will proceed with one of the following actions:
 - Acceptance:
 - An acceptance notice will be automatically sent to Operator /Handler;
 - e-mail will be automatically sent to selected Operator /Handler;
 - Automatically generate string of arriving and departing flights in airport IT system.

 - Refusal:
 - Refusal notice will be automatically sent to Operator/Air Carrier;

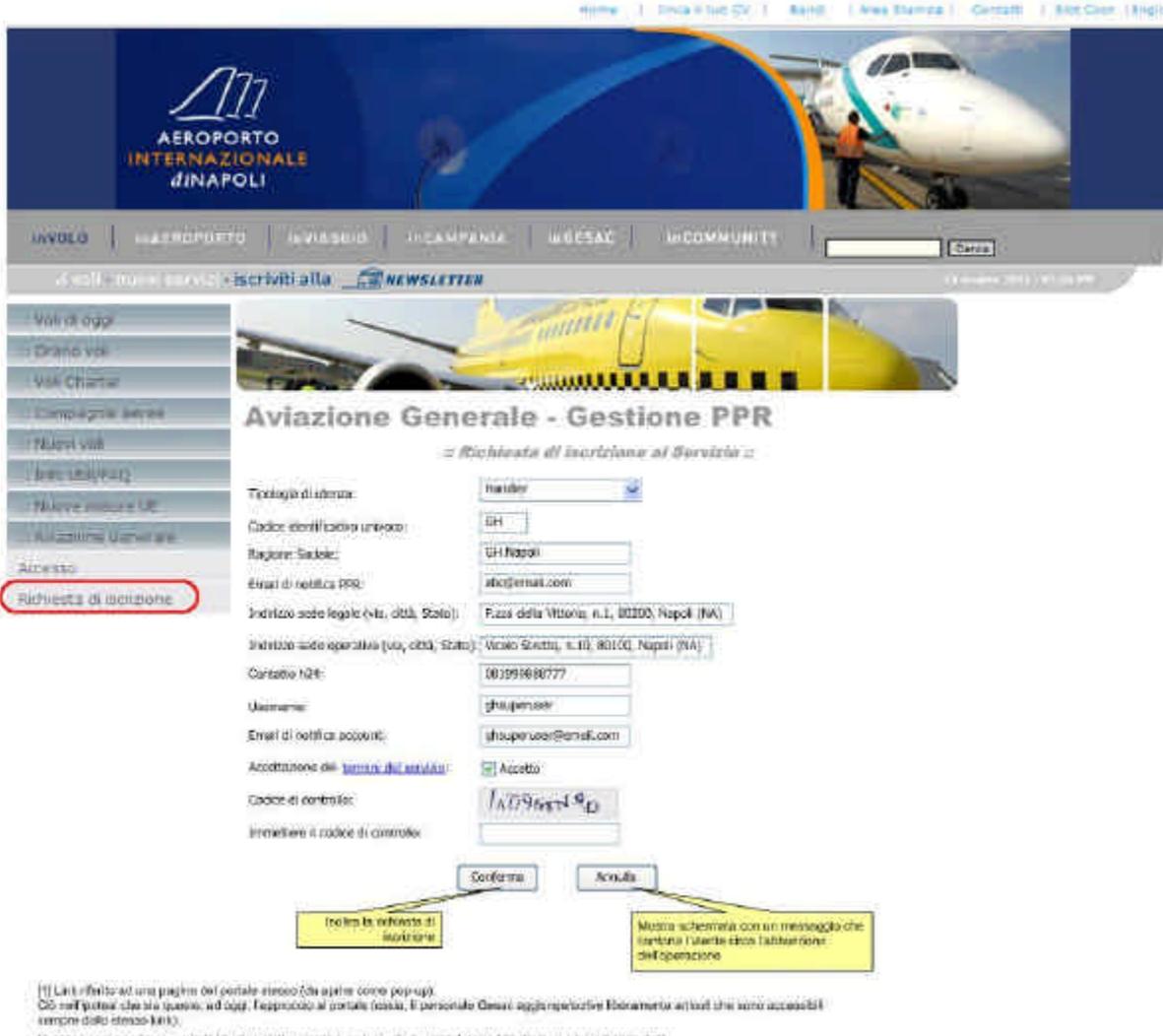
 - In Negotiation:
 - automatic email informing Operator/Handler of other possible hours is sent;
 - An updated status of the request is always displayed at the portal;
 - If PPR is accepted, the system will update PRR status on the list indicating "Accepted"
 - Should the configured waiting time be exceeded, status will automatically be changed to "Denied".

 - Cancellation
 - automatic email notice of cancellation is sent to Operator /Handler;
 - Deletion from string of arriving and departing flights in airport IT system.

4 PORTAL

4.1.1 Registration request

Prior to accessing the services offered at the web portal, Operators/Handlers must submit a registration request and fill in personal data as requested in the registration window. The service is only available during opening hours of the Gesac S.p.A. Apron Management Office; any request made outside of this time frame will automatically be discarded. All mandatory fields of information are indicated with a red asterisk.



Aviazione Generale - Gestione PPR

= Richiesta di iscrizione al Servizio =

Tipo di utente:

Codice clienti (codice univoco):

Regione:

Email di notifica PPR:

Indirizzo sede legale (via, città, Stato):

Indirizzo sede operativa (via, città, Stato):

Contatto H&H:

Username:

Email di notifica password:

Accettazione dei [termini del servizio](#): Accetto

Codice di controllo:

Inviare il codice di controllo:

Preferisci la richiesta di iscrizione

Questo schermo è con un messaggio che conferma l'utente e con l'abbandono dell'operazione

(*) Link riferito ad una pagina del portale stesso (da aprire come pop-up).
 OS nell'interfaccia che si apre, ad ogni risposta al portale (es. il personale Gesac) e ogni richiesta di intervento in tutti i casi sono accessibili sempre dallo stesso link.
 Nel caso con non fosse individuata un'attività (es. testo dei termini del servizio) diventerà in bianco.

Figure 1 – Registration Request

| | | |
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The following fields must be filled in by the operator:

- type of use: to be selected from a list of “Handler” and “Operator” data;
- unique company code. An automatic list, based upon previously selected type of use, is displayed. In the event your user data is not present, the operator can type in free text;
- Company Name;
- E-mail for PPR notification: the email address to which all PPR request-related communications should be sent;
- Address of registered offices;
- Address of branch operational office;
- telephone number;
- User: *Username of Superuser* (that is the person responsible for managing company data and any other company accounts);
- *Superuser's email*: email address to be used for sending information regarding the management of the registered user's personal account with the registration request.

Click on the “Service Terms” *link* for information regarding services.

From this window, the following operations can be conducted:

- Confirm registration request. Prior to processing the request, the system will verify *username* availability, to ensure that the same “identifying code” is not already in use and that all the obligatory fields have been filled in. Should one of these conditions not be met, the system will generate an error message to advise the user. The request window, complete with previously inserted data, will reappear. Once the request has been processed, the system will automatically send a email containing instructions for completing registration and, in the event of acceptance, a successive email will be sent detailing the access credentials.
- Cancel request.

4.1.2 Access to portal

Request management functions are only available once reserved area has been accessed through the use a *Username* and *Password*. The area can be easily accessed via an internet browser and provides a personalized, flexible environment for Operators/Handlers. By clicking on “General Aviation” the menu expands thus allowing access to the system. First time users will find a *login* window requesting the *Username* and *Password* provided during the registration process.



Figure 2 – Login window

If the correct credentials are not inserted, a window informing the user that he/she has not been recognized will appear. By clicking “OK”, the user returns to the login page.



Figure 3 – Access Denied

If, instead, the user is correctly recognized, the portal Homepage will open where it is always possible to return from any other section of the portal.





Figure 4 - Home Page

4.1.3 Management of Personal Data

It must be noted that any changes in personal data can only be made by the *Superuser*, that is the person who made the registration request. Under no circumstances is it possible for users to change the *Username* for access to the system. The User Management Information System automatically updates any user actions such as EDIT/ADD/DELETE.

All personal data management operations are the responsibility of the *Superuser* while the user is only allowed to autonomously operate in two situations:

- to replace lost password;
- Password change.

Once the Operator /Handler has accessed the portal's reserved area, the following operations may be conducted:

- change own personal data;
- save changes made to personal data;
- add new users by clicking on the "New User" key.

The changes made can be saved or cancelled by using the "Save" and "Cancel" buttons located to the side of the window.

Any variation to be made in the "User" section can be made by selecting the line and clicking on the pen icon (ICONA) to make the change, or otherwise the red X (*) to cancel. In either case, an edit window will open.

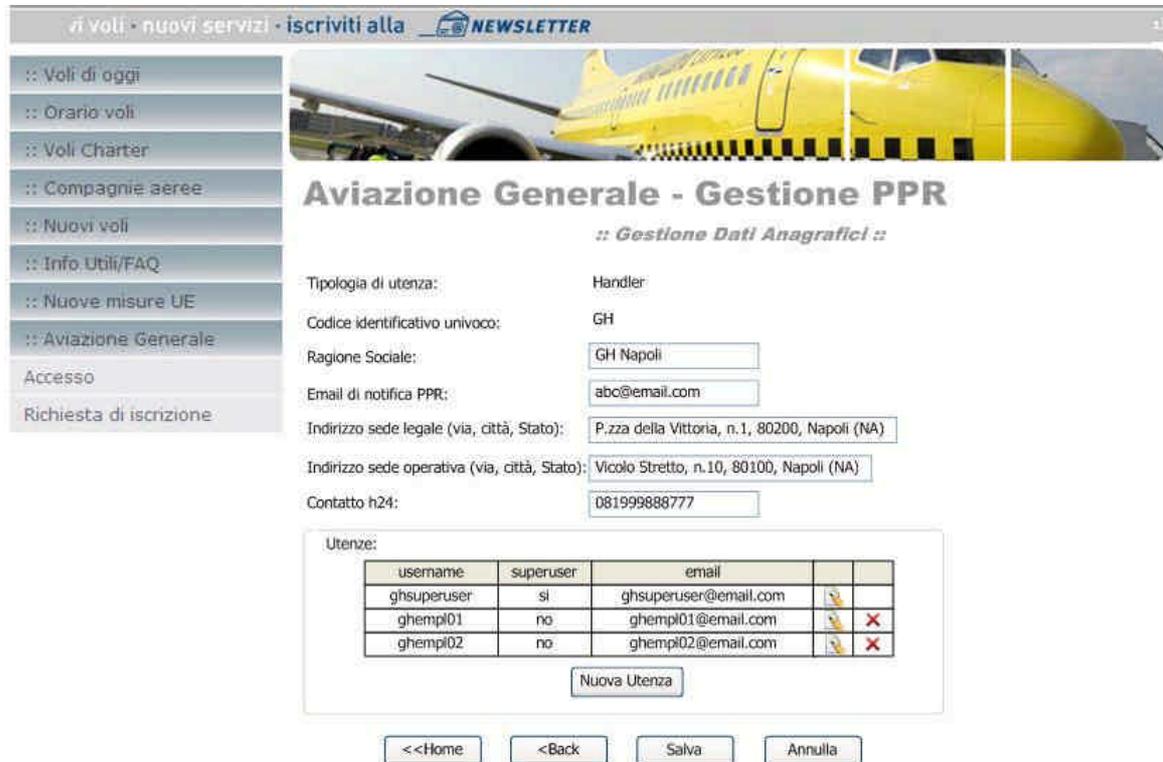


Figure 5 – Personal data management

The *Superuser*, that is the registration administrator, can access the “New User” window from the “Personal Data Management” window by clicking the “New User” field. He/She can register a new user assigning them a *Username* and inserting their email address. Upon completion of the registration, the new user will receive an email at the indicated address with a password automatically generated by the system. In this manner, only the user will know the password.

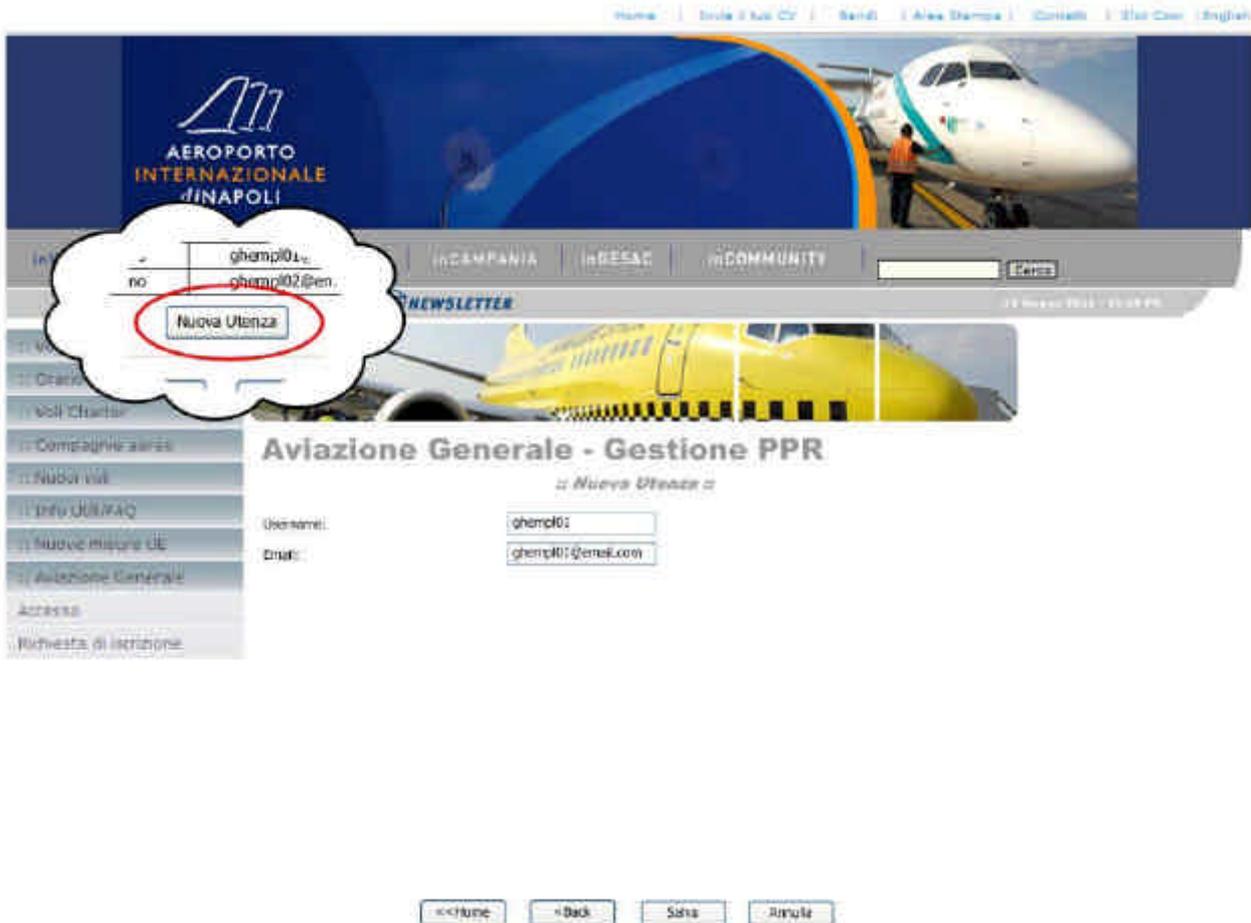


Figure 6 -Inserting a new user

4.1.4 Request for lost access credentials

Should the Operator/Handler lose their *password*, a new request may be made by inserting their *username* in the login window.

Owing to security reasons, the system will provide for regenerating the password to the Reserved area. Nonetheless, users can change their passwords at any time in the change personal data section.

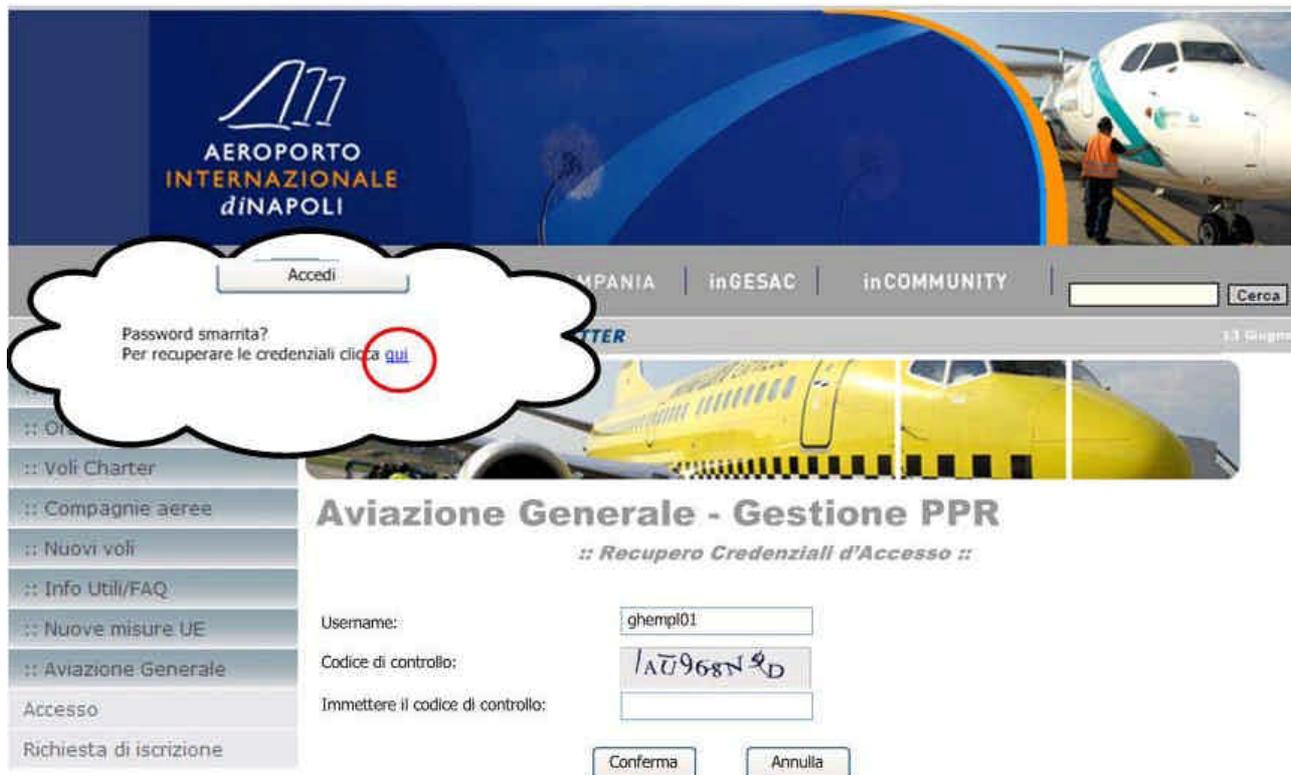


Figure 7 - Recuperating credentials

4.1.5 Password Change

Select the “Change Password” option on the homepage and a window will appear which allows users to change their *password* by inserting the following data: “Old Password”, “New Password”, “Confirm New Password”.

If the provided data is consistent, the request is automatically accepted and a confirmation email will be sent. If, however, the data is not consistent, the data will be requested again.

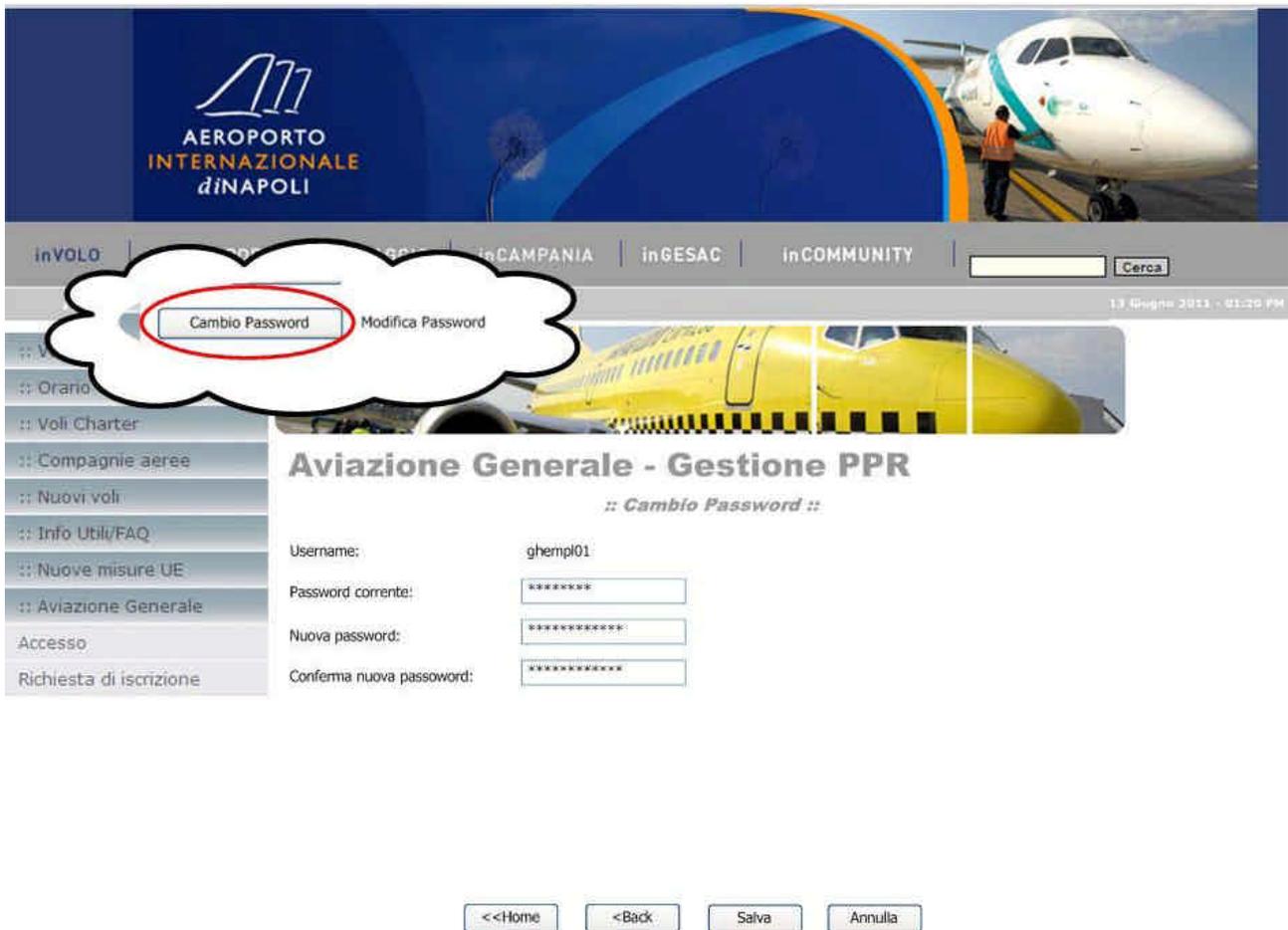


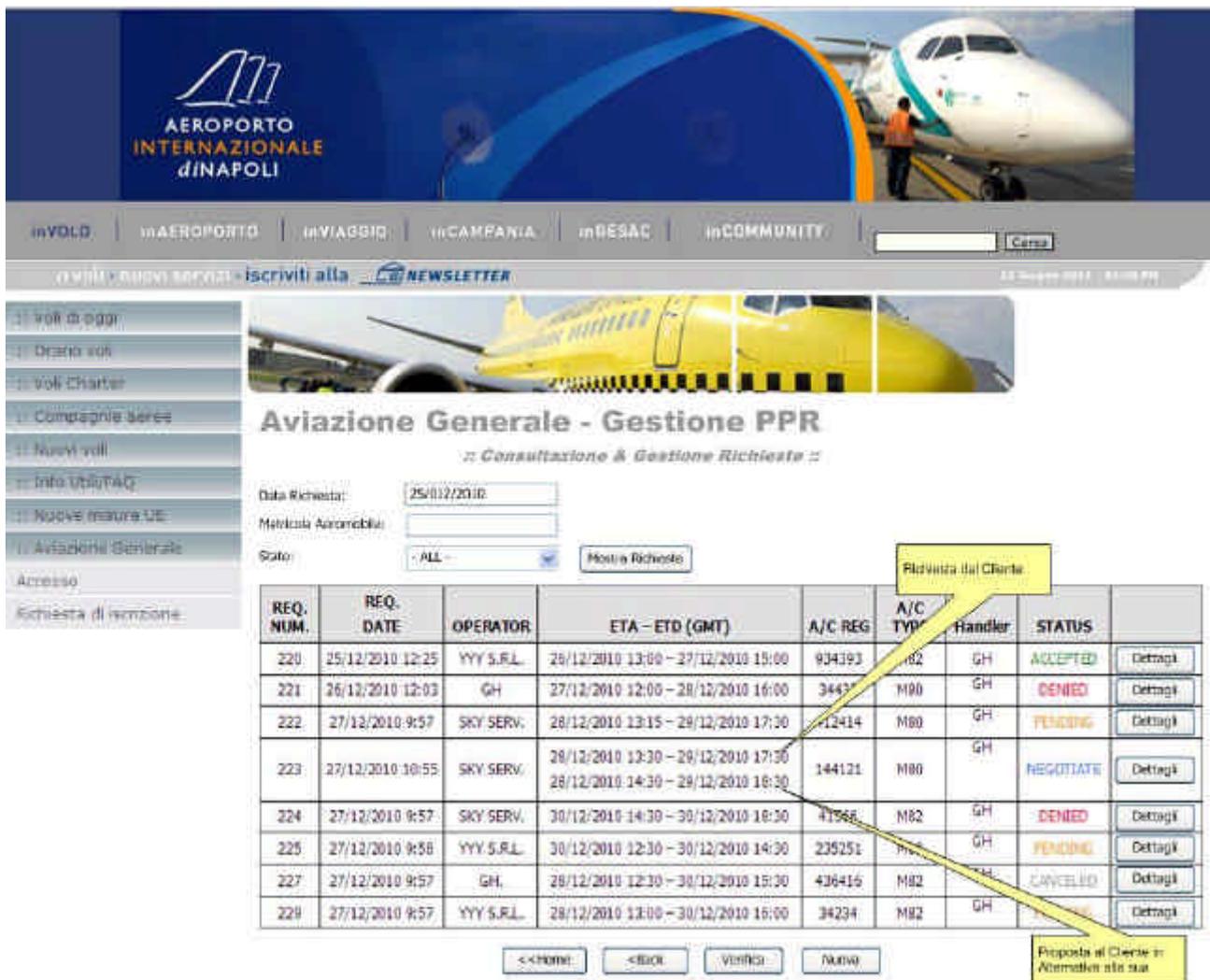
Figure 8 – Password Change

4.1.6 Request Management

After having used the appropriate credentials to access the Reserved Area, Carriers/Handlers can ascertain the status of current requests. The “Function Keys”, situated in the central, lower part of the Request Management Window, allow users to make the following selections by clicking on:

- Home: return to homepage;
- Back: return to previous page;
- Verify: Ascertain slot availability;
- New: insert a new request.

In order to conduct a search, set up the search parameters and click on “Show Requests”.



Aviazione Generale - Gestione PPR
Consultazione & Gestione Richieste

Data Richiesta:

Materiale Assicurabile:

Stato:

| REQ. NUM. | REQ. DATE | OPERATOR | ETA - ETD (GMT) | A/C REG | A/C TYPE | Handler | STATUS | |
|-----------|------------------|------------|--|---------|----------|---------|-----------|---|
| 220 | 25/12/2010 12:25 | YYY S.R.L. | 26/12/2010 13:00 - 27/12/2010 19:00 | 934393 | M82 | GH | ACCEPTED | <input type="button" value="Dettagli"/> |
| 221 | 26/12/2010 12:03 | GH | 27/12/2010 12:00 - 28/12/2010 16:00 | 3443 | M80 | GH | DENIED | <input type="button" value="Dettagli"/> |
| 222 | 27/12/2010 9:57 | SKY SERV. | 28/12/2010 13:15 - 29/12/2010 17:30 | 12414 | M80 | GH | PENDING | <input type="button" value="Dettagli"/> |
| 223 | 27/12/2010 10:55 | SKY SERV. | 28/12/2010 13:30 - 29/12/2010 17:30 28/12/2010 14:30 - 29/12/2010 18:30 | 144121 | M80 | GH | NEGOTIATE | <input type="button" value="Dettagli"/> |
| 224 | 27/12/2010 9:57 | SKY SERV. | 30/12/2010 14:30 - 30/12/2010 18:30 | 41566 | M82 | GH | DENIED | <input type="button" value="Dettagli"/> |
| 225 | 27/12/2010 9:58 | YYY S.R.L. | 30/12/2010 12:30 - 30/12/2010 14:30 | 235251 | M80 | GH | PENDING | <input type="button" value="Dettagli"/> |
| 227 | 27/12/2010 9:57 | GH | 28/12/2010 12:30 - 30/12/2010 19:30 | 436416 | M82 | GH | CANCELLED | <input type="button" value="Dettagli"/> |
| 229 | 27/12/2010 9:57 | YYY S.R.L. | 28/12/2010 13:00 - 30/12/2010 16:00 | 34234 | M82 | GH | PENDING | <input type="button" value="Dettagli"/> |

<< Home < Back Verifica Nuova

Figure 9 – Request Management

By default, the main page of the “Request Management” page initially displays a list of requests (“Pending” or “Negotiation” status).

Both the requested time slots and those proposed as an alternative are displayed for *Negotiation* status requests. The window, however, displays several parameters which define the requests to be visualized. The fields to be selected are Data Request, which is a mandatory field, to start your search, Aircraft Registration Number and the request Status which could be any of the following:

- Accepted;
- Rejected;
- Pending;
- Negotiating;
- All;
- To Do, that is all the requests in Pending and Negotiating.

In selecting the Verify function, a grid as shown below, will appear.

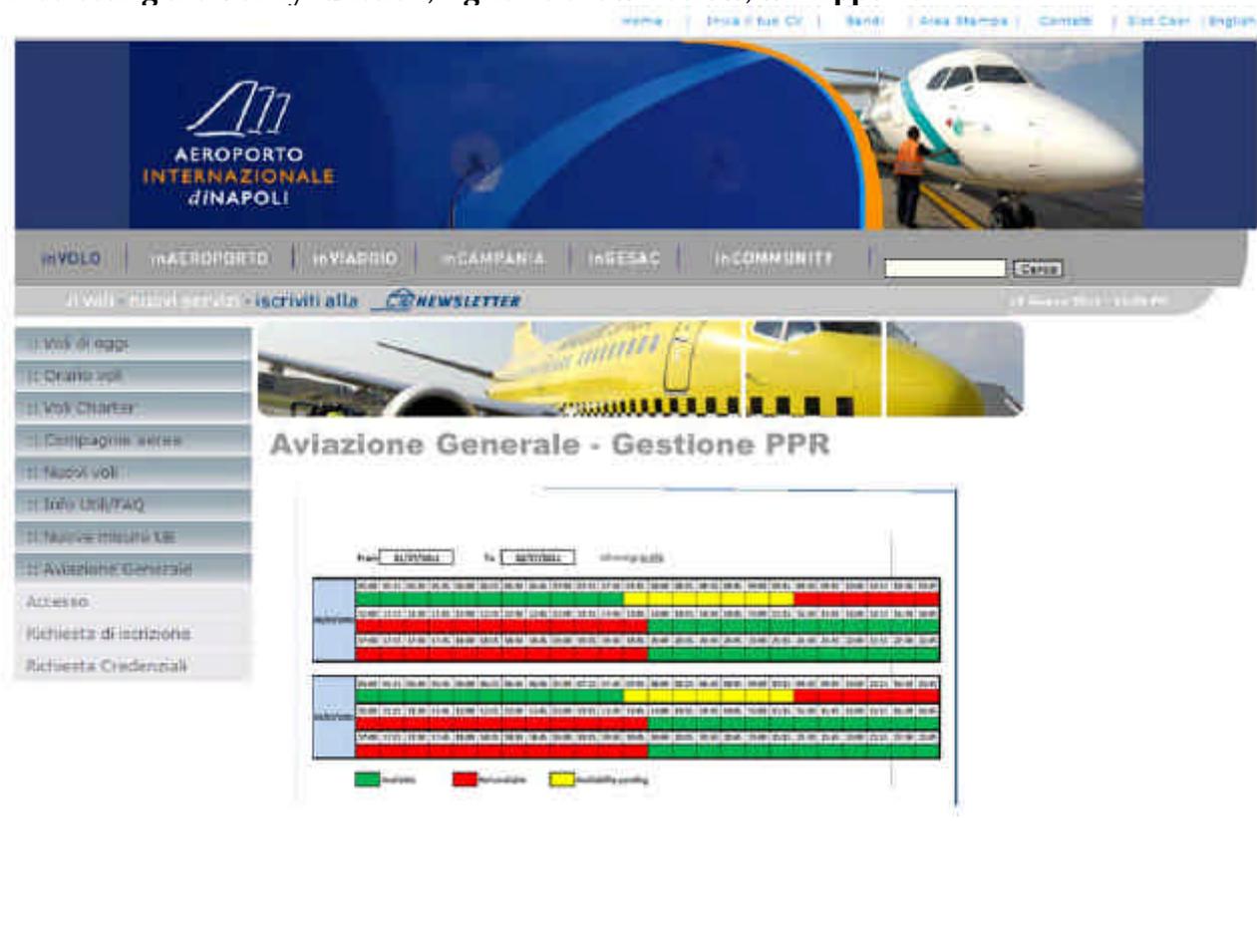


Figure 10 – Verify Availability



The following operations can be performed from the grid:

- select a period of interest, visualize availability for all time slots of each day during the selected period;
- request to return to the previous window;
- request to return to the home screen.

The colours listed below signify:

- **green** : available slots;
- **red** : no available slots;
- **yellow** : stand availability subject to processing of previously submitted slot/stand requests

In selecting the “Details” field (present at the end of the line in each request) a new window displaying the details of the selected request will appear.

4.1.6.1 Request Details

The “Request Details” window displays all the details related to the selected request. The operations that the user can perform from this window are:



The screenshot shows the 'Aviazione Generale - Gestione PPR' interface. The main heading is 'Aviazione Generale - Gestione PPR' with a sub-heading 'Dettagli Richiesta'. The request details are as follows:

REQ. DATE: 31/12/2010 13:22; REQ. NUM.: 220

| OPERATOR | A/C REGISTRATION | A/C TYPE | POSTI | HANDLER | FLIGHT QUALIFICATION | ACCEPTED |
|----------|------------------|----------|-------|---------|----------------------|------------|
| ACNE SA | NCTEZ | M80 | 18 | GH | CHARTER | PRR NO: 29 |

| ARRIVAL (GMT) | FROM | CALL SIGN | DEPARTURE (GMT) | TO | CALL SIGN |
|------------------|------|-----------|------------------|-----|-----------|
| 01/01/2011 13:00 | PPR | XOX | 02/01/2011 14:15 | PCO | YYY |

Admin Log:

| Date | User | User Type | Field | Old Value | New Value |
|------------------|---------|-----------|--------|-----------|-----------|
| 31/12/2010 13:25 | PRR | Admin | status | PENDING | ACCEPTED |
| 31/12/2010 13:22 | ghempri | Handler | all | | created |

At the bottom of the interface, there are several buttons: <<Home, <Back, Delete, Accetta, Rifiuta, Salva, and Annulla.

Figure 11 – Request Details

If the request status is “PENDING” or “ACCEPTED”, the user can cancel or change the request. If the user wishes to change the request, the only data that can be edited without losing priority are:

- A\C (aircraft) registration number;
- Place of origin;
- Destination;
- Call sign;
- Number of seats.



If, instead, the user wishes to make changes to an “Accepted” request, the only information which can be changed without losing priority is:

- A\C (aircraft) registration number;
- Number of seats.

In reference to the above cited situation, it should be noted that changes made to the aircraft registration number are admissible only if the change regards an aircraft model of equal or smaller size than the one originally inserted in the request.

If the Carrier/Handler needs to change other information, the current request must necessarily be cancelled and a new request must be made thus losing the priority acquired. Cancellation of the request is only a delete and is transferred into the Airport Information System in the event the original request had been "ACCEPTED".

Requests with “Negotiating” status can only be accepted or rejected.

All interested parties (the Operator/Handler, who made the request, and Gesac S.p.A.) are notified via email at the address indicated in the registration form of any acceptance, rejection, cancellation and change operations which have been successfully completed.

Lastly, a list of all the actions taken for a specific request can be found in the “Action Log”. This information includes:

- date of action;
- *Username*;
- Type of user;
- Field: type of change made
- old value;
- new value.

The “Operator” field can be changed by selecting one of the items in the drop-down menu (combo box) if the user is operating on behalf of an Handler, otherwise it is presented in Read-Only mode. The “Handler” field, instead, can be changed by selecting the items in the drop-down menu if the logged-in user is operating on behalf of an Air Carrier, otherwise, it is presented in Read-Only mode.

An example of what a Handler would see when visualizing the request can be viewed in figure 11.

4.1.6.2 New Request

From the “Request Management and Consultation” window (see paragraph 4.1.6 - fig. 9), a new PPR request can be made by clicking the “New” key. The service is only available during the opening hours of the Apron Office. Figure 12 illustrates the window that Carriers/Handlers can use to submit their requests to the airport management (Gesac S.p.A.). From this window, users can:

- Save the inserted request;
- Annul the request currently being processed;
- Verify slot availability by opening the Verify availability window;

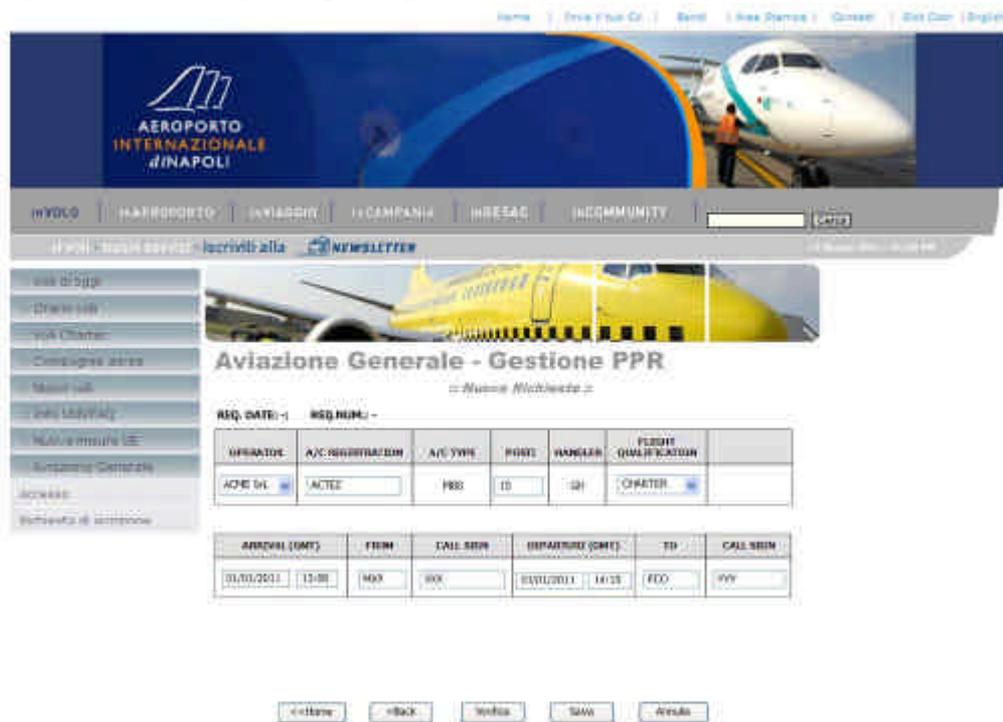


Figure 12 – Inserting a new request

The fields to be completed are:

- Operator: automatically shown if logging in as Air Carrier. Otherwise must be selected from the drop-down menu;

- **A/C Registration:** can be selected from a self-populating box. In the event the list is not present, the operator can manually insert the new registration number. In this case the system records a forced insertion.
- **A/C Type** is read only, derived from the selected aircraft registration number if found in the registration number database.
- **Seats:** number of seats actually present in the commercial configuration of the aircraft. The field is automatically set to the number of seats present in the AODB Registration Data Base but can be changed by the operator.
- **Handler:** automatically shown if logging in as Handler. Otherwise must be selected from the drop-down menu.
- **Flight Qualification:** select the appropriate value from the list.
- **Arrival:** Date/Time of arrival.
- **From:** airport of origin.
- **Arrival Call Sign:** insert manually.
- **Departure:** Date/Time of departure.
- **To:** destination airport.
- **Departure Call Sign:** insert manually.

Once the request insertion has been confirmed, the system will automatically perform the following operations:

- **Ascertain stand availability;**
- **If there is no availability, the request is rejected and a window will appear indicating the related error code;**
- **In the event of availability, the system will:**
 - **automatically assign a protocol number and submit the request with a “Pending” status to the request management form;**
 - **Send a “processing” e-mail to the Operator and Handler indicated in the request;**
 - **Send an e-mail to the airport management regarding the submittal of a new request and the assigned protocol number.**

4.1.6.3 Stand Availability

The “Stand Availability” window allows users to verify the availability of stands. The stand availability chart is divided into time slots of 15 minutes.

Furthermore, by selecting a precise time frame, users can also verify occupancy duration which is shaded on the chart.

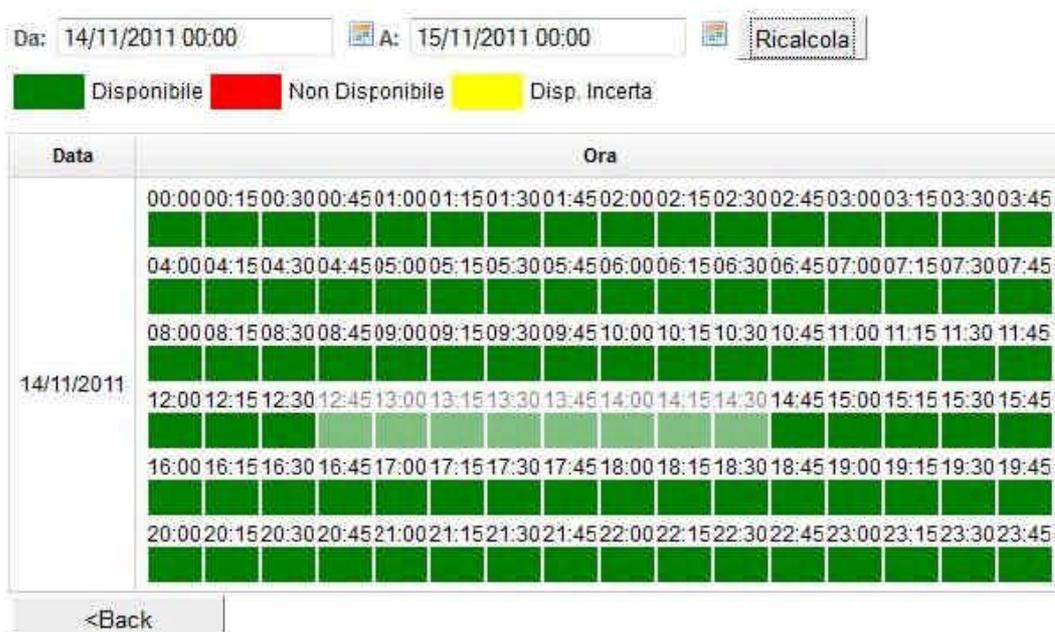


Figure 13 – Stand Availability

The colours in the selected time slots indicate the following statuses:

- **Red**: no stands are available during selected time frame;
- **Yellow**: there are already reserved stands;
- **Green**: all stands are available.