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1 GENERAL DESCRIPTION

1.1 Objectives

The system provides computerized management of the airport PPR (Prior Permission Required) System.

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 following link <http://ppr.aeroportoditorino.it/pprweb>. 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. PPR operations are traced to allow for future reference.

Registration and, then, the data needed for fee invoicing are necessary prior to accessing the services available in the General Aviation Slot Management system. An authorized operator from SAGAT S.p.A. 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 the 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. In this manner, Operators and Handlers are able to autonomously manage their own requests and personal data.

The Back-Office environment, available on AOSNice platform, is instead dedicated to Apron Management operators 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.

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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 AOSnice 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 indication on the available stands;
 - Request acceptable in a time slot next to one requested;
 - 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 by email will be automatically sent to Operator/Handler;

- Automatic generation of flights on AOSnice 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;
 - Automatic cancellation of flights on AOSnice system.

4 WEB PORTAL

4.1 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. Requests will be fulfilled by the SAGAT S.p.A. Apron Management Office.

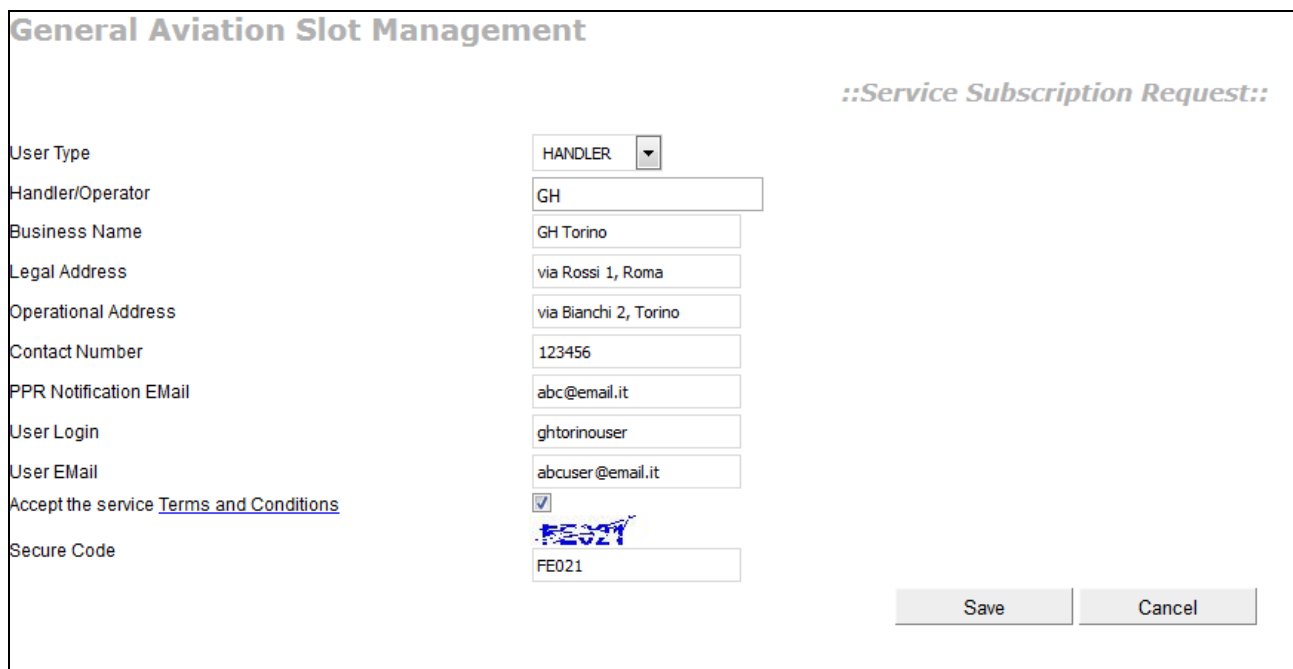


Figure 1 – Registration Request

The following fields must be filled in by the operator:

- User type: to be selected from a list of “Handler” and “Operator” data;
- Handler /Operator: an automatic list, based upon previously selected user type, is displayed. In the event your user data is not present, the operator can type in free text;
- Business name;
- Legal Address: address of registered offices;
- Operational address: address of branch operational office;
- Contact number;
- PPR Notification EMail: the email address to which all PPR request-related communications should be sent;
- User Login: username;
- User 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 “Terms and Conditions” *link* for information regarding services.

From this window, once filled in all fields, accepted the terms and conditions of the service and typed the secure code, the Operator/Handler can proceed with its registration request clicking on “Save”.

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 and 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.

If , instead, the Operator/Handler wants to cancel the registration request, the button “Cancel” has to be clicked on.

4.2 Access to portal

Request management functions are only available once reserved area has been accessed through the use of *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.

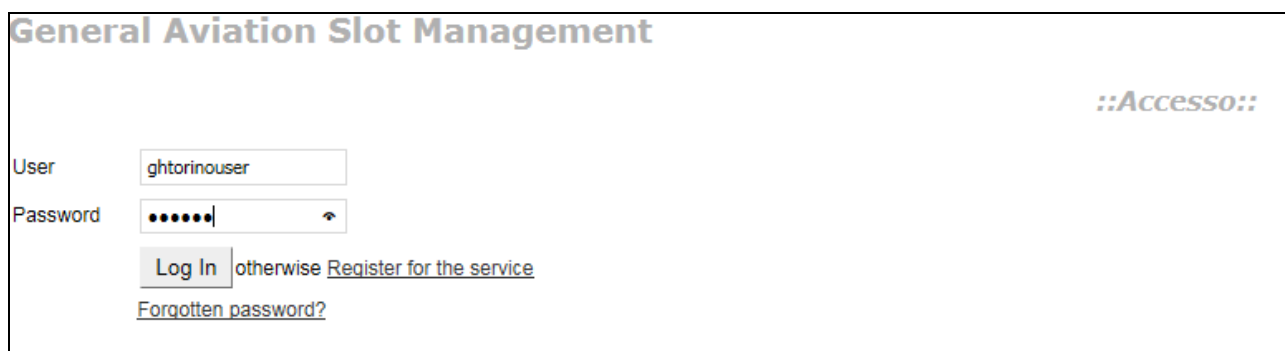


Figure 2 – Login window

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.

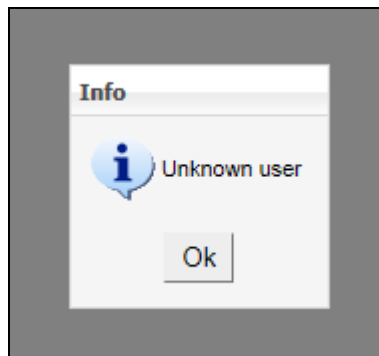


Figure 3 – Access Denied

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.

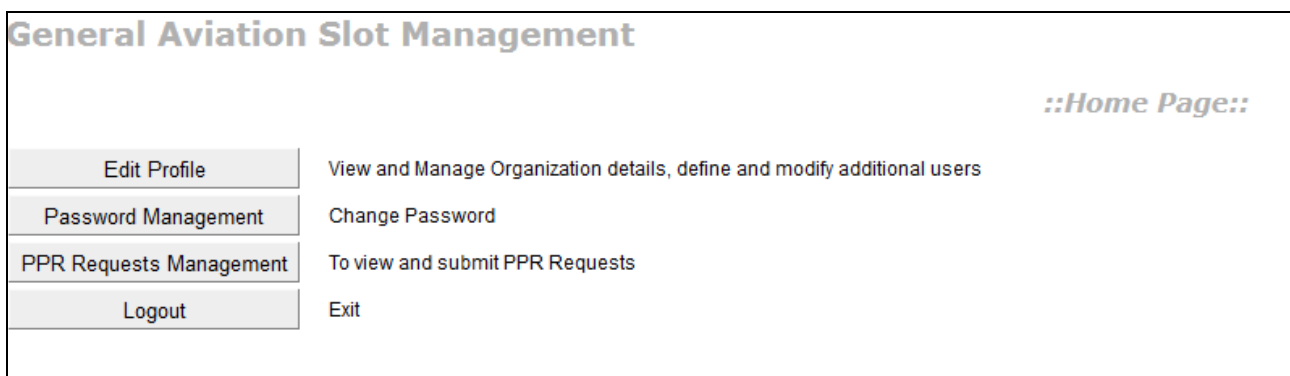


Figure 4 - Home Page

4.3 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 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 under 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 reserved area of the portal, 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 (✎) to make the change, or otherwise the red X (✖) to cancel. In either case, an edit window will open.

::Registration Data::

User Type	OPERATOR
Handler/Operator	SAGAT UCV
Business Name	<input type="text" value="SAGAT COOVOLI"/>
Legal Address	<input type="text" value="STRADA SAN MAURIZIO 12"/>
Operational Address	<input type="text" value="STRADA SAN MAURIZIO 12"/>
Contact Number	<input type="text" value="0115676322"/>
PPR Notification EMail	<input type="text" value="gianni.didomenico@sagat.tr"/>

Users

Username	Superuser	EMail		
ucv	Yes	<input type="text" value=""/> @sagat.trn.it	✎	
ucv2	No	<input type="text" value=""/> @gmail.com	✎	✖

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.

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::New User::

Username	<input type="text" value="ghtorino1"/>
EMail	<input type="text" value="ghtorino1@email.com"/>

Figure 6 –Inserting a new user

4.4 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.



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::Forgot User/Password::

Username:

Secure Code:

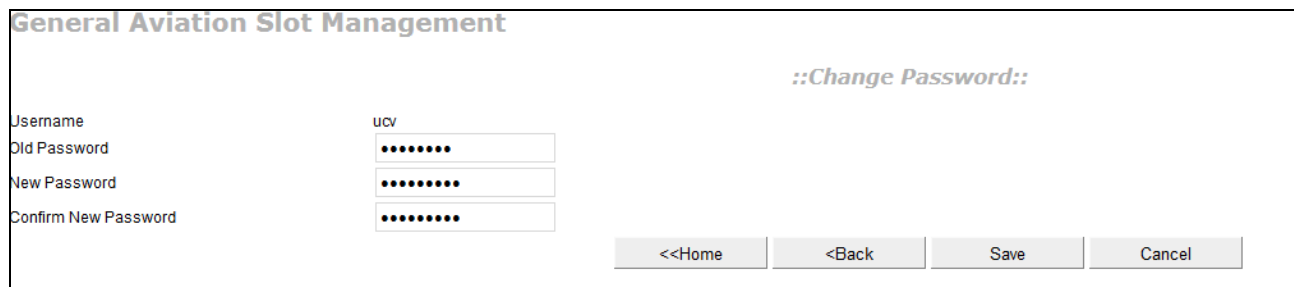
Input Secure Code:

Figure 7 – Recovering credentials

4.5 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.



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::Change Password::

Username:

Old Password:

New Password:

Confirm New Password:

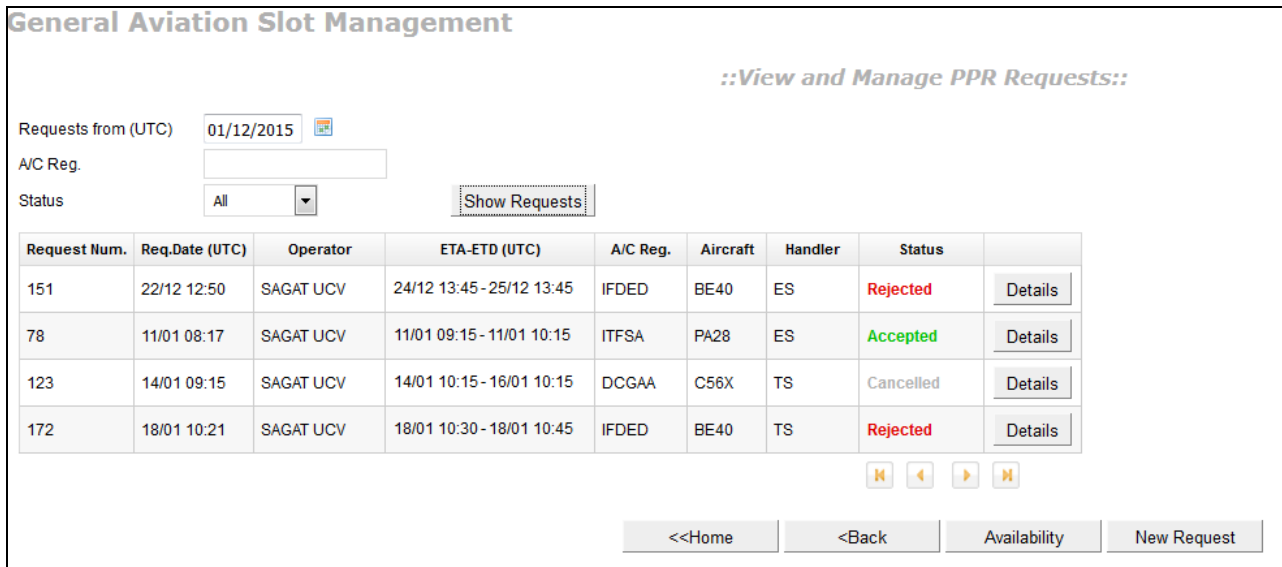
Figure 8 – Password Change

4.6 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;
- **Availability:** Ascertain slot availability;
- **New:** insert a new request.

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



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::View and Manage PPR Requests::

Requests from (UTC) 

A/C Reg.

Status

Request Num.	Req.Date (UTC)	Operator	ETA-ETD (UTC)	A/C Reg.	Aircraft	Handler	Status	
151	22/12 12:50	SAGAT UCV	24/12 13:45 - 25/12 13:45	IFDED	BE40	ES	Rejected	<input type="button" value="Details"/>
78	11/01 08:17	SAGAT UCV	11/01 09:15 - 11/01 10:15	ITFSA	PA28	ES	Accepted	<input type="button" value="Details"/>
123	14/01 09:15	SAGAT UCV	14/01 10:15 - 16/01 10:15	DCGAA	C56X	TS	Cancelled	<input type="button" value="Details"/>
172	18/01 10:21	SAGAT UCV	18/01 10:30 - 18/01 10:45	IFDED	BE40	TS	Rejected	<input type="button" value="Details"/>

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 **Availability** function, a grid as shown below, will appear.

The “Availability of Stands” window allows users to verify the availability of stands. It appears by clicking the “Availability” button either from the window “Request Details” or from the window “New Request”. 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.

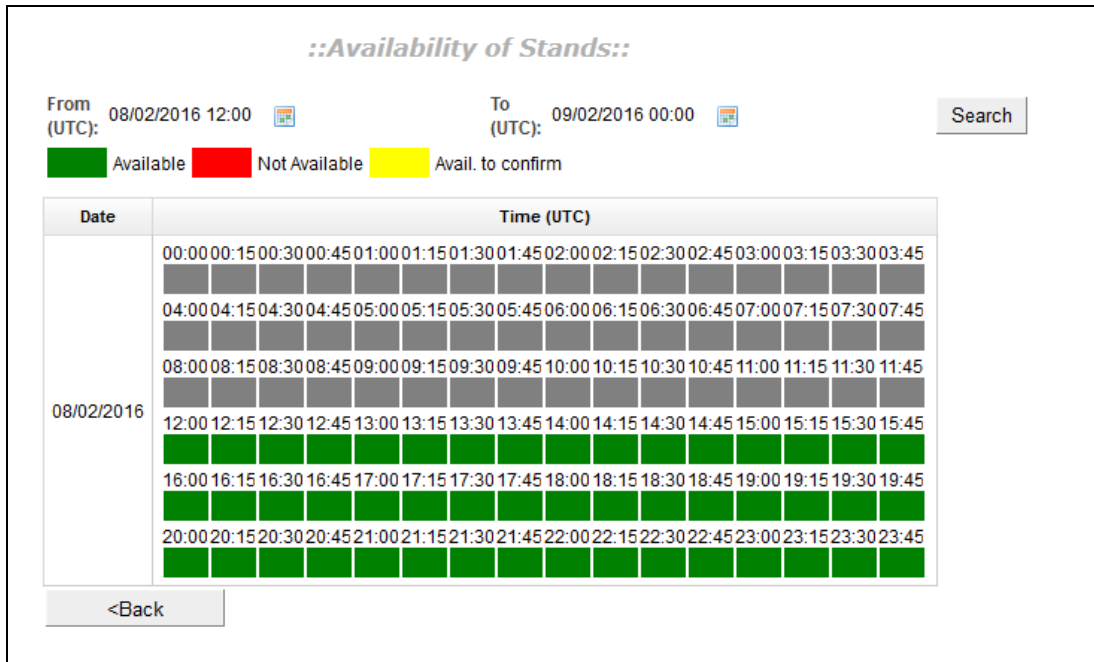


Figure 10 – Verify Availability

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 (at the end of the line in each request) a new window displaying the details of the selected request will appear.

4.6.1 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:

::Request Details::

REQ.DATE 11/01/2016 08.17 REQ.NUM 78

OPERATOR	A/C REGISTRATION	A/C TYPE	SEATS	HELICOPTER
SAGAT UCV	<input type="text" value="ITFSA"/>	PA28	<input type="text" value="4"/>	<input type="checkbox"/>

HANDLER	FLIGHT QUALIFICATION	Accepted
<input type="text" value="Esair"/>	AIR TAXI/AMBULANCE FLIGHT	PPR NO: ESA-00005

ARRIVAL (UTC)	FROM	CALL SIGN Inbound
11/01/2016 09:15	<input type="text" value="CIA/LIRA - Ciampino"/>	<input type="text" value="prova"/>

DEPARTURE (UTC)	TO	CALL SIGN Outbound
11/01/2016 10:15	<input type="text" value="CIA/LIRA - Ciampino"/>	<input type="text" value="prova"/>

Additional information

Note

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;
- Note.

If, instead, the user wishes to make changes to an “ACCEPTED” request, 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. The user can also request the change of parking time for PPR already acquired; in such case, the request “ACCEPTED” becomes “PENDING” again and will return to the requests in the queue to be processed.

For example: if the user wishes to change the time period from 10:00-15:00 to 10:30-15:30, the request can be:

- accepted and the new time period will be 10:30-15:30, as required; the request status becomes “ACCEPTED”
- refused, and the previous time period, 10:00-15:00, will be confirmed; the request status will be “ACCEPTED” but a notice to the user will warn that this is referred to the previous time period (10:00-15:00), not to the requested change.

If the user wish to change the departure time, anticipating it, the request remains as “ACCEPTED” (it doesn’t become “PENDING”) and the new departure time is immediately valid in ATM with no action by the back-office.

If the Carrier/Handler needs to change the aircraft model with another of larger size, 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 it is transferred into the Airport Information System (ATM) 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 SAGAT 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.

If the user wish to enter the “Availability of Stands” window in order to ascertain, for example, the possibility of modifying the parking time, the key “**Availability**” has to be clicked on. If the PPR request has already been accepted, the availability shown is referred to the stand already assigned.

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

4.6.2 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. Figure 12 illustrates the window that Carriers/Handlers can use to submit their requests to the airport management (SAGAT 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.

::New Request::

REQ.DATE - REQ.NUM -

OPERATOR	A/C REGISTRATION	A/C TYPE	SEATS	HELICOPTER
SAGAT UCV	<input type="text"/>		0	<input type="checkbox"/>

HANDLER	FLIGHT QUALIFICATION
<input type="text"/>	AIR TAXI/AMBULANCE FLIGHT

ARRIVAL (UTC)	FROM	CALL SIGN Inbound
<input type="text"/>	<input type="text"/>	<input type="text"/>

DEPARTURE (UTC)	TO	CALL SIGN Outbound
<input type="text"/>	<input type="text"/>	<input type="text"/>

Please fill MTOW, A/C Type ICAO / IATA, Wingspan, Length fields below

Additional information

MTOW	A/C Type ICAO / IATA	Wingspan	Length
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Note

Figure 12 – Inserting a new request

The fields to be completed are:

- **Operator:** automatically shown if logging in as Air Carrier. Otherwise it 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 in Read-Only mode, 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;

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- **Helicopter:** to be selected if the request is related to a helicopter;
- **Handler:** automatically shown if logging in as Handler. Otherwise it 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;
- **Call Sign Inbound:** insert manually;
- **Departure:** Date/Time of departure;
- **To:** airport of destination;
- **Call Sign Outbound:** insert manually;
- **Additional information:** (section with MTOW, A/C Type ICAO/IATA, Wingspan, Length, Note).

If the aircraft registration is not recognized by the system and, therefore, the field **A/C Type** is empty, a notice will inform the user to insert all technical data such as: MTOW, A/C Type ICAO/IATA, Wingspan, Length.

NOTE: in order to manage three special cases, the following “fake” codes are listed in the airport code record:

- IATA code: ZZZ; ICAO Code: ZZZZ, to identify an uncoded airfield (the names of the geographic area and the country must be inserted in the field “Note” of the PPR request);
- IATA code: YYY; ICAO Code: YYYY, to identify a movement from/to a hangar;
- IATA code: XXX; ICAO Code: XXXX, to identify an unknown airport of destination as, at the moment of the PPR request, the destination is unknown (long term parking) or the airport code is not listed (in this case, the user is requested to point it out in the field “Note” for the updating of the list).

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.