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## Script Details

<b>Script Number</b>	
Functional Domain	Airport Operational Automation Package
Role	Customer Portal User
Script Name	Customer Portal Airlines
Purpose	User manual to use the portal features
Environment	Sandbox
Data Requirements	Enough data in Sandbox
Dependencies	Airport Operational database, Resource management, Financial Management in Business Central ERP
Scenario	

# Welcome to the Airlines Customer Portal

The Customer Portal is designed to provide our clients with comprehensive financial and operational data. It features an intuitive interface allowing users to view financial information, manage schedules, and oversee flight operations.

## Introduction

Our Airlines Customer Portal is your one-stop solution for accessing comprehensive financial and operational data. With its user-friendly interface, you can effortlessly manage schedules, view financial information, and supervise flight operations.

## Portal Overview

Customer portal is a streamlined platform that supports the collection of financial data, operations information, and resource management

## Key Features & User Management

- **Financial Information:** Access and download comprehensive financial reports.
- **Schedule Management:** Efficiently manage both seasonal and non-scheduled flights.
- **Resource Details:** Get insights into parking, baggage, gates, and counters.
- **Daily Operations:** Seamlessly manage and view passenger and cargo information.
- **Flight Information Display System (FIDS):** Update real-time flight status.
- **Attachments & Notifications:** Manage notifications and attach necessary documents with ease.

## User Roles & Permissions

- **Admin User:** Receive unrestricted access to all portal features.
- **Finance User:** Access is limited to financial information.
- **Operations User:** Get access to operations, resource management, and FIDS information.

*Please note that roles, users, and permissions will be managed by the CAAN IT department.*

## Portal Sections

The Customer Portal is organized into five main sections for easy navigation:

1. Dashboard
2. Finance
3. Operation
4. Resource
5. FIDS

## Accessing the Portal

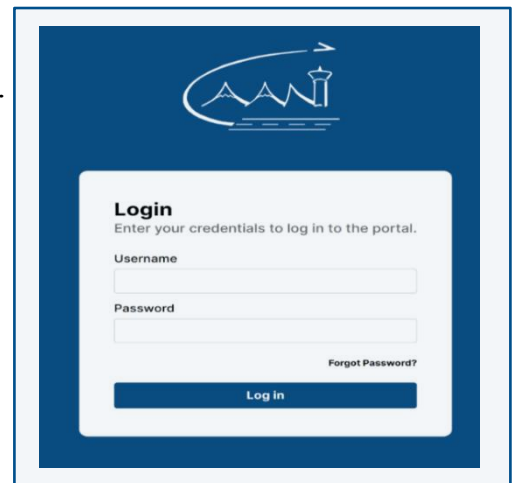
Visit the provided URL to access the portal.

<http://cportal.caanepal.gov.np/>

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## Logging In

- Enter your username and password on the login page.
- Click the ***“Login”*** button.
- If you have forgotten your password, click ***“Forgot Password”*** and follow the instructions to reset it.



*For any login concerns or issues, please reach out to CAAN IT Team.*

# Navigating Dashboard

The dashboard is your central hub for viewing key financial metrics. Customize the data displayed by applying office and date filters. Here's a detailed guide on how to use the dashboard effectively:



- 1. Customer Name:** Displayed at the top of the dashboard.
- 2. Filter Options:** Available for viewing the dashboard and managing your user profile.

## Profile Management



Click on the user icon to access the following options:



**Profile:** View customer details by selecting the profile section.



Customer Code	CUST-00414
Name	Test Airlines Pvt. Ltd.
VAT Registration No.	000000000
Address	Kathmandu
Phone Number	
Email	info@agile.com.np



**Settings:** Reset your user password by selecting the settings section, filling in the required details, and clicking on "Submit".

## Change Password

New Password

Confirm Password

Submit



**Log out:** Always log out from the portal when not in use to ensure your account's security.

*For any technical issues during this process, contact IT support.*

## Filters

The dashboard page and all pages in sections following will have filter options.

Current Month ▾

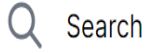
**Month Filter:** This filter allows you to view financial information for a selected month. Switch between available filters to customize your view.

All

**Office Filter:** This filter enables you to view data based on different airports and cost centers. Select desired office from the drop-down menu.



**Notices:** View any notices sent by CAAN or the Airport Office directly from the dashboard.



Search

**Search:** Search anything on the portal pages.

## Reports

The Reports section on the dashboard allows finance users to download various financial reports, such as the Party Ledger report and the Detailed Trial Balance.

### How to Download Reports

**Step 1:** Navigate to the Reports section on the dashboard.

Reports ▾

**Step 2:** Select the desired report.

Party Ledger Report

Customer Detailed Trial Balance

**Step 3:** Apply the necessary filters.

Office ×

All ▾

Start Date

05/01/2024 📅

End Date

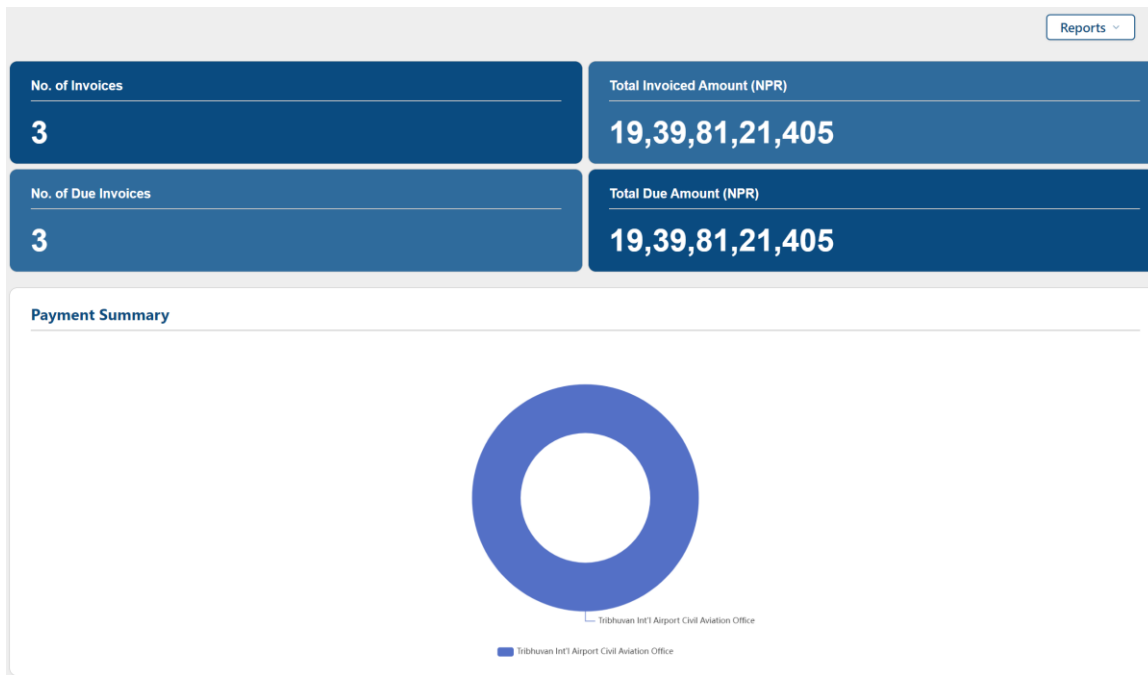
06/05/2024 📅

Download

**Step 4:** Download the report.

## Financial information.

View financial metrics and reports on the dashboard page.



Item	Description
No of invoices	<b>Displays the total count of invoices billed to airlines by airports and CAAN.</b>
Total invoiced amount	<b>Displays the total of invoiced amount in Nepalese currency.</b>
No of due invoices	<b>Displays the total number of invoices that are due to be paid by airlines.</b>
Total Due amount	<b>Displays the total of amount to be paid by airlines.</b>
Payment Summary	<b>Distribution of payment summary based on airports represented in a pie-chart.</b>







# Navigating Finance Section

## Open Invoices

- In the Finance section, click on the "Open Invoices" tab.
- A list of all your open invoices will be displayed.

Date	Invoice No.	Description	Original Amount	Late Fee/Interest Amount	TDS Amount	Remaining Amount	Due Date	
<input type="checkbox"/>	2024-04-12	PSI-80/81-3001-3851	Bill for Ground Handling and Supervision Service Charge of March 2024.	1,33,866.9	0	0	0.1	2024-04-12
<input type="checkbox"/>	2024-04-10	PSI-80/81-3001-3807	LPN Bill For the Month of March 2024 (INTL).	2,88,104.53	0	0	2,584.15	2024-04-10

Item	Description
Date	Displays the invoice posting date
Invoice No.	Specifies the invoice number
Description	Specifies the description written to an invoice
Original Amount	Specifies the original amount in NPR for the invoice
TDS Amount	Specifies the TDS amount for the invoice
Fine/Interest Amount	Specifies the fine and Interest calculated against the invoice
Remaining Amount	Specifies the remaining amount to be paid
Due Date	Specifies the due date for payment of invoice
Office	Specifies the office code from where the bill was issued
	Download the invoice by clicking the icon
	Export the open invoices list to excel
Total Amount:  	Pay due invoices

Follow [Filters](#) to view information.



### *Paying Due Invoices*



1. In the "Open Invoices" tab, select the invoice(s) you wish to pay by checking the checkbox next to each invoice.
2. Click on the "Pay" button located at the bottom or top of the invoice list.
3. You will be redirected to the NCHL payment gateway.
4. Follow the instructions on the NCHL payment gateway page to complete the payment.
5. Upon successful payment, a confirmation message will be displayed, and the invoice status will be updated in the portal.

Connect IPS integration is under development and will be deployed in near future.

## Closed Invoices

- In the Finance section, click on the "Closed Invoices" tab.
- A list of all closed invoices will be displayed.



Date	Invoice No.	Description	Original Amount	Office	
2024-05-27	PSI-80/81-3001-4617	Vehicle Entry & Parking Charge	1,150	3001	
2024-05-26	PSI-80/81-3001-4608	Vehicle Entry & Parking Charge Heavy.	1,150	3001	



Item	Description
Date	Displays the invoice posting date
Invoice No.	Specifies the invoice number
Description	Specifies the description written to an invoice
Original Amount	Specifies the original amount in NPR for the invoice
Office	Specifies the office code from where the bill was issued
	Download the invoice by clicking the icon
	Export the open invoices list to excel

Follow [Filters](#) to view information.

## Payment History

- In the Finance section, click on the "Payment History" tab.
- A list of all payment history will be displayed.

Date	Document No.	Description	Amount Paid	User ID	Time Stamp	Office	
2024-05-27	80/81-3001R-CV-3154	PSC of 16-31 Baishakh,2081 (RS. 10600 Adjustment of R.No.2754 Over Payment)	-98,900	00934	2024-05-27 16:67	3001	
2024-05-27	80/81-3001R-CV-3153	Telephone service charge of F/Y2080/081	-12,042	01047	2024-05-27 16:90	3001	

Item	Description
Date	Displays the cash receipt posted date
Document No.	Specifies the cash receipt number
Description	Specifies the description written for cash receipts entries
Amount paid	Specifies the amount paid
User Id	Specifies the user ID who passed the voucher entry in system
Time Stamp	Specifies the time when the entry was done
Office	Specifies the office code for receipt
	Download the cash receipt vouchers
 Export to Excel	Export the cash receipts list to excel

*Follow [Filters](#) to view information.*

## Navigating Operation Section

The Operations section serves as a centralized hub for managing every facet of flight operations. It is meticulously organized into four key sub-sections:

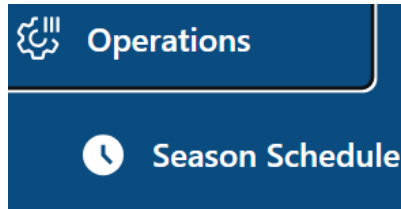
- **Season Schedule**
- **Non-Scheduled**
- **Flight Data**
- **Pax and Cargo**

Each sub-section is tailored to provide in-depth information and tools pertinent to the diverse areas of flight operations.

## Season Schedule

The Season Schedule sub-section is engineered to simplify the process of submitting seasonal flight schedules to the CAAN by airlines. It empowers users to handle their schedules with precision and submit them for the required approvals seamlessly.

Path: Operations > Season Schedule



### *Key Features*

- **Export Season Schedule Template:** Obtain a standardized template for schedule preparation.
- **Import Season Schedule:** Upload your prepared schedule into the system.
- **Create a Schedule Manually:** Craft a schedule directly within the portal.
- **Submit Schedules for Approval:** Send your schedules for review and track their status (Approved, Rejected, Open).


### *Step by Step Guide*

#### *1. Export and Import Season Schedule*

- **Export Template:** Click on the Export Template button to download the template.
- **Edit Template:** Edit the downloaded file in Excel to include the necessary schedule details, by following the below listed requirements:















S.no	Type of Flights	Method of entering the necessary Schedule details
1.	Domestic	In regard of domestic flights, the schedules need to be entered in a half-legged format which will be linked based on the registration number
2.	Domestic (Mountain flight)	In regard of Mountain flights half-legged schedules should be entered
3.	International	In regard of international flights full-legged schedules should be entered

- **Import Schedule:** After editing the template, click  Import

The imported schedule will be displayed in the **Created tab** on the Season Schedule page.

- **Submit Schedule:** To submit the schedule for approval, select the Schedules that are meant for submission by using the checkbox and click the **Submit** button located below the Created tab.

[Created](#)
[Open](#)
[Rejected](#)
[Approved](#)

<input type="checkbox"/>	Arrival Flight	Arrival time		Origin	Departure Flight	Departure Time	Destination	Aircraft Model	Overnight	Season	
<input type="checkbox"/>	658	10:35		PKR		00:00		M17	0	Summer 2024	
<input type="checkbox"/>		00:00			659	10:30		PKR	M17	0	Summer 2024
<input type="checkbox"/>	660	11:40		PKR		00:00		M17	0	Summer 2024	
<input type="checkbox"/>		00:00			661	12:15		PKR	M17	0	Summer 2024
<input type="checkbox"/>	101	10:00		PKR	102	11:00		PKR	A320	0	Summer 2024
<input type="checkbox"/>	777	13:00		PKR	778	14:00		PKR	CR2	0	Summer 2024

## 2. Create Season Schedule

**Step 1:** Navigate to the ‘Season Schedule’ section.

Path: Operations > Season Schedule>Create

**Step 2:** Initiate a new manual entry by selecting  **Create** icon

**Step 3:** Fill in the required schedule details on the newly opened page.

Arrival Flight 1	Arrival Time 00:00	Origin BDP - Chandragadhi Airport - Jhapa, NP
Departure Flight 2	Departure Time 00:00	Destination AUH - Abu Dhabi International Airport - Abu Dhabi, AE
Aircraft Model 400XT	Overnight 1	
Season Summer 2024	Date From 03/31/2024	Date To 10/26/2024
<input type="checkbox"/> Sunday <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday		
Remarks  		
<b>Save</b>		

**Step 3:** Click on ‘Save’ which will transfer the details to Created tab on season schedule page.

**Step 4:** Submit your manual schedule by using the checkbox to select the Schedule and click ‘Submit’.

**Created**    Open    Rejected    Approved

<input type="checkbox"/>	Arrival Flight	Arrival time	Origin	Departure Flight
<input type="checkbox"/>		00:00		659
<input type="checkbox"/>	660	11:40	PKR	
<input type="checkbox"/>		00:00		661
<input type="checkbox"/>	101	10:00	PKR	102
<input type="checkbox"/>	777	13:00	PKR	778

**Submit**

<input type="checkbox"/>	Arrival Flight	Arrival time	Origin	Departure Flight	Departure Time	Destination	Aircraft Model	Overnight	Season	
<input type="checkbox"/>		00:00	⌵	659	10:30	⌵	PKR	M17	0	Summer 2024
<input type="checkbox"/>	660	11:40	⌵	PKR	00:00	⌵	M17	0	Summer 2024	

### 3. Viewing Schedules

- **Created Schedules:** Access and view the newly created or imported schedules before sending for approvals.
- **Approved Schedules:** Access and review schedules that have received approval.
- **Rejected Schedules:** Examine schedules that have been declined and require revisions.
- **Open Schedules:** Monitor schedules currently under review and awaiting a decision.

Item	Description
Arrival Flight	Enter the arrival flight number
Arrival time	Enter the arrival time
Origin	Select the origin airport from available list
Departure flight	Enter the departure flight number
Departure time	Enter the departure time
Destination	Select the destination airport from available list
Aircraft Model	Select the aircraft model for available list
Overnight	Enter overnight in numeric value for any overnights.
Season	Select season from available list
Date from	Enter the start date for schedule
Date to	Enter the end date for schedule
Weekdays	Check weekdays for the schedule
Remarks	Remarks can be written for schedules



## Non-scheduled

The Non-Scheduled sub-section is engineered to simplify the process of submitting schedules, which do not come from regular season schedules to the CAAN by airlines. It may include military flights, extra flights, or any flights that need to be created on a need basis. It empowers users to submit them for the required approvals seamlessly.

Path: Operations > Non-scheduled

### Key Features

- **Create a Non-scheduled:** Craft a non-scheduled flight directly within the portal.
- **Submit Schedules for Approval:** Send your Non-scheduled flights for review and track their status (Approved, Rejected, Open).

#### 1. Create Non-Scheduled flight

**Step 1:** Navigate to the ‘Non-scheduled’ section.

Path: Operations > Non-scheduled > New

**Step 2:** Initiate a new manual entry by selecting  **Create** icon

**Step 3:** Fill in the required flights details on the newly opened page.

Non-scheduled 3001-TIACAO

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**Arrival**

Arrival Flight No. 000	Origin AUH - Abu Dhabi International Airport - Abu Dhabi, AE
STA Date 06/25/2024	STA Time 00:00
Arrival Flight Type DELAY SCH - Delay Schedule	Arrival Service Type J - Sched. - Passenger Normal Serv

**Departure**

Departure Flight No. 001	Destination AUH - Abu Dhabi International Airport - Abu Dhabi, AE
STD Date 06/26/2024	STD Time 00:00
Departure Flight Type DELAY SCH - Delay Schedule	Departure Service Type J - Sched. - Passenger Normal Serv

Traffic Category: Commercial | Registration No.: 9N-ADD | Aircraft Model: M18

**Save**

Item	Description
Arrival Flight No.	Enter the arrival flight number
Origin	Select the origin airport from available list
STA Date	Enter the scheduled date for arrival flight
STA Time	Enter the scheduled time of arrival for flight
Arrival Flight Type	Select the flight type from the available list in drop down menu
Arrival Service type	Select the service type from the available list in drop down menu
Departure Flight No.	Enter the departure flight number
Destination	Select the destination airport from available list
STD Date	Enter the scheduled date for departure flight
STD Time	Enter the scheduled time of departure for flight
Departure Flight Type	Enter the flight type from the available list in drop down menu
Departure Service Type	Select the service type from the available list in drop down menu
Traffic Category	Select the traffic category from list of available options
Registration No.	Select the registration number from the list of available options
Aircraft Model	Select the aircraft model for available list
<b>3001-TIACAO</b>	Specifies the airport where the non-scheduled flight is created

*The drop-down list is auto synced from ERP system. For queries, coordinate with IT team.*

**Step 3:** Click on **‘Save’** which will transfer the details to Created tab on non-scheduled page.

**Step 4:** Submit your Non-scheduled flight by using the checkbox to select the operation and clicking **‘Submit’** beneath the **‘Created’** tab.

## Non-scheduled

Created Open Rejected Approved

Traffic Category	IATA Arrival Company	STA Date	STA Time	Arrival Flight No.
Commercial	NL	2024-06-25	00:00:00	000

**Submit**

## 2. Viewing Schedules

### Non-scheduled

Created Open Rejected Approved

- **Created:** Access and view the newly created non-scheduled flights.
- **Open:** Monitor flights currently under review and awaiting a decision.
- **Approved:** Access and review flights that have received approval.
- **Rejected:** Examine flights that have been declined and require revisions.

## Flight Data

Here, you can easily view and manage your daily flight program. This section includes both regular season scheduled flights and non-scheduled flights. Follow the steps below to navigate through the tabs and use the available features effectively.

Path: Operations > Flight data

Operations - Flight Data

Search

3001-TIACAO



Operation Date: 06/03/2024 **Update**

**Export to Excel**

Pending Completed

Showing rows 1 - 10 of 32

Arrival Flight	Origin	STA Date	STA	ETA Date	ETA	ATA Date	ATA	Registration No.	Aircraft Model	Departure Flight	Destination	STD Date	STD	ETD Date	ETD	ATD Date	ATD
		2024-06-03	00:00:00	2024-06-03	00:00:00		00:00:00	9N-ADD	Mi8	121	SKH	2024-06-03	06:55:00	2024-06-03	06:55:00		00:00:00
122	SKH	2024-06-03	08:55:00	2024-06-03	08:55:00		00:00:00	9N-ADK	Mi8	657	PKR	2024-06-03	09:25:00	2024-06-03	09:25:00		00:00:00

## 1. Pending Flight tab

**Purpose:** This tab serves as the data entry point for airlines. It lists all flights which have not yet been marked as completed.

**Usage:** Airlines enter the flight registration number here to update the status or link two different half-legs of their flights to complete the operation.

**Step 1:** Access the Pending Flights Tab

**Step 2:** Enter the registration number of the flight you wish to update.

**Step 3:** Once the flight registration number is entered, in case of half-legged operations the two different legs are linked and after the entry of the ATA and ATD in Business Central CAAN IT the flight data will automatically move to the **‘Completed’** tab.

## 2. Completed Flight tab

**Purpose:** This tab displays a list of all completed flight operations.

**Usage:** Airlines can view a comprehensive list of flights that have been marked as completed, ensuring they have an up-to-date record of their operations.

Item	Description
Arrival Flight	Arrival flight number is auto validated.
Origin	Origin is auto validated.
STA Date	Specifies scheduled date for arrival flight
STA	Specifies the scheduled time of arrival for flight
ETA Date	Specifies the estimated time of arrival date.
ETA	Specifies the estimated time of arrival.
ATA Date	Specifies the actual time of arrival date.
ATA	Specifies the actual time of arrival.
Registration No.	Enter registration number for the flight. This is the only editable field that needs to be entered by airlines.
Aircraft Model	Specifies the aircraft model
Departure Flight	Specifies the departure flight
Destination	Specifies the destination of flight
STD Date	Specifies the scheduled date for departure flight
STD	Enter the scheduled time of departure for flight

<b>ETD Date</b>	<b>Specifies the estimated date of departure</b>
<b>ETD</b>	<b>Specifies the estimated time of departure</b>
<b>ATD Date</b>	<b>Specifies the actual date of departure</b>
<b>ATD</b>	<b>Specifies the actual time of departure</b>

### *Upload Attachments*

**Step 1:** Locate the Upload completed operations list.



icon positioned in the top-right corner of the

**Step 2:** Select the Desired File.

### *Available Filters*

- **Filter by Operation Date:** View data based on specific operation dates.

Operation Date:  on

## Pax and Cargo

The Pax and Cargo section within the Operations module allows airline users to manage Passenger and Cargo details. This includes entering new data, correcting submitted information, and downloading attachments.

Path: Operations > Pax and Cargo

### *Enter Passenger and Cargo Data*

**Step 1:** Navigate Operations section and select "Pax and Cargo".

Operations - Pax and Cargo  3001-TIACAO  

Operation Date:  

Flight Type:

Showing rows 1 - 1 of 1  

Date	Time	Registration No.	Aircraft Model	Flight	Type	Total Pax	Paxes Paying	Infants	Diplomatic	Other Exempt	Transit	Adult	Foreign
2024-06-24,	04:30:00	9N-TTR	AT7	336	Arrival	57	50	7	0	0	0		9

**Step 2:** Fill in the necessary passenger and cargo information. Ensure that the fields for paying passengers, foreign passengers, and Nepali passengers are completed, as they are mandatory.

**Step 3:** Once all details are entered, the data will be autosaved.

<b>Item</b>	<b>Description</b>
<b>Date</b>	Date will be auto populated from daily flight
<b>Time</b>	Time will be auto populated from daily flight
<b>Registration No</b>	Registration number will be auto populated from daily flight program
<b>Aircraft Model</b>	Aircraft model will be auto populated from daily flight program
<b>Flight Type</b>	Flight detail will be auto populated from daily flight program
<b>Total Pax</b>	Details will be auto populated from daily flight program
<b>Pax paying</b>	Total pax value will be auto validated once other passenger information is filled up.
<b>Infants</b>	Total number of passengers paying
<b>Diplomatic</b>	Number of Infants on board
<b>Other Exempt</b>	Passengers with a diplomatic status
<b>Transit</b>	Passengers which don't match the other categories
<b>Adult</b>	Transit passengers
<b>Foreign</b>	Total number of adults
<b>Arrival DHC</b>	Total number of foreign passengers
<b>Departure DHC</b>	Arrival Dead head crew
<b>Dead body</b>	Departure Dead head crew
<b>Cargo</b>	Dead body for transport
<b>Mail</b>	Total cargo transported
<b>Extra Baggage</b>	Total mail transported
	Amount of extra baggage

### *Edit Passenger and Cargo Data*

For scenarios where the airlines need to edit the submitted pax and cargo data follow these steps:

**Step 1:** Click on “Reopen” button on the heading section in pax and cargo page.

Select a row from the table below to reopen

#### Operations - Pax and Cargo

Operation Date: 06/24/2024

Flight Type: Departure

Date	Time	Registration No.	Aircraft Model	Flight	Type	Total Pax	Paxes Paying	Info
2024-06-24	05:45:00	9N-TTR	AT7	337	Departure	55	50	

**Step 2:** Select the row that needs correction and make necessary changes and the data will be autosaved.

### *Upload Attachments*

**Step 1:** Locate the add-file icon



positioned in the top-right corner of the Pax and Cargo list.

**Step 2:** Select the Desired File.

### *Available Filters:*

- **Filter by Operation Date:** View data based on specific operation dates.

Operation Date: 06/24/2024



- **Filter by Flight Type:** View data categorized by "Arrival" and "Departure".

Flight Type:

The attachments uploaded in portal can be viewed by airport concerned authorities in ERP system.

## Navigating Resource Section

The Resource Section contains the four main categories:

Each category provides essential details required for the smooth operation of airline services at the airport. Below is a detailed explanation of what you can expect to find in each category.

### 1. Parking Bays

The Parking Bays section includes information about the assigned parking spaces for aircraft.

Parking Bays 3001-TIACAO

Operation Date:

Showing rows 1 - 10 of 58

Airline codes	Airline name	Aircraft Model	Parking Position	Event In	ETA Date	ETA	BON Date	BON Time	Event Out	ETD Date	ETD	BOF Date	BOF Time
ZZ/ZZZ	Agile Test Airlines	CR2			2024-06-28	06:45:00	0001-01-01	00:00:00	Departure	2024-06-28	06:55:00		00:00:00
ZZ/ZZZ	Acile Test Airlines	CR2		Arrival	2024-06-28	08:55:00	0001-01-01	00:00:00		2024-06-28	08:05:00		00:00:00

Item	Description
Airline Code	<b>Specifies the ICAO/IATA airlines code.</b>
Airlines Name	<b>Specifies the airlines name.</b>
Aircraft Model	<b>Specifies the aircraft model</b>
Parking Position	<b>Specifies the parking assigned to the flight</b>
Event In	<b>Specifies the event in for flight</b>
ETA Date	<b>Specifies the estimated time of arrival date.</b>
ETA	<b>Specifies the estimated time of arrival.</b>
BON Date	<b>Specifies the block on date.</b>

BON Time	Specifies the block on time.
Event Out	Specifies the event out for the flight.
ETD Date	Specifies the estimated date of departure.
ETD	Specifies the estimated time of departure.
BOF Date	Specifies the block off date.
BOF Time	Specifies the block off time.

### Available Filters

- **Filter by Operation Date:** View data based on operation dates. Operation Date:  specific

## 2. Baggage Belts

The Baggage Belts section provides details about the baggage, strap details, Luggage hours and transfer bags.

Baggage Belts Search  3001-TIACAO

Operation Date:

Showing rows 1 - 0 of 0

Planned Strap	Zone	Actual Strap	First Luggage Hour	Last Luggage Hour	Total Bags	Transfer Bags
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Item	Description
Planned Strap	Specifies the planned baggage strap to be used for the flight
Zone	Specifies the area of the strap to be used
Actual Strap	Specifies the actual baggage strap to be used for the flight
First Luggage Hour	Specifies the initial start time of designated strap usage
Last Luggage Hour	Specifies the end time of use of designated strap
Total Bags	Specifies the total number of baggage conveyed on the strap
Transfer bags	Specifies the numbers of baggage in transit

### Available Filters

**Filter by Operation Date:** View data based on specific operation

Operation Date: 06/24/2024

### 3. Counters

The Baggage Belts section provides details about the counter related information for operations.

Item	Description
Terminal	Specifies the terminal for operation
Initial Counter	Specifies the initial counter assigned
Final Counter	Specifies the final counter assigned
Total Counter	Specifies the total number of counters assigned
Zone	Specifies the area of the counter
Scheduled Start Date	Specifies the scheduled start date for counter use
Scheduled Start Time	Specifies the scheduled start time for counter use.
Scheduled End Date	Specifies the scheduled last date for counter use
Scheduled End Time	Specifies the scheduled until time for counter use.
Start Usage Date	Specifies the actual start date of counter use
Start Usage Time	Specifies the actual Time of counter use

Counters

Search 3001-TIACAO

Operation Date: 03/03/2024 Update

Showing rows 1 - 0 of 0

Terminal Initial Counter Final Counter Total Counters Zone Scheduled Start Date Scheduled Start Time Scheduled End Date Scheduled End Time Start Usage Date Start Usage Time End Usage Date End Usage Time

No results.

#### Available Filters

**Filter by Operation Date:** View data based on specific operation

Operation Date: 06/24/2024

## 4. Boarding Gates

The boarding gates provide information regarding the gate's information for operations.

Boarding Gates Q Search 3001-TIACAO

Operation Date:   Showing rows 1 - 0 of 0

Boarding Gate	Estimated start date	Estimated start time	Start usage date	Start usage time	Estimated ending date	Estimated ending time	End usage date	End usage time
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Item	Description
Boarding Gate	Specifies the assigned boarding gate for the departure flight
Estimated Start Date	Specifies the estimated date for gate usage
Estimated Start Time	Specifies the estimated start time for gate usage
Start Usage Date	Specifies the actual date for gate usage
Start Usage time	Specifies the actual time for gate usage
Estimated ending date	Specifies the estimated date until gate is used
Estimated ending time	Specifies the estimated time until gate is used
End usage date	Specifies the actual end date for gate usage
End usage time	Specifies the actual end time until gate is used

### Available Filters

**Filter by Operation Date:** View data based on  specific operation

# Navigating the FIDS Section

The flight information display system is section where the airlines can view the flight data and make necessary changes to be displayed in FIDS at airport.

The screenshot shows the FIDS application interface. On the left is a dark blue sidebar menu with options: Dashboard, Finance, Operations, Resource, FIDS (highlighted), and Documents. At the top right, there is a search bar with the text '3001-TIACAO' and a user profile icon. Below the search bar, there are filters for 'Operation Date: 05/31/2024' with an 'Update' button, and 'Operation Type: Arrival' with a dropdown arrow. A table displays flight information with columns: STA, STD, Airlines, Flight, From, ETA, and Status. The table shows several rows of flight data, including one with a 'CANCELLED' status. A status indicator 'Showing rows 1 - 10 of 53 <' is visible at the top right of the table area.

STA	STD	Airlines	Flight	From	ETA	Status
00:15:00	01:15:00	Fly Dubai	FZ - 573	Dubai	00:15	⊕
01:00:00	01:10:00	Buddha Air	U4 - 900	Abu Dhabi	01:00	⊕ CANCELLED
01:00:00	01:10:00	Buddha Air	U4 - 901	Abu Dhabi	01:00	⊕
00:15:00	01:15:00	Fly Dubai	FZ - 574	Dubai	00:15	⊕
01:30:00	02:30:00	Jazeera Airways	J9 - 539	Kuwait City	01:30	⊕
01:30:00	02:30:00	Jazeera Airways	J9 - 540	Kuwait City	01:30	⊕
05:00:00	09:00:00	Drukair (Royal Bhutan Airlines)	KB - 400	Paro	05:00	⊕

User can make changes to Flight status where necessary.

**Step 1:** Go to FIDS

**Step 2:** Select a flight status code from the list of available drop-down menu.

**Step 3:** Change the flight date as well.