User Guide

Airlines Customer Portal

Contents

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
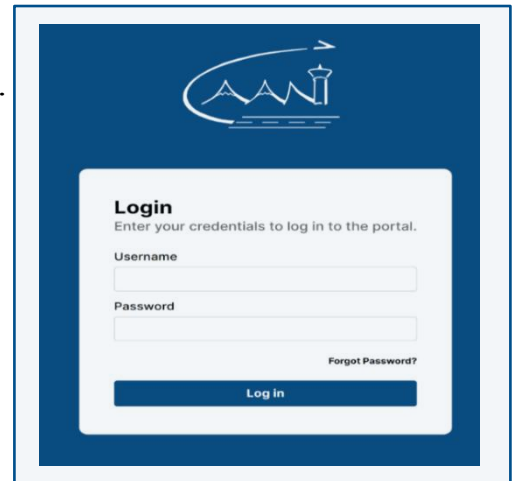
Accessing the Portal

Visit the provided URL to access the portal.

https://cportal.caanepal.gov.np/

Logging In

o Enter your username and password on the login page.

o Click the *"Login"* button.

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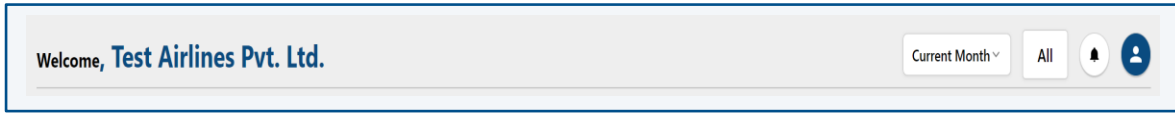
1. Customer Name: Displayed at the top of the dashboard.
2. Filter Options: Available for viewing the dashboard and managing your user profile.

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 the 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 the desired office from the drop-down menu.

Notices: View any notices sent by CAAN or the Airport Office directly from the dashboard.
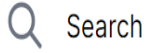
Q Search   **Search:** Search anything on the portal pages.

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 ⌄

Party Ledger Report

Step 2: Select the desired report.

Customer Detailed Trial Balance

Step 3: Apply the necessary filters.

Office   ×

All	⌄

Start Date

05/01/2024	📅

Step 4: Download the report.

End Date

06/05/2024	📅

⬇ **Download**

Financial information.

View financial metrics and reports on the dashboard page.
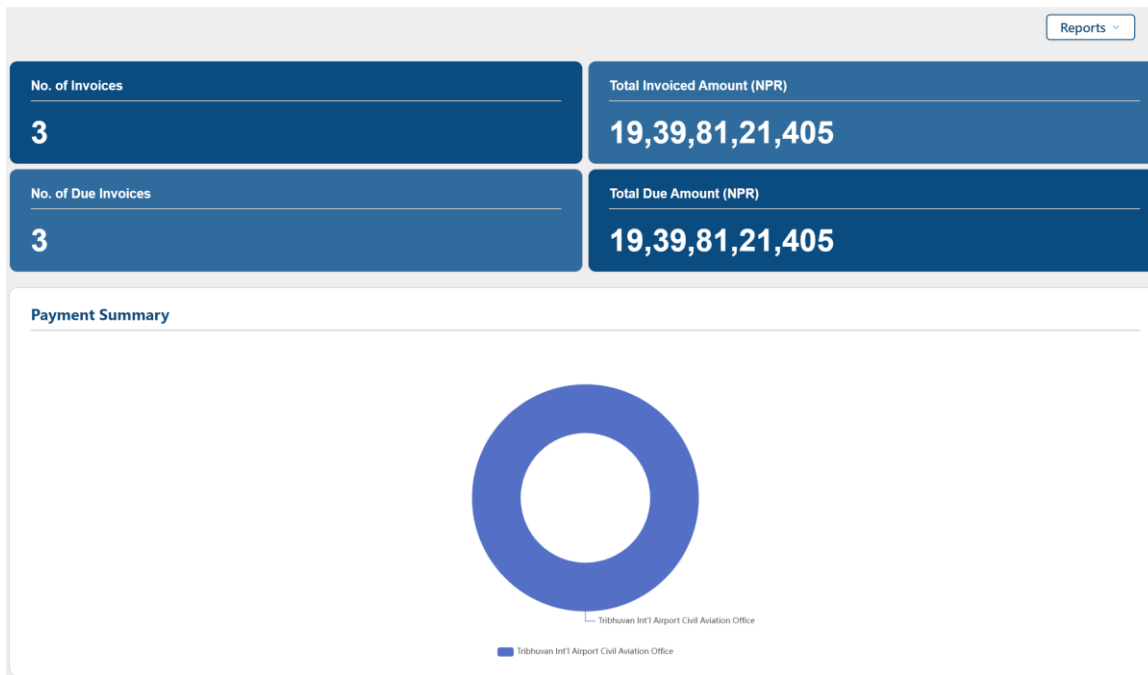
Item	Description
No of invoices	**Displays the total count of invoices billed to airlines by airports and CAAN.**
Total invoiced amount	**Displays the total of the invoiced amount in Nepalese currency.**
No due invoices	**Displays the total number of invoices that are due to be paid by airlines.**
Total Due amount	**Displays the total amount to be paid by airlines.**
Payment Summary	**Distribution of payment summary based on airports represented in a pie chart.**

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
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
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 on 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 an invoice
Office	Specifies the office code from where the bill was issued
🖨	Download the invoice by clicking the icon.
⬇ Export to Excel	Export the open invoices list to Excel.
Total Amount: [ ] Pay	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 top of the invoice list,

Open Invoices

Total Amount: 7,51,840.68   Pay

Export to Excel

Entries per page: 10 ⌄   Showing page 1 of 34

	Date	Invoice No.	Description	Bill Amount	TDS Amount	Remaining Amount	Rebate	Late Fee/Interest Amount	Net Pay	Due Date	O
☑	2024-09-29	PSI-81/82-3002-0057	Accounting Terminal Rent for FY 2081/82.	7,63,290.03	11,449.35	7,51,840.68	0	0	7,51,840.68	2024-09-29	30

3. Upon clicking on the "Pay" button you will be redirected to a payment conformations page, displaying the information related to the Invoice, A unique Transaction ID, Transaction Date, and Total Invoice Amount
4. After verifying the transaction details, navigate to and click on the ConnectIPS/NepalPay button,

← Back

Confirm Payment

Print

Entries per page: 10 ⌄

Date	Invoice No.	Remaining Amount	Late Fee/Interest Amount	Rebate	Net Pay	Due Date
2024-09-29	PSI-81/82-3002-0057	7,51,840.68	0	0	7,51,840.68	2024-09-29

Transaction No.: 193728

Transaction Date.: 2024-10-25

Total: 7,51,840.68

NEPAL PAY   connect IPS

5. The NCHL payment gateway will open, enter the login credentials to log into the payment gateway,
6. Confirm the Amount, Customer Name, and Other Details and initiate Payment.
7. Receive Payment Confirmations of Payment.
8. After Payment is realized, receive payment status from the Civil Aviation System. A confirmation message will be displayed upon successful payment, and the invoice status will be updated on the portal.

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 on 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 to Excel	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 receipt entries
Amount paid	Specifies the amount paid
User Id	Specifies the user ID who passed the voucher entry in the 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.

Open TDS

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

Close							⬇ Export to Excel

Entries per page: 10 ⌄   Showing page 1 of 2 ‹ ›

	Posting Date	Document No	IRD Code	TDS %	Base	TDS Amount	Cost/Revenue Center
☐	2024-05-26	PSCM-80/81-3001-0110	11121	1.5	221.24	3.32	3001
☐	2024-05-26	PSCM-80/81-3001-0110	11121	1.5	796.46	11.95	3001

Item	Description
Posting Date	Displays the cash receipt posted date
Document No.	Specifies the cash receipt number
IRD code	Specifies the description written for cash receipt entries
TDS %	Specifies the amount paid
Base	Specifies the user ID who passed the voucher entry in the system
TDS Amount	Specifies the time when the entry was done
Cost/Revenue Center	Specifies the office code for receipt

Follow Filters to view information.

Closed TDS

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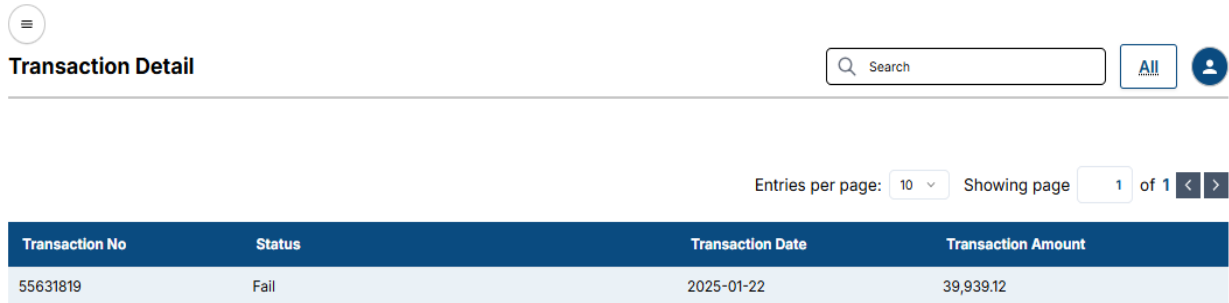- A list of all closed TDS entries will be displayed.

Posting Date	Document No	IRD Code	TDS %	Base	TDS Amount	IRD Voucher No.	IRD Voucher Date	Fiscal Year	Submission No.	IRD Amount	Cost/Revenue Center
2023-12-08	PSI-80/81-3001-1941	11121	1.5	46,195	692.93	57025045-50	2023-12-24	080/081	800057893095	0	3001
2023-12-08	PSI-80/81-3001-1941	11121	1.5	23,097.5	346.46	57025045-50	2023-12-24	080/081	800057893095	0	3001

Item	Description
Date	Displays the posted date
Document No.	Specifies the number
IRD Code	Specifies the IRD code (category) given by IRD department
TDS %	Specifies the TDS%
Base	Specifies the base amount for the invoice
TDS Amount	Specifies the TDS amount
Ird Voucher No.	Specifies the voucher number for the TDS entry once e-TDS is carried out
IRD Voucher Date	Specifies the voucher date for the TDS entry once e-TDS has been done
Fiscal Year	Specifies the fiscal year for TDS
Submission No.	Specifies the Submission number for the TDS entry once e-TDS is carried out
IRD Amount	Specifies the amount paid to the IRD for the TDS entry
Cost/Revenue Center	Specifies the office code for receipt

Follow Filters to view information.

Transaction Details

- In the Finance section, click on the "Transaction Details" tab.
- A list of transaction entries initiated via the payment portal will be displayed along with their status, date, and amount.

Transaction Detail

Entries per page: 10 ⌄   Showing page 1 of 1 ‹ ›

Transaction No	Status	Transaction Date	Transaction Amount
55631819	Fail	2025-01-22	39,939.12

Item	Description
Transaction No.	Displays the unique transaction number generated when the payment process is initiated for open invoices.
Status	Displays the status of the transaction carried out
Transaction Date	Displays the date of the Transaction
Transaction Amount	Displays the transaction amount

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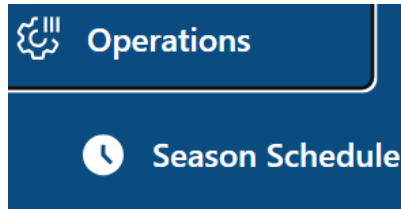
- **Season Schedule**
- **Non-Scheduled**
- **Flight Data**
- **Pax and Cargo**

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	Regarding 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)	Regarding Mountain flights half-legged schedules should be entered.
3.	International	Regarding 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.
- The imported schedules can be edited in the schedule lines and deleted as well depending on the requirement,
- **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

☐	Arrival Flight	Arrival time	Origin	Departure Flight	Departure Time	Destination	Aircraft Model	Overnight	Season
⬭	658	10:35	PKR		00:00		M17	0	Summer 2024
☐		00:00		659	10:30	PKR	M17	0	Summer 2024
⬭	660	11:40	PKR		00:00		M17	0	Summer 2024
☐		00:00		661	12:15	PKR	M17	0	Summer 2024
☐	101	10:00	PKR	102	11:00	PKR	A320	0	Summer 2024
⬭	777	13:00	PKR	778	14:00	PKR	CR2	0	Summer 2024

Submit

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** the icon

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

Arrival Flight	Arrival Time	Origin
1	00:00	BDP - Chandragadhi Airport - Jhapa, NP

Departure Flight	Departure Time	Destination
2	00:00	AUH - Abu Dhabi International Airport - Abu Dhabi, AE

Aircraft Model	Overnight
400XT	1

Season	Date From	Date To
Summer 2024	03/31/2024	10/26/2024

☐ Sunday   ☐ Monday   ☐ Tuesday   ☐ Wednesday   ☐ Thursday   ☐ Friday   ☐ Saturday

Remarks

Save

Step 4: Click on ***'Save'*** which will transfer the details to Created tab on the season schedule page.

Step 5: Submit your manual schedule by using the checkbox to select the Schedule and click ***'Submit'***.

Created   Open   Rejected   Approved

☐	Arrival Flight	Arrival time		Origin	Departure Flight
☐		00:00	🕐		659
☐	660	11:40	🕐	PKR	
☐		00:00	🕐		661
☐	101	10:00	🕐	PKR	102
☐	777	13:00	🕐	PKR	778

Submit

Created   Open   Rejected   Approved

☐	Arrival Flight	Arrival time		Origin	Departure Flight	Departure Time		Destination	Aircraft Model	Overnight	Season
☐		00:00	🕐		659	10:30	🕐	PKR	M17	0	Summer 2024
☐	660	11:40	🕐	PKR		00:00	🕐		M17	0	Summer 2024

3. Viewing Schedules

- **Created Schedules:** Access view and edit the newly created or imported schedules before sending them for approval.
- **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.
- **Revise Schedules:**

Only Schedules with approval status Created can be edited or deleted.

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

Create a 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** the icon

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

Item	Description
Arrival Flight No.	Enter the arrival flight number.
Origin	Select the origin airport from the available list.
STA Date	Enter the scheduled date for the arrival flight.
STA Time	Enter the scheduled time of arrival for the flight.
Arrival Flight Type	Select the flight type from the available list in the drop-down menu.

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

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

Step 3: Click on *'Save'* which will transfer the details to Created tab on the 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

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.

Adhoc Flight

The Adhoc Flight sub-section is engineered to ease the creation of operations that don't need to be processed through the approval cycle and do not come from regular season schedules submitted to CAAN by the airlines. It may include emergency and rescue flights, extra flights with approved status but canceled due to unforeseen conditions, or any flights that need to be created on a need basis.

Path: Operations > **Adhoc Flight**

Key Features
- **Create an Adhoc Flight:** Craft a non-scheduled flight directly within the portal.

- **Direct operation creation:** Send your Non-scheduled flights for review and track their status (Approved, Rejected, Open).

Create an Adhoc flight.

Step 1*:* Navigate to the 'Adhoc Flight' section.

Path: Operations > Adhoc Flight

Step 2: Fill in the required flight details on the newly opened page

Adhoc Flight 3001-TIACAO

Arrival

Arrival Flight No.	Origin
STA Date	STA Time
Arrival Flight Type	Arrival Service Type
Arrival Description	

Departure

Departure Flight No.	Destination
STD Date	STD Time
Departure Flight Type	Departure Service Type
Departure Description	

Traffic Category	Registration No.	Aircraft Model

Save

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

Step 3: Click' *Save'* to create a new Adhoc flight. The newly created Adhoc flight can be viewed in the Flight Data section.

Flight Program

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

Path: Operations > Flight Program

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 or cancel the operations.

Linkin operations :

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 the case of half-legged operations the two different legs are linked

Cancel existing Flight:

Step 1: Access the Pending Flights Tab

Step 2: Navigate to the desired flight or flights to be canceled and click on the radio button situated beside the movement number on each operation line

Step 3: Upon Clicking and selecting the desired operations, navigate to the top of the flight data table to the Cancel Flight function ,

Step 4: In the cancellation prompt, select the cancellation type and click on the submit button to cancel the desired flight

Unlink linked flights:

Step 1: Access the Pending Flights Tab

Step 2: Select the desired linked flight to unlink by checking the radio button.

Step 3: Navigate to the Unlink button that appears when a flight is selected and click on it to unlink the desired operation. Upon unlink, the half-legged operation is transferred to the end of the list of pending flights.

Update Scheduled Hours for scheduled flights:

Step 1: Access the Pending Flights Tab

Step 2: Select the desired flight for updating the scheduled hours by checking the radio button.

Step 3: Navigate to the Update Schedule Hours button that appears when a flight is selected and click on it to update the scheduled hours of the desired operation. Upon the update, the scheduled hours for the particular operation is changed.

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	The 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 the 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. (Touch Down Time)
Registration No.	Enter the registration number for the flight.
Aircraft Model	Specifies the aircraft model
Departure Flight	Specifies the departure flight
Destination	Specifies the destination of the flight
STD Date	Specifies the scheduled date for the departure flight
STD	Enter the scheduled time of departure for the flight.
ETD Date	Specifies the estimated date of departure
ETD	Specifies the estimated time of departure
ATD Date	Specifies the actual date of departure
ATD	Specifies the actual time of departure (Take-Off Time)

Upload Attachments

Step 1: Locate the Upload [icon] icon positioned in the top-right corner of the completed operations list.

Step 2: Select the Desired File.

Available Filters

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

Operation Date: 06/24/2024 [icon] on

Flight Data

Here, you can easily view and manage your daily flight program. This section includes regular season-scheduled flights, non-scheduled flights, and Adhoc 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: 10/25/2024 | **Update**

Divert ∨ | ⬇ Export to Excel

Pending Completed Cancelled

Entries per page: 10 ∨ | Showing page 1 of 16 ‹ ›

		Movement No	Arrival Flight	Origin	STA Date	STA	ETA Date	ETA	ATA Date	ATA	Registration No.	Aircraft Model	Departure Flight	Destinati
☐	✈	54346	100A	MTN	2024-10-25	07:00:00	2024-10-25	07:00:00		00:00 ⊕		AT7		
☐	✈	54382			2024-10-25	00:00:00	2024-10-25	00:00:00		00:00 ⊕		AT7	200D	MTN

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, cancel the operation, create a diversion flight, or divert an existing flight and enter the actual date and time of arrival and departure.

Link and entry of Actual date and time of arrival and departure:

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 the case of half-legged operations the two different legs are linked and after the entry of the ATA and ATD date and time the operation will automatically move to the *'Completed'* tab.

Cancel existing Flight:

Step 1: Access the Pending Flights Tab

Step 2: Navigate to the desired flight to cancel and click on the cancellation icon situated beside the movement number on each operation line

Step 3: In the cancellation prompt, select the cancellation type and click on the submit button to cancel the desired flight

Unlink linked flights:

Step 1: Access the Pending Flights Tab

Step 2: Select the desired linked flight to unlink by checking the radio button.

Step 3: Navigate to the Unlink button that appears when a flight is selected and click on it to unlink the desired operation. Upon unlink, the half-legged operation is transferred to the end of the list of pending flights.

Divert or create diversion flight:

a. Divert To

Step 1: Access the Pending Flights Tab

Step 2: Select the desired flight to divert by checking the radio button.

Step 3: Navigate to the Divert drop-down and click on the Divert To button that appears when a flight is selected and click on it to divert the required flight

Step 4: Select the cancellation type for the diversion and the diversion airport in the diversion prompt and click on the submit button.

b. Divert from

Step 1: Access the Pending Flights Tab

Step 2: Select the desired flight to divert by checking the radio button.

Step 3: Navigate to the Divert drop-down and click on the Divert From button that appears when a flight is selected and click on it to create a new diversion flight,

Step 4: Enter all required details on the diversion flight page and click on save, upon which another diversion prompt opens

Step 5: Select the cancellation type for the diversion and the diversion airport in the diversion prompt and click on the submit button to create a new diversion flight

The process of completing the diversion flights is the same as with Scheduled flights.

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	The 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 the 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. (Touch Down Time)
Registration No.	Enter the registration number for the flight.
Aircraft Model	Specifies the aircraft model
Departure Flight	Specifies the departure flight
Destination	Specifies the destination of the flight
STD Date	Specifies the scheduled date for the departure flight
STD	Enter the scheduled time of departure for the flight.
ETD Date	Specifies the estimated date of departure
ETD	Specifies the estimated time of departure
ATD Date	Specifies the actual date of departure
ATD	Specifies the actual time of departure (Take-Off Time)

Upload Attachments

Step 1: Locate the Upload icon positioned in the top-right corner of the completed operations list.

Step 2: Select the Desired File.

Available Filters

- **Filter by Operation Date:** View data based specific operation dates. Operation Date: 06/24/2024 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 the Operations section and select "Pax and Cargo".

Operations - Pax and Cargo

Search   3001-TIACAO

Operation Date: 06/24/2024   Update   Reopen
Flight Type: Arrival

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.

Item	Description
Date	The date will be auto-populated from the daily flight.
Time	Time will be auto-populated from daily flights.
Registration No	Registration numbers will be auto-populated from the daily flight program.
Aircraft Model	The aircraft model will be auto-populated from the daily flight program.
Flight	Flight details will be auto-populated from the daily flight program.
Type	Details will be auto-populated from the daily flight program.
Total Pax	The total pax value will be auto-validated once other passenger information is filled up.
Pax paying	Total number of passengers paying
Infants	Number of Infants on board
Diplomatic	Passengers with a diplomatic status
Other Exempt	Passengers who don't match the other categories
Transit	Transit passengers
Adult	Total number of adults
Foreign	Total number of foreign passengers
Arrival DHC	Arrival Deadhead crew
Departure DHC	Departure Deadhead crew

Dead body	Dead body for transport
Cargo	Total cargo transported
Mail	Total mail transported
Extra Baggage	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 the "Reopen" button on the heading section in the pax and cargo page.
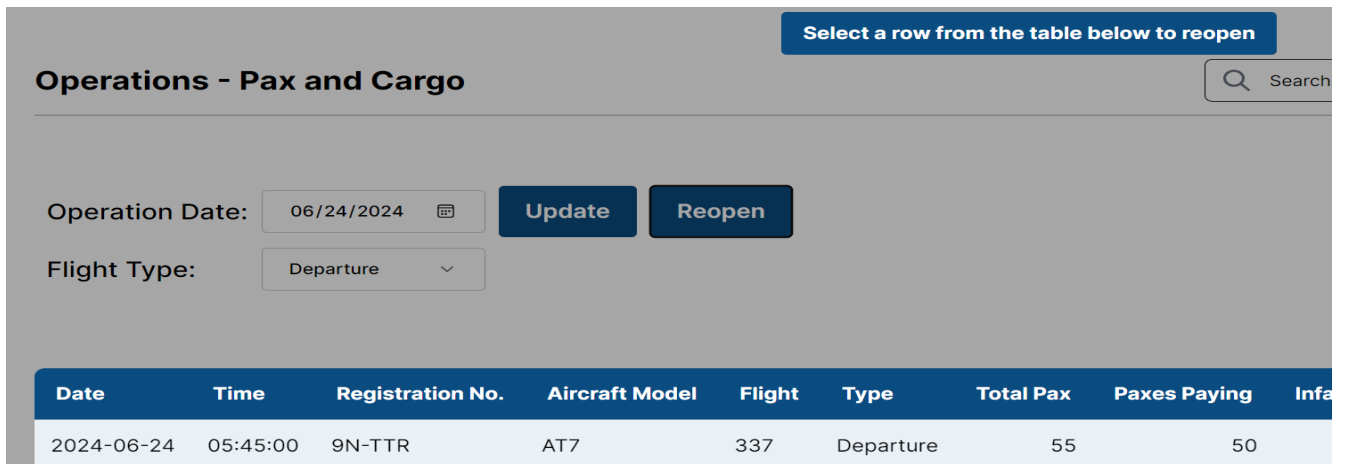
Step 2: Select the row that needs correction and make the necessary changes, and the data will be autosaved.

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: Arrival ∨

The attachments uploaded in the portal can be viewed by airport-concerned authorities in the 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   🔍 Search   3001-TIACAO 🔔 👤

Operation Date: 06/28/2024 🗓 **Update**

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	Agile Test Airlines	CR2		Arrival	2024-06-28	08:55:00	0001-01-01	00:00:00		2024-06-28	09:05:00		00:00:00

Item	Description
Airline Code	**Specifies the ICAO/IATA airlines code.**
Airlines Name	**Specify the airline's name.**
Aircraft Model	**Specifies the aircraft model**

Parking Position	**Specifies the parking assigned to the flight**
Event In	**Specifies the event in for flight**
ETA Date	**Specifies the estimated time of arrival date.**
ETA	**Specifies the estimated time of arrival.**
BON Date	**Specifies the block on a date.**
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	**Specify the block-off date.**
BOF Time	**Specifies the block off time.**

Available Filters

- **Filter by Operation Date:** View data based on   Operation Date: 06/24/2024   specific operation dates.

2. Baggage Belts

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

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 a designated strap**
Total Bags	**Specifies the total number of baggage conveyed on the strap**

Transfer bags	**Specifies the number 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 schedule 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   Search   3001-TIACAO

Operation Date: 07/01/2024   **Update**

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

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 the gate is used
Estimated ending time	Specifies the estimated time until the gate is used
End usage date	Specifies the actual end date for gate usage
End usage time	Specifies the actual end time until the gate is used

Available Filters

Filter by Operation Date: View data based on specific operation

Operation Date: 06/24/2024