



## **eSTMP Web Reservation Application User's Guide**



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### Change Control History

Description of Change	Version	Date	Engineer(s)
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Edited – Formatting standardized, references to exhibits added, eSTMP functions all grouped into section 5.	1.1	11/28/2005	J. Carroll
Updated “Make Reservation” section	1.2	1/20/2008	R.Pasala
Included “STMP User Reports” section	1.3	1/21/2008	Y. Jiang

## 1. Purpose

Special Traffic Management Programs (STMPs) are special events attracting thousands of people and aircraft to participating airports. These events have the potential of creating hazardous situations for air traffic controllers who manage this traffic. In order to safely guide aircraft during these events, the FAA Air Traffic Control System Command Center (ATCSCC) requires pilots to make arrival and departure reservations prior to their flights to or from these airports. Currently, pilots can make reservations using a touch-tone telephone to a toll free number: 1-800-875-9755.

To meet the increasing demand for reservations and to allow for more flexibility in the reservation process, ATCSCC unveils the e-STMP Web Reservation Application to complement the current touch-tone reservation system. The eSTMP is available to anyone with an Internet connection and a web browser.

## 2. Overview

The URL for the e-STMP Web Reservation Application is: <http://www.fly.faa.gov/estmp/index.html>.

Users can also access this page from the ATCSCC web site [www.fly.faa.gov](http://www.fly.faa.gov) under Products.

This document provides an overview of the features of the e-STMP Web Reservation application.

Specifically, this document explains:

- System Requirements
- How to navigate the web site
- How to register to use the web site
- How to Log-on to the web site
- How to make an arrival/departure reservation
- How to confirm a reservation
- How to change information on a reservation
- How to cancel a reservation
- How to lookup a reservation
- How to generate User Reports
- How to use the help

### 3. System Requirements

The following is needed to use the e-STMP Web Reservation Application:

1. A web browser
2. Internet connection.

The minimum suggested browser versions are:

- Netscape 6.x or higher.
- Mozilla 1.5 or higher.
- Internet Explorer 5.x or higher.
- AOL 7.0 or higher

**Note:** To use the application, "JavaScript" and "Cookies" must be enabled in the browser.

1. JavaScript enables web pages to interact with the browser, enhancing your online experience. JavaScript is safe and will not access any of your personal files.
2. FAA's use of "Cookies" at this website allows us to verify that a user has logged in. The FAA respects your privacy and does not share your information with third parties nor do we permanently keep track of private data. Cookies created by the application terminate as soon as you close your browser.

### 4. Site Navigation

The e-STMP Web Reservation Application displays a menu in the left frame at all times to make it easier for the user to access items of interest.

The menu consists of links to:

- Register as a new user
- Log in to use the system
- Manage your Password
- Request a reservation
- Look up a reservation
- Confirm a reservation
- Change information about a reservation (update)
- Cancel a reservation

These functions are described in section 5, e-STMP Functions.

## 5. e-STMP Functions

### 5.1 New User Registration

#### **New User Registration**

Users are required to fill out a one-time registration form to use the site. The user will be required to supply the following:

1. Full name
2. E-mail address
3. A personal password
4. Password confirmation
5. Company Name
6. Primary Phone
7. Secondary Phone
8. Address1
9. Address2 (Optional)
10. City
11. State
12. Zip

The E-mail address is automatically converted to upper case. Once the information is successfully added to the database, a confirmation page notifies the user that their registration was successful.

**e-STMP** User Registration ?

Name\*

E-mail Address\*

Password\*

Confirm Password\*

Company\*

Primary Phone\*

Secondary Phone\*

Address1\*

Address2

City\*

State\* AK

Zip\*

\* Required Fields

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**Exhibit 1 – eSTMP Registration Form**



**Exhibit 2 – A Successful eSTMP Registration**



A confirmation number will be sent to the supplied e-mail address in order to initially log in to the site. Below is a sample e-mailed confirmation letter:



JOHN DOE,

Thank you for your recent registration to the FAA Special Traffic Management Program (e-STMP) and the High Density Traffic Airport (e-CVRS) web application. To activate your e-STMP or e-CVRS account, you will need to provide the confirmation number listed below:

Your confirmation ID is 39139

The confirmation number is required when you log on to the website for the first time and is not necessary on subsequent visits.

You can confirm now for the FAA Special Traffic Management Program (e-STMP) by browsing to:

[http://www.fly.faa.gov/estmp/jsp/ConfirmationHandler.jsp?userEmail=JOHN.C.DOE@XYZ.COM&p\\_arg\\_values=39139](http://www.fly.faa.gov/estmp/jsp/ConfirmationHandler.jsp?userEmail=JOHN.C.DOE@XYZ.COM&p_arg_values=39139)

Or

You can confirm now for the High Density Traffic Airport (e-CVRS) by browsing to:

[http://www.fly.faa.gov/ecvrs/jsp/ConfirmationHandler.jsp?userEmail=JOHN.C.DOE@XYZ.COM&p\\_arg\\_values=39139](http://www.fly.faa.gov/ecvrs/jsp/ConfirmationHandler.jsp?userEmail=JOHN.C.DOE@XYZ.COM&p_arg_values=39139)

Note: The link above needs to be a single line to work. If your e-mail program does not retain the full link, you can copy the entire URL and paste it in your browser.

You can also access e-STMP or e-CVRS at <http://www.fly.faa.gov>

Thank you,

e-STMP/e-CVRS Administrator

\*\* Please do not reply to this message. This account is for sending e-mails only. \*\*

Users are encouraged to write down the name and password they used to log in to the site for subsequent visits.

## 5.2 How to log in to the site

### Log In

The user login screen is available from the navigation menu; click "Log In" and the User Log-in form (Exhibit 3) is displayed. To take advantage of the features at this site, users are required to log in by supplying the e-mail address and password they used during registration. Users who neglect to log in first will be gently reminded to supply a valid e-mail address in order to enter the site.

The screenshot displays the e-STMP User Log-in form. At the top left, there is a logo for "e-STMP" with a red and white airplane. To the right of the logo is a question mark icon. The form itself is titled "User Log-in" in pink text. It contains two input fields: "E-mail Address \*" with the value "JOHN.C.DOE@XYZ.COM" and "Password \*" with masked characters. Below the fields are "Submit" and "Reset" buttons. A red asterisk indicates required fields. Below the form, there is a link for "Password Management" and the text "FAA ATT-220" in pink at the bottom right.

### Exhibit 3 – eSTMP Login Form

Users who are logging in for the first time will be given an opportunity to enter the confirmation number that was emailed to the address associated with the user account (Exhibit 4). Subsequent visits to the site do not require this confirmation number. Users who forget their confirmation number can request that it be emailed to them again.

e-STMP

STMP Registration Confirmation ?

Please enter the Confirmation Number that was sent to your e-mail address.

Confirmation Number\*

Submit Reset

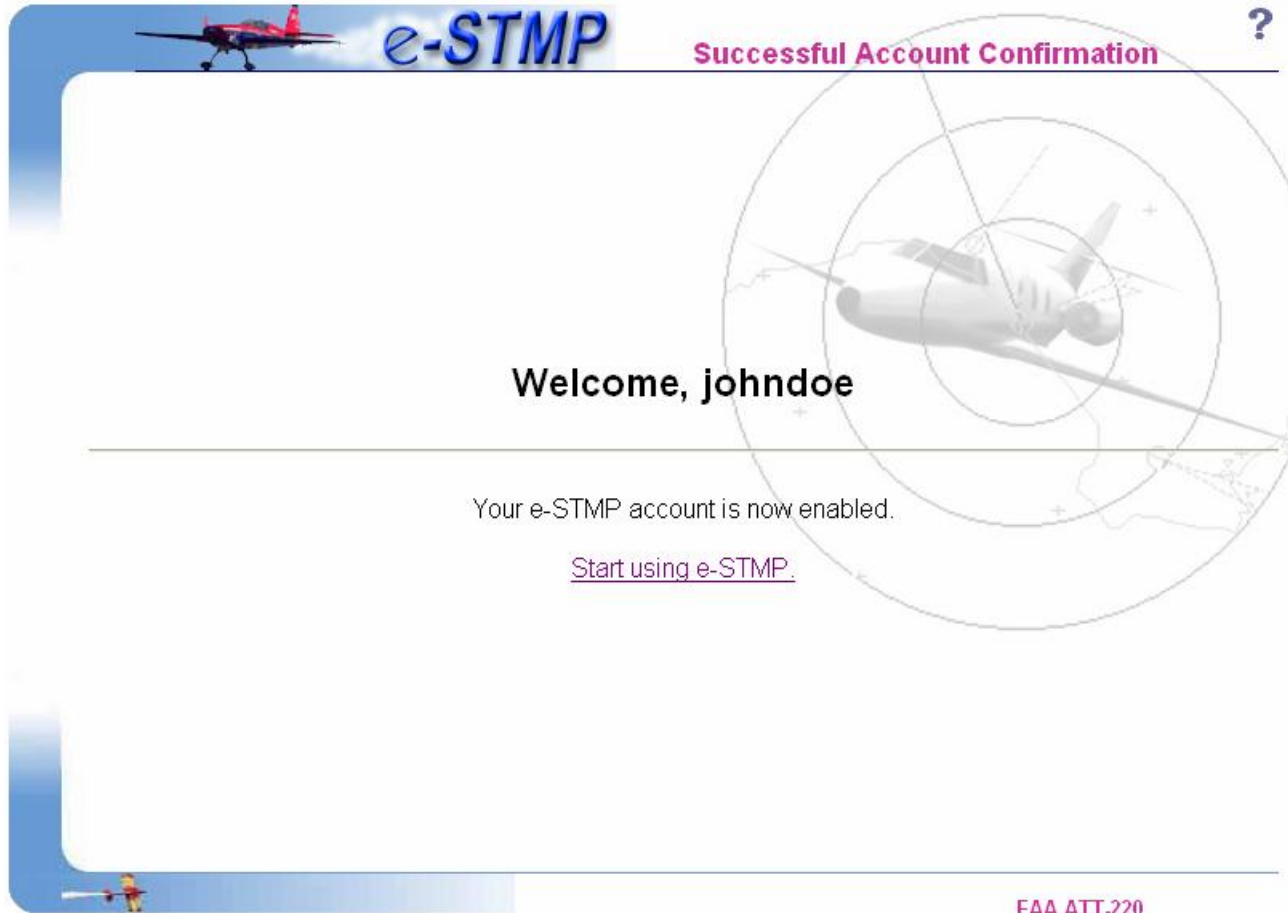
\* Required Fields

I do not have my confirmation number.  
[Please e-mail me a confirmation number again.](#)

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#### Exhibit 4 – eSTMP Registration Confirmation Form

The user then receives confirmation (Exhibit 5) that their e-STMP account was enabled allowing them to access to the site's features.



### Exhibit 5 – eSTMP Successful Login

Users who have already updated their profile or are logging in for the second or subsequent time will proceed directly to the successful log on page (Exhibit 7). Current users who have not already done so are required to update their profile by filling out the form on the "Update User Profile" page after logging in (this is a one-time occurrence [Exhibit 6]). Current users will be required to supply the following:

1. Company Name
2. Primary Phone
3. Secondary Phone
4. Address1
5. Address2 (Optional)
6. City
7. State
8. Zip

**e-STMP** [Update User Profile](#) ?

As part of the new FAA requirements , we need additional information about eSTMP users.

Please provide the following information:

Company*	<input type="text"/>
Primary Phone*	<input type="text"/>
Secondary Phone*	<input type="text"/>
Address1*	<input type="text"/>
Address2	<input type="text"/>
City*	<input type="text"/>
State*	AK <input type="button" value="v"/>
Zip*	<input type="text"/>

\* Required Fields

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**Exhibit 6 – eSTMP Update User Profile Form**



**Exhibit 7 – Successful Logon (Acct. confirmed and Profile Already Updated)**

### 5.3 Password Management

#### Password Management

Users may use this link from the navigation menu to change their password. Fill out the Password Management form (Exhibit 8), entering your e-mail address, your current password, and then enter your new password twice. If the Old Password matches the password associated with the E-mail address and the New Password matches the Confirm Password, your password will be changed to the New Password and you will see the Password Update Complete page as shown in Exhibit 9.

**e-STMP** Password Management ?

E-mail Address \*

Old Password \*

New Password \*

Confirm Password \*

\* Required Fields

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**Exhibit 8 – Password Management page**



### Exhibit 9 – Password Update Successful


## 5.4 How to make a reservation

### Request Reservation

The Request Reservation form is available from the navigation menu. All fields except for the "Nearest Time + or -" and the "Alternate Airport" are required to be filled out completely. Here is a description of each of the fields on this form (see Exhibit 10).

1. Select the type of reservation: Arrival Request or Departure Request
2. Select an event in the "STMP Event Name" drop-down list. This list contains only those events for which the system is currently taking reservations.
3. Upon selecting the event, the "Reserving for which Airport" field will display airports that are participating in the event.
4. Select a date from the drop-down list next to Date of Request.



5. Next, either use the "Available time slots" icon () to select one of the available time slots (a list of all time slots appears in a pop-up window; available slots are shown in green) or enter your requested time in 24-hour GMT format (HHMM) in the "Time of Request" field.
6. In the "If Time Of Request Not Available Give Nearest Time + or -" field, select a value from the drop down list. This is to tell the system that if the reservation is not available for the requested time, reserve a slot in the nearest interval selected. The system checks for available slots earlier than the "Time of Request" before looking for available slots later than the "Time of Request". This is optional.
7. In the "Alternate Airport" field, select an alternate airport. The system will try for a slot at the alternate airport if the primary airport is full. This is optional.
8. Select a value for the "Remain Overnight" radio group. This is mandatory.
9. Under Call Sign, supply your aircraft's tail number. The first character is required to be an alphabetic character.
10. Supply your originating or destination airport.
11. Provide an aircraft type.
12. The last field in the form is "Enter the characters you see in the image". Please read the characters in the image carefully and enter them exactly as they appear in the space provided. This step is to ensure the integrity of the STMP reservations program and also to help reduce system loads. If you don't see an image, make sure your browser is set to display images and try again. If the image is not legible, please use the "Reset Image" button to create a new image.

**e-STMP** Request Reservation ?

Use this form to submit a request for an arrival or departure slot for an upcoming Special Traffic Management Program (STMP) event.

**Type of Request\***  Arrival Request  Departure Request

**STMP Event Name\*** 2008 Colorado Ski Season

**Reserving for which Airport\*** ASE - Aspen-Pitkin County  
EGE - Eagle County Airport  
RIL - Rifle-Garfield County

**Date Of Request\*** 02/14/2008 [Lookup Available Slots](#)

**Time Of Request (24-Hour GMT) (HHMM)\*** 1515  
If Time Of Request Not Available Give Nearest Time + or -  [Select Time](#)


**Alternate Airport\*** [Select alternate airport from this list](#)

**Remain Overnight\***  Yes  No

**Call Sign\*** R123

**Origin/Destination Airport\*** IAD

**Aircraft Type\*** ACA

**Enter the characters you see in the image\***  [Reset Image](#)

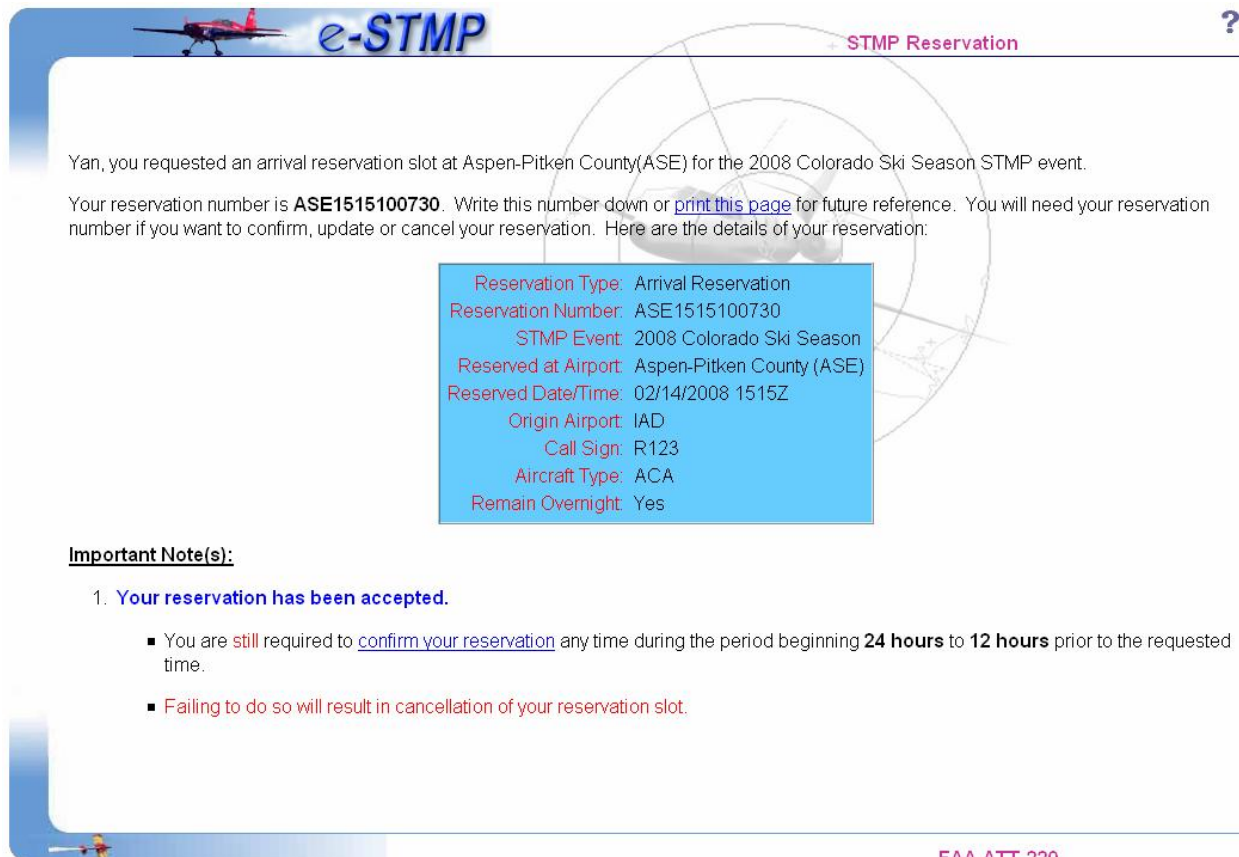
4PPEF [Why do I need to do this?](#)

\* Required Fields

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### Exhibit 10 – eSTMP Reservation Form

Upon successfully making a reservation, the user will be presented with a screen displaying the reservation information (see Exhibit 11). Users are encouraged to print this page for future reference.



The screenshot shows the e-STMP web reservation application interface. At the top left, there is a logo for e-STMP with a small airplane icon. To the right, there is a navigation link for "STMP Reservation" and a question mark icon. The main content area contains the following text:

Yan, you requested an arrival reservation slot at Aspen-Pitken County(ASE) for the 2008 Colorado Ski Season STMP event.

Your reservation number is **ASE1515100730**. Write this number down or [print this page](#) for future reference. You will need your reservation number if you want to confirm, update or cancel your reservation. Here are the details of your reservation:

Reservation Type:	Arrival Reservation
Reservation Number:	ASE1515100730
STMP Event:	2008 Colorado Ski Season
Reserved at Airport:	Aspen-Pitken County (ASE)
Reserved Date/Time:	02/14/2008 1515Z
Origin Airport:	IAD
Call Sign:	R123
Aircraft Type:	ACA
Remain Overnight:	Yes

**Important Note(s):**

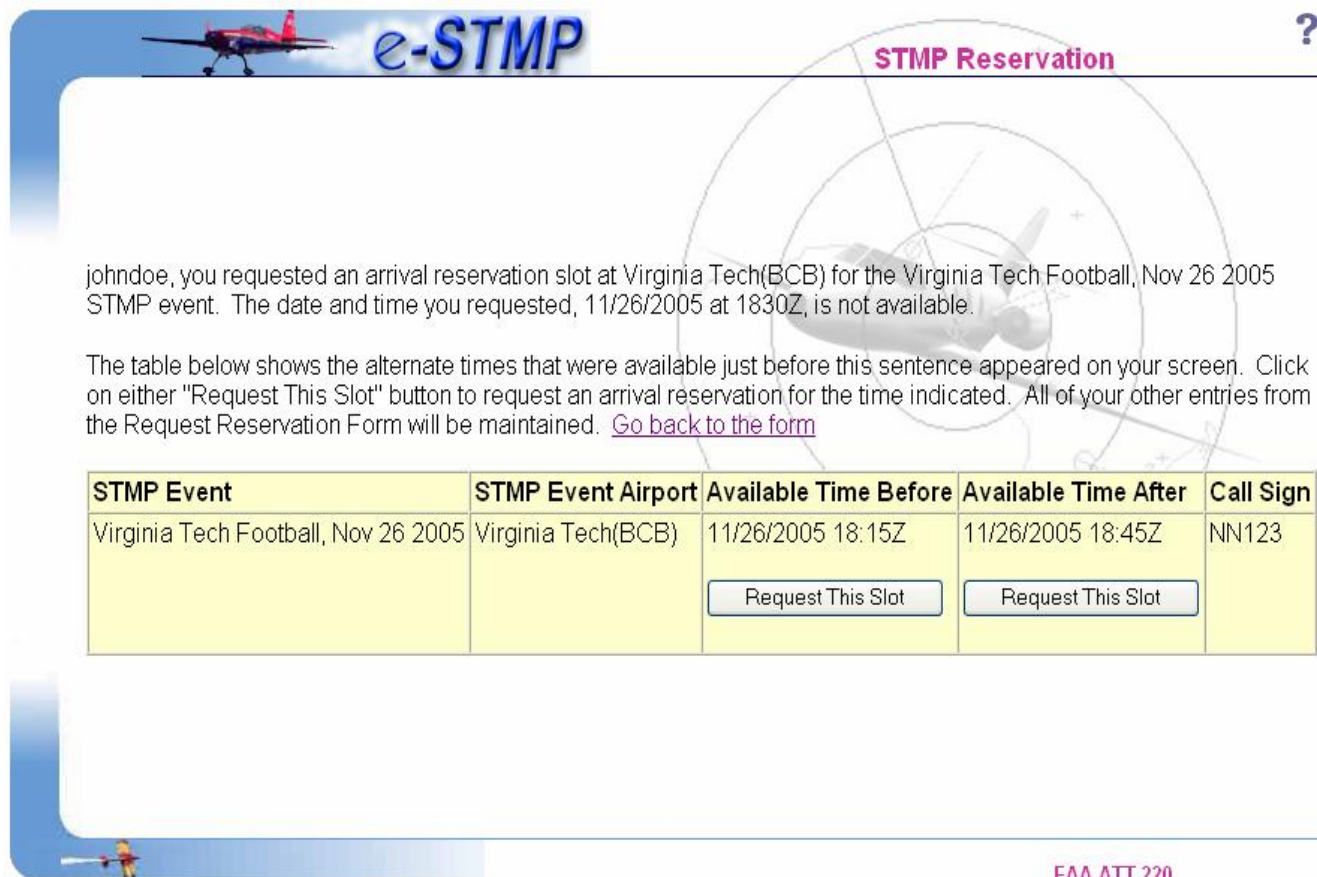
- Your reservation has been accepted.**
  - You are **still** required to [confirm your reservation](#) any time during the period beginning **24 hours** to **12 hours** prior to the requested time.
  - Failing to do so will result in cancellation of your reservation slot.**

At the bottom right of the screenshot, there is a reference code: FAA ATT-220.

### Exhibit 11 – eSTMP Successful Reservation

If a reservation is not required for the date and hour selected, the system will inform the user of that fact.

If a reservation is not available for the date and hour selected, the system will display two alternate times, one earlier and one later than the requested time. These alternate times represent times nearest to the requested time.



The screenshot shows the e-STMP interface. At the top left is the e-STMP logo with a red and white airplane. At the top right is the text "STMP Reservation" and a question mark icon. The main content area contains the following text:

johnndoe, you requested an arrival reservation slot at Virginia Tech(BCB) for the Virginia Tech Football, Nov 26 2005 STMP event. The date and time you requested, 11/26/2005 at 1830Z, is not available.

The table below shows the alternate times that were available just before this sentence appeared on your screen. Click on either "Request This Slot" button to request an arrival reservation for the time indicated. All of your other entries from the Request Reservation Form will be maintained. [Go back to the form](#)

STMP Event	STMP Event Airport	Available Time Before	Available Time After	Call Sign
Virginia Tech Football, Nov 26 2005	Virginia Tech(BCB)	11/26/2005 18:15Z	11/26/2005 18:45Z	NN123
		<input type="button" value="Request This Slot"/>	<input type="button" value="Request This Slot"/>	

At the bottom right of the screenshot, the text "FAA ATT-220" is visible.

### Exhibit 12 – eSTMP Reservation Form Showing Alternate Times

If a reservation slot is available for one or both of these times, a *Request This Slot* button will be present. If a reservation is not required for one or both of these times, the message "No Reservation Required" will appear instead.

#### 5.5 How to confirm a reservation

##### Confirm Reservation

As part of the new FAA guidelines, users are required to confirm a reservation at some point between 24 hours and 12 hours prior to the reservation's "Reserved Date/Time" (which is the arrival/departure slot time that was granted to you and is shown on the Successful Reservation page [Exhibit 11]). Reservations that are not confirmed by the time that 8 hours prior to the reservation's "Reserved Date/Time" arrives will automatically be canceled and their slots will be made available. The Confirm Reservation form (Exhibit 13) is available from the navigation menu.

To confirm a reservation:

1. Provide the reservation number;
2. Select the event from the drop down list;
3. Type in the aircraft call sign for which the reservation was made;
4. Enter the "Aircraft Type";
5. Enter the "Contact Phone No".

The screenshot shows the 'e-STMP Confirm Reservation' web form. The form is titled 'Confirm Reservation' in the top right corner. It contains the following fields:

- Reservation Number\* (text input)
- STMP Event\* (dropdown menu showing 'Hailey, Idaho - Holiday Ski Season')
- Call Sign\* (text input)
- Aircraft Type\* (text input)
- Contact Phone No\* (text input containing '111-222-3333')

At the bottom of the form are two buttons: 'Confirm Reservation' and 'Reset Form'. A red asterisk (\*) is placed below the form with the text '\* Required Fields'. The background of the page features a blue header with the 'e-STMP' logo and a red and white airplane, and a large, faint radar screen graphic.

### Exhibit 13 – eSTMP Confirm Reservation Form

Upon submitting the confirmation form, the user is presented with a screen that displays his/her reservation information.

The following exhibit shows an unsuccessful confirmation (attempted before 24 hours of the request time):

**Reservation Confirmation**

Reservation Information:	
Reservation Number:	ASE1515100730
STMP Event:	2008 Colorado Ski Season
Type of Request:	Arrival
Destination Airport:	ASE - Aspen-Pitken County
Requested Time slot:	02/14/2008 15:15Z
Aircraft Call Sign:	R123
Aircraft Type:	ACA
Origin Airport:	IAD
Remain Overnight:	Yes

**Note:**

- ◊ **Your reservation is not confirmed!**
  - You have attempted to confirm your reservation more than **24 hours** before the request time.
  - Please note that it is mandatory to confirm your reservation between **24 to 12 hours** prior to the request time.
  - Failing to do so will result in cancellation of your reservation slot.

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### Exhibit 14 – eSTMP Unsuccessful Confirmation

The following exhibit shows a successful confirmation, performed between 24 hours prior and 12 hours prior to the requested time.

**Reservation Confirmation**

Reservation Information:	
Reservation Number:	SUN154598055C
STMP Event:	Hailey, Idaho - Holiday Ski Season
Type of Request:	Arrival
Destination Airport:	SUN - Friedman Memorial Airport
Requested Time slot:	11/24/2005 15:45Z
Aircraft Call Sign:	NJ1234
Aircraft Type:	LEAR
Origin Airport:	IAD
Remain Overnight:	Yes

**Note(s):**

- Your reservation is confirmed!**
  - You have successfully confirmed your reservation.
  - You can now use the reservation slot.

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### Exhibit 15 – eSTMP Successful Confirmation

## 5.6 How to update a reservation

### Update Reservation

The Update Reservation form (Exhibit 16) is available from the navigation menu. A user can **only** change the Aircraft Type, tail number, and the airport of the non-event airport.

To change or update a reservation, the following information is required:

1. The reservation number;
2. The Event name;
3. The original aircraft call sign.

New information to be supplied includes the following:

1. Remain overnight selection.
2. The new origin or destination airport.
3. The new aircraft call sign.
4. The new aircraft type.

Reservation Number\*

STMP Event\*

Original Call Sign\*

**Please enter new value(s) below:**

Remain Overnight:  Yes  No

Origin/Destination Airport

Call Sign

Aircraft Type

\* Required Fields

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### Exhibit 16 - eSTMP Update Reservation Form

Upon successfully updating your reservation, the system will display your updated information (Exhibit 17).



Updated Reservation

Updated Reservation Results:	
Reservation Number:	<b>BCB171598040</b>
STMP Event:	<b>Virginia Tech Football, Nov 26 2005</b>
Type of Request:	<b>Arrival</b>
Destination Airport:	<b>BCB - Virginia Tech</b>
Requested Time slot:	<b>11/26/2005 17:15Z</b>
Aircraft Call Sign:	<b>NSDKJ77</b>
Aircraft Type:	<b>LR2334</b>
Origin Airport:	<b>ATL</b>
Remain Overnight:	<b>Yes</b>

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### Exhibit 17 – eSTMP Updated Reservation

#### 5.7 How to cancel a reservation

##### Cancel Reservation

The Cancel Reservation form is available from the navigation menu (see Exhibit 18). In order to cancel a reservation, the following fields are required:

1. The reservation number;
2. The STMP Event which is chosen from the drop down list;
3. The aircraft call sign for which the reservation was made.

The screenshot displays the 'e-STMP' web interface for canceling a reservation. At the top left, there is a logo with a red and white airplane and the text 'e-STMP'. To the right of the logo, the text 'Cancel Reservation' is displayed in pink, followed by a question mark icon. The main content area features a gray-bordered form with the following elements:

- Reservation Number\***: A text input field.
- STMP Event\***: A dropdown menu currently showing 'Hailey, Idaho - Holiday Ski Season'.
- Call Sign\***: A text input field.
- Submit** and **Reset**: Two buttons located at the bottom of the form.

Below the form, the text '\* Required Fields' is displayed in red. At the bottom right of the page, the text 'FAA ATT-220' is visible in pink.

**Exhibit 18 – eSTMP Cancel Reservation Form**

Upon successfully canceling a reservation, the system will display your canceled reservation (Exhibit 19).

**Canceled Reservation**

**Your Reservation Is Now Canceled!**

Canceled Reservation:	
Reservation Number:	BCB171598040
STMP Event:	Virginia Tech Football, Nov 26 2005
Type of Request:	Arrival
Destination Airport:	BCB - Virginia Tech
Requested Time slot:	11/26/2005 17:15Z
Aircraft Call Sign:	NSDKJ77
Aircraft Type:	LR2334
Origin Airport:	ATL
Remain Overnight:	Yes

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### Exhibit 19 – eSTMP Cancelled Reservation

## 5.8 How to lookup a reservation

### Lookup Reservation

The Lookup Reservation form is available from the navigation menu (see Exhibit 20). By using this feature, users can get complete details of a reservation including request time, other airport, remain overnight etc.

To lookup a reservation:

1. Enter the reservation number;
2. Select the event from the drop down list;
3. Type in the aircraft call sign for which the reservation was made.

Reservation Number\*

STMP Event\*

Call Sign\*

\* Required Fields

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**Exhibit 20 – eSTMP Lookup Reservation Form**

Upon successfully looking up a reservation, the system will display the reservation information (Exhibit 21).

**Reservation Information:**

Reservation Number:	<b>PSK183098051</b>
STMP Event:	<b>Virginia Tech Football, Nov 26 2005</b>
Type of Request:	<b>Arrival</b>
Destination Airport:	<b>PSK - New River Valley</b>
Requested Time slot:	<b>11/26/2005 18:30Z</b>
Aircraft Call Sign:	<b>T1830</b>
Aircraft Type:	<b>LEAR</b>
Origin Airport:	<b>IAD</b>
Remain Overnight:	<b>Yes</b>

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### Exhibit 21 – eSTMP Reservation Lookup Information

## 5.9 How to run Reservations Made report

### Reservations Made

The reservations made report will include all reservations made by user based on selected event, airport, start and end date range. Upon selection on the report, user will be directed to the following report selection form first (Exhibit 22).

Reservation Made Report

Stmp Event Name\* STMP\_TESTING

STMP Airport\* IAD - Washington Dulles International  
JFK - John F. Kennedy

Start Date (mm/dd/yyyy)\* 01/11/2008

End Date (mm/dd/yyyy)\* 01/31/2008

Submit Query Reset

\* Required Fields

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**Exhibit 22 –Report Selection form**

After user’s selection on event, airport, start date and end date, user will submit the report selection. The following report will display (Exhibit 23).

Note: This page will refresh every 2 minutes. Last updated on: 01/22/2008 20:48 Zulu time.

Reservation Made Report for STMP_TESTING (IAD) between 01/11/2008 to 01/31/2008 by user johndoe								
#	<a href="#">TAIL #</a>	<a href="#">AIRCRAFT TYPE</a>	<a href="#">OTHER AIRPORT</a>	<a href="#">RESERVATION TIME</a>	<a href="#">RESERVATION NO</a>	<a href="#">RES TYPE</a>	<a href="#">STATUS</a>	
1	AAA	A1	ORD	2008-01-23 13:10:00.0	IAD1310100726C	Arrival	CONFIRMED	
2	BBB	AAC	MIA	2008-01-25 15:30:00.0	IAD1530100727	Arrival	PENDING	
3	CA1	C2	LAS	2008-01-30 13:00:00.0	IAD1300100728	Arrival	CANCELLED	

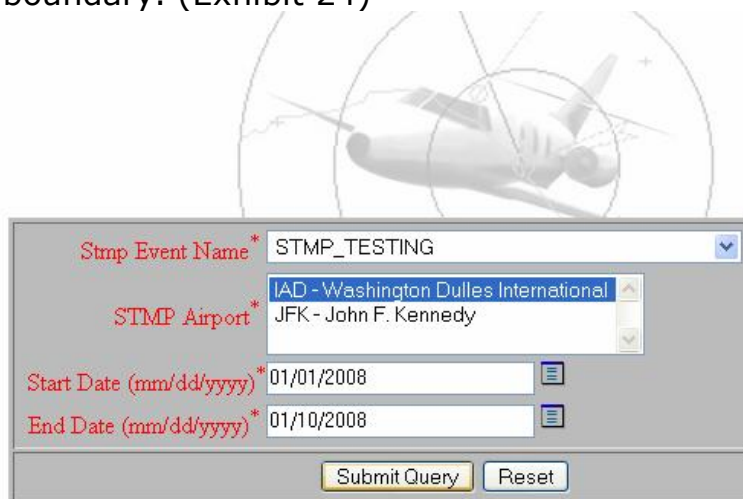
**Exhibit 23 – Reservation Made report**

**Note: The following rules apply to all STMP User Reports.**

1. The report will be listed by the order of the reservation time column by default. Upon clicking on each column header, the report will be sorted based on that column in ascending order.

2. When the start date of the report is selected outside of the event start and end date boundary, the report will return with the start date of the event up to the current date + 72 hours.

For example, STMP\_TESTING event starts Jan 11<sup>th</sup> 2008 and ends on Mar 30<sup>th</sup> 2008. Current date is: Jan 22<sup>nd</sup>, 2008. User selects start date: 01/01/2008 and end date: 01/10/2008. So the user selected start date is outside of event boundary. (Exhibit 24)



The screenshot shows a web form titled "STMP Test Query". It contains the following fields:

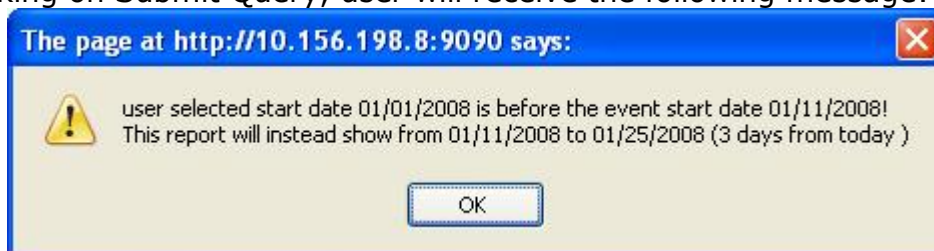
- Stmp Event Name \***: A dropdown menu with "STMP\_TESTING" selected.
- STMP Airport \***: A dropdown menu with "IAD - Washington Dulles International" selected and "JFK - John F. Kennedy" visible below it.
- Start Date (mm/dd/yyyy) \***: A text input field containing "01/01/2008".
- End Date (mm/dd/yyyy) \***: A text input field containing "01/10/2008".

At the bottom of the form are two buttons: "Submit Query" and "Reset".

\* Required Fields

### Exhibit 24 – user date selection outside of event boundary

Upon clicking on Submit Query, user will receive the following message:



### Exhibit 25 – user date selection outside of event boundary message

By clicking on OK button, the following report will show (Exhibit 26). Please see the report header date range has been changed.

Note: This page will refresh every 2 minutes. Last updated on: 01/22/2008 20:59 Zulu time.

Reservation Made Report for STMP_TESTING (IAD) between 01/11/2008 to 01/25/2008 by user johndoe							
#	TAIL #	AIRCRAFT TYPE	OTHER AIRPORT	RESERVATION TIME	RESERVATION NO	RES TYPE	STATUS
1	AAA	A1	ORD	2008-01-23 13:10:00.0	IAD1310100726C	Arrival	CONFIRMED
2	BBB	AAC	MIA	2008-01-25 15:30:00.0	IAD1530100727	Arrival	PENDING

### Exhibit 26 – Report generated with system reset dates

## 5.10 How to run Reservations Confirmed report

### Reservations Confirmed

The Reservation Confirmed report will list all reservations which have been confirmed already. After user selection on the event, airport, start and end date selection and submit the search criteria; the following report will display (Exhibit 27).

Note: This page will refresh every 2 minutes. Last updated on: 01/22/2008 21:12 Zulu time.

Reservation Confirmed Report for STMP_TESTING (IAD) between 01/11/2008 to 01/30/2008 by user johndoe							
#	TAIL #	AIRCRAFT TYPE	OTHER AIRPORT	RESERVATION TIME	RESERVATION NO	RES TYPE	STATUS
1	AAA	A1	ORD	2008-01-23 13:10:00.0	IAD1310100726C	Arrival	CONFIRMED

### Exhibit 27 – Reservation Confirmed Report

## 5.11 How to run Pending Confirmations report

### Pending Confirmations

The Pending Confirmation report will list all reservations which have been made, but still need to be confirmed. After user selection on the event, airport, start and end date selection and submit the search criteria; the following report will display (Exhibit 28).

Note: This page will refresh every 2 minutes. Last updated on: 01/22/2008 21:14 Zulu time.

Pending Confirmations Report for STMP_TESTING (IAD) between 01/11/2008 to 01/31/2008 by user johndoe							
#	TAIL #	AIRCRAFT TYPE	OTHER AIRPORT	RESERVATION TIME	RESERVATION NO	RES TYPE	STATUS
1	BBB	AAC	MIA	2008-01-25 15:30:00.0	IAD1530100727 <input type="button" value="Confirm"/>	Arrival	PENDING

### Exhibit 28 – Pending Confirmations Report

Upon clicking on the Confirm button in the reservation column, the user will be directed to the "Confirm Reservation" page, all reservation information will be filled in (Exhibit 29).



Reservation Number\* IAD1530100727  
 STMP Event\* STMP\_TESTING  
 Call Sign\* BBB  
 Aircraft Type\* AAC  
 Contact Phone No\* 111-222-3333

Confirm Reservation      Reset Form

\* Required Fields

**Exhibit 29 – Confirm Reservation from report**

**5.12 How to run Reservations Canceled report**

**Reservations Canceled**

The Reservation Canceled report will list all reservations have been canceled either by user or by system. After user selection on the event, airport, start and end date selection and submit the search criteria; the following report will display (Exhibit 30).

Note: This page will refresh every 2 minutes. Last updated on: 01/22/2008 21:15 Zulu time.

Reservation Cancelled Report for STMP_TESTING (IAD) between 01/11/2008 to 01/31/2008 by user johndoe							
#	TAIL #	AIRCRAFT TYPE	OTHER AIRPORT	RESERVATION TIME	RESERVATION NO	RES TYPE	STATUS
1	CA1	C2	LAS	2008-01-30 13:00:00.0	IAD1300100728	Arrival	CANCELLED

**Exhibit 30 – Reservations Canceled Report**

Note: if user didn't confirm reservation between 24 hours to 12 hours, the reservation will be canceled by the system automatically. Therefore, this reservation's status will be EXPIRED and it will also be listed under "Reservation Canceled" report.

## 6. How to access on-line help



The help link is available by clicking on the Question Mark icon in the right-hand frame of just about any e-STMP page.