eSTMP Web Reservation Application User’s Guide
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Change Control History

<table>
<thead>
<tr>
<th>Description of Change</th>
<th>Version</th>
<th>Date</th>
<th>Engineer(s)</th>
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<tr>
<td>Created</td>
<td>1.0</td>
<td>11/22/2005</td>
<td>R.Pasala</td>
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<td>Edited – Formatting standardized, references to exhibits added, eSTMP functions all grouped into section 5.</td>
<td>1.1</td>
<td>11/28/2005</td>
<td>J. Carroll</td>
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<td>Updated “Make Reservation” section</td>
<td>1.2</td>
<td>1/20/2008</td>
<td>R.Pasala</td>
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<td>Included “STMP User Reports” section</td>
<td>1.3</td>
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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


Users can also access this page from the ATCSCC web site 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**

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.
Exhibit 1 – eSTMP Registration Form
Thank you for registering.

A confirmation number will be sent to your e-mail address shortly. The confirmation number is required when you log on to the website for the first time, and is not necessary on subsequent visits.

How quickly you get the confirmation number is dependent on your e-mail service provider.
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.DOE@NYZ.COM&arg_values=39139

Or

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

http://www.fly.faa.gov/cvrs/jsp/ConfirmationHandler.jsp?userEmail=JOHN.DOE@NYZ.COM&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

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.

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.
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.
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
Exhibit 6 – eSTMP Update User Profile Form
5.3 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.
Exhibit 8 – Password Management page
5.4 How to make a 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.
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.
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.
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

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”.

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

Note(s):

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

**Exhibit 16 - eSTMP Update Reservation Form**

Upon successfully updating your reservation, the system will display your updated information (Exhibit 17).
5.7 How to cancel a 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.
Upon successfully canceling a reservation, the system will display your canceled reservation (Exhibit 19).

Exhibit 18 – eSTMP Cancel Reservation Form
5.8 How to lookup a 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.
Upon successfully looking up a reservation, the system will display the reservation information (Exhibit 21).
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).
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.

<table>
<thead>
<tr>
<th>#</th>
<th>TAIL</th>
<th>AIRCRAFT TYPE</th>
<th>OTHER AIRPORT</th>
<th>RESERVATION TIME</th>
<th>RESERVATION NO</th>
<th>RES TYPE</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>AAA</td>
<td>A1</td>
<td>ORD</td>
<td>2008-01-23 13:10:00:0</td>
<td>IAD131010001726C</td>
<td>Arrival</td>
<td>CONFIRMED</td>
</tr>
<tr>
<td>2</td>
<td>BBB</td>
<td>AAC</td>
<td>MIA</td>
<td>2008-01-25 15:30:00:0</td>
<td>IAD15301000727</td>
<td>Arrival</td>
<td>PENDING</td>
</tr>
<tr>
<td>3</td>
<td>CA1</td>
<td>C2</td>
<td>LAS</td>
<td>2008-01-30 13:00:00:0</td>
<td>IAD13001000728</td>
<td>Arrival</td>
<td>CANCELLED</td>
</tr>
</tbody>
</table>

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\textsuperscript{th} 2008 and ends on Mar 30\textsuperscript{th} 2008. Current date is: Jan 22\textsuperscript{nd}, 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)

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

Exhibit 24 – user date selection outside of event boundary

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

Exhibit 25 – user date selection outside of event boundary message

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

Exhibit 26 – Report generated with system reset dates
5.10 How to run Reservations Confirmed report

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.

Exhibit 27 – Reservation Confirmed Report

5.11 How to run Pending Confirmations report

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.

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).
5.12 How to run Reservations Canceled report

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.

<table>
<thead>
<tr>
<th>#</th>
<th>TAIL #</th>
<th>AIRCRAFT TYPE</th>
<th>OTHER AIRPORT</th>
<th>RESERVATION TIME</th>
<th>RESERVATION NO</th>
<th>RES TYPE</th>
<th>STATUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CA1</td>
<td>C2</td>
<td>LAS</td>
<td>2008-01-30 13:00:00.0</td>
<td>IAD1300100728</td>
<td>Arrival</td>
<td>CANCELLED</td>
</tr>
</tbody>
</table>

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.