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1 GENERAL CHARACTERISTICS

The Information system must provide a platform for collection, integration, consolidation, management and distribution of airport data on the Aerodrom Ljubljana.

The Information system must be designed at least to fulfill general characteristics of the system of traffic, organization, infrastructure and legislation, on which the Information system is applied.

Expected benefits:

- Improves operational efficiency and collaboration between the different stakeholders involved in the management of the flight movement (A-CDM compliant).
- Effective control of the operational process.
- Better planning, productivity and performance measurement.
- Reduce costs based on more efficient resource allocations and fewer flight delays.
- Increase overall capacity during peak times while maintaining better operational control and improving decision making.
- Flexible reporting; Extensive statistics and reporting capabilities; better decision making…. B/I.
- Manage airport operations in real time, efficiently and securely.

2 ENVIRONMENT

2.1 Servers

- Virtual platforms MS HYPER-V 2016 for existing and new virtual servers,
- Physical Linux servers
- Operating system MS Servers 2008 R2, 2012, 2016, Linux
- Database MS SQL 2012
- Database Oracle 11g Release 11.2.0.4.0

User workstations - 260 pcs.

- Windows XP - 40 pcs
- 1-4 GB RAM
- Processor Pentium 4 => Pentium core 2 duo
- 80 – 300 GB HDD

- Windows 7 - 165 pcs
- 2-16 GB RAM
- Processor core 2 duo => Intel i7
- 250 -500 GB HDD

- Windows 8 - 6 pcs
- 2-16 GB RAM

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- Processor core 2 duo => Intel i7
- 250 -500 GB HDD

- Windows 10 - 30 pcs
- 2-16 GB RAM
- Processor core 2 duo => Intel i7
- 250 -500 GB HDD

- Mobile computers in vehicles on the apron - 18 pcs.
- Windows 7
- 2 GB RAM
- Processor core 2 duo => Intel i3
- 120 GB HDD

2.2 Printers

- Business Printers 21 pcs.
- Konica Minolta biz hub c280, c284 12 pcs
- Konica Minolta biz hub c35, c3350 5 pcs
- Canon iRC2380 4 pcs

2.3 Flight information display system (FIDS) HW

FIDS Workstations 70 pcs

- Windows XP
- 1-4 GB RAM
- Processor Pentium D (dual core)
- 80-160 gb hdd

FIDS public Monitors

- Nec p402 , p403

3 GENERAL REQUIREMENTS

3.1 Architecture

- Web based/3 tier application
- Database: MS SQL 2012 Standard or Oracle, MS SQL preferred – Supplier will provide HW requirements,
- Database licenses will be provided by the contracting authority.
- If the system uses the MS SQL database, it should be designed to operate in mirror mode or MS SQL always on.
- The system must be designed to work with at least 100 users at the same time.
- The system must support usage of the mobile devices.
- The design of a mobile application must be adaptive.

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3.2 General application requirements

- The system shall work according to the Slovene legislation.
- The system menus, user manuals, help desk functionality inside the application should be multilingual (Slovene and English required).
- The system shall support segregation of duties to mitigate risks in Appendix 1.
- The system shall support workflow management.
- The system shall provide a highly configurable GUI, a variety of management reports upon user's demand.
- The system shall provide error monitoring in case of deficiency.
- The system shall provide one-time data entry principle in all levels and in all modules.
- The system shall support standard interfaces such as XML, PDF, MS Office and similiar.
- The system shall support user managable reporting system.
- The system should follow general business rules (i.e. no change in flight or shipment data is allowed after the flight or shipment is in invoicing process,..)

3.3 Security

- Compliance with the Airport Ljubljana IT security policies.
- LDAP Autenthication.
- Audit trail should be provided inside the system.
- The system must provide a user friendly principle for the multilevel administration of the user rights taken into account the segregation of duties described in Appendix 1.

3.4 Project management

- The supplier shall provide a project manager.
- The project manager should be present on site for the duration of the project.
- Airport Ljubljana will supervise the project.
- The detailed project plan will be specified after the contract signature by both contracting parties.

3.5 Maintenance

Aerodrom Ljubljana will sign with the supplier maintenance agreement with following parameters:

The supplier will provide for a flat monthly fee:

- 24/7 help desk with 2 hours response time.
- Help desk in Slovene language.
- Slovene legislation changes should be incorporated in monthly maintenance fee
- Unlimited number of calls to Help desk
- System of traceable trouble tickets
- New versions of the software
- Documentation updates

The supplier will provide (not included in the monthly fee) development of the additional functionalities according to the futher user specifications.

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3.6 Documentation

The supplier will provide at least following documentation:

- User manuals (electronic version) in Slovene language
- System documentation (electronic version), which includes Data model with descriptions,…

3.7 Training

- The supplier will provide initial training for 3 levels of users (general user, the super user, application administrator) for each module in groups of max. 10 people (max 220 users).
- The supplier will provide initial training for the IT staff (2 persons)

Training room, computers with internet access will be provided by the contracting authority.

3.8 Data transfer

- Aerodrom Ljubljana needs traffic data history for the 5 year period. The supplier will provide structure, description of data fields and data validation tools. Airport Ljubljana will provide data according to the specification.
- Master data should be transferred from the old to the new system wherever applicable. The supplier shall provide the structure and description and data validation tools.
- The supplier shall provide interfaces with the current ICT systems and other stakeholders. Interfaces are described in the chapter 10.

4 AIRPORT OPERATIONAL DATABASE (AODB)

4.1 General characteristics

AODB must be designed to manage all information, referring to air movements and to be a unique repository for all data.

Such a configuration enables all systems to obtain well-timed and relevant information from one centralized source, providing data consistency and simple access to information. AODB must enable reporting and analysis.

4.2 Airport Operational DataBase Functional Requirements

- AODB must provide comprehensible, a recognizable model for airport data.
- AODB must have the possibility to save all archive data for the purpose of analyzing and reporting for the needs of the airport.
- AODB must have short response time, be highly reliable and maximum level of compatibility with other components of the Information system.
- Availability of all data must be guaranteed at any moment.
- Data must be in compliance with the IATA and ICAO standards.
- AODB must support at least the following:

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- Automatic loading from the standard inputs (for example Sitatex messages) and a real time, automatic and manual updating of the seasonal flight schedule data.
- Automatic creation of operative flight schedule from the seasonal. It should enable manual and automatic data updating through an interactive graphical interface. The graphical user interface should be customizable according to the user needs (marking of the changes, compulsory fields and similar).
- Automatic and manual updating of changes in operative flight schedule through an intuitive interface, which would enable adding, changing or deleting data.
- The super users must have the ability to update operational data manually, in accordance with the authorizations and user rights (departure/arrival time, flight status, gate, add new flights, delete existing and similar).
- Flight information distribution.
- Archiving of the information on processed flights.
- Automatic data exchange with the external systems through defined interfaces (web services). The current nterfaces are described in chapter 10.
- Operational updating and distribution of flight data per different criteria (flight type, aircraft type, air-carrier, aircraft registration and similar).
- Provision of flight data for statistics, reporting and invoicing purposes in standard formats.

5 FLIGHT INFORMATION SYSTEM (FIS)

5.1 Scope

Flight Information System (FIS)

5.1.1 General Scope

FIS (/ AODB) shall be able to centrally enter, store and maintain all relevant master data. This shall include, but shall not be limited to:

- Customer master data (i.e. airlines, flight schools)
- Aircraft master data (i.e. aircraft type, specific aircraft data)
- Airport master data (i.e. origin/destination airport countries, zones and specific airports with clear name, IATA and ICAO code)
- Resource master data (parking positions, check in counters, baggage belts,..)

5.1.2 Flight Planning & Flight schedule coordination

- Seasonal Planning
- Seasonal Flight Plan
- Unlimited number of the flight seasons
- Unlimited periods per season
- Import functionality to import from the flight plan coordination or airline systems (see chapter 10),
- Preparation of seasonal and operative flight schedule
- Flight schedule updating

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- Information reception, processing and distribution
- Daily Flight Plan
- Airlines Info&Msg.

5.1.3 Daily Flight Planning

- Automatic generation of the daily flight plan from the seasonal flight plan
- Easy means of entering ad hoc movements (general aviation, flight schools and search and rescue operations)
- Support user to enter timestamps like ETAD/ATAD by creating timestamp (i.e. on double click)
- Support user to enter master data references like registration, airport by autocomplete and search functionality
- Plausibility check for all master data fields (i.e. PAX number plausibly for aircraft)
- Daily Flights Operational Management
- Ground Handling Management (Ramp Handling, Pax Handling, Cargo Handling)
- Gate&PSN&Claim&Check-in&Resource Management

5.1.4 Staff information

- Passenger Departure and Arrival Flights
- Freight Departure and Arrival Flights
- Customized view (staff internal monitors)

5.1.5 General Aviation Flights Management

- Training, Military, School...General Aviation Flights

5.1.6 FIS visualization

- Real time graphical apron view
- Real time Gant chart view

5.1.7 FIS Mobile

- Customized view&management for the mobile clients

5.1.8 Reporting&Statistics

- Archive Flights Management
- Airport Statistics (ICAO, ACI, CAA, Eurostat, Eurocontrol…)
- Customized Reports (Daily, Monthly, Yearly statistics, Delays, Bussy Hour…)

5.1.9 User System administration

- Image management
- Monitoring&Error management

5.2 General characteristics of the Flight Information System

FIS represents a system for creating and updating of seasonal, periodical and operative flight schedule, with possibility to adjust time intervals.

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5.3 Flight Information System functional requirements

5.3.1 FIS - general requirements

- Resilient; modular and scalable structure.
- Interfaces to external and internal data providers. The current ones are described in chapter 10.
- Provides airport staff with all accurate operational information; fully integrated view of key processes and functions.
- Supports open standard interfaces such as XML and also PDF, MS Office and similar.

5.3.2 FIS - functional requirements

- Creating and updating of the seasonal, periodical and daily operational flight plans with the possibility of manual and automatic creation of the flight schedule.
- Seasonal flight schedule (»one-time« schedule input!) and daily flight schedule management.
- Daily Operational Plan management (dynamic management of the flights, logistics and resources – consistency checking and validation of all data input and corresponding resources; instant overview of the airport's activity).
- Graphical data representation (Gant charts, apron visualization).
- FIS/AODB stores all operational data, including airport/airline codes, code share flights, aircraft types, aircraft registration, resources and logistics; delay codes, sunrise-sunset time, users' data,… etc.).
- Flight data search, filtering, ad-hoc flight entry, support for the code-sharing, flight delay management, color coded status representation,… etc.
- All data are in compliance with the IATA-ICAO standard and also with other regulatory requirements.
- Processing of the IATA messages.
- Single flights are entered in the operational flight schedule, as well as changes for the certain flight days, from the seasonal flight schedule.
- FIS shall enable display of a daily activity of the operational reports with the data defined by the user.
- FIS shall enable display of the flight schedule in the form of table and Gant diagram display.
- FIS shall enable searching and sorting of the flight schedule per different criteria defined by the super user. The filters and criteria for sorting must be configurable by the super user and stored for further use.
- FIS shall enable users access to archived data directly from the forms for monitoring of the daily operational plan.
- FIS shall enable users to access to the logs referring to a certain flight.
- FIS shall enable display of the different flight types and statuses.
- The possibility to recognize any data change that can influence and change any related activity.
- The possibility of the flight schedule updating based on the latest flight schedule changes.

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- Display of the flight/rotations with an appropriate flight number and aircraft registration.
- Adjustable display of information per different criteria.
- Code-share flight support; Flight joining and spacing.
- Ability to customize reports and export data.
- Comprehensive analytical and reporting tools (detailed flights, passengers and load reports, traffic analysis, delayed flights, busy hours, customized statistics,..) with standard (ICAO, ACI, CAA, Eurostat, Eurocontrol..) reports

6 FLIGHT INFORMATION DISPLAY SYSTEM (FIDS)

6.1 Scope

FIDS (Flight Information Display System)

- FIDS shall cover the following:
  - Fully web based FIDS, all screens will be displayed using flat screen monitors equipped with the network access and a browser
  - Graphical layout editor for FIDS screens
  - Easy to incorporate additional elements (i.e. video, weather information)
  - Emergency alerting and evacuation displays
- Displays:
  - Flight Information Display System for passengers
    - Flight Departure monitors,
    - Flight Check-in monitors,
    - Flight Departure Gates,
    - Flight Arrival monitors,
    - Baggage Carousels,
  - Flight Information Display System for employees
    - Customized Staff information Monitors.
  - FIDS Customized displays
  - FIDS Commercial&Advertising&Messagging information
  - FIDS Administration

6.2 General characteristics of the Flight Information Display System

FIDS is the system for display of the flight schedule, commercial content and other information to passengers, employees and other users of the airport services, through output units (screens, panels and similar).

The basic function of the FIDS system is displaying of the flight schedule data to users of airport services and other interested persons as well as airport staff. The basic source of information for data display is FIS/AODB.

6.3 Flight Information Display System functional requirements

- FIDS shall provide fast and accurate information display of information to the passengers, airport staff and also to the internal and external users through the WEB airport services- with the possibility of page design and data selection for the display.

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- The possibility to manage content through the user interface, i.e. remote control and management of the commercial content display performed by the users through a graphical interface.
- The content design is essential to attract passenger attention to the information on the display. It is necessary that FIDS enables complete design and control of content.
- It is necessary that the FIDS system includes several predefined patterns for displaying different types of information (check-in, gate, arrivals, departures, combination of the displays of different predefined contents and similar), as well as possibility to design and prepare new patterns through the user interface.
- The flexibility in arranging of the display pattern functionality.
- A function that can be used for the display design include: image, text, multi-lingual text, clock, commercial video content, weather forecast and similar.
- Software for the content display design should be integral part of FIDS system and it has to enable functionalities such as: the content and order of display on the screens should be configurable, based on the predefined business rules:
    - Scheduled display of the predefined content,
    - Picture and text formatting,
    - Screen saver function,
    - Display of the free text,
    - Display of the multi-media content, such as video, audio and web streaming,
    - Display of the different contents on one page, i.e. Display of one page inside the other,
    - Interface with the meteo system (optional)
    - Display of the emergency information (optional integration with the fire-signalling system, evacuation system etc) and similar.
- The possibility to display transparent images.
- The possibility to group screens according to the configuration criteria.
- FIDS shall be designed to enable unlimited scalability. An increase in the number of displays is managed simply by adding new display devices. Number of devices on the system are unlimited.
- The design of the FIDS module shall provide fast and easy creation and change of the pages for displaying the flight schedule and other content through a graphical interface.
- For the sake of monitoring the performance and for the maintenance reasons, the FIDS module shall offer remote access functionality to all the FIDS devices in real time. A color indicator of the status of each FIDS device with the possibility to monitor content displayed on the screen should be implemented.
- Screens can be arranged for the display of content on a single screen for a group of monitors which form a video wall.
- FIDS should enable display of the commercial contents. Considering that, FIDS must have the possibility to display contents predefined by the users and the possibility to predefine display time for the contents such as advertisement, multi-media contents, airport information, emergency information and similar.

7 RESOURCE MANAGEMENT SYSTEM (RMS)

- RMS must perform planning and management of the fixed airport resources.

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- Coordination and allocation of the following resources:
  - Passenger and baggage check-in counters,
  - Carousels for baggage takeover,
  - Gates,
  - Parking positions,
  - ….
- Complete synchronization with the AODB.
- Support based on the changes in the flight schedule.
- RMS can generate automatic scheme of the resource allocation, based on information and business rules.
- The rules are easily defined and changed on the application level without software development.
- Notifications in the real time and an automatic adjustment of the processes and resource allocation in line with the emerging situation in case of the delayed performance of operation order.
- Solutions for possible conflict situations according to the predefined operating rules; determination of conflict situation is automatic and in the real time.
- Failure notification; indicate the failure cause.
- RMS shall be capable of using different or identical rules, depending on the requirements, for a long-term and a short-term planning in the real time.
- RMS shall be able to operate in the simulation mode.
- RMS shall support usage of the Gant diagram.
- RMS shall support the IATA and the ICAO standards.
- Operational changes shall not affect archive data.
- RMS shall provide a report on usage of the fixed airport resources/equipment per different criteria; time provided for each activity regarding the resource engagement.

8 CONTRACT MANAGEMENT AND INVOICING

8.1 Contract Management System

General:

- Preparation of bids.
- All data from the bid should be readily available for the contract.
- Contractual data should be set up per client.
- Management of all contractual parameters according to the segregation of duties (operation, billing, accounting and finance …,).
- Contractual data should be dispatched and displayed to specific users according to the segregation of duties.
- All contractual items should be automatically generated for each flight per billing client.
- All services should be readily available for billing.
- Reports per different data.
- Managing of contracts and services by validity (notifications about agreement termination).

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Data required in the Contract Management system:

- All AODB data.
- Imported data from the calculation system and specification of services system (excel or csv format)
- General master data (client data, validity of the contract, contract number, contract prepared by, key account manager responsible for the client,…)
- Charges list (master data of charges per service with all specialties as defined by charges list)
- Incentive Programme (master data of incentive programme)
- Financial and billing master data (payment method, invoicing period, collateral, due date, VAT classification, late payment interest charge,…)

Functionalities:

- Preparation of bids for the airport services, Handling Services and Cargo handling services. All charges should be automatically generated for each service for certain Carrier/Client according to:
    - Defined operational data (i.e. planned flight announcement, aircraft type, aircraft MTOW, seats…). Manual entry of flight data controlled by the AODB master data (same structure).
    - Selected services (Services according to IATA AHM810 are pre-defined by Aerodrom as "basic services included in basic Handling charge" or service on special request at additional charge). Manual entry of services controlled by service master data.
    - Import of data from the calculation system (excel or csv format)
    - Valid charges list and incentive programs have to be taken into account
    - Tracking the changes during the negotiation process
    - All data from the bid should be readily available for the contract.
- Management of the contracts by:
    - Internal type and number of the contract (free text)
    - Other general contractual parameters (validity, date of the contract, termination clauses....)
    - Financial data: due date (calculated based on the number of days from date of invoice, taking into account financial calendar), invoicing period (daily, weekly,…), method of payment (prepayment, cash/credit card, payment on due date), interest rate for late payment interest charges, collateral (bank guarantee, security deposit,…),
    - Scope of services (specified as basic or on request…)
    - Review of the agreed scope of services according to IATA SGHA
    - Discounts on service charges per billing client,
    - Possibility to enter agreed fixed price per service irrespective of the charge defined by charges list. In some cases, service charges are agreed upon special calculation, which is not the same as defined/determined by the charges list (different charging unit / price i.e: Landing charge per Charges List is defined as charge per MTOW but landing charge agreed with the contract is fixed price per flight irrespective of MTOW).
    - Indication of Incentive programme when the certain incentive programme/item is agreed

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- Charges List
  - All services should be entered into the system according to definition and specification as defined with Charges List (all the details as per attached Charges list - Appendix 3).
  - The system should be easily administrated by the users (in case of charges list changes)
  - All definitions of charging procedure should be readily available for billing

- Incentive programme
  - Special module for managing the Incentive programmes (combining of data/parameters from the AODB, contract management system and billing system). Eligibility control for a certain incentive programme (if the conditions required, are fulfilled). All the details of incentive programme should be readily available for the billing (i.e. granted discounts on specific services, kick-back system), if the conditions required are fulfilled.
  - The certain incentive programme should be indicated in the contract for each client, if applicable.
  - Notifications from the system if the requested requirements according to the incentive programme are fulfilled and the contractually agreed discounts should be invoiced. The granted discounts should be automatically calculated for the previous period.
  - The system should be easily administrated by the users (in case of changes of the Incentive Programme).

  Additional requirements could be found in the attached document (Appendix 2).

8.2 Aeronautical invoicing

8.2.1 Services / Charges Lists

Aerodrom Ljubljana, d.o.o. offers aeronautical services which are defined with the Airport and Handling Charges List. The extract of charges list can be found – see Appendix 3.

Classification of services stated in Airport and Handling Charges list is as follows:

Basic airport services	Landing
	Parking
	Centralized infrastructures-pax
	Centralized infrastructures-ramp
	Passenger service
	Transfer passenger service
	Security fee
	PRM
	Extension of operating time
Airport services on request	List of services as stated in the attached charges list – see Appendix 3
Basic ground Handling	Traffic handling

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services	
	Ramp handling
Ground Handling services on request	List of services as stated in the attached charges list – see Appendix 3

Basic airport and handling services

Price classification of basic services due to different traffic type:

- Commercial traffic-PAX (CTP)
- Commercial traffic-CGO (CPC)
- General aviation (GAC)

There are different type of prices for the basic aeronautical services as shown in the following table.

	Charges per Traffic type		
Basic services, charged per each flight	CTP Commercial traffic-pax	CTC Commercial traffic-cgo	GAC General aviation
Airport services			
Landing	X	X	X
Parking	X	X	X
Centralized infrastructures-pax	CTP	N/A	N/A
Centralized infrastructures-ramp	CT	CT	GAC
Centralized infrastructure - PRM	CTP	N/A	N/A
Passenger service	CTP	N/A	GAC
Security fee	X	N/A	X
Transfer tax	CTP	N/A	GAC
Extension of operation time	CT	CT	GAC
Handling services			
Traffic handling	CTP	N/A	N/A
Ramp handling	CTP	CTC	GAC

Legend:

- X - the same price for all types
- N/A-not applicable
- CT-charges for Commercial traffic (pax and cargo)
- CTP-charges for Commercial traffic-pax
- CTC-charges for Commercial traffic-cgo
- GAC-charges for General Aviation

Basic airport and handling charges are defined for one chargeable flight, which consists of Arrival (arr) and consequent Departure (dep) for the same aircraft registration (A/C reg). The basic airport and handling services should be charged automatically. There should be also possibility of charging the services only for arrival or departure.

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The system should read traffic data for each chargeable flight correctly (arr and dep for the same A/C reg) and calculate basic charges per flight automatically.

Airport and Handling Services on special request
Services and charges are defined with Airport and Handling charges list. All provided services on special request for certain flight should be recorded in the system, preferred on the mobile device (phone, tablet,..) and electronically signed by the carrier. All data captured on the mobile devices should be readily available for billing (document available for carrier an basis for invoicing).

Specialities related to services on special request:

- Business lounge - The process is described in chapter 9.1. Services should be readily available for billing.
- Deicing - The process is described in chapter 9.3. Services should be readily available for billing.
- Other services - non-flight dedicated services (services are provided to other partners at the airport, i.e. partners who carry out the maintenance (i.e.. GPU, Air starter, technical equipment, etc.). All provided services on special request to certain client are evidenced through the software system working (preferred) on the mobile device (phone, tablet,..) and must be electronically signed by the person in charge. All data captured on the mobile devices must be readily available for billing.

Aerodrom renders also some services which are defined with separate charges lists as follows:

- Lost and Found baggage delivery (charges list attached – Appendix 4) - The process is described in chapter 9.2.
- Ticketing services – The supplier shall provide the structure and data validation tools for importing predefined excel file into the billing module
- VIP/CIP/PIP services.For the VIP/CIP Charges List see Appendix 5. The process is described in chapter **Napaka! Vira sklicevanja ni bilo mogoče najti.**

8.2.2 Master data and parameters (commercial and financial) for invoicing

In order to issue the invoice correctly the following necessary commercial and financial master data / parameters are required (please also see the Sample 1):

Commercial & Financial data	
Aerodrom's bank details	Banks name, address, SWIFT, Bank account
Invoice number	Different numbering due to: - Different preparation unit (Ground Handling-Ramp, General Aviation Centre, Accounting and finance - Different client: domestic, foreign - Different numbering for "cash invoice": the numbering according to the requirements of fiscal verification of invoices

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Contracts/Charges list	Due date, Discounts, surcharges, incentive programme, fixed charges,….
Due date	Calculated from the date of invoice, taking into account financial calendar (due date on theworking day) For state budget 2 dates: - Due date from the date of issuing invoice - Due date from the date ofreceiving the invoice (only for e-invoice)
Financial period / VAT period	Month of providing the service, important for booking the revenues and VAT calculation
Currency	- Invoicing in different currencies - Conversion of the total invoice amount into foreign currency just for payment in the foreign currency
Client master data (source ERP)	name, address, VAT NR, code, origin (domestic/foreign), VAT type (domestic, EU, non EU,…)
Service	code, name, unit,… (data listed on the invoice – please see the sample invoice bellow - Sample 1)
Cost Centre (source ERP)	Each service is dedicated to adequate cost centre
General ledger accounts (source ERP)	For booking
VAT type (service)	According to local VAT legislation
VAT clause	According to the partner VAT type and VAT legislation
Prepared by / Signed	4 eye principal is required
Fiscal verification of “cash invoices”	see interface in chapter 10.6
Payment reference number	According to Aerodrom Ljubljana standard
Payment terms	Credit, pre-payment, cash, credit card (combination – i.e. proforma and credit)
Basis documentation for invoices	See attachments Sample 1
Other clauses	manually or automatically added eg. text
Number of contract	If invoice based on contract

8.2.3 General requirements for the invoices

Language: SLO and ENG

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Form:

- Paper
- pfd (to be sent via e-mail)
- Electronic invoices / e-invoices (xml with pdf attachments): The supplier should provide interface (described in chapter 10.5) to the ODOS documentary system

Types of invoices (different payment method)

Pro-forma Invoice	Before flight, basis for payment No booking in the ERP
Advance payment Invoice	Issued prior to flight and after receiving the proforma invoice payment Additional VAT legislation requirement Booking in ERP: only liability for VAT Should be connected to proforma invoice
Invoice	Issued after the flight, according to CL / Agreement, Credit payment (on due date according to the contract In case of pre-payment it should be connected to proforma and advance payment invoice Booking in ERP: receivables, VAT, revenue (in case of prepayment reverse booking of VAT booking based on advance payment invoice)
Cash Invoice	Issued prior to departure Payment with cash or credit card Multi currency invoice Unlimited number of invoices per flight (service cannot be charged twice) Direct connection with the credit card terminal (optional) Booking in ERP: receivables, VAT, revenue Fiscal verification obligatory – see chapter 10.6 Additional documentation for received payments in cash and credit cards -
Credite note/Debit note/Storno	Connection to the original invoice

Additional documentation for payments of cash invoices (payment in cash and credit card)

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cash receipt	Automatically created in connection with cash invoice when the cash invoice is issued
cash disbursement	Daily for credit cards Daily/weekly for collected cash (at the time of depositing the cash on the bank account)
cash book	Daily (specification of cash receipts and cash disbursement at the beginning and at the end include information about the cash in the cash desk)

Additional requirements for the invoicing:

- The system should provide a possibility of completeness check in terms of listing the services provided in the specific period, which were not charged yet
- The system should ensure that no correction of the traffic data/data on provided services is possible after initiating the invoicing process.

Sample 1: Invoice with attachments

Sample invoice

sample aviation invoice.pdf

Sample HOL

sample handling order list.pdf

Sample list of HOLs

sample list of HOLs charged on one inv

Sample specification of pax

sample specification of pax

Sample summary of charges by flights

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8.3 Cargo invoicing

8.3.1 General

Aerodrom Ljubljana d.o.o. is managing cargo and warehouse services and invoicing of this services in the separate ICT system. The intention of the contracting authority is to invoice all the services and managing all the contracts in the new Contract management and invoicing module.
The supplier shall provide interfaces between Contract management (for detailed requirements please see chapter 8.1), invoicing module and LACH (Ljubljana Cargo Information System) for invoicing process (in invoicing module).
The contracting authority will provide data from the LACH in the structure provided by the supplier.
For the cargo invoicing also reqiurements from chapters 8.2.2 and 8.2.3 should be taken into account.

8.3.2 Price list

The new module shall support warehouse service price list. The price list shall have the multi-level model (types of services explained in chapter 8.3.4). The price list consists of warehouse services and their prices. The module shall support discounts separately calculated for the partners, shipment or specific warehouse services. The new module shall support different prices for the same service, according to the parameters of the shipment (weight, storage duration, type of manipulation…). The new module shall enable functionality to change number of services and their prices, to add or delete the service by the authorized user. The price list must allow to change level of discount.

8.3.3 Billing automatization

The warehouse services should be linked with the warehouse service price list. Services (charges for the services performed) shall be added to the service specification (for the shipment) automatically at the time when the service is performed in the warehouse.

The module should (based on data from LACH) prepare the service specification, which is the basis for invoice.

The services provided should be charged automatically.
All data should be readily available for billing.

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8.3.4 Types of cargo services

We offer over 100 different warehouse services to our partners. The service may be calculated and charged per shipment, per flight (cargo handling) and per warehouse order.

a) Shipment Services

With respect to the movement of shipment (origin and destination) we offer three different categories of shipment services:

- Import shipments
- Export shipments
- Transit shipments

Further, with respect to the IMP code, we have six different types of shipment now:

- General cargo
- Special cargo
- Shipment of cash
- Valuable shipments
- Express shipments
- Mail

Each shipment is cathegorised according to upper two sets of categories (currently 18 combinations).

We offer the bellow listed warehouse basic services (for each basic service there are different prices taking into account the above mentioned cathegories):

- Manipulation: is calculated according to the category of the shipment and the weight / volume. The amount can be limited (minimum and maximum charge).
- Warehousing / storage fee. For each shipment, we calculate warehousing fee. It depends on the duration of the warehousing, the type of warehousing position (coolers, freezers, dangerous goods, valuable cargo, live animals…), and weight or volume of the shipment. The module shall allow to calculate first X days of warehousing free of charge according to the price-list.
  There should also be a possibility for partial invoicing in case the shipment is in warehouse for a longer period, so while invoicing the shipment is still in the warehouse. We charge this service once per month for shipments which are in the warehouse longer than 30 days.
- Warehouse insurance (security) fee. It is calculated according to the weight of the shipment. There is a minimum and maximum charge.
- Security check of the shipment. Each export and some transit shipments shall be security checked. It is done with X RAY, ETD, manual or with the other security allowed procedure. The security officer insert the security check information into LACH and the service is added to the shipment.
- Other services on request (according to the price list).

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b) Cargo handling services

The cargo handling charges are calculated according to the partner parameters defined in the contract management. The charges are calculated according to weight or according to the number of operations-flights. In this module the user can see the number of flights and the amount of cargo and mail which was handled on these flights in a defined time frame. This module has to support also cargo handling for trucks (air cargo transported via road instead via air).

c) Different services based on client's orders - not connected to shipment or air traffic

The services from the price-list are invoiced separately – not connected to the specific shipment (for example offering different services with our equipment and staff to other companies at the airport).

8.3.5 Invoicing

For cargo invoicing reqiurements from the chapter 8.2.3 should be taken into account.
The module shall support different types of invoices (domestic and foreign partners, cash invoices, collect shipments,… The program should allow separate invoice for the different type of shipment (export, import). …). In case of cash invoice additional documentation for cash book should be prepared and the fiscal verification of invoice should be performed (chapter 8.2.3).

The module should enable the user to invoice only one shipment or also more shipments/services for one client in the selected period (cumulative invoicing).
The specification of services provided (by service, shipment) in pdf should be attached to the invoice.

The module shall support the evidence of payment status.

8.4 Reports, Statistics and Controls

General:

- Import of data from the system to excel pivot table
- Report of data (bids, contracts, charges list, incentive programmes, billing) with inquiry per different criteria and sort by different parameters
- Parameters should have all mathematical and logical functionalities (example: “all destinations except”: XXX, YYY, ZZZ…)

Traffic reports:

- Export of data from the AODB to excel pivot table

Incentive programme:

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- Export of data from the AODB, contract management system and billing system to excel pivot table.
- Additional parameter "schedule flight plan" is required. The parameter is required to compare the reports of schedule flight plan with actual flights per period (prepared by different criteria).
- Purpose: analyses and booking estimations of incentives in accounting on monthly basis:
  With respect to the incentive scheme (Appendix 2) and the fact that the discounts will be granted for the previous periods there is a need to provide proper data for accounting in terms of discount estimation. This estimation should be prepared monthly (monthly and for a specific period - cumulative) in a way that the data is ready for booking, meaning that the data should be specified by different criteria (AODB, contract management system, billing system).
  Optionaly: the calculation should take into account data on payment discipline as the discounts are granted only under the regular payment condition (supplier should provide a interface with the current finance and accounting IT module- ERP).

Revenues/traffic data:

- Export of data from the AODB, contract management and billing system to the excel pivot table. AODB data should be logically connected with revenues per each flight (separately for arrival and departure). The revenue should be split by operation (arrival, departure) due to reporting by destination for home base carriers (the chargeable flight for home base carrier consists of different destinations, for example: home base carrier chargeable flight arrival XXX and consequent departure YYY).
- Report on potential revenue under assumption that all the services would be charged according to the Charges List (irrespective incentive programmes or other granted discounts).

Additional controls

- The system should provide reports showing services provided in the specific period, which were not charged yet (by services, by clients, etc.)

8.5 Integration with the ERP

- Airport Ljubljana is following procedure to have one master data regardless of ICT system.
- The supplier should provide an interface for exchanging master data with the accounting and finance IT module. All the invoice data should be transferred to the accounting and finance data for the purpose of booking.
- Integration with the HR module (optional).
- Possibility that information from the accounting and finance module related to client payment discipline to require cash payments before the flight departure (for example in case there is a problem with the client identified in the accounting department, information is automatically sent from the ERP to the AODB)

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9 PASSENGER AND RAMP HANDLING SUPPORT

9.1 Bussiness lounge

9.1.1 General

Airport Ljubljana offers Business Lounge (BL) as part of the passenger service. Users of Business Lounge are business class passengers, frequent travelers, high tier cardholders and owners of the commercial cards (Diners,…). Airport Ljubljana personnel controls the entrance to the Business Lounge. Control is done by scanning of the boarding cards, frequent traveler cards and commercial cards on various devices.
Subcontractor offers food and beverages. Airport Ljubljana is charged by the subcontractor on the number of the passengers entering the BL. Airlines and commercial companies are charged for the provisioning of the BL service by the Airport Ljubljana.

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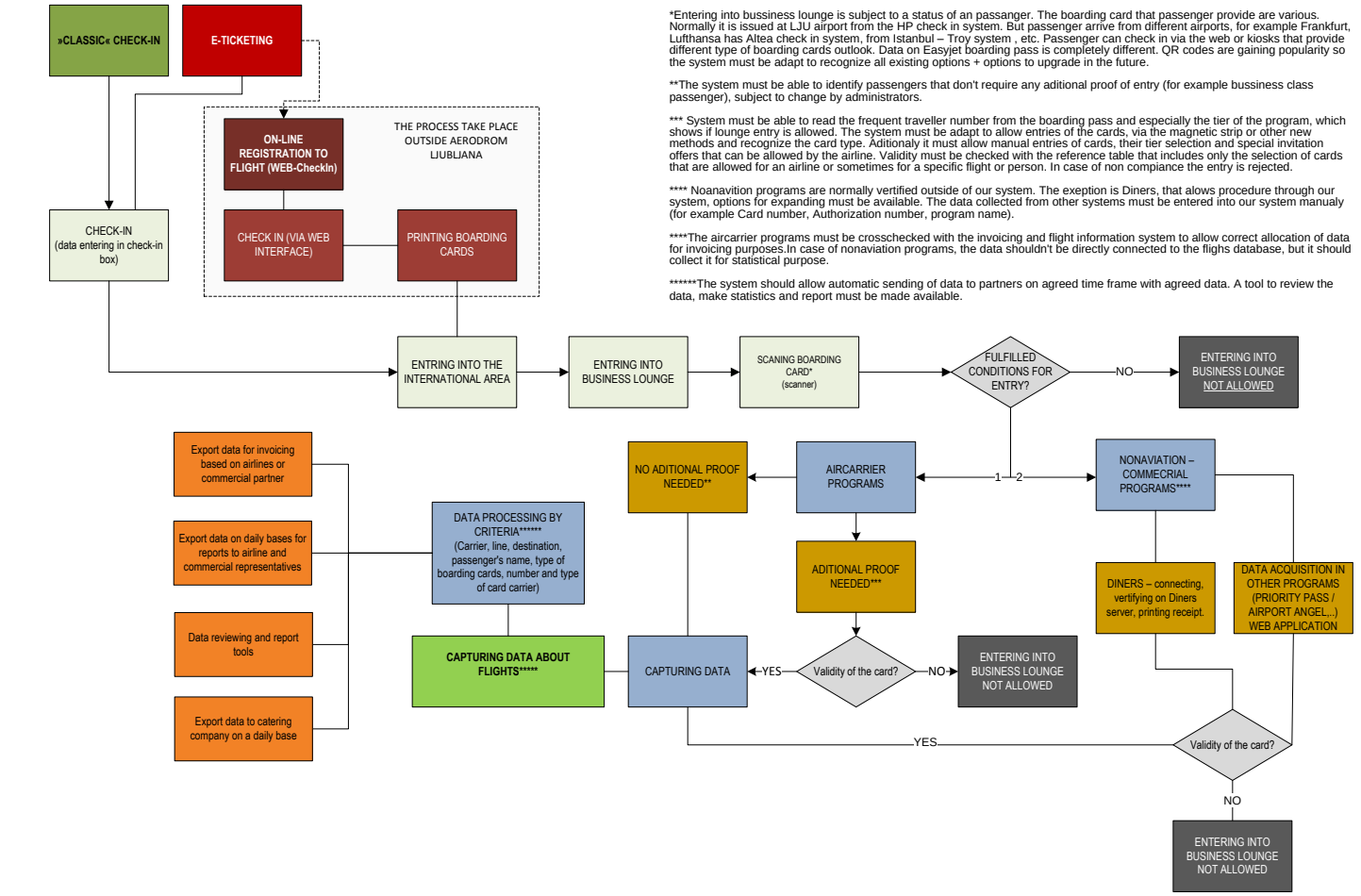
9.1.2 BL process

Process for Business Lounge



*Entering into bussiness lounge is subject to a status of an passanger. The boarding card that passenger provide are various. Normally it is issued at LJU airport from the HP check in system. But passenger arrive from different airports, for example Frankfurt, Lufthansa has Altea check in system, from Istanbul – Troy system , etc. Passenger can check in via the web or kiosks that provide different type of boarding cards outlook. Data on Easyjet boarding pass is completely different. QR codes are gaining popularity so the system must be adapt to recognize all existing options + options to upgrade in the future.

**The system must be able to identify passengers that don't require any aditional proof of entry (for example bussiness class passenger), subject to change by administrators.

*** System must be able to read the frequent traveller number from the boarding pass and especially the tier of the program, which shows if lounge entry is allowed. The system must be adapt to allow entries of the cards, via the magnetic strip or other new methods and recognize the card type. Aditionaly it must allow manual entries of cards, their tier selection and special invitation offers that can be allowed by the airline. Validity must be checked with the reference table that includes only the selection of cards that are allowed for an airline or sometimes for a specific flight or person. In case of non compiance the entry is rejected.

**** Noanavition programs are normally vertified outside of our system. The exeption is Diners, that alows procedure through our system, options for expanding must be available. The data collected from other systems must be entered into our system manualy (for example Card number, Authorization number, program name).

****The aircarrier programs must be crosschecked with the invoicing and flight information system to allow correct allocation of data for invoicing purposes.In case of nonaviation programs, the data shouldn't be directly connected to the fligh's database, but it should collect it for statistical purpose.

******The system should allow automatic sending of data to partners on agreed time frame with agreed data. A tool to review the data, make statistics and report must be made available.

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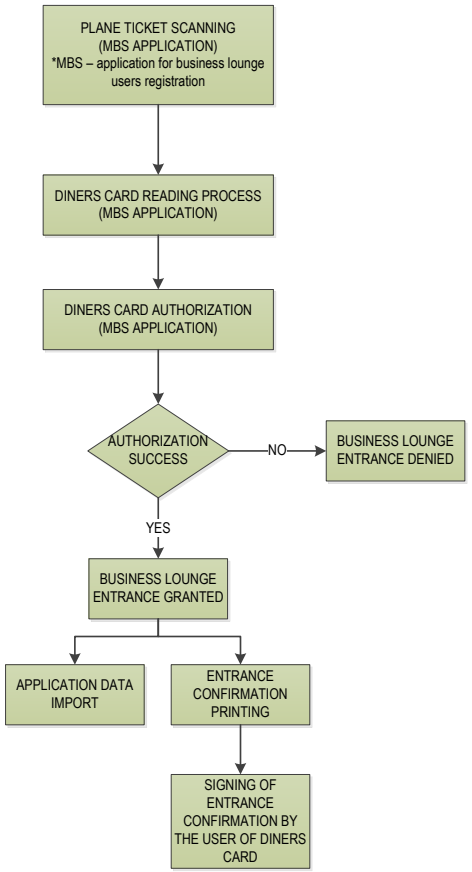
9.1.3 DINERS - Communication proces description



Plane ticket scanning is executed with the barcode scanner.

Diners card reading process is executed with the reader of magnetic signature from the card

Authorization process is executed with use of WEB SERVICE (technical specifications are sent from DINERS/MEGA M).

Employee must be informed about successful or unsuccessful authorization of the card (pop-up window inside the MBS application)

With data import in application only last 4 digits of DINERS card number must be imported.

Entrance confirmation printing (in three copies) is executed at the sam time as data is importing into application. Type of data and format which must be printed on the confirmation is prepared by the Diners (Confirmation must contain number of guests and card number along with notification that guests will be charged together with the invoice). Diners must provide suitable printer along with confirmation specification.

Open questions:
- In case of web service is not working. Should we allow Diners card user to enter business lounge or not?
Answer: a manual imprint of the card + telephone authorization
- What is the time interval of waiting for positive or negative authorization?
Answer: the longest allowed time of waiting is 20 seconds in POS network

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9.1.4 Requirements for the BL module

- Managing B/L data and reports in one place, with user-friendly solution and one-time data entry.
- Distinguishing between airline arrangements and other non-aviation arrangements (such as Diners, Priority Pass,…).
- BL module shall provide a graphical interface with an airline and commercial card logotypes to facilitate the data entry process.
- BL module must be integrated with the AODB solution.
- Flight data must be obtained from the AODB. Airline, destination and flight number are used to classify entry and are connected with the master data of the agreed entry types.
- BL module shall provide manual data entry possibility.
- History of the passenger and flight related data must be stored in the database
- BL module shall operate upon user manageable rules – such as entry rules, a limitation on the number of guests for different partners or cardholders, or the grand total limitation of BL entry in the peak hours according to the agreements with business partners.
- BL module shall provide different type of outputs, such as sending data to the printer, creating reports in PDF, excel, sending data to mobile devices and e-mails from the complete data set upon user selectable criteria.
- BL module shall provide electronic signature functionality.
- All BL module data must be shared with the billing module.
- BL module shall provide user manageable reporting system.
- Supporting the B/L passenger entry process:
    - Several possibilities for connecting flight and passenger data should be in place:
        - From a DCS system (departure control system) directly into BL system (not obligatory).
        - From the boarding pass printed from the DCS system.
        - From the user printed boarding passes.
        - From the data stored on an electronic device (barcodes and QR codes on mobile phone, tablet,….)
        - Different type of codes such as 2D or QR must be readable. Also, different DCS systems with different standards of magnetic record are possible (for example printed boarding pass from Frankfurt, Tirana, and web checked boarding pass from EasyJet, Wizzair…).

- Entry verification
    - BL module must be able to recognize when a passenger has a right to enter without an additional verification (for example: higher class passengers –such as business or first class passengers – they are not required to present any additional proof of entry).
    - BL module must allow entry of different cards and be able to detect which card is accepted for BL entry.

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- BL module must read data from the frequent flyer programs that can be on magnetic strip, chips, and electronic devices – scanning of 2D, QR, barcodes, or any other form of data storage. The data can also be in different formats and standards, depending on the airline or alliance partner. The rules can change, and therefore must be editable by the user.
- BL module must be able to verify if a specific – presented card or read data allows a passenger to enter into the lounge on a specific flight. For example: if on a Star alliance carrier Turkish airlines (data obtained from the DCS system) a passenger with the Air Canada Gold card (data obtained from the DCS or manually presented) can enter into the BL or not and if there is any additional limitations.
- BL module must also be able to verify if the card is valid or expired.
- BL module must also allow additional options of entry such as carrier invitations, vouchers, lottery winners, etc. to be entered as a possible way to enter the lounge on carriers account. The entry types must be editable, so they can be added, removed or changed at any time.
- BL module must allow partial or complete encryption of the data based on the agreements with the different partners.
- In case of a negative response, the cause of denial must be displayed on the screen.

- Other (commercial) arrangements for the BL entry
  - BL module must accept passenger - members of other non-carrier programs for BL entry based on the contractual agreement rules.
  - It must the integrated with equipment provided by the business partner – such as special card readers, printers, servers, online systems,…
  - Diners card is read with a magnetic stripe reader keyboard. The data is sent to the Diners server and result must be displayed on the screen and printed on the Diners printer (see chapter 9.1.3).
  - BL module must allow any future clients to be added on the same principle – data verification on outside servers, information sent to BL module – printing and storage of the data.

- Controlling
  - BL module should cross check the data and warn user about the differences and mistakes found.

- Integrations
  - BL module must be integrated with the billing module.
  - BL module must be integrated with the AODB solution.

9.1.5 List of documents, forms and reports

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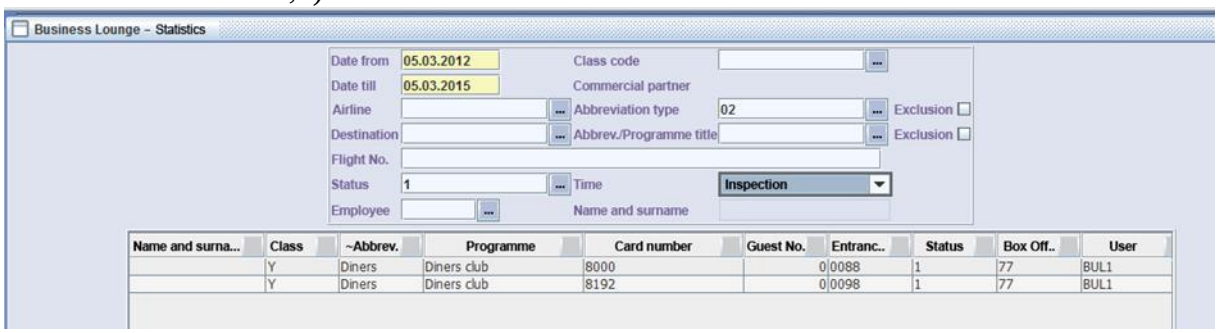
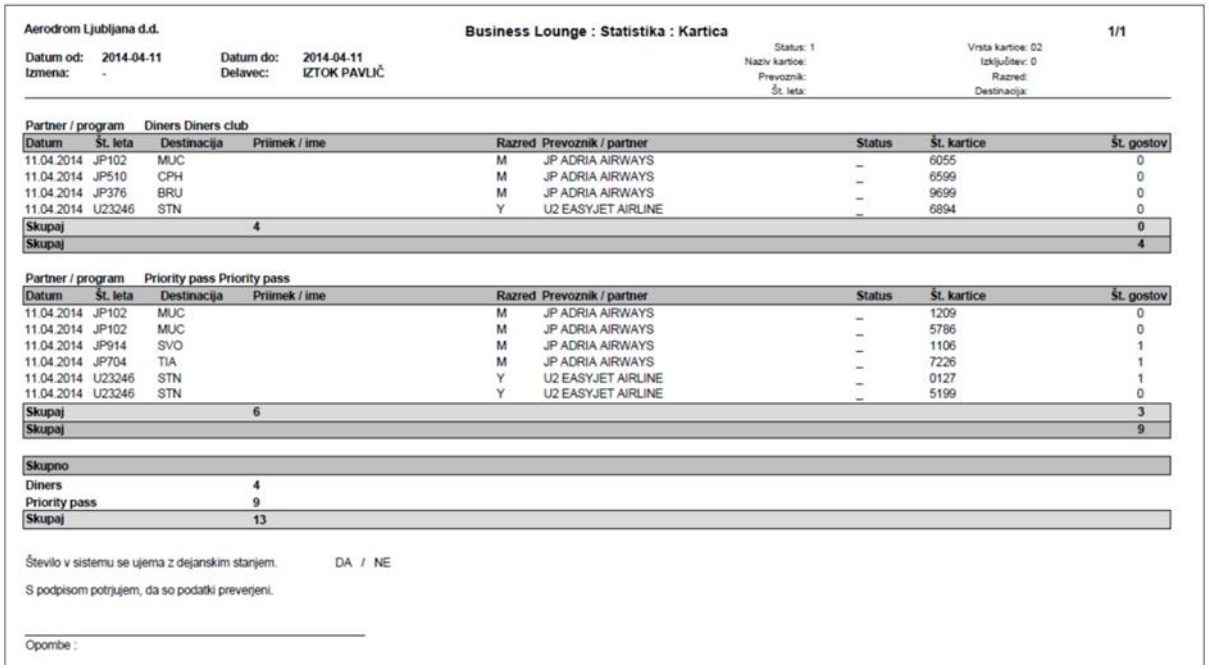
- Data monitoring
  - a list of all entries in the business lounge (by status - open, confirmed, closed,..)



Excel_BL.xlsx

  - Statistic



Aerodrom Ljubljana d.d.

Business Lounge : Statistika : Kartica 1/1

Datum od: 2014-04-11 Datum do: 2014-04-11
Izmena: - Delavec: IZTOK PAVLIČ

Status: 1 Vrsta kartice: 02
Naziv kartice: Izključitev: 0
Prevoznik: Razred:
Št. leta: Destinacija:

Partner / program Diners Diners club

Datum	Št. leta	Destinacija	Priimek / ime	Razred	Prevoznik / partner	Status	Št. kartice	Št. gostov
11.04.2014	JP102	MUC		M	JP ADRIA AIRWAYS	_	6055	0
11.04.2014	JP510	CPH		M	JP ADRIA AIRWAYS	_	6599	0
11.04.2014	JP376	BRU		M	JP ADRIA AIRWAYS	_	9699	0
11.04.2014	U23246	STN		Y	U2 EASYJET AIRLINE	_	6894	0
Skupaj			4					0
Skupaj								4

Partner / program Priority pass Priority pass

Datum	Št. leta	Destinacija	Priimek / ime	Razred	Prevoznik / partner	Status	Št. kartice	Št. gostov
11.04.2014	JP102	MUC		M	JP ADRIA AIRWAYS	_	1209	0
11.04.2014	JP102	MUC		M	JP ADRIA AIRWAYS	_	5786	0
11.04.2014	JP914	SVO		M	JP ADRIA AIRWAYS	_	1106	1
11.04.2014	JP704	TIA		M	JP ADRIA AIRWAYS	_	7226	1
11.04.2014	U23246	STN		Y	U2 EASYJET AIRLINE	_	0127	1
11.04.2014	U23246	STN		Y	U2 EASYJET AIRLINE	_	5199	0
Skupaj			6					3
Skupaj								9

Skupno	
Diners	4
Priority pass	9
Skupaj	13

Število v sistemu se ujema z dejanskim stanjem. DA / NE

S podpisom potrjujem, da so podatki preverjeni.

Opombe :

9.2 Lost and found (l&f) delivery management

9.2.1 General

Airport Ljubljana is managing the L&F process in the name of many airlines. Sub process of delivering L&F baggage is by many subcontracting delivery companies. Aerodrom Ljubljana charges the L&F service to the airlines on range base. Ranges are based on the ZIP codes. For some destinations also flat charge is in place. Delivery companies charge Airport Ljubljana

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for the provision of the delivery service per kilometer. Control mechanisms and relevant documents must be in place to control the L&F service.
L&F baggage can also be collected by the passenger itself (consignment order). In that case no delivery order exists. For L&F we use Worldtracer.

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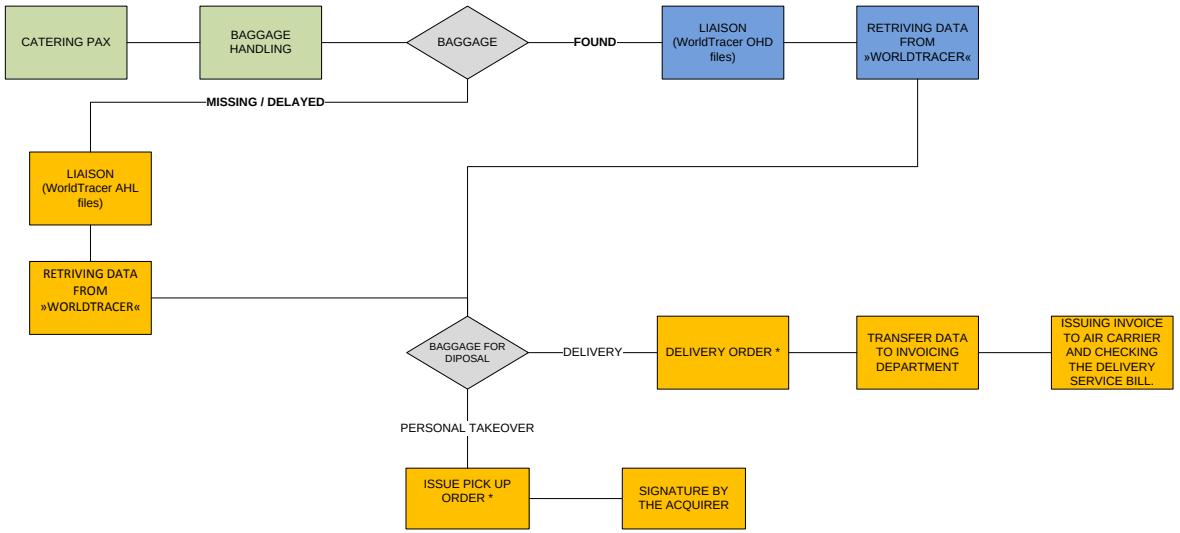
9.2.2 L&F process

PROCES IZVAJANJA STORITVE »IZGUBLJENA PRTLJAGA«



Example of Worldtracer entry:

DY01 WM BDO AHL LJUAF14680 /1248GMT/03JUL16
- DS LJU15003 - DELIVERED BY:"PROMET MESEC" DELIVERY SERVICE
- AERODROM LJUBLJANA D.O.O. - LOST AND FOUND - LJU AIRPORT
- .....
- NM01 JAKUPOVIC
- TA01 SENOZETI 90A, 1262 DOL PRI LJUBLJANI - 1 NIGHT
- TZ .DD 03JUL .DW
- TP01 01 564 40 397 .TP02 031 781 423
- LD01 TTA/CTC TP02 FOR LD TO TA01
- TN01 DL232415 .TN02 KL741037
- CT01 PR22 .CT02 BK22
- /RECHARGE - /SIGNATURE FOR RECEIPT OF 2 BAGS .RT ATL
- TX .AG ANDREJ

LJUAF14680 – AF indicates the Air carrier – Airfrance, the whole number is reference number of AHL report
LJU1503 – the code indicating »Delivery order« and the name of this company
1262 – the zip code
TA01 – temporary address
DD – date delivered
TP01 – temporary phone, etc...

* Delivery and pick up orders are created from Worldtracer data.
-The system must be able to identify elements from Worldtracer and transform them into the delivery or pick up order. Manual entries must be allowed as well.
-The deliveries must be asigned to an air carrier, based on entries from the obtained data and connect it to the invoicing system.
-The system must detect if the bag is for pick up or delivery, based on Worldtracer data. In case of delivery, it must detect the delivery company and connect it with the invoicing system.

-The delivery costs (delivery orders alone) are calculated based on the zip code of the address. System must provide seperate table that will be populated with the zip code / price ratio. System must identify the zip code from the obtained data and allow manual and aditional entries if the data is missing.
-Surcharges must be added (delivery order alone)in case of delivery more then 3 pieces of bag and delivery outside of Slovenia.
-System must provide option to print delivery and pick up orders and also allow electonical forms with digital signature mode.
-The system must create a Delivery overwiev form. A form that combines all delivery orders that are given to the Delivery service at the same time. The form should be printed, but also electronicaly transfered to the delivery company. Delivery company must enter data, such as time of delivery, distance and sequence of each delivered »Delivery order«. The data must be transfered back to the system and populate also the Delivery ordrs
-The system must provide tools for statistics and revisions.

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9.2.3 Requirements

- The L&F module must recognize the Worldtracer data format. Minimal requirement: Parsing mechanism from the Worldtracer screen copy/paste must be provided. Tight integration with the Worldtracer system is desired.
- The L&F module shall provide following functionalities:
  - E-mail,
  - SMS to delivery company and/or passenger or other involved parties,
  - Integration with the MS Office and
  - Creation of the PDF documents
- L&F mudule must be able to create an additional document called ”Delivery overview form” for assigning all the delivery orders that are send to delivery service at once.

Support the process for creating a delivery/consignment order:

- In order to obtain Airline, flight data and business partner, integration with the AODB and billing module is required
- The L&F module must automatically distinguish between delivery and consignment order based on the Worldtracer field value. Manual selection must be available.
- The delivery order data are generally obtained from the Wordtracer. Manual entry of the data must also be available. The required data is:
  - Baggage data: airline, reference number , types of baggage, tag numbers, number of pieces and other
  - Recipient data: name(s), address(es), contacts, notes.
  - General data: delivery service company, date and time of the delivery, at least 3 free form text fields
- The consignment order data are generally obtained from the Wordtracer. Manual entry of the data must also be available. The required data is:
  - Baggage data: airline, reference number, types of baggage, tag numbers, number of pieces and other
  - Recipient data: name(s), address(es), contacts, notes.
  - General data: delivery service company, date and time of the delivery, at least 3 free form text fields
  - 2 signatures (Airport Ljubljana representative and passenger accepting it).
  - An additional text line such as the reason for pickup or the name of the person collecting baggage.
- Delivery and consignment orders are numbered separately.
- The L&F module shall provide export of the data in Worldtracer format.
- Delivery Company must have limited access to the data.
- Aerodrom Ljubljana charges the L&F service to the airlines on range base. Ranges are based on the ZIP codes. For some destinations also flat charge is in place. Zip codes / price data will be edited all the time, when deliveries to new zip codes territory occur. An alarm should be raised if the ZIP code is not in the master data and the temporary ZIP code should be used. A solution for the destination without a known price for a zip code must be available, so that the zip code/price can also be entered later. Alternatively the L&F module can be connected to a distance calculator (such as gmaps) and offer solutions to authorized personnel.

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- Since zip codes can be doubled based on different countries, a system for zip code allocation to a specific country must be developed.
- Delivery to other country must be assigned an aditional charge.
- In case that more than 3 pcs. of bags are delivered, an additional charge based on the number of bags is applied.
- If there will be any additional charge, the L&F module must provide an option to add, delete and change them.
- In case there is a change in the address, the L&F module must allow update and change the value for the invoice purposes.
- Delivery overview form
    - The form is created to assign all the delivery orders that are given to the delivery service company in one specific time frame and to monitor delivery process. Additional elements, such as driver, date, time, name of the delivery frame must be added.
    - Delivery orders are added to the delivery overview form manually.
    - The delivery company adds data such as number of km, time of delivery, bags they delivered together, order of delivered items, delivery costs related data and other required information). When this data are entered, the Delivery overview form and Delivery orders are assigned with the additional information. The delivery company must have limited access to the L&F module to fill this data in the system.
    - The L&F module must assign delivery costs to all delivery orders based on the contract details. Deliveries are charged per km, with 2-3 different rates. If there is a new arrangement the L&F module must allow changes to delivery cost calculations. The costs must be made available for checking and reporting based on different criteria.

- Delivery process and closing
    - The delivery and consignment orders must be signed by the passenger, delivery driver and agent issuing luggage at Lost and found counter. The Delivery overview form must be signed by Delivery Company and Lost and found agent.
    - Time and date stamp must be allocated to all the entries.
    - The electronic signature must be part of the functionalities.
    - An option to deal with unsuccessful deliveries must be implemented.
    - Authorized post-delivery editing must be available. The L&F module should keep records of changes made (audit trail).
    - Creating reports and statistics based on different parameters - such as per airline, date ranges, delivery company, time of delivery, number of deliveries made, delivery costs, etc. must be available
    - All the relevant data must be transferred to the billing module.

9.2.4 List of documents, forms and reports

Report: Delivery order

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Instrument za povezovanje Evrope

Aerodrom Ljubljana
Aerodrom Ljubljana d.d.
Zg. Brnik 130a
4210 Brnik - aerodrom
Slovenija
T: +386 (0)4 206 10 00
F: +386 (0)4 20 22 409
http://www.lju-airport.si

DOSTAVNI NALOG / DELIVERY ORDER

Prevoznik / Carrier : TURKISH AIRLINES

Prejemnik / Recipient

Priimek / Name:
Naslov / Address:
Država / Country:
Telefonska številka / Phone Number:
Opomba za dostavo / Delivery Notes: TO PERMANENT ADDRESS

Podatki o prtljagi in dostavi / Baggage and delivery details

Referenčna številka zapisnika / Reference Number :	LJUTKXXXXX
Številka dostavnega naloga / Delivery Number:	000066
Status dostavnega naloga / Delivery Order Status:	Aktivno
Dostavni razred / Delivery Rank:	L013
Država dostave / Country of Delivery:	ITA
Število kosov / Number of Pieces:	1
Dodatek tujina / Recharge abroad:	☑
Tipi prtljage / Baggage Types:	BK22
Številke prtljažnih listkov / Tag Numbers:	RJ706656

Podpis in žig nalogodajalca / Agent Signature

Dostavna služba / Delivery Service

Ime dostavne službe / Delivery Service: ZUP PREVOZI##Aleš Zupančič s.p.
Datum dostave / Date of Delivery: 05MAY
Čas dostave / Time of Delivery:

Podpis prevzemnika / Accepted by

Podpis in žig dostavne službe / Delivery Service Signature

S podpisom potrjujem prejem prtljage / I confirm the acceptance of baggage

Družba je vpisana v register pri Okrožnem sodišču Kranj pod št. reg. vložka 96/01184, Osnovni kapital: 15.842.626,44 EUR, ID za DDV: SI 12574856
Registration court in Kranj, reg no. 96/01184, Share capital: 15.842.626,44 EUR, VAT Id. Nr.: SI 12574856

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Report: Consigment order

Aerodrom Ljubljana
Aerodrom Ljubljana d.d.
Zg. Brnik 130a
4210 Brnik - aerodrom
Slovenija
T: +386 (0)4 206 10 00
F: +386 (0)4 20 22 409
http://www.lju-airport.si

PREVZEMNI NALOG / CONSIGNMENT ORDER

Referenčna številka zapisnika / Reference Number : **LJUTK10217**

Prejemnik / Recipient

Priimek / Name:
Naslov / Address:
Telefonska številka / Phone Number:

Podatki o prtljagi / Baggage details

Število kosov / Number of Pieces:	5
Tipi prtljage / Baggage Types:	//BK22/BK22/BK22
Številke prtljažnih listkov / Tag Numbers:	RJ706656

Prevzem prtljage / Baggage pick up

Datum prevzema / Date of pick up: 04MAY
Čas prevzema / Time of pick up:

Prtljago prevzel / Accepted by
JANEZ NOVAK
KRANJ 130
4000 KRANJ

Podpis in žig izdajatelja / Agent Signature

S podpisom potrjujem prejem prtljage / I confirm the acceptance of baggage

Control document of delivery

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ZBIRNI IZPIS DOSTAVE

Aerodrom Ljubljana
Aerodrom Ljubljana d.d.
Zg. Brnik 130a
4210 Brnik - aerodrom
Slovenija
T: +386 (0)4 206 10 00
F: +386 (0)4 20 22 409
http://www.lju-airport.si

Številka : 100019
Dostavna služba : 1001002/AERODROM LJUBLJANA D.D.
Datum dostave : 2012-12-13 / POP
Čas prevzema :
Čas povratka (na letališče) :

Status : Aktivno

POTRJENI DOSTAVNI NALOGI

Št.dostavnega naloga	Referenčna številka	Ime in priimek	Naslov dostave	Pošta in kraj dostave	Rang	Število kosov	Vrstni red dostave	Kilometrina	Čas dostave
000028	LJUTK11204	AIGERIM	CITY HOTEL 1000 LJUBLJANA	1000 Ljubljana	L002	1			
000029	LJUTK11206	CHAMPILOS	PENSION JAGODIC 4207 CERKLJE	4207 Cerklje na Gorenjskem	L001	1			
000030	LJUAF12569	MORSI/ZAKY	HTL MARINSEK 4202 NAKLO	4202 Naklo	L002	3			

OPOMBE

Podpisane dostavne naloge vrnil: **LL** **TD**

Podpis nalogodajalca / Agent signature

Podpis in žig dostavne službe / Delivery Service Signature

(s podpisom potrjujem prevzem prtljage v dostavo)

9.3 Deicing management

9.3.1 General

Airport Ljubljana is handling the deicing process by itself and invoices deicing services to the airlines. In this process it uses two types of ADF (Type I and Type IV) and some other services (manual snow removing, heater,…). To be able to control the deicing process several reports are produced.

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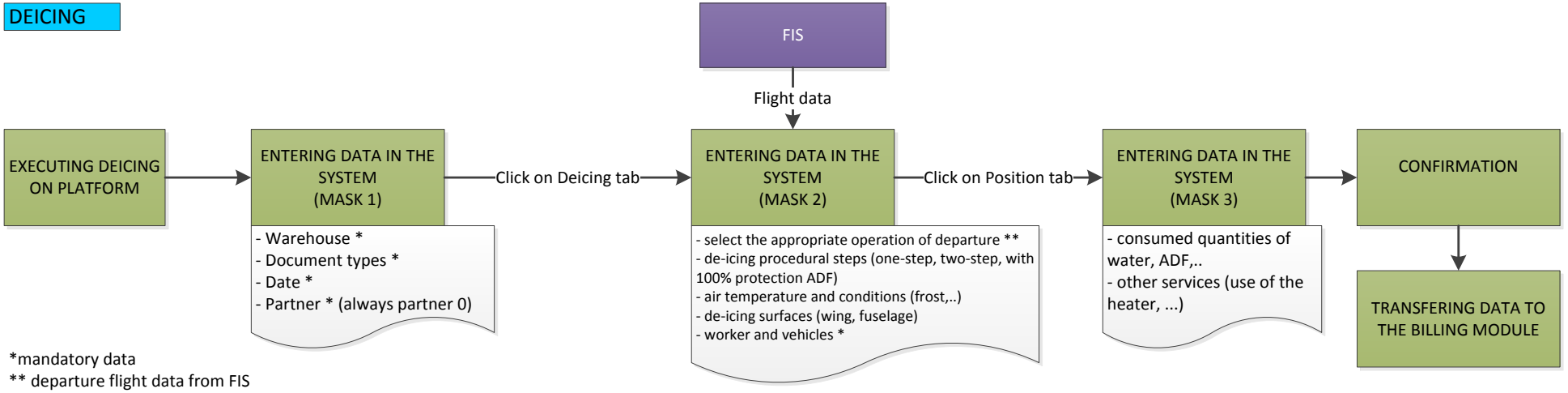
Instrument za povezovanje Evrope

9.3.2 Deicing process



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Instrument za povezovanje Evrope

9.3.3 Basic requirements

- User-friendly and on-line deicing management system with one-time data entry.
- Activities:
  - Automatic receiving flight data from flight information system.
  - Receiving a request for de-icing from the carrier. Entering the details information into request for which parts of the aircraft de-icing is required and de-icing priority. Automatic transfer information about flight and de-icing to the deicer units (not in place in the moment).
  - Entering or checking data for:
    - aircraft type,
    - flight number,
    - aircraft registration,
    - carrier,
    - deicing position,
    - sprayer and driver,
    - air temperature,
    - weather conditions (temperature and conditions),
    - spray areas (wings, fuselage, tail, underwings),
    - rate of de-icing (single-stage, two-stage, with 100% protection ADF)
    - hot air de-icing/ manual snow removal (engine/propeller blades, landing gear with hot air or manual snow removal).
  - After finishing the operation, entering detail data for:
    - operators, vehicles, hold over time, start and end time, use of heater
    - amount of used water and ADF (by article, by type of article and quantity), separately for different parts of the aircraft.
  - Confirming completion of the operation. Data entered by deicing administrator are validated and confimed by his superior prior incvoicing.
  - Invoicing
    - Flight data - flight ID flight number, registration, aircraft type, carrier from AODB,
    - Deicing data – Consumption of ADF by type, overal consumption of liquids (water and ADF by type), other services connected with deicing procedure.
  - Producing deicing report for the carrier
  - ADF – warehouse management (filling the tanks in the warehouse, filling the de-icing vehicles, evidence of used de-icing fluid for type I and type IV, consumption and stocks of assets, inventory write-off).
  - De-icing monitoring

9.3.4 Integration

- Integration with the AODB.
- Integration with the billing module.
- Establishing a communication protocol for transferring deicing data to the carrier's ICT. So far, this request was set by EZY and WIZZ.

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- Controlling / reporting

9.3.5 List of the documents, forms and reports

- ADF consumption and procurement

Aerodrom Ljubljana d.o.o. 1/2

Use and purchase of ADF per period
from 2015-04-01 till 2015-07-28

Owner 1001002 AERODROM LJUBLJANA

No.	Date of deicing	Oper. Date	Doc. No.	Airline	Flight No.	Flight reg.	Deicing type	Purchase TYPE I	Purchase TYPE IV	Purchase TYPE I	Purchase TYPE IV	Water consumpt	Stock TYPE I	Stock TYPE IV
0			Starting point										40.552,000	13.310,000
1	02.04.2015 09:15	2015-04-02	000471	JP	284	S5AAO	01	0,000	0,000	49,000	0,000	70,000	40.503,000	13.310,000
2	02.04.2015 09:16	2015-04-02	000472	JP	510	S5AAK	01	0,000	0,000	28,000	0,000	40,000	40.475,000	13.310,000
3	07.04.2015 07:55	2015-04-03	000473	JP	102	S5AAU	01	0,000	0,000	101,000	0,000	145,000	40.374,000	13.310,000
4	07.04.2015 07:56	2015-04-03	000474	JP	116	S5AAN	01	0,000	0,000	62,000	0,000	89,000	40.312,000	13.310,000
5	07.04.2015 07:56	2015-04-03	000475	JP	364	S5AAO	01	0,000	0,000	53,000	0,000	76,000	40.259,000	13.310,000
6	07.04.2015 07:57	2015-04-03	000476	JP	322	S5AAG	01	0,000	0,000	40,000	0,000	56,000	40.219,000	13.310,000
7	07.04.2015 07:58	2015-04-03	000477	SOP	61B	S5BBS	01	0,000	0,000	24,000	0,000	32,000	40.195,000	13.310,000
8	07.04.2015 11:41	2015-04-06	000478	JP	116	S5AAU	01	0,000	0,000	55,000	0,000	80,000	40.140,000	13.310,000
9	07.04.2015 11:41	2015-04-06	000479	JP	364	S5AAK	01	0,000	0,000	40,000	0,000	57,000	40.100,000	13.310,000
10	07.04.2015 11:42	2015-04-06	000480	JP	284	S5AAN	01	0,000	0,000	41,000	0,000	58,000	40.059,000	13.310,000
11	07.04.2015 11:42	2015-04-06	000481	JP	376	S5AAO	01	0,000	0,000	46,000	0,000	65,000	40.013,000	13.310,000
12	13.04.2015 09:35	2015-04-09	000482	JP	116	S5AAK	01	0,000	0,000	54,000	0,000	76,000	39.959,000	13.310,000
All flights total								**0,000**	**0,000**	**1.883,000**	**84,000**	**2.609,000**		
Total by stages														
		01 **X** 34								1.726,000	0,000	2.438,000		
		02 **X** 1								157,000	84,000	171,000		
All flights total										**1.883,000**	**84,000**	**2.609,000**		
Total by airlines														
		JP **X** 32								1.697,000	84,000	2.363,000		
		SOP **X** 2								56,000	0,000	76,000		
		TK **X** 1								130,000	0,000	170,000		
All flights total										**1.883,000**	**84,000**	**2.609,000**		

Report parameters:
Date from : 01.04.2015 date till : 28.07.2015
Owner : 1001002
Use and purchase of adf per period : RPTSYS/BRNIKADF.XML
Slo : 1

- De-anti icing procedures for airlines

Aerodrom Ljubljana d.d. 1/1

De-anti icing procedures for airlines
od 2015-04-01 do 2015-07-28

Customer 1001002 AERODROM LJUBLJANA
Carrier TK

ID	Operation Date	Document Number	Carrier	Flt. No.	Aircraft Reg.	De-icing Procedure	Fluid-type I Consumption	Fluid-type IV Consumption	Water Consumption	Hot air-deicing	Hand snow removal
1	18.04.2015	000491	TK	1062	TCJUB	01	130,000	0,000	170,000	0,000	0,000
TOTAL							**130,000**	**0,000**	**170,000**	**0,000**	**0,000**
Total type											
	01 **X** 1						130,000	0,000	170,000	0,000	0,000
TOTAL							**130,000**	**0,000**	**170,000**	**0,000**	**0,000**

Parametri reporta:
Datum od : 01.04.2015 datum do : 28.07.2015
Lastnik : 1001002
Prevoznik : TK
Operacije po prevoznikih za obdobje : RPTSYS/BRNIKDEICING.XML
Eng : 2

- De-icing statistics by services (for workers, for vehicles, by type of de-icing, the parking positions, by services)

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Aerodrom Ljubljana d.o.o.

Deicing statistics – service assembly
from 2015-04-01 till 2015-07-28

Owner 1001002 AERODROM LJUBLJANA

Employees specification:		
2522	NAME&FORNAME	1
2644		5
2645		2
2787		8
2792		4
2902		4
Vehicle specification:		
DE01	BETA št. 01	33
DE02	BETA št. 02	32
Specification by the types of deicing:		
01	One-stage procedure	34
02	Two-stage procedure	1
Parking positions specification :		
-		2
31		1
36		2
DE1		23
M		7
Services specification :		
220902	Use of deicing fluid - type IV.	84
220922	Use of deicing fluid - type I.	1883
RE0001	Water	2609

Report parameters:
Date from: 01.04.2015 date till : 28.07.2015
Ownerk : 1001002
Deicing statistics – service assembly :
RPTSYS/STATISTIKARAZLEDENITVEZBIRNIK.XML Slo : 1

- Data export example

De-anti icing procedures for airline

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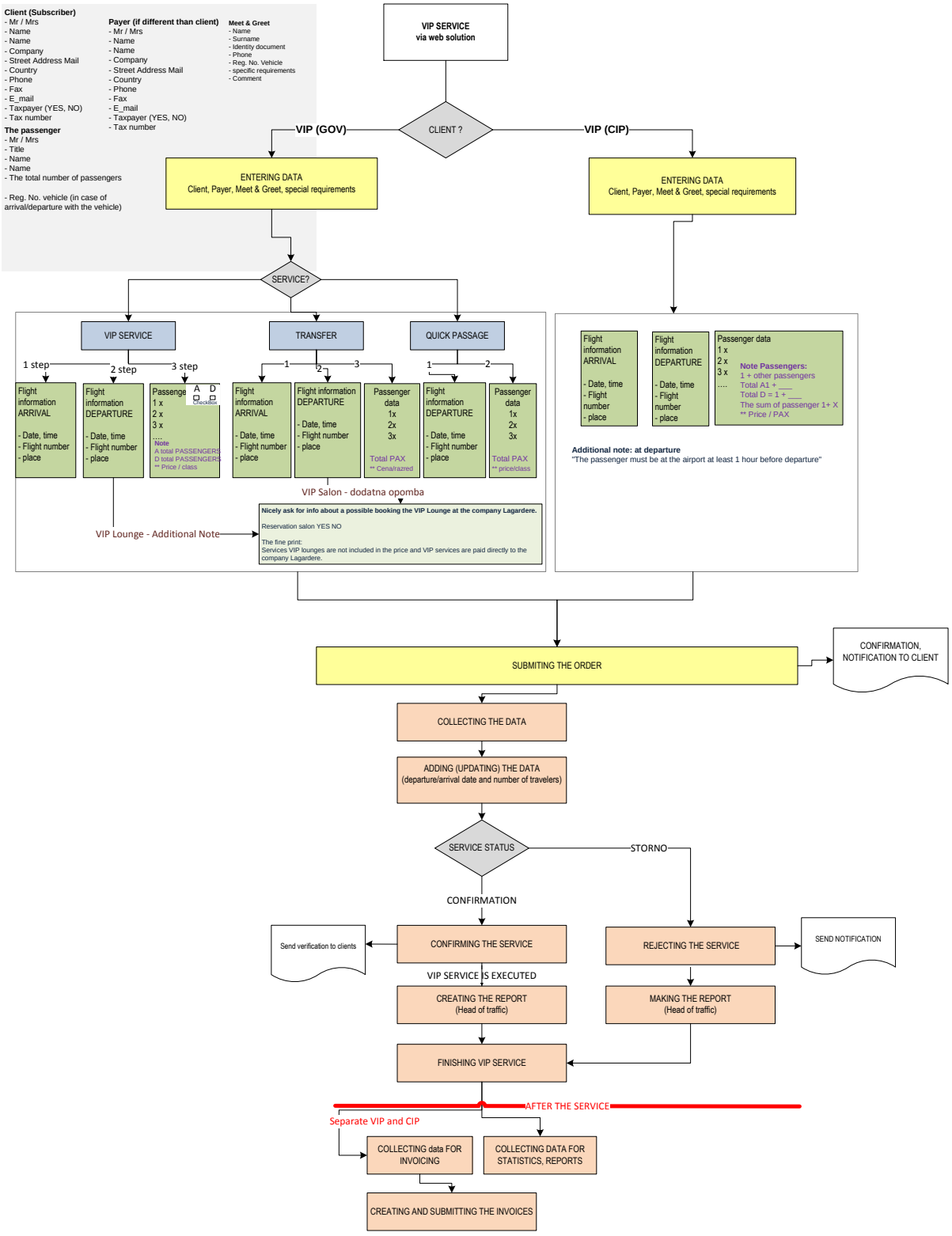
9.4 VIP/CIP

9.4.1 VIP/CIP process



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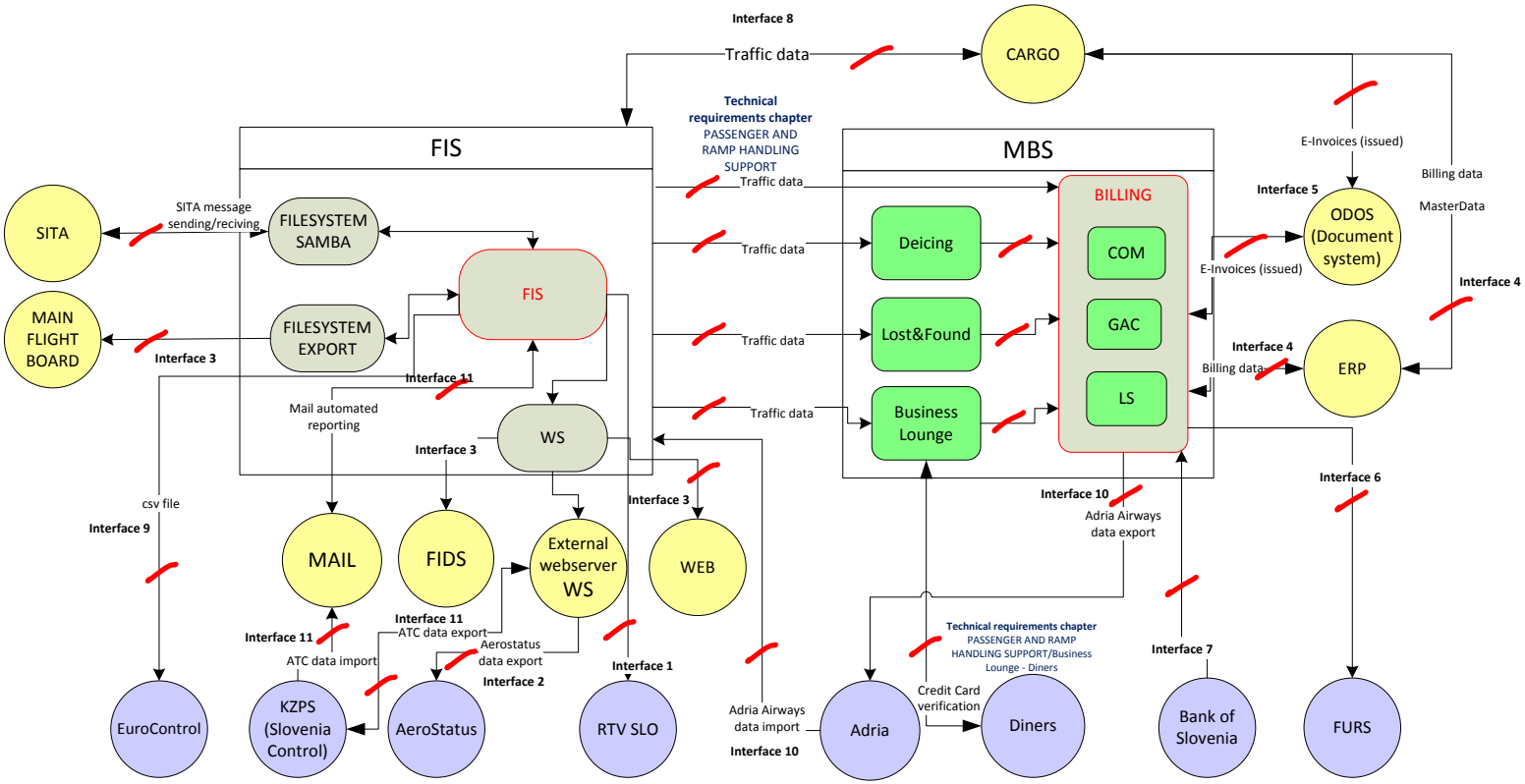
Instrument za povezovanje Evrope

10 INTEFACES

Initial Airport Operational Plan should be connected with the existing IT systems. General overview of the requested interfaces is presented in the



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Instrument za povezovanje Evrope

10.1 Interface 1 - AODB - RTVSlo

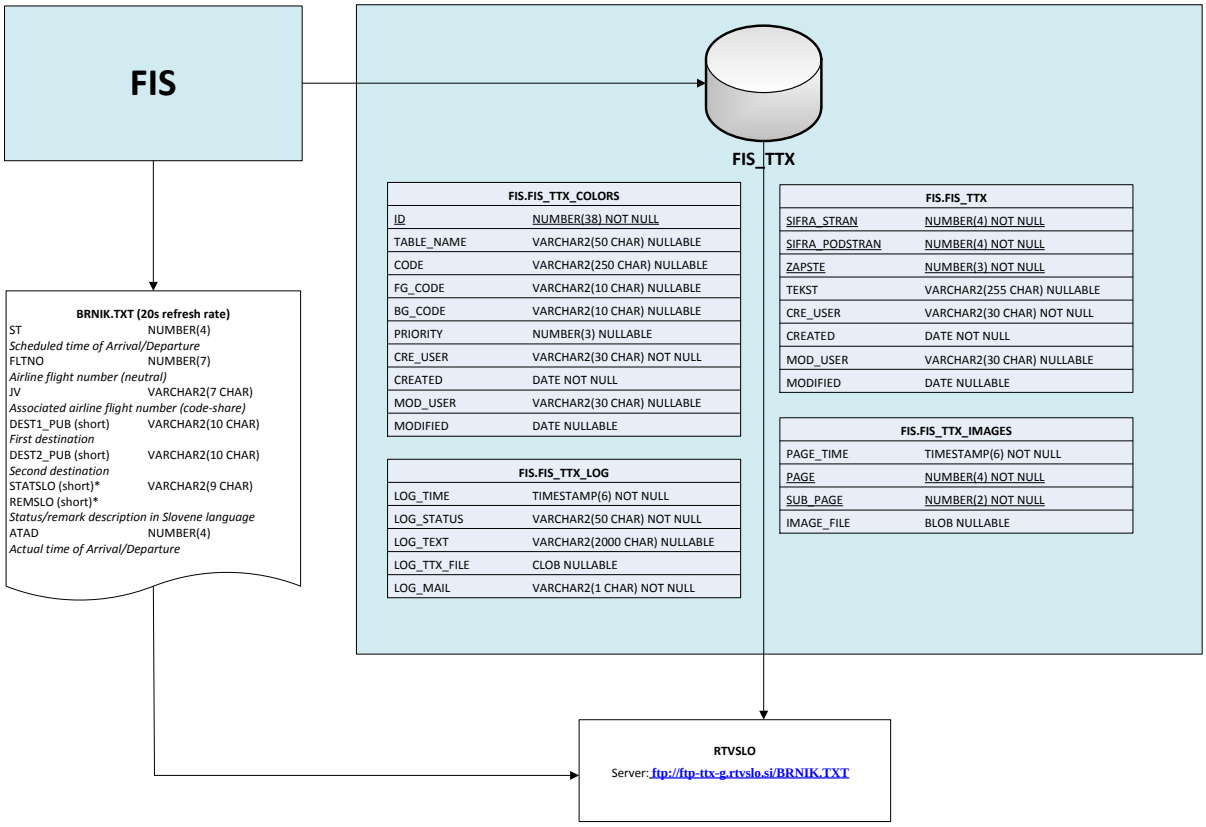
10.1.1 Interface description

Interface between AODB and RTVSLO (Teletekst).

10.1.2 Batch

- File name: BRNIK.TXT
- Frequency: 20s refresh rate
- Method: FTP put
- Output file example:

10.1.3 Current workflow



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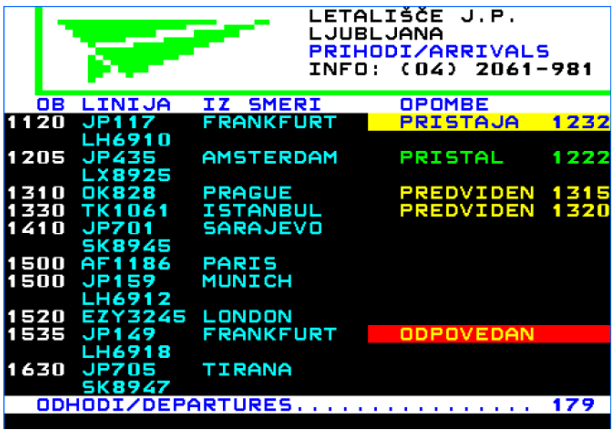
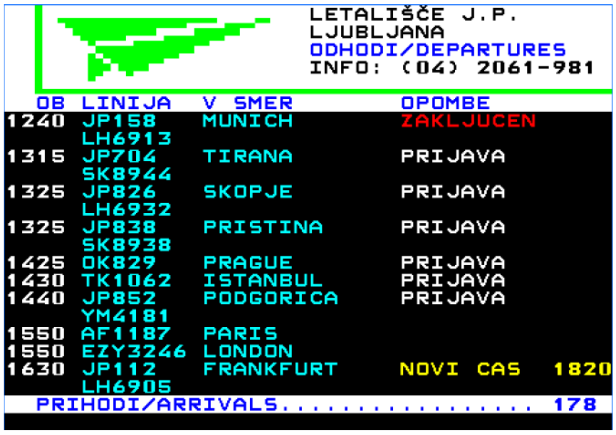
10.1.4 Printscreen Arrivals/Departures





Ime stolpca:	Dolžina:	Pomen:	Opombe:
ST	(4)	Planirani čas odhoda/prihoda *(Scheduled Time of Arrival/Departure).*	
FLTNO	(7)	Številka leta prevoznika ("nevtralna").	
JV	(7)	Številka leta pridruženega prevoznika (code-share).	zapisano v drugi vrstici
DEST1_PUB (short)	(10)	Ime prve destinacije.	
DEST2_PUB (short)	(10)	Ime druge destinacije.	zapisano v drugi vrstici
STATSLO (short)* REMSLO (short)*	(9)	Opis statusa ali opombe leta v slovenskem jeziku.	* prikaz statusa (razen »Prijavak v kombinaciji z opombo!) ima prednost pred opombo
ATAD	(4)	Dejanski čas odhoda/prihoda letala *(Actual Time of Arrival/Departure).*	
tipi prometa, ki so obarvani (B, C, J, L, N, O, Q, R, S), so **javno** objavljeni (filter)		Koda tipa prometa *(Traffic Type)* A AMBULANCE FLIGHTS (ambulantni) B ADDITIONAL FLIGHTS (dodatni) C CHARTER PASSENGER ONLY (izredni čarterski) E EXECUTIVE GOVERMENT CAA (vladni) F SCHEDULED CARGO/MAIL (redni tovorni/poštni) H HELICOPTERS (helikopterski) I ADDITIONAL FLIGHTS CARGO/MAIL (dodatni tovorni/poštni) J SCHEDULED CHARTER (redni čarterski) K TRAINING (šolski) L CHARTER PASSENGER CARGO/MAIL (potniški-tovorni/poštni čarterski) M SCHEDULED MAIL ONLY (redni poštni) N ADDITIONAL NON-SCHEDULED FLIGHT (dodatni neplanirani) O CHARTER REQUIRING SPECIAL HNDL (čarterski – posebna oskrba) P POSSITIONARY FERRY DELIVERY (pozicijski) Q SCHEDULED PASSENGER/CARGO (redni potniški/tovorni) R PASSENGER/CARGO (potniški/tovorni) S SCHEDULED PASSENGER (redni) T TEHNICAL/TEST FLIGHTS (tehnični/testni) V CARGO AND/OR MAIL (tovorni in/ali poštni) W MILITARY (vojaški) X GROUND TOW (vleka) Y TRUCK (kamionska linija)	
kode tipa prometa za splošno letalstvo		G GENERAL AVIATION (splošno letalstvo) a AMBULANCE – GAC (ambulantni – SL) e VIP – EXECUTIVE – GAC (vip – vladni – SL) g GENERAL AVIATION – PANORAMIC (panoramski – SL) k TRAINING – GAC (šolski – SL) p POSSITIONARY – GAC (pozicijski – SL) t TECHNICAL FLIGHTS – GAC (tehnični – SL) v CARGO FLIGHTS – GAC (tovorni – SL) w MILITARY FLIGHTS – GAC (vojaški – SL) x GROUND TOW – GAC (vleka – SL)	

10.1.5 Specifics

In case of communication error, send e_mail to the administrator.

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10.1.6 Contact

Alex Bogataj, sistemski inženir
RTVSLO - MMC
phone: +386 1 475 3559
fax: +386 1 475 2178
mobile: +386 31 373 415
alex.bogataj@rtvslo.si
http://www.rtvslo.si

RTV specification

RTVSLOinterface_ENGLISH.doc

10.2 Interface 2 - AODB – Aerostatus, Airport buses

10.2.1 Interface DESCRIPTION

Interface between AODB and:

- Aerostatus (www.aerostatus.com) - SMS and email service,
- Airport buses.

10.2.2 Batch

- File name: AEROSTATUS.XML
- Frequency: 30s refresh rate
- Method: Webservice
- Link: http://breg:8666/app/data_direct/aerostatus
- XML structure

Ime polja:	Dolžina:	Pomen:	Struktura:
DFP_ID	22	ID leta	<DFP_ID>1495700</DFP_ID>
ARRDEP	1	Vrsta operacije A ARRIVAL (prihod) D DEPARTURE (odhod)	<ARRDEP>D</ARRDEP>
<FLTNO> <AIRLINE>			
IATA	2	Dvočrkovna oznaka številke leta prevoznika.	<IATA>JP</IATA>
ICAO	3	Tričrkovna oznaka številke leta prevoznika.	<ICAO>ADR</ICAO>
NAME	50	Ime prevoznika.	<NAME>ADRIA AIRWAYS</NAME>
NUMBER	10	Numerična oznaka številke leta prevoznika.	<NUMBER>285</NUMBER>
<JV> <AIRLINE>			
IATA	2	Dvočrkovna oznaka številke leta pridruženega prevoznika (code-share).	<IATA>OS</IATA>
ICAO	3	Tričrkovna oznaka številke leta pridruženega prevoznika (code-share).	<ICAO>AUA</ICAO>
NAME	50	Ime pridruženega prevoznika (code-share).	<NAME>AUSTRIAN AIRLINES</NAME>
NUMBER	10	Numerična oznaka številke leta pridruženega prevoznika (code-share).	<NUMBER>7031</NUMBER>
STATUS	30	Opis statusa leta v **angleškem** jeziku.	<STATUS>DEPARTED</STATUS>
ACTYP	4	Koda tipa letala *(Aircraft Type)*.	<ACTYP>CRJ</ACTYP>
ST	30	Planirani čas odhoda/prihoda *(Scheduled Time of Arrival/Departure)*.	<ST>2010-07-02T10:45:00+02:00</ST>
ET	30	Predvideni čas odhoda/prihoda *(Estimated Time of Arrival/Departure)*.	<ET>2010-07-02T10:55:00+02:00</ET >
AT	30	Dejanski čas odhoda/prihoda letala *(Actual Time of Arrival/Departure)* – **prvi čas (!)**.	<AT>2010-07-02T11:05:00+02:00</AT>
GATE	50	Številka izhoda *(Gate)*.	<GATE>05</GATE>
<ROUTE> <DEST> destinacija1			
IATA	3	Dvočrkovna oznaka imena prve destinacije.	<IATA>VIE</IATA>
ICAO	4	Tričrkovna oznaka imena prve destinacije.	<ICAO>LOWW</ICAO>
NAME	15	Ime prve destinacije.	<NAME>VIENNA</NAME>
<DEST> destinacija2			
IATA	3	Dvočrkovna oznaka imena druge destinacije.	<IATA>BEG</IATA>
ICAO	4	Tričrkovna oznaka imena druge destinacije.	<ICAO>LYBE</ICAO>
NAME	15	Ime druge destinacije.	<NAME>BELGRADE</NAME>

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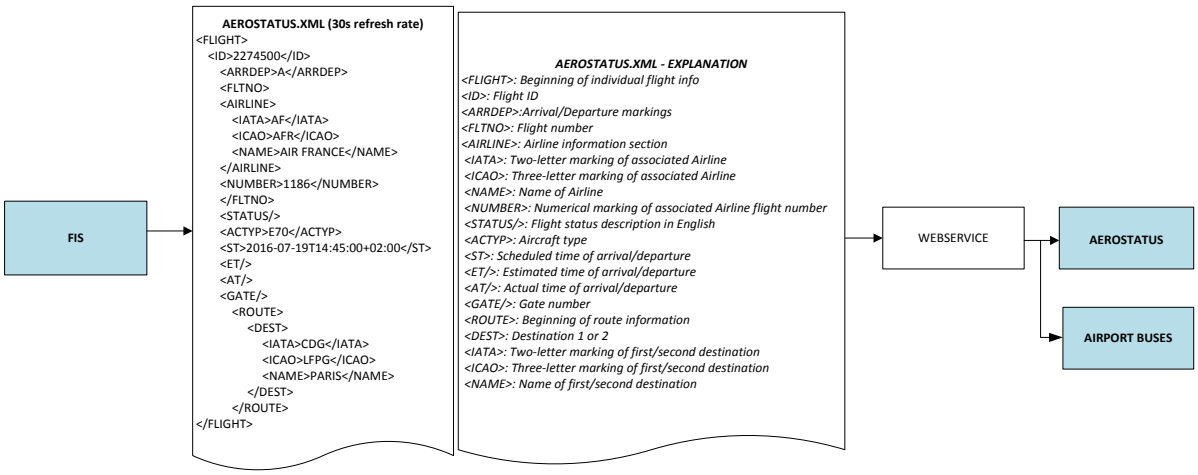
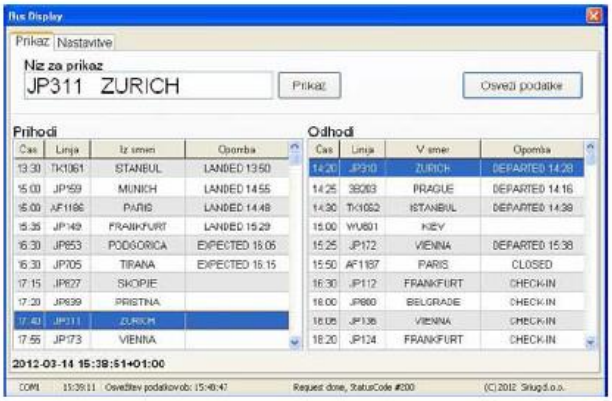
10.2.3 Current workflow



10.2.4 Examples

Slika 10: Primer poizvedbe po letu JP435 (prihod iz AMS) preko e-mail-a
(Email and SMS query for the flight JP435)



Slika 11: Primer displeja v avtobusu
(Example: How the xml data are displayed in the airport bus)

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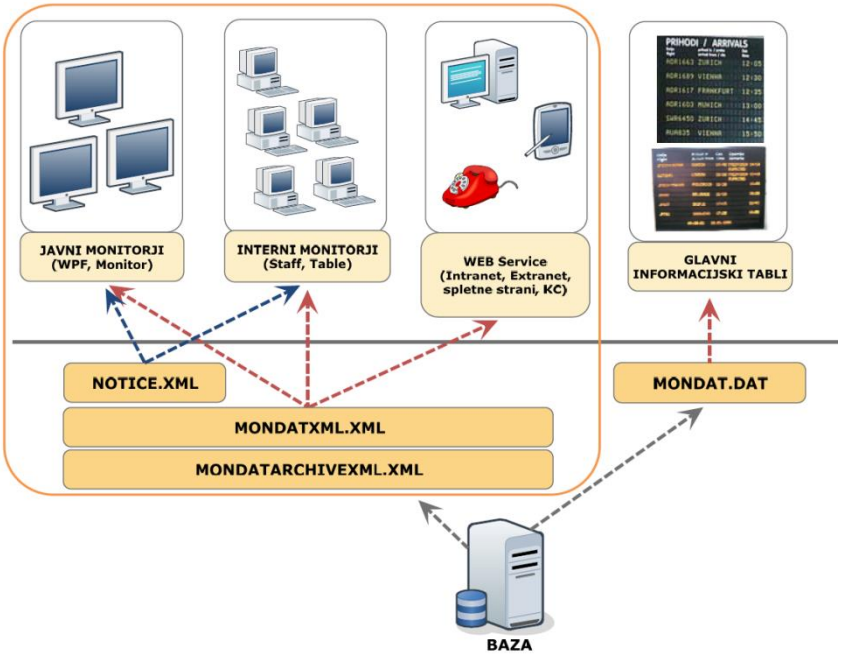
10.3 Interface 3 - Dispatching flight information data

10.3.1 Interface description

Interface between AODB and:

- Public FIDS monitors (JAVNI MONITORJI)
- Staff FIDS monitors (INTERNI MONITORJI)
- Main passenger information boards (GLAVNI INFORMACIJSKI TABLI),
- Intranet,
- Internet,
- Extranet and
- Call center



10.3.2 Batch

- File name: MONDAT.DAT
- Format: ASCII
- Purpose: Transferr of the FIDS data to the Main Public Board
- Method: File share
- Frequency: 30s refresh rate
- Link: file://jalovec/MoniData/mondat.dat
- File example:

- File name: MONDATXML.XML

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- Format: XML
- Purpose: 2days flight information used for public and staff monitors, www, call center, extranet
- Method: Webservice
- Frequency: 15s refresh rate
- Link: http://breg:8666/app/data_direct/mondatxml
- File structure

- File name: MONDATARCHIVEXML.XML
- Format: XML
- Purpose: Same structure and same purpose as MONDATXML.XML. The only difference is that data are provided for the extended period in the past.
- Method: Webservice
- Frequency:120s refresh rate
- Link: http://breg:8666/app/data_direct/mondatarchivexml

- File name: TMONDAT.XML
- Format: XML
- Purpose: Exchanging information with the fuel service company Petrol and weather information service (WIS).
- Method: FTP put
- Frequency: 30s refresh rate

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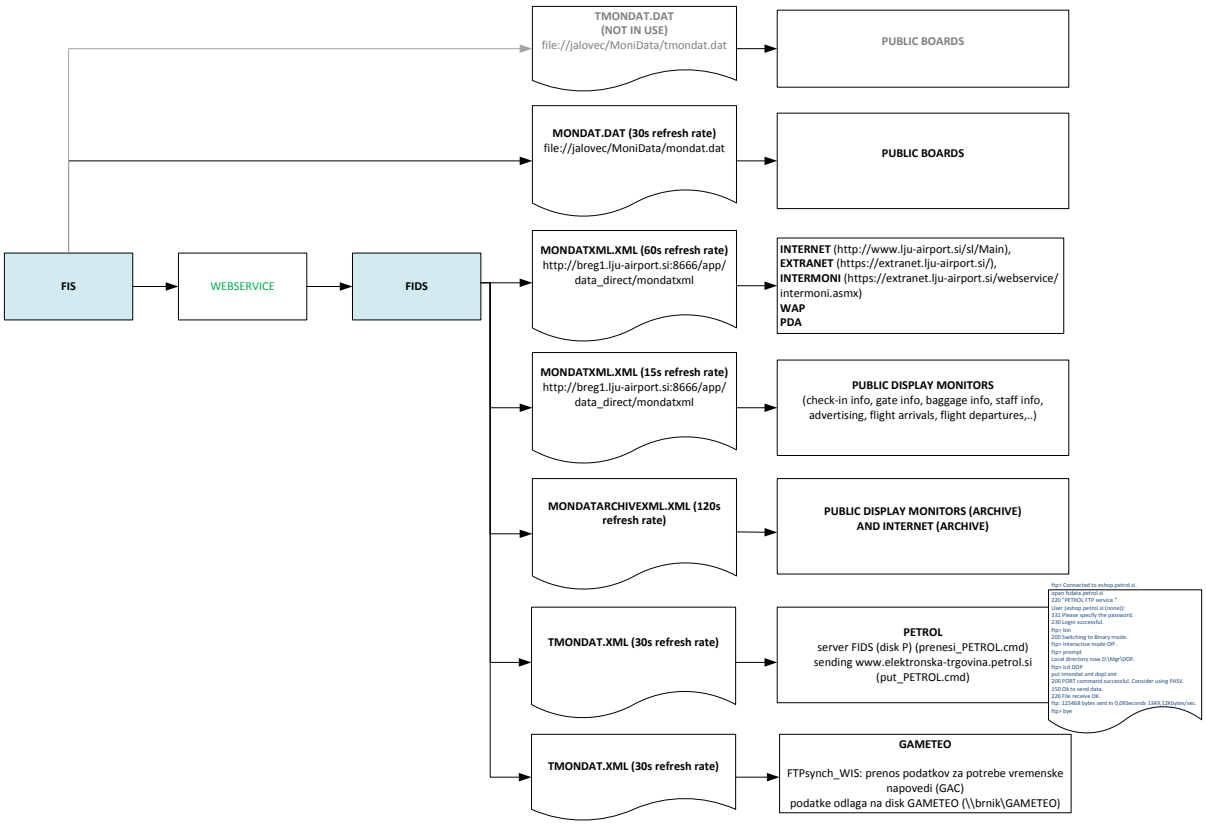
10.3.3 Current workflow



10.3.4 XML structure

MONDATXML.XML, MONDATARCHIVEXML.XML

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Ime stolpca:	Dolžina:	Pomen:	Struktura:
DFP_ID	(38)	ID leta	<DFP_ID>1502020</DFP_ID>
ARRDEP	(1)	Vrsta operacije A ARRIVAL (prihod) D DEPARTURE (odhod)	<ARRDEP>D</ARRDEP>
STATSLO**	(15)	Opis statusa leta v slovenskem jeziku.	<STATSLO>ODLETEL</STATSLO>
STATANG**	(15)	Opis statusa leta v angleškem jeziku.	<STATANG>DEPARTED</STATANG>
FLTTRFTYP	(2)	Koda tipa leta *(Flight Type)* in koda tipa prometa *(TrafficType)*.	<FLTTRFTYP>I8</FLTTRFTYP>
	(1)	Koda tipa leta *(Flight Type)* D DOMESTIC FLIGHTS (domači - v RS) I INTERNATIONAL FLIGHTS (mednarodni - Non-Sch) S SCHENGEN FLIGHTS (schengenski - Sch)	
	(1)	Koda tipa prometa *(Traffic Type)* A AMBULANCE FLIGHTS (ambulantni)	
tipi prometa, ki so obarvani (**B, C, J, L, N, O, Q, R, S**), so **javno** objavljeni (filter)		B ADDITIONAL FLIGHTS (dodatni) C CHARTER PASSENGER ONLY (izredni čarterski)	
		E EXECUTIVE GOVERMENT CAA (vladni) F SCHEDULED CARGO/MAIL (redni tovorni/poštni) H HELICOPTERS (helikopterski) I ADDITIONAL FLIGHTS CARGO/MAIL (dodatni tovorni/poštni)	
		J SCHEDULED CHARTER (redni čarterski)	
		K TRAINING (šolski)	
		L CHARTER PASSENGER CARGO/MAIL (potniški-tovorni/poštni čarterski)	
		M SCHEDULED MAIL ONLY (redni poštni)	
		N ADDITIONAL NON-SCHEDULED FLIGHT (dodatni neplanirani) O CHARTER REQUIRING SPECIAL HNDL (čarterski - posebna oskrba)	
		P POSSITIONARY FERRY DELIVERY (pozicijski)	
		Q SCHEDULED PASSENGER/CARGO (redni potniški/tovorni) R PASSENGER/CARGO (potniški/tovorni) S SCHEDULED PASSENGER (redni)	
		T TEHNICAL/TEST FLIGHTS (tehnični/testni) V CARGO AND/OR MAIL (tovorni in/ali poštni) W MILITARY (vojaški) X GROUND TOW (vleka) Y TRUCK (kamionska linija)	
kode tipa prometa za splošno letalstvo		G GENERAL AVIATION (splošno letalstvo) a AMBULANCE - GAC (ambulantni - SL) e VIP - EXECUTIVE - GAC (vip - vladni - SL) g GENERAL AVIATION - PANORAMIC (panoramski - SL) k TRAINING - GAC (šolski - SL) p POSSITIONARY - GAC (pozicijski - SL) t TECHNICAL FLIGHTS - GAC (tehnični - SL) v CARGO FLIGHTS - GAC (tovorni - SL) w MILITARY FLIGHTS - GAC (vojaški - SL) x GROUND TOW - GAC (vleka - SL)	
FLTNO	(8)	Številka leta prevoznika ("nevtralna").	<FLTNO>JP914</FLTNO>
FLTNOIATA	(8)	Številka leta prevoznika (IATA).	<FLTNOIATA>JP914</FLTNOIATA>
FLTNOICAO	(8)	Številka leta prevoznika (ICAO).	<FLTNOICAO>ADR914</FLTNOICAO>
JV	(500)	Številka leta pridruženega prevoznika (code-share).	<JV>SU406</JV>
FLTNAME	(15)	Ime prevoznika.	<FLTNAME>ADRIA AIRWAYS</FLTNAME>
JVNAME	(250)	Ime pridruženega prevoznika (code-share).	<JVNAME>AEROFLOT</JVNAME>
ACTYP	(4)	Koda tipa letala *(Aircraft Type)*.	<ACTYP>CRJ</ACTYP>
AC_CAT	(1)	Kategorija leta *(Aircraft Category)*.	<AC_CAT>C</AC_CAT>
AC_FFCAT	(4)	Gasilska kategorija leta *(Aircraft Firefighter Category)*.	<AC_FFCAT>VI</AC_FFCAT>
DEST1_PUB	(15)	Ime prve destinacije.	<DEST1_PUB>MOSCOW</DEST1_PUB>
DEST2_PUB	(15)	Ime druge destinacije.	<DEST2_PUB>TEL AVIV</DEST2_PUB >
ST	(4)	Planirani čas odhoda/prihoda *(Scheduled Time of Arrival/Departure)*.	<ST>1100</ST>
ETAD*	(4)	Predvideni čas odhoda/prihoda *(Estimated Time of Arrival/Departure)*.	<ETAD>1125</ETAD >
EB	(4)	Predvideni čas vkrcanja *(Estimated Boarding)*.	<EB>1030</EB>
ATAD	(6)	Dejanski čas odhoda/prihoda letala *(Actual Time of Arrival/Departure)*.	<ATAD>113539</ATAD>
REMSLO**	(15)	Opis opombe leta v slovenskem jeziku.	<REMSLO />
REMANG**	(15)	Opis opombe leta v angleškem jeziku.	<REMANG />
ACPOS	(3)	Oznaka parkirne pozicije na letališki ploščadi *(Aircraft Position)*.	<ACPOS>34</ACPOS>
GATE	(250)	Številka izhoda *(Gate)*.	<GATE>05</GATE>
E_GATE	(250)	Številka dodatnega izhoda *(Extra Gate)*.	<E_GATE>06</E_GATE>
CLAIM	(2)	Številka traku za izdajanje prtljage *(Claim)*.	<CLAIM />

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PROMPT	(1)	Faza oskrbe leta *(Handling)*. A APPROACH (letalo pristaja) L LANDED (pristanek letala) F CHECK-IN (prijava na let) G CHECK-IN CLOSED (prijava na let zaključena) B BOARDING (vkrcanje potnikov v letalo) ! LAST CALL (zadnji poziv za vkrcanje v letalo) C CLOSED (let zaključen) D DEPARTED (zagon motorjev letala)	<PROMPT>D</PROMPT>
DEST3_NAME	(50)	Ime tretje destinacije.	<DEST3_NAME />
PASSENGERS	(4)	Predvideno število potnikov na letu *(Passengers)*.	<PASSENGERS>42</PASSENGERS>
PASSENGERS_C	(4)	Predvideno število potnikov poslovnega razreda na letu *(Business Class Passengers)*.	<PASSENGERS_C>22</PASSENGERS_C>
PASSENGERS_Y	(4)	Predvideno število potnikov ekonomskega razreda na letu *(Ecomomy Class Passengers)*.	<PASSENGERS_Y>7</PASSENGERS_Y>
ACREG	(10)	Registracija letala *(Aircraft Registration)*.	<ACREG>S5AAD</ACREG>
CARGO	(6)	Teža tovora na letalu v kg.	<CARGO>0</CARGO>
MAIL	(6)	Teža pošte na letalu v kg.	<MAIL>2</MAIL>
SUPER	(5)	Koda supervizorja *(Supervisor)*.	<SUPER>LA</SUPER>
TOWT	(250)	Oznaka vlečnega vozila *(Tow)*.	<TOWT>9</TOWT>
GL	(250)	Koda skupinovodje *(Group Leader)*.	<GL>3</GL>
BUS	(2)	Potrebno število avtobusov za oskrbo potnikov: E – eden avtobus D – dva avtobusa T – trije avtobusi	<BUS>E</BUS>
SEC	(50)	Posebnosti na letu.	<SEC>1WCHR2UM1DEPA</SEC>
NOTE	(50)	Dodatna opomba o letu *(Note)*.	<NOTE />
MTOW	(7)	Maksimalna vzletna teža letala *(Maximum Take Off Weight)*.	<MTOW>23995</MTOW>
FROT	(10)	Rotacija letala *(Flight Rotation)*.	<FROT>----</FROT>
DDMM	(5)	Datum (dd.mm).	<DDMM>21.05</DDMM>
CAT3_STAT	(8)	Priprava/objava/preklic kategorije II/III (pogoji zmanjšane vidljivosti).	<CAT3_STAT />
DEST1_IATA	(3)	Ime letališča (prve destinacije) v skrajšani (IATA) obliki.	<DEST1_IATA>SVO</DEST1_IATA>
DEST1_ICAO	(4)	Ime letališča (prve destinacije) v skrajšani (ICAO) obliki.	<DEST1_ICAO>UUEE</DEST1_ICAO>
DEST1_COUNTRY	(4)	Oznaka države (prve destinacije) v skrajšani obliki.	<DEST1_COUNTRY>RU</DEST1_COUNTRY>
DEST2_IATA	(3)	Ime letališča (druge destinacije) v skrajšani (IATA) obliki.	<DEST2_IATA>TLV</DEST2_IATA>
DEST2_ICAO	(4)	Ime letališča (druge destinacije) v skrajšani (ICAO) obliki.	<DEST2_ICAO>LLBG</DEST2_ICAO>
DEST2_COUNTRY	(4)	Oznaka države (druge destinacije) v skrajšani obliki.	<DEST2_COUNTRY>IL</DEST2_COUNTRY>
ACREADY	(4)	Čas, ko je letalo pripravljeno za odhod *(Aircraft Ready)*.	<ACREADY>1130</ACREADY>
DEICING_ORDER*	(2)	Vrstni red razledenitev letal *(Deicing sequence)*.	<DEICING_ORDER>2</DEICING_ORDER>

* Data that are not being shown in mondatarchive.xml

Data that appear on the website of AL and RTV Slovenia - see adapted for the "general user"

Data in addition to the data mentioned under yellow, additionally show on the web site AL

Data that are not being shown at Intermoni Extranet and Intranet

MONDAT.DAT

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Ime stolpca:	Dolžina:	Pomen:	Opombe:
ARRDEP	(1)	Vrsta operacije A ARRIVAL (prihod) D DEPARTURE (odhod)	
STATSLO (short)**	(9)	Opis statusa leta v slovenskem jeziku.	** v primeru prikaza statusa in opombe, se ta dva podatka izmenjujeta s časovnim intervalom
STATANG (short)**	(9)	Opis statusa leta v angleškem jeziku.	
FLTTRFTYP	(2)	Koda tipa leta *(Flight Type)* in koda tipa prometa *(TrafficType)*.	
	(1)	Koda tipa leta *(Flight Type)* D DOMESTIC FLIGHTS (domači - v RS) I INTERNATIONAL FLIGHTS (mednarodni - Non-Sch) S SCHENGEN FLIGHTS (schengenski - Sch)	
tipi prometa, ki so obarvani (B, C, J, L, N, O, Q, R, S), so **javno** objavljeni (filter)	(1)	Koda tipa prometa *(Traffic Type)* A AMBULANCE FLIGHTS (ambulantni) B ADDITIONAL FLIGHTS (dodatni) C CHARTER PASSENGER ONLY (izredni čarterski) E EXECUTIVE GOVERMENT CAA (vladni) F SCHEDULED CARGO/MAIL (redni tovorni/poštni) H HELICOPTERS (helikopterski) I ADDITIONAL FLIGHTS CARGO/MAIL (dodatni tovorni/poštni) J SCHEDULED CHARTER (redni čarterski) K TRAINING (šolski) L CHARTER PASSENGER CARGO/MAIL (potniški-tovorni/poštni čarterski) M SCHEDULED MAIL ONLY (redni poštni) N ADDITIONAL NON-SCHEDULED FLIGHT (dodatni neplanirani) O CHARTER REQUIRING SPECIAL HNDL (čarterski - posebna oskrba) P POSSITIONARY FERRY DELIVERY (pozicijski) Q SCHEDULED PASSENGER/CARGO (redni potniški/tovorni) R PASSENGER/CARGO (potniški/tovorni) S SCHEDULED PASSENGER (redni) T TEHNICAL/TEST FLIGHTS (tehnični/testni) V CARGO AND/OR MAIL (tovorni in/ali poštni) W MILITARY (vojaški) X GROUND TOW (vleka) Y TRUCK (kamionska linija)	
kode tipa prometa za splošno letalstvo		G GENERAL AVIATION (splošno letalstvo) a AMBULANCE - GAC (ambulantni - SL) e VIP - EXECUTIVE - GAC (vip - vladni - SL) g GENERAL AVIATION - PANORAMIC (panoramski - SL) k TRAINING - GAC (šolski - SL) p POSSITIONARY - GAC (pozicijski - SL) t TECHNICAL FLIGHTS - GAC (tehnični - SL) v CARGO FLIGHTS - GAC (tovorni - SL) w MILITARY FLIGHTS - GAC (vojaški - SL) x GROUND TOW - GAC (vleka - SL)	
FLTNO	(8)	Številka leta prevoznika ("nevtralna").	
JV	(8)	Številka leta pridruženega prevoznika (code-share).	
FLTNAME	(15)	Ime prevoznika.	
JVNAME	(15)	Ime pridruženega prevoznika (code-share).	
ACTYP	(3)	Koda tipa letala *(Aircraft Type)*.	
DEST1_PUB (short)	(10)	Ime prve destinacije.	
DEST2_PUB (short)	(10)	Ime druge destinacije.	
ST	(4)	Planirani čas odhoda/prihoda *(Scheduled Time of Arrival/Departure)*.	
ETAD	(4)	Predvideni čas odhoda/prihoda *(Estimated Time of Arrival/Departure)*.	
EB	(4)	Predvideni čas vkrcanja *(Estimated Boarding)*.	
ATAD*	(6)	Dejanski čas odhoda/prihoda letala *(Actual Time of Arrival/Departure)*.	* v fazi pristajanja, se čas ne izpisuje
REMSLO (short)**	(9)	Opis opombe leta v slovenskem jeziku.	** v primeru prikaza opombe in statusta, se ta dva podatka izmenjujeta s časovnim intervalom
REMANG (short)**	(9)	Opis opombe leta v angleškem jeziku.	
ACPOS	(3)	Oznaka parkirne pozicije na letališki ploščadi *(Aircraft Position)*.	
GATE	(2)	Številka izhoda *(Gate)*.	
E_GATE	(2)	Številka dodatnega izhoda *(Extra Gate)*.	
CLAIM	(2)	Številka traku za izdajanje prtljage *(Claim)*.	
PROMPT	(1)	Faza oskrbe leta *(Handling)* A APPROACH (letalo pristaja) L LANDED (pristanek letala) F CHECK-IN (prijava na let) G CHECK-IN CLOSED (prijava na let zaključena) B BOARDING (vkrcanje potnikov v letalo) ! LAST CALL (zadnji poziv za vkrcanje v letalo) C CLOSED (let zaključen) D DEPARTED (zagon motorjev letala)	
RRR	(3)	Koda "utripanja" (za interne potrebe).	
DEST3_NAME	(15)	Ime tretje destinacije.	
PASSENGERS	(3)	Predvideno število potnikov na letu *(Passengers)*.	
ACREG	(10)	Registracija letala *(Aircraft Registration)*.	

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10.4 Interface 4 - IAOP – ERP (ITS4P)

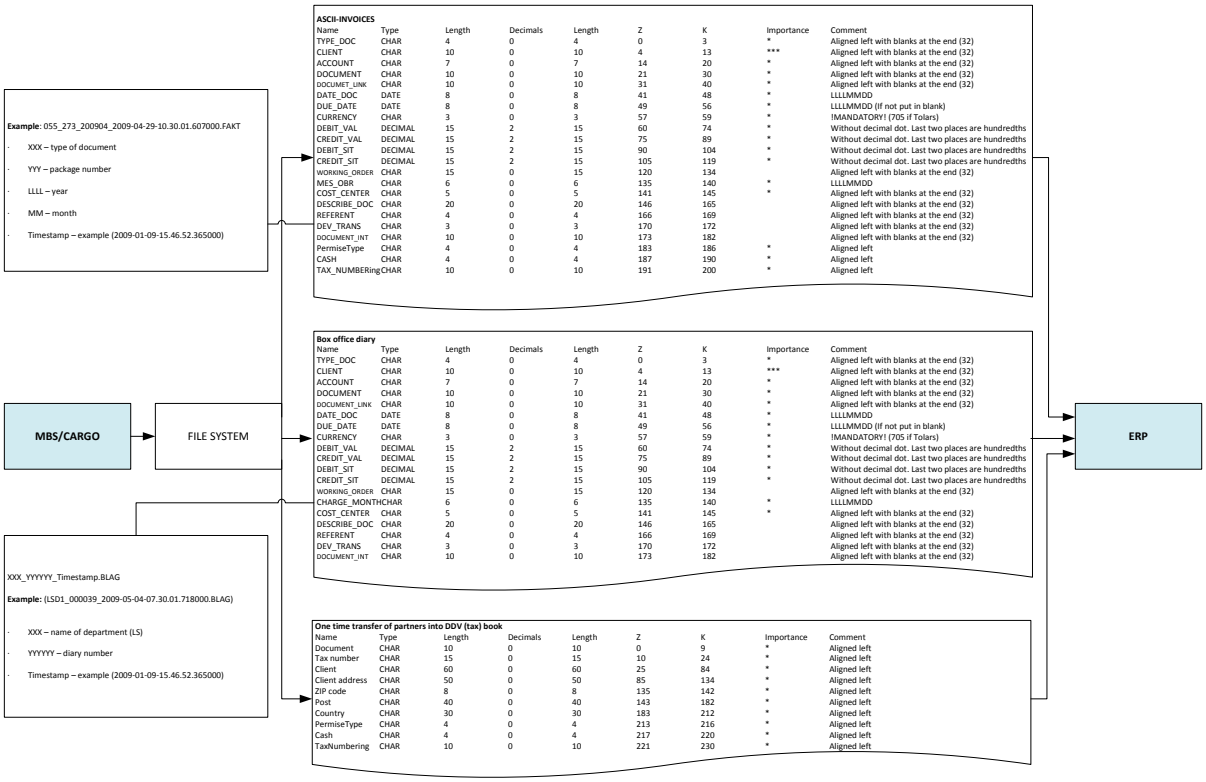
10.4.1 Interface description

Interface between the AODB and the ERP for invoice booking (general ledger, tax ladger) and cash book diary.

10.4.2 Batch

- File location:\\brnik\MCIzmenjava
- Frequency: daily

10.4.3 Current workflow



10.4.4 Attachments

- Invoice

057_341_201607_20
16-07-25-10.07.10.5

- Cash diary

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ABS_160000057_20
1607_2016-07-25-10

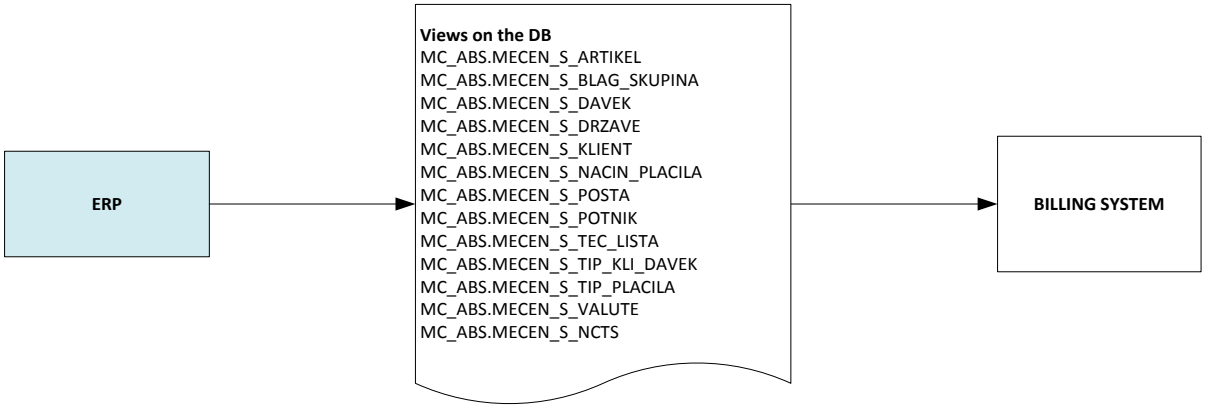
- Tax

ABS_2016-01-25-11.
20.19.950000.DDV

10.4.5 Interface description

The system should use the client master data available in accounting and finance IT module. In case there will be a change of client master data codes in the future (new ERP) there should be a possibility to connect the data by clients (old and new codes).

10.4.6 Current workflow



View for

- Services
- Tax
- Client
- Method of payment
- Country
- Currency
- Post
- …

ERP_MasterData.txt

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10.5 Interface 5 - Billing module - ODOS (Documentary and workflow system)

If the supplier can offer workflow functionality that includes confirmation of invoices and e-invoice according the Slovene legislation https://e-slog.gzs.si, the contracting authority will adapt the processes accordingly. If such functionality does not exist, the supplier is oblige to offer the interface to the ODOS according to the specification described in this chapter

10.5.1 Interface description

The Interface between Billing module and ODOS (Documentary and workflow system) for invoice printing, signing and sending.

According to the Slovene legislation (see technical documentation), all invoices issued to the companies that receive money from the state budget, should be e-invoices (see technical documentation). Airport Ljubljana decided to offer this kind of service to the all business partners. All invoices and attachments (invoice XML and PDF, attachments PDF only) are sent to ODOS. After successful conformation (signature) in ODOS, invoice and attachment are sent to the business partner. In case of rejection (invoice not approved by the responsible person or business partner), billing system has to get feedback information and process. The process must be repeatable.

10.5.2 Batch

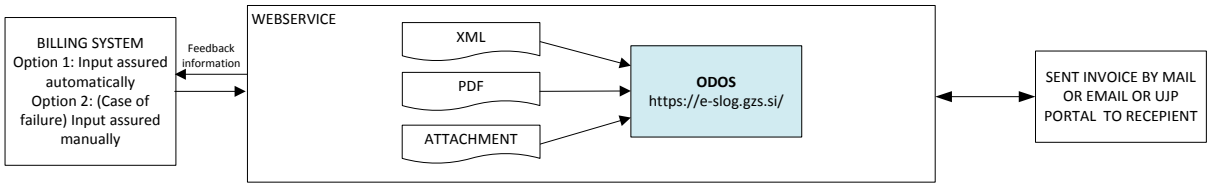
- File name: ODOS.Exchange.eRacuni.pdf
- File structure

ODOS.Exchange.eRacuni.pdf

- File name: ODOS.Exchange.v1.13.pdf
- File structure: chapters 4.4.14. Invoice; 4.4.15. InvoiceStatusChange; 4.4.16. InvoiceItems

ODOS.Exchange.v1.13.pdf

10.5.3 Current workflow



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10.5.4 Attachment

Invoice example

Invoice.pdf

XML file example

Racun_eSLOG_1696 000321 (056).xml

10.6 Interface 6 - Financial administration of the Republic of Slovenia (FURS)

10.6.1 Interface description

- For cash invoices (invoices payed in cash or with credit cards) the system should provide an online confirmation of every invoice at the tax authority (legislation valid from 1st January 2016). The Technical specification for Fiscal verification of invoices can be found link:

http://www.datoteke.fu.gov.si/dpr/files/TehnicnaDokumentacijaVer1.6.pdf

10.6.2 Batch

- Purpose: Fiscal Verification of Invoices
- File name: Technical documentation from FURS. This document describes the method for connecting taxpayers and financial administration information system for invoice verification.

TehnicnaDokumentacijaVer1.6.pdf

10.6.3 Current workflow

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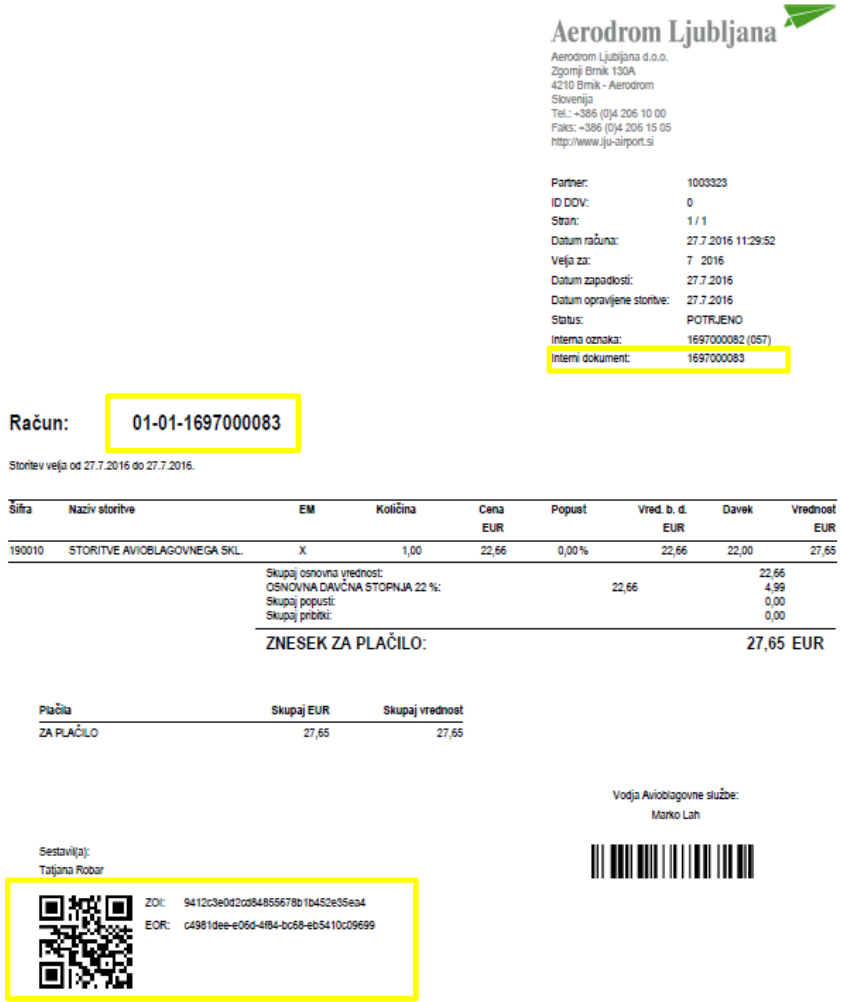
10.6.4 Examples



Aerodrom Ljubljana

Aerodrom Ljubljana d.o.o.
Zgornji Brnik 130A
4210 Brnik - Aerodrom
Slovenija
Tel.: +386 (0)4 206 10 00
Faks: +386 (0)4 206 15 05
http://www.lju-airport.si

Partner:	1003323
ID DDV:	0
Stran:	1 / 1
Datum računa:	27.7.2016 11:29:52
Velja za:	7 2016
Datum zapadlosti:	27.7.2016
Datum opravljene storitve:	27.7.2016
Status:	POTRJENO
Interna oznaka:	1697000082 (057)
Interni dokument:	1697000083

Račun: 01-01-1697000083

Storitev velja od 27.7.2016 do 27.7.2016.

Šifra	Naziv storitve	EM	Količina	Cena EUR	Popust	Vred. b. d. EUR	Davek	Vrednost EUR
190010	STORITVE AVIOBLAGOVNEGA SKL.	X	1,00	22,66	0,00 %	22,66	22,00	27,65

Skupaj osnovna vrednost:			22,66
OSNOVNA DAVČNA STOPNJA 22 %:		22,66	4,99
Skupaj popusti:			0,00
Skupaj pribitki:			0,00
ZNESEK ZA PLAČILO:			27,65 EUR

Plačila	Skupaj EUR	Skupaj vrednost
ZA PLAČILO	27,65	27,65

Vodja Avioblagovne službe:
Marko Lah

Sestavil(a):
Tatjana Robar

ZOI: 9412c3e0d2cd84855678b1b452e35ea4
EOR: c4981dee-e06d-4f84-bc68-eb5410c09699

FURS invoice example

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10.7 Interface 7 - EXCHANGE RATE

10.7.1 Interface description

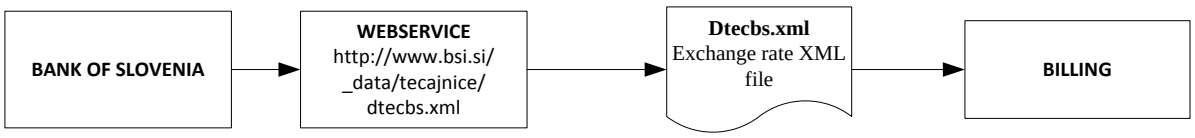
Interface between BANK OF SLOVENIA (ECB exchange rate) and BILLING SYSTEM for the purpose of daily updated exchange rates

10.7.2 Batch

- File name: dtecbs.xml
- Link: http://www.bsi.si/_data/tecajnice/dtecbs.xml
- File example:

```
<?xml version="1.0"?>
- <DtecBS xsi:schemaLocation="http://www.bsi.si http://www.bsi.si/_data/tecajnice/DTecBS.xsd" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns="http://www.bsi.si">
  - <tecajnica datum="2016-07-27">
      <tecaj sifra="840" oznaka="USD">1.0991</tecaj>
      <tecaj sifra="392" oznaka="JPY">116.23</tecaj>
      <tecaj sifra="975" oznaka="BGN">1.9558</tecaj>
      <tecaj sifra="203" oznaka="CZK">27.035</tecaj>
      <tecaj sifra="208" oznaka="DKK">7.4392</tecaj>
      <tecaj sifra="826" oznaka="GBP">0.83875</tecaj>
      <tecaj sifra="348" oznaka="HUF">313.56</tecaj>
      <tecaj sifra="985" oznaka="PLN">4.3733</tecaj>
      <tecaj sifra="946" oznaka="RON">4.4660</tecaj>
      <tecaj sifra="752" oznaka="SEK">9.5370</tecaj>
      <tecaj sifra="756" oznaka="CHF">1.0928</tecaj>
      <tecaj sifra="578" oznaka="NOK">9.4387</tecaj>
      <tecaj sifra="191" oznaka="HRK">7.4860</tecaj>
      <tecaj sifra="643" oznaka="RUB">72.5463</tecaj>
      <tecaj sifra="949" oznaka="TRY">3.3422</tecaj>
      <tecaj sifra="036" oznaka="AUD">1.4715</tecaj>
      <tecaj sifra="986" oznaka="BRL">3.6056</tecaj>
      <tecaj sifra="124" oznaka="CAD">1.4497</tecaj>
      <tecaj sifra="156" oznaka="CNY">7.3311</tecaj>
      <tecaj sifra="344" oznaka="HKD">8.5253</tecaj>
      <tecaj sifra="360" oznaka="IDR">14447.16</tecaj>
      <tecaj sifra="376" oznaka="ILS">4.2213</tecaj>
      <tecaj sifra="356" oznaka="INR">73.8700</tecaj>
      <tecaj sifra="410" oznaka="KRW">1247.17</tecaj>
      <tecaj sifra="484" oznaka="MXN">20.6866</tecaj>
      <tecaj sifra="458" oznaka="MYR">4.4893</tecaj>
      <tecaj sifra="554" oznaka="NZD">1.5631</tecaj>
      <tecaj sifra="608" oznaka="PHP">51.872</tecaj>
      <tecaj sifra="702" oznaka="SGD">1.4926</tecaj>
      <tecaj sifra="764" oznaka="THB">38.451</tecaj>
      <tecaj sifra="710" oznaka="ZAR">15.7081</tecaj>
    </tecajnica>
</DtecBS>
```

10.7.3 Current workflow



10.8 Interface 8 - LACH (CARGO)

10.8.1 Interface description

Interface between FIS and LACH (CARGO) for interaction of cargo traffic data. LACH reads flight data from the AODB and writes following data into AODB:

- Cargo amount, weight
- Mail amount, weight
- Creates flight – Truck cargo handeled as aviation (special traffic type)

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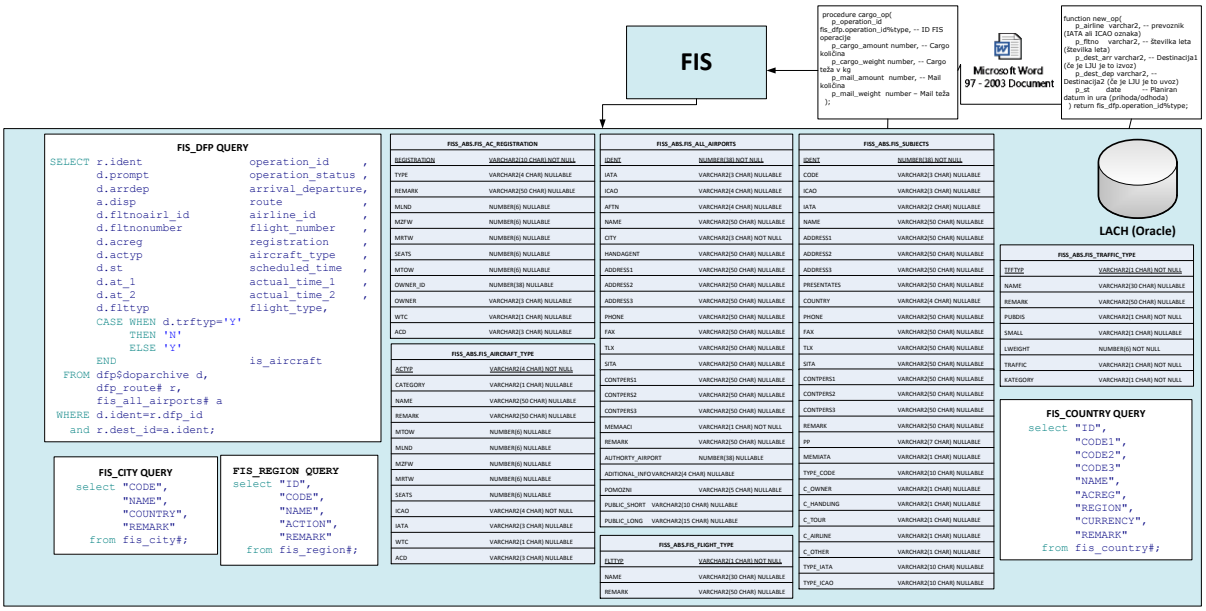
10.8.2 Current workflow



10.8.3 New flow

Supplier shall provide the interface/s (procedures) which will called from the current CARGO system and will support described functionality in the chapter **Napaka! Vira sklicevanja ni ilo mogoče najti.**.

10.8.4 Examples

FIS_ABS2.docx

Examples of DB structure

10.9 Interface 9 - EUROCONTROL

10.9.1 Interface description

The interface between data from FIS and KZPS (Slovenia Control) in order to report .CSV file to EUROCONTROL.

10.9.2 Report examples

2 reports should be provided. One for arrivals and one for departures.

- File name: APDF_LJLJ_ARR_201606.csv

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APDF_LJLJ_ARR_20
1606.csv

- File name: APDF_LJLJ_DEP_201606.csv

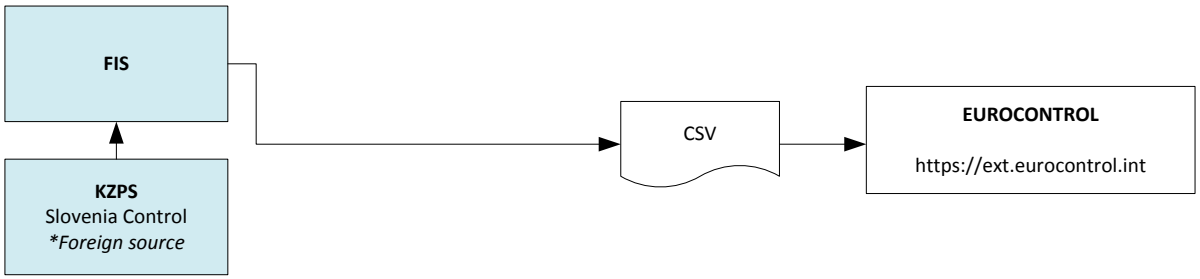
APDF_LJLJ_DEP_201
606.csv

- File name: IR691_Airport_data_specification_v3_15Feb2011.doc

IR691_Airport_data_
specification_v3_15F

Reports are imported once per month. Eurocontrol/Extranet (DANSAP): https://ext.eurocontrol.int

10.9.3 Current workflow



XML data example from **KZPS back to FIS (RWY)**

```
<?xml version="1.0" encoding="US-ASCII"?> <FLIGHTS date="2016-06-
21T00:00:00Z" export_time="2016-06-22T07:00:01Z">
  <FLIGHT id="1472998">
    <IFPLID/>
    <ARCID>ADR322</ARCID>
    <ADEP>LJLJ</ADEP>
    <ADES>LFPG</ADES>
    <ETD>2016-06-21T04:45:00Z</ETD>
    <ETA>2016-06-21T06:20:00Z</ETA>
    <ATD>2016-06-21T04:49:00Z</ATD>
    <ATA/>
    <IOBT>2016-06-21T04:45:00Z</IOBT>
    <ACTIVITY>A</ACTIVITY>
    <DEP_RWY>30</DEP_RWY>
    <ARR_RWY/>
  </FLIGHT>
```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```
….
  <FLIGHT id="1472979">
    <IFPLID/>
    <ARCID>SRN1904</ARCID>
    <ADEP>EDDK</ADEP>
    <ADES>LJLJ</ADES>
    <ETD>2016-06-21T02:15:00Z</ETD>
    <ETA>2016-06-21T04:15:00Z</ETA>
    <ATD/>
    <ATA/>
    <IOBT>2016-06-21T02:15:00Z</IOBT>
    <ACTIVITY>A</ACTIVITY>
    <DEP_RWY/>
    <ARR_RWY>30</ARR_RWY>
  </FLIGHT>
</FLIGHTS>
```

10.9.4 New flow

- The supplier should provide the final reports according the legislation described in chapter 10.9.5.

10.9.5 Additional information

IR390 ANG.pdf

IR390 Regulations in English

10.10 Interface 10 – Adria Airways

10.10.1 Interface description

Adria Plan is transmitted through the SOAP Web Service into FIS. Web Service returns XML data. XML also contains the date when the information was last updated from the side of the Adria.

10.10.2 Batch

BATCH ADRIA AIRWAYS – FIS

- Format : text/xml
- SoapAction: GetFlights
- Frequency: 5 min

Request sent via webservice to Adria in order to get data of individual flight by its SessionId and TransactionId

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/"
        xmlns:ns="http://schemas.adria.si/MessageContracts/ExtFlightInformation/2012/01"
        xmlns:ns1="http://schemas.adria.si/DataContracts/Common/2012/01">
  <soapenv:Header/>
```


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```
  <soapenv:Body>
    <ns:GetFlightsRequest>
      <ns1:Context>
        <Header>
          <SessionId>1234567890</SessionId>
          <TransactionId>1234567890</TransactionId>
        </Header>
        <UserInfo>
          <UserGroup>Customer</UserGroup>
          <UserName>FIS</UserName>
        </UserInfo>
        <SenderInfo>
          <Name>FIS</Name>
        </SenderInfo>
      </ns1:Context>
    </ns:GetFlightsRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

Response from Adria webservice with data which is later imported on DOP.

```
<?xml version="1.0" encoding="UTF-8"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/">
  <soap:Body>
    <ns2:GetFlightsResponse xmlns:ns4="http://xmlns.tibco.com/soap/context"
xmlns:ns3="http://schemas.adria.si/DataContracts/Common/2012/01"
xmlns:ns2="http://schemas.adria.si/MessageContracts/ExtFlightInformation/2012/01">
      <ns3:ResponseContext>
        <Header>
          <SessionId>1234567890</SessionId>
          <TransactionId>1234567890</TransactionId>
          <Timestamp>2012-06-03T16:50:47.608+02:00</Timestamp>
        </Header>
        <Result>
          <Severity>Success</Severity>
          <Code>0</Code>
        </Result>
      </ns3:ResponseContext>
      <ns2:Body>
        <ns2:DataRefreshedOn>2012-06-03T16:50:50.764+02:00</ns2:DataRefreshedOn>
        <ns2:Flights>
          <ns2:Flight>
            <ns2:FnCarrier>JP</ns2:FnCarrier>
            <ns2:FnNumber>975</ns2:FnNumber>
            <ns2:AcRegistration>S5AAK</ns2:AcRegistration>
            <ns2:DepAp>OSL</ns2:DepAp>
```


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```
        <ns2:DepDt>2012-06-02T21:45:00.000Z</ns2:DepDt>
        <ns2:ArrAp>ZAG</ns2:ArrAp>
        <ns2:ArrDt>2012-06-03T00:10:00.000Z</ns2:ArrDt>
        <ns2:Seats>86</ns2:Seats>
        <ns2:PaxM>0</ns2:PaxM>
        <ns2:PaxC>0</ns2:PaxC>
        <ns2:PaxTotal>0</ns2:PaxTotal>
        <ns2:Cargo>0</ns2:Cargo>
        <ns2:Mail>0</ns2:Mail>
       </ns2:Flight>
       <ns2:Flight>
        <ns2:FnCarrier>JP</ns2:FnCarrier>
        <ns2:FnNumber>650</ns2:FnNumber>
.
.
.
        <ns2:PaxTotal>113</ns2:PaxTotal>
        <ns2:Cargo>0</ns2:Cargo>
        <ns2:Mail>0</ns2:Mail>
       </ns2:Flight>
      </ns2:Flights>
     </ns2:Body>
    </ns2:GetFlightsResponse>
  </soap:Body>
</soap:Envelope>
```

10.10.3 Interface description

10.10.4 Batch

MBS (Billing module) – ADRIA AIRWAYS

- File name: D:\glassfish3\glassfish\domains\WsAdria\bin\WsAdriaService.exe
- Format: XML
- Purpose: in the current billing module (MBS) job creates XML file for invoice data, prepayment, credit note, debit note. Conditions for creating data in xml is that client is Adria Airways. On Adria side, webservice take the data and import them into excel file.
- Method: WebService
- Frequency: online
- Link: \\faktura\glassfish3\glassfish\domains\WsAdria\bin
- File XML example:

BrnikAdriaExport - copy.xml

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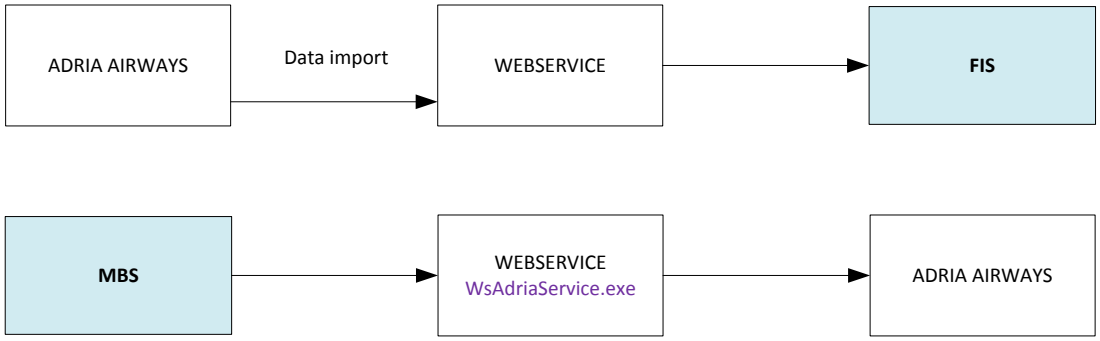
- File Adria example:

Data structure - APT services Aerodrom Lju

10.10.5 Current workflow



10.11 Interface 11 - KZPS (Slovenia Control)

10.11.1 Interface description

Interface between FIS and KZPS (Clovenia Control) where data from FIS is sent to KZPS (Slovenia Control) and KZPS send the remaining data back to FIS.

10.11.2 Batch

KZPS - FIS

- File name: Email service
- Format: AFTN format
- Frequency: 3min
- E_mail: from @aftn.sloveniacontrol.si to fis.import@lju-airport.si
- E_mail structure

Mail example

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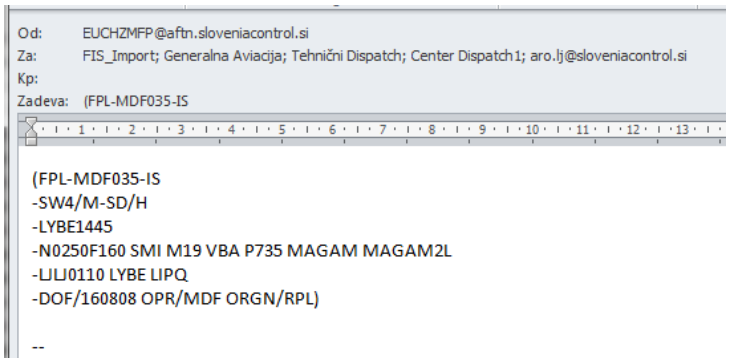
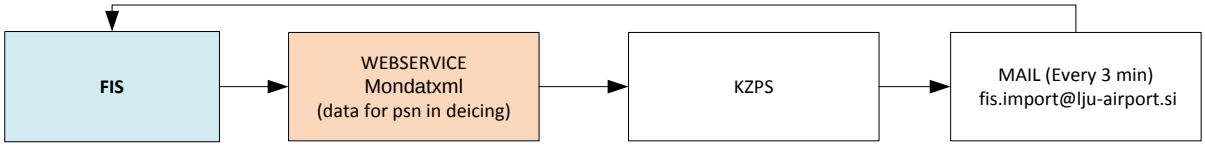


FIS - KZPS

- File name: mondatxml.xml
- Format: XML
- Method: Webservice
- Frequency: daily

10.11.3 Current workflow



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Appendix 1: Seggregation of duties

Task 1	Task 2	Description of Risk
Maintain Bank Master Data	AP Payments	Create a non bona-fide bank account and create a check from it.
Cash Application	Bank Reconciliation	Allows differences between cash deposited and cash collections posted to be covered up
Maintain Bank Master Data	Cash Application	Maintain a non bona-fide bank account and divert incoming payments to it.
Maintain Bank Master Data	Manual Check Processing	Create a non bona-fide bank account and create manual checks from it
Bank Reconciliation	Process Vendor Invoices	Can hide differences between bank payments & posted AP records
Vendor Master Maintenance	Purchasing Agreements	Risk of entry of fictitious Purchasing Agreements and the entry of fictitious Vendor or modification of existing Vendor especially account data.
Purchasing Agreements	Goods Receipts to PO	Modify purchasing agreements and then receive goods for fraudulent purposes.
Process Vendor Invoices	Purchasing Agreements	Enter unauthorized items to a purchasing agreement and create an invoice to obtain those items for personal use
AP Payments	Service Master Maintenance	Risk of modifying service master data (to add a service that is normally not ordered by the company) and the entry of covering payments
AP Payments	Bank Reconciliation	Risk of entering unauthorized payments and reconcile with the bank through the same person.
Manual Check Processing	Vendor Master Maintenance	Maintain a fictitious vendor and create a payment to that vendor
Maintain Purchase Order	Manual Check Processing	Enter a fictitious purchase order and enter the covering payment
Manual Check Processing	Purchasing Agreements	Enter fictitious purchasing agreements and then render manual checks for payment

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Manual Check Processing	Service Master Maintenance	Risk of modifying service master data (to add a service that is normally not ordered by the company) and the entry of covering payments
Manual Check Processing	Bank Reconciliation	Risk of entering unauthorized manual payments and reconcile with the bank through the same person.
Credit Management	Sales Order Processing	Enter or modify sales documents and approve customer credit limits
Sales Order Processing	Clear Customer Balance	Create sales documents and immediately clear customer's obligation
Sales Order Processing	Maintain Customer Master Data	Create a fictitious customer and initiate fraudulent sales document
Maintain Customer Master Data	Process Customer Invoices	Make an unauthorized change to the master record (payment terms, tolerance level) in favor of the customer and enter an inappropriate invoice.
Maintain Customer Master Data	Sales Rebates	Inappropriately create or change rebate agreements and manage a customer's master record in the favor of the customer. Could also change a customer's master record to direct payment to an inappropriate location.
Clear Customer Balance	Maintain Billing Documents	Potentially clear a customer's balance before and create or make the same change to the billing document for the same customer, clearing them of their obligation.
Sales Order Processing	Maintain Billing Documents	Inappropriately create or change a sales documents and generate a corresponding billing document for it.
Credit Management	Sales Rebates	Manipulate the user's credit limit and assign generous rebates to execute a marginal customer's order.
Cash Application	Maintain Billing Documents	Create a billing document for a customer and inappropriately post a payment from the same customer to conceal non-payment.
Maintain Customer Master Data	AR Payments	Create a fictitious customer and initiate payment to the unauthorized customer.

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Process Customer Credit Memos	AR Payments	Initiate an unauthorized payment to the customer by entering fictitious credit memos.
Cash Application	Sales Document Release	Change the accounts receivable records to cover differences with customer statements.
Sales Order Processing	Delivery Processing	Cover up unauthorized shipment by creating a fictitious sales documents
Process Customer Invoices	Sales Pricing Condition	Sales price modifications for sales invoicing.
Sales Order Processing	Sales Pricing Condition	Enter sales documents and lower prices for fraudulent gain
Credit Management	Cash Application	Perform credit approval function and modify cash received for fraudulent purposes.
Cash Application	Sales Rebates	Enter a fictitious sales rebates and then render fictitious payments.
Cash Application	Maintain Customer Master Data	Risk of the same person entering changes to the Customer Master file and modifying the Cash Received for the customer.
Process Customer Invoices	Credit Management	Risk of modifying and entering Sales Invoices and approving Credit Limits by the same person.
Maintain Billing Documents	Sales Pricing Condition	Risk of Sales Price modifications for Sales invoicing.
Maintain Customer Master Data	Clear Customer Balance	Maintain a customer master record and post a fraudulent payment against it
Maintain Customer Master Data	Maintain Billing Documents	User can create a fictitious customer and then issue invoices to the customer.
Cash Application	Process Customer Invoices	User can create/change an invoice and enter/change payments against the invoice.
Delivery Processing	Cash Application	User can create fictitious/incorrect delivery and enter payments against these, potentially misappropriating goods.
Sales Order Processing	Process Customer Invoices	User able to create a fraudulent sales contract to include additional goods and enter an incorrect customer

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		invoice to hide the deception.
Clear Customer Balance	Process Customer Credit Memos	Create a credit memo then clear the customer to prompt a payment.
Basis Development	Configuration	A developer could modify an existing program in production, perform traces to the program and configure the production environment to limit monitoring of the program run by increasing alarm thresholds and eliminating audit trails through external OS comma
Basis Development	Transport Administration	A developer could create or modify a program in production and force the transport of these changes after the fact to conceal irregular development practices. This also enables the reverting back to the program's original version without any trace of the changes made in production.
Basis Utilities	Configuration	A developer could modify program components (menus, screen layout, messages, queries) and configure the production environment to limit monitoring of the program runs using the modified program components by increasing alarm thresholds and eliminating audit trail
Basis Utilities	Transport Administration	A developer could modify program components (menus, screen layout, messages, queries) and force the transport of these changes after the fact to conceal irregular development practices. This also enables the reverting back to the program components origin
Basis Table Maintenance	System Administration	An individual could modify data in tables or modify valid configuration values and setup the production environment to run transactions and programs using the inappropriately modified data. This could affect data integrity, system performance, and proper

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Basis Table Maintenance	Client Administration	An individual could modify data in tables or change valid configuration and replicate these changes to other clients. This is particularly sensitive if client administration transactions come with client-independent authorization allowing the developer to
Security Administration	Client Administration	An individual could inappropriately modify roles and assignments and reflect this change to the production's mirror copy eliminating the chance to revert to the appropriate setup.
Security Administration	Transport Administration	A security administrator could make inappropriate changes to unauthorized security roles, transport them, and assign them to a fictitious user for execution.
Create Transport	Perform Transport	Can create transports, add objects to the transport, and move the transport: Can put unauthorized object changes into production, bypassing the Change Control process.
Maintain Number Ranges	System Administration	Can reset the number ranges (1) and delete your log/audit trail (2).
Maintain User Master	Maintain Profiles / Roles	One person controlling both the access in the profile/role and the user Ids increases the risk of inappropriate access
Maintain Business Partner	Process CRM Sales Order	A user could create a fictitious business partner and initiate fraudulent sales orders for that partner. Master data such as business partners should not be maintained by the same users who process transactions using that master data.
Process CRM Sales Order	Delivery Processing	A user could create a fictitious sales order to cover up an unauthorized shipment.
Process CRM Sales Order	CRM Billing	Inappropriately create or change sales documents and generate the corresponding billing document in CRM.
Process CRM Sales Order	Maintain Billing Documents	Inappropriately create or change sales documents and generate the corresponding billing document in R3.

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Service Order Processing	Service Confirmation	Enter fictitious service orders for personal use and accept the services through service acceptance. The user could prompt fraudulent payments. In addition spare parts could be fraudulently issued from inventory as a result of the confirmation.
CRM Billing	Maintain Business Partner	User can create a fictitious business partner and then process billing in CRM for that partner.
Maintain Billing Documents	Maintain Business Partner	User can create a fictitious business partner and then process billing in R3 for that partner.
Service Confirmation	CRM Billing	Inappropriately accept or confirm a service order and generate a corresponding billing document in CRM for the order.
Service Confirmation	Maintain Billing Documents	Inappropriately accept or confirm a service order and generate a corresponding billing document in R3 for the order.
Process Credit Memo	CRM Billing	User could create a fictitious credit memo and run billing due in CRM to prompt a payment to a customer. The customer could provide a kickback to the internal user.
Process Credit Memo	Maintain Billing Documents	User could create a fictitious credit memo and run billing due in R3 to prompt a payment to a customer. The customer could provide a kickback to the internal user.
Process Customer Invoices	Maintain Conditions	Pricing conditions could be manipulated to provide inappropriate discounts or incentives to customers which will be realized in an incorrect invoice.
Process CRM Sales Order	Maintain Conditions	A user could enter a sales order in CRM and lower prices via conditions for fraudulent gain
Maintain Opportunity	Process Payroll	Commission or Incentives may be paid based on the number of qualified leads. Inappropriately qualified leads could result in fraudulent commission payments.
Service Order Processing	Process Payroll	Commission or Incentives may be paid based on the number of service orders. Fraudulent orders could be

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		entered to achieve higher sales for commissions.
Process CRM Sales Order	Process Payroll	Commission or Incentives may be paid based on the number of sales orders. Fraudulent orders could be entered to achieve higher sales reporting for commissions.
Maintain Hierarchies	AP Payments	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Process Vendor Invoices	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Manual Check Processing	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Cash Application	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Process Customer Invoices	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Maintain Cost Centers	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Maintain Asset Document	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the

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		ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Maintain Asset Master	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Revenue Reposting	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Post Journal Entry	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Maintain GL Master Data	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Post Journal Entry (misc Tax/Currency)	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Vendor Master Maintenance	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output
Maintain Hierarchies	Maintain Customer Master Data	AP/AR/GL master data creation and posting functions in conjunction with payment processing, receipt of money, GL account access; and the ability to modify ECCS hierarchy and reporting output

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Appendix 2: LJU Incentive Programme

EXTRACT for the purpose of IAOP tender
SOFTWARE REQUIREMENTS

Aerodrom Ljubljana, d.o.o. as airport operator and managing body of Ljubljana Airport is introducing fair, transparent and non-discriminatory incentive programme with aim to promote the increase of the number of frequencies or to develop new routes and to attract more traffic to Ljubljana Airport. The Programme is applicable to all airlines that fly to Ljubljana Airport on scheduled flights and fulfil the defined conditions.
The types of incentives, i.e.:

I. **Performance Incentive**
II. **Frequency Incentive for additional frequencies**,
III. **Destination Incentive**,
IV. **Route recovery Incentive**,
V. **Winter season incentive**,
VI. **…..**

General Conditions of Eligibility for the Incentive

1. Airlines that intend to apply to the Incentive Programme should submit an operation plan that includes a minimum of twelve (12) and a maximum of thirty-six (36) calendar months.
2. An airline may qualify for only one incentive model per each route at a time.
3. In order to benefit from this incentive programme, an agreement has to be concluded between Aerodrom Ljubljana, d.o.o. and the airline concerned.
4. With regard to code-sharing flights, only the operating carrier is eligible. The decisive factor therefore will be the flight number (no marketing carrier). Exemptions from this rule could be possible for cargo flights due to different organization of flights.
5. In the event that an air carrier qualifies for more than one incentive within one charge category, only the incentive with the highest discount value is applied.

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ADDITIONAL REQUIREMENTS

I. Performance incentive

Airlines that qualify for this incentive will benefit discount on passenger service charge in percent as listed in the following table:

Performance incentives table

Performance Indicator		Incentive
From	To	%
<Enter value>	<Enter value>	<Enter value>
<Enter value>	<Enter value>	<Enter value>
<Enter value>	<Enter value>	<Enter value>
<Enter value>	<Enter value>	<Enter value>
<Enter value>	<Enter value>	<Enter value>
<Enter value>	<Enter value>	<Enter value>

Performance incentive is calculated per following equation. Data used are from official Aerodrom Ljubljana statistics.

$$\text{PI} = \frac{ATM * SLF * Wslf * SEATS * Wseats}{n}$$

Where:
PI – Performance Indicator
ATM – number of airline's air traffic movements per calendar year,
SLF – seat load factor based on yearly passenger figures,
SEATS – average number of seats per movement per calendar year,
W*slf* – weight for seat load factor,
W*seats* - weight for average number of seats per movement
N – calculation auxiliary constant (n=100.000)

Seat load factor and average seats number table

Seat Load factor		Weight
From	To	
<Enter value>	<Enter value>	<Enter value>
<Enter value>	<Enter value>	<Enter value>
<Enter value>	<Enter value>	<Enter value>

Average number of seats		Weight
From	To	
<Enter value>	<Enter value>	<Enter value>
<Enter value>	<Enter value>	<Enter value>
<Enter value>	<Enter value>	<Enter value>

For managing other incentives (Frequency Incentive for additional frequencies, Destination Incentive, Route recovery Incentive, winter season incentive, etc.) different AODB parameters are required combined with data from the contract management system and billing

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system. Incentives shall be granted in way of discounts to various airport or handling charges. The module shall automatically control the performance of required conditions (compared to announced flight schedule) and define the incentive according in the end of agreed period defined in the contract.
Incentive module shall allow full management by the user including adding new incentives or revisions of the existing one.

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Appendix 3: Charges List

EXTRACT

CHARGES LIST

AIRPORT SERVICES

and

GROUND HANDLING SERVICES

No. .

Valid from

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2.1 GENERAL CONDITIONS

10.11.3.1.1.1 These General Conditions are based on the Air Traffic Law (Zakon o letalstvu – abbr. ZLet) and in accordance with legislation concerning pricing policies and Company's internal rules.

The operator or airport, .Managing Body of Ljubljana Airport and Ground handling provider is the company Aerodrom Ljubljana, d.o.o.

The company Aerodrom Ljubljana, d.o.o. acts completely in accordance with regulations and conditions included in the list of charges in this publication. The services will be made available within the limits of possibilities of Aerodrom Ljubljana, d.o.o. and in accordance with the applicable international rules, regulations and procedures, as well as with local rules, regulations and practices. If they differ between each other, the local rules, regulations and practices will prevail.

It is not considered necessary or possible to specify every detail of the services being generally understood what such services comprise and the standards to be attained in their performance.

10.11.3.1.1.2 The charges quoted hereunder are flat charges. These charges are indivisible and shall have to be paid in full amount even if only parts of the services are utilized.

10.11.3.1.1.3 Ground handling services shall be carried out in accordance with usual practices of the supplier, valid legislation and international standards.

It is not considered necessary or possible to specify every detail of the services being generally understood what such services comprise and the standards to be attained in their performance.

To enable Aerodrom Ljubljana to render such services in accordance with these terms the carrier shall undertake to notify scheduled flights by means of a flight schedule as early as possible to Aerodrom Ljubljana and in any case not later than 3 months prior to effectiveness.

10.11.3.1.1.4 In case of multiple handling, priority shall, as far as possible, be given to aircraft operating on schedule.

In case of emergency landing Aerodrom Ljubljana, d.o.o. shall without delay and without waiting for instructions from the carrier take all reasonable and possible steps to assist passengers and crew and to protect from loss or damage baggage, cargo and mail carried in the aircraft.

Groundhandling times are determined by standards for particular aircraft type in particular category of traffic. For the additional services the smallest charging unit is 30 minutes unless quoted differently.

10.11.3.1.1.5 The charges are quoted in EUR.

10.11.3.1.1.6 The charges are calculated according to art. 164. of ZLet.

10.11.3.1.1.7 In the quoted charges taxes are not included. VAT is to be charged in accordance with local legislation. VAT is not charged on services to aircraft, passengers and cargo in international traffic.

10.11.3.1.1.8 Payments

Upon landing the User agrees to the General conditions of Aerodrom Ljubljana, d.o.o. which are available at the Aviation Services department of the Company. The General conditions,

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amongst other, include the clause entitled to the Aerodromes by the Aviation act in article 152, stating that the Aerodrom is entitled to halt the departure of aircraft until all relevant charges for performed services and used infrastructures are paid in full.

Passenger service charge and Security fee are to be invoiced to the carrier in amount and following the conditions as specified in the list. The carrier charges those services to passenger additionally to the fare, on behalf of Aerodrom Ljubljana d.o.o.

a) The calculation and invoicing of airport services to users are to be performed in accordance with the business policy of Aerodrom Ljubljana, d.o.o.

b) The settlement of charges shall be liability of:

- the particular Carrier under which Carrier code/flight number the particular flight is operated or the Carrier as general debtor for code-sharing flights
- the aircraft operator or its owner,
- the natural or legal person who is using the aircraft without being the operator or owner,
- the natural or legal person that requests and orders services and is not aircraft operator, user or its owner.

c) All charges are payable in cash prior to take-off. Immediate payment is possible also with money card accepted. Payment is possible also on pro-forma invoice.

d) In case of the written agreement between the User and the Aerodrom, credit payment within 15 days after invoicing is possible.

Aerodrom Ljubljana, d.o.o. shall reserve the right to require possible securities, e.g. bank guarantee, advance payment before performance, or other payment guarantee instrument.

Any claims to invoice should be sent within 8 days after receipt.

e) In case of delayed settlement at least legal interest shall be charged.

f) Aerodrom Ljubljana, d.o.o. is entitled to halt the departure of the aircraft until all relevant charges for performed services and used infrastructures are paid according to art. 88. and 118. of ZLet.

10.11.3.1.1.9 Extension of operating hours means airport operation beyond the official operating hours as approved per paragraph162. of ZLet.

10.11.3.1.1.10 As night handling are to be considered the services provided between 2200 and 0600 local time.

10.11.3.1.1.11 The list of airport charges specifies in which cases the charges of airport services provided are increased or reduced according to the traffic type of flight in Aerodrom Ljubljana official traffic records.

10.11.3.1.1.12 Aerodrom Ljubljana can grant incentives to the users in case that user fulfils the needed conditions and signs the relevant agreement with user. Incentives are listed in separate part of this List.

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10.11.3.1.1.13 The List of Airport charges is available at the Aviation Department of Aerodrom Ljubljana, d.o.o. to all existing and potential users. As per agreement and upon the user's request Aerodrom Ljubljana, d.o.o. can deliver the List of Charges. Also, Aerodrom Ljubljana, d.o.o. keeps Airport users committee informed about all changes of the List of Charges.

10.11.3.1.1.14 Changes and supplements of the List of Charges shall be carried out in accordance with the Aerodrom Ljubljana, d.o.o. business policies and relevant legislation.

10.11.3.1.1.15 Liability and indemnity

Aerodrom Ljubljana, d.o.o. is liable for claims or suits arising from provision of services according to signed insurance contracts

10.11.3.1.1.16 It is to be considered, that after being published, the List of Airport Charges is accepted by every user having operated and used Aerodrom Ljubljana, d.o.o. services.

10.11.3.1.1.17 Beside these General conditions all airport users are obliged to obey the Airport Users Regulations accessible on the Aerodrom's web page

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10.11.3.1.1.18 Definitions of Terms

Ambulance flight means the flight transporting sick or wounded persons, that have already been given medical attention or transporting a patient from one medical location to another.

Cargo means revenue cargo, and non-revenue cargo such as service cargo and company materials.

Additional services mean all services not included in basic Airport and Handling Service Package and are subject to separate charging. Aerodrom Ljubljana, d.o.o. shall provide additional services upon special request as listed hereunder and other services within the limits of possibilities. These services shall be charged additionally

Domestic air traffic means every flight taking off and landing at the airports within the borders of the Republic of Slovenia.

Supplier of ground-handling services means any natural or legal person supplying third parties with one or more categories of ground-handling services.

Public Transport in air traffic means any air transport that is following the legal conditions and general conditions, available to anyone.

Truck service means a service operated by truck on behalf of an airline carrying loads documented in accordance with the applicable IATA and/or ICAO rules, regulations and procedures. In this list of charges, the word "aircraft" will read "truck" and "flight" will read "truck service" when it concerns the handling of a truck, as meant under the above definitions.

Aircraft Flight means manoeuvring of aircraft from the starting with the intention to take –off until the moment when it stops still after the landing.

Airport charge means a levy collected for the benefit of the airport managing body and paid by the airport users for the use of facilities and services, which are exclusively provided by the airport managing body and which are related to landing, take-off, lighting and parking of aircraft, and processing of passengers and freight.

Air carrier is a company with valid licence for air transportation.

International air traffic means every flight crossing the borders of the Republic of Slovenia.

Maximum Take Off Weight / Mass of an aircraft (M.T.O.W / M.T.O.M), is considered as stated in the aircraft flight desk documents (Airplane Flight Manual – AFM). If these documents are not presented the highest M.T.O.W. /M.T.O.M for particular aircraft type shall be taken. No refunds will be possible. Each started ton is to be considered as the whole one.

Unnotified flight is a flight not being announced in writing within the period indicated in the list of charges prior to arrival or departure. The same is valid for any change of flight announcement.

Basic security check is security check of aircraft, persons or things done before each flight, following the legal requirements.

Crew members are persons being on board the aircraft for their duty to perform the flight.

Test flight means the flight of an aircraft, performed to test engine, instrument or frame. It is to be considered as technical flight.

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Passenger means any person both revenue and non-revenue except members of the crew carried or to be carried at the aircraft with the consent of the carrier.

Returning flight means the flight of an aircraft that returned after departure, before reaching its destination or alternation, due to a special reason, beyond normal control. It is to be considered as a technical flight.

Position flight means the flight landing or taking off without the load for purposes of subsequent transportation of passengers or cargo.

Self-handling means a situation in which an airport user directly provides for himself one or more categories of ground-handling services and concludes no contract with a third party for the provision of such services.

General aviation means all aircraft and helicopters belonging to companies with an air-taxi or air work licence, or to an individual, a flying club or a company whose main objective is not to provide revenue passenger transport. A passenger aircraft is to be considered as "general aviation aircraft" if its M.T.O.W. does not exceed 50 tons and if has capacity of up to 19 seats.

Training flight means the flight of an aircraft, performed in order to train the flying crew members.

Flight number is alphanumerical designator that uniquely identifies a particular airline's particular flight in one direction from origin to destination and consists of two/three-letter carrier's code and/or followed by a figure or letter combination.

Technical landing is a landing for other than commercial reasons, where no physical change of loads, passenger and/or crew occurs.

Load means any item carried in an aircraft other than is included in the basic operating weight.

Loads means baggage, cargo, mail and any aircraft supplies including ballast.

Transfer passenger is a passenger arriving and departing from the airport under a different flight number within the period not exceeding 24 hours and whose main purpose for using the airport is to make a transfer.

Transit flight is an aircraft making an intermediate landing for commercial reasons where a change of loads, passenger and/or crew occurs

Transit passenger is passenger arriving at the airport on a through-flight and subsequently leaving the airport with **the same** aircraft, or replacing aircraft put on due to a breakdown of the former, without having left the customs area.

Transit passenger is passenger on transit flight.

Turnaround Flight is an aircraft terminating a flight and subsequently originating another flight following a complete change of loads

ULD aircraft Unit Load Device is assembly of components comprising either of the following:
- aircraft pallet and pallet net,
- aircraft pallet and pallet net over an igloo,
- aircraft container

The purpose of the unit is to enable individual pieces of cargo, baggage or mail to be

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assembled into a standard-sized unit to facilitate rapid loading onto and offloading from aircraft having compatible handling and restrained systems which interface directly with the unit.

Airport user means any natural or legal person responsible for the carriage of passengers, mail and/or freight by air from, or to the airport in question.

Airport managing body means entity whose task is to manage airport infrastructures and supervise the activities of different providers at the airport.

Emergency landing is a landing in the case of emergency event (illness or death of passenger, technical defect on aircraft, etc.) or the threat of violence. It is to be considered as a technical flight.

Truck handling means the handling given to a truck, operating truck service under line-number from the moment the documents are handed to the Handling Company until the cargo is accepted by the consignee/agent for clearance through customs; conversely, when transfer cargo from a flight is accepted or cargo is delivered at the warehouse by the shipper/agent "ready for carriage" until the truck is cleared to leave the dock.

Groundhandling means the services provided to airport users at airports.

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10.11.3.1.1.19 Abbreviations

ICAO International Civil Aviation Organization

IATA International Air Transport Association

PRM Passenger with reduced mobility

Zlet-UPB4 Civil Aviation Act

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2.2 AIRPORT SERVICES

(1) Landing and take-off

2.1.1 Description of services

- the use of runway, taxiways and intersections during take-off and landing of one aircraft,
- the use of built–in facilities and installations for lighting of runway, taxiways, intersections and apron, as per CAT II/IIIb ICAO standards.

The claim to this charge shall arise at the moment the aircraft touches the ground of Ljubljana Airport.

2.1.2 Calculation unit

The charge is applicable for Turnaround Flight and consists of four parts.

Landing/M.T.O.W.: Maximum take-off weight of an aircraft (M.T.O.W), as stated in the aircraft flight desk documents (Airplane Flight Manual – AFM). If these documents are not presented the highest M.T.O.W. for particular aircraft type shall be taken. Each started ton is to be considered as the whole one.

Landing/Passenger: passenger aboard the aircraft upon departure including on transit flights.

Landing/Cargo: freight and mail aboard the aircraft upon arrival and departure.

2.1.3 Service charge

Service	Unit	EUR
Landing/M.T.O.W.	each started ton of M.T.O.W.	xx
Landing/Passenger	per departing passenger	xx
Landing/Cargo	per 100 kg or fraction thereof aboard the aircraft upon arrival and departure	xx

2.1.4 TRAINING FLIGHTS

- Training for longer period is possible upon prior announcement and agreement.
- Night training is possible upon prior agreement. For training and test flights during the night the use of lighting facilities at the airfield is to be charged at actual cost, according to the duration.

2.1.5 TOUCH AND GO

For the training flights every single touch and go will be charged as follows:

M.T.O.W.	Unit	EUR
up to 10.000	1 x	xx
from 10.001 kg to 25.000 kg	each started ton of M.T.O.W.	xx
from 25.001 kg to 150.000 kg	each started ton of M.T.O.W.	xx
above 150.001 kg	each started ton of M.T.O.W.	xx

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(2) Parking

2.2.1 Description of services

- the use of the apron for parking aircraft.

The claim to this charge shall arise at the moment the aircraft has been parked at the parking position.

2.2.2 Calculation unit

Maximum take-off weight of an aircraft (M.T.O.W), as stated in the aircraft flight desk documents (Airplane Flight Manual – AFM). If these documents are not presented the highest M.T.O.W. for particular aircraft type shall be taken. Each started ton is to be considered as the whole one

The charge shall be applied for each started 24 hours period.

2.2.3 Service charge

Unit	EUR
each started ton of M.T.O.W.	xx

The minimum amount for each started 24 hours is EUR x,00.

First 4 hours for passenger aircraft is free of charge, first 12 hours for cargo aircraft is free of charge. In case of exceeding the free time of parking, the calculation period starts from the beginning of actual block-to-block time.

For long term parking an agreement can be signed with Aerodrom Ljubljana, d.o.o.

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(3) Passenger service

2.3.1 Description of services

The service includes:

- The use of passenger terminal buildings including all their facilities and installations including access areas.

- Passenger orientation and signage systems static/dynamic: IATA AHM 810, SGHA 2013, Annex A, items :2.2.12 (a), 2.3.2(a)

- Passenger services (e.g. info staff): IATA AHM 810, SGHA 2013, Annex A item 2.1.1

- Gate and position allocation,

The user of service is passenger, who pays the service by purchasing the ticket. The debtor for the service to Aerodrom Ljubljana d.o.o. is carrier, according to the section 8. of General Conditions.

2.3.2 Calculation unit

Departing passenger

The Passenger service charge is based on the number of departing passenger aboard the aircraft when starting.

2.3.3 Service charge

commercial traffic	**Unit**	**EUR**
	departing passenger	
	transfer passenger	

General aviation	**11 Unit**	**EUR**
	departing passenger	
	transfer passenger	

2.3.4 Exemptions

- infants,
- passengers with discounted tickets ID00 and no fees charged on ticket
- crew (DHC),
- transit passengers using the terminal building,
- passengers-patients on ambulance flight,
- passengers on panoramic flights,
- passengers on single engine aircraft up to 2.000 kgs M.T.O.W.
- VIP passengers

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(4) Security Fee

2.4.1 Description of services

Security Services (the services listed in Paragraph 127. of Civil Aviation Law -ZLet-UPB 1)

(2) The operator of civil airport or its part, that operates and manages the manoeuvring areas and apron, passenger or cargo terminal is obliged to fulfil the essential requirements relating to:
2. space and equipment needed for basic and special security checks of passengers, baggage, cargo and other persons and things entering the security restricted areas, critical parts of restricted areas and other sensitive airport areas and facilities,
3. basic security checks of passengers, baggage, things and other persons entering the security restricted areas,
5. the protection and control of access to airside, security restricted areas and other sensitive airport areas and facilities,
6. offices and other facilities for monitoring the security performance.

IATA AHM 810, SGHA 2013, Annex A, item:
7.4.1(a)(1)(2)
7.1.2(a)(1)(2)(3)(4)(5), 7.1.3(a)(1)(2)(3), 7.3.1(a)(1), 7.4.2(a)(2.)(c):– Security fee / departing passenger
7.2.1(a)(1)(4)(5) – Security fee / cargo on board

2.4.2 Calculation unit

Departing passenger

The Security fee passenger is based on the number of departing passenger aboard the aircraft when starting.

Cargo on board

The Security fee cargo is based on weight of freight and mail aboard the aircraft upon arrival and departure. The charge does not include basic and special security checks of cargo that shall be charged separately if provided.

2.4.3 Service charge

	Unit	EUR
Security fee passenger	departing passenger	
Security fee cargo	kg of cargo upon arrival and departure	

2.4. Exemptions

- infants,
- passengers with discounted tickets ID00 and no taxes charged on ticket
- crew (DHC),
- transit passengers using the terminal building,
- passengers-patients on ambulance flight,
- passengers on panoramic flights,
- passengers on single engine aircraft up to 2.000 kgs M.T.O.W.
- VIP passengers.

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(5) Centralized infrastructures

2.5.1 General

Aerodrom Ljubljana, d.o.o. as the managing body of the airport manages the centralised infrastructures used for the supply of ground handling services in accordance with art.160. of Zlet.

Aerodrom Ljubljana, d.o.o. enables to other ground handling providers the access to airport installations to the extent necessary for them to carry out their activities.

For the use of centralised infrastructures an infrastructure charge shall be paid.

Aerodrom Ljubljana, d.o.o. is the single provider of infrastructures. The administration and operation of all -mentioned infrastructural facilities are done by the airport operator.

The claim to this charge shall arise at the moment the ground handling services is performed by Aerodrom Ljubljana, d.o.o. or any self-handling company.

2.5.2 Contents

Centralised infrastructures charge shall be payable for the following services:

- Centralized infrastructure – passenger, for the provision of infrastructures in traffic handling. Calculation unit is departing passenger. Payment obligation shall arise at the moment of passenger's check-in.
- Centralized infrastructure – ramp, for the provision of infrastructures in ramp handling – calculation unit is weight class for passenger aircraft and aircraft type for cargo aircraft. Payment obligation shall arise at the moment of parking the aircraft on the parking position.
- PRM charge – charge for the assistance to PRMs. Calculation unit is departing passenger. Payment obligation shall arise at the moment of passenger's check-in.

Centralised infrastructures, Passenger

Centralised infrastructures, Passenger, necessary for the provision of passenger handling include the following:

- check-in counter
- baggage conveying system including weighing equipment
- telephone connection
- computer network connection
- necessary space for passenger (1,5 m2 in front of check-in counter)
- inscription above the counter
- IATA AHM 810, SGHA 2013, Annex A, items: 2.1.8(a)(1)(3), 2.2.7(a)

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Centralised infrastructures, Ramp

Centralised infrastructures, Ramp, necessary for the provision of ramp handling services include the following:

- space, equipment and services in departure and arrival baggage sorting area
- equipment for the marshalling the aircraft,
- fire-fighting and rescue equipment,
- equipment and system for toilet waste disposal including sewerage,
- equipment and system for fresh water including waterworks,
- equipment and system for waste disposal,
- space, installations and equipment for storage of aircraft de-icing and drainage system for waste de-icing fluid.
- space, equipment, services and energy supply for use of passenger bridges (up to 1 hour)*

*applicable for aircraft on terminal position only.

- IATA AHM 810, SGHA 2013, Annex A, items:

Commercial traffic - passengers	
2.2.8(a) 3.1.1(1), 3.1.2(a)(b), 3.1.3(a)(b), 3.1.4(a)(b), 3.1.5, 3.1.6(a)(b), 3.1.7(a)(1)(2), 3.1.8 3.2.1(a), 3.2.2 3.6.1(a)(c)(3) 3.7.1(a)(1)(2), 3.7.1(b)(1) 3.11.1(a)(1)(2), 3.12.1(a)(1)(2)(3)	3.1.8 3.2.1(a) 3.7.1(a)(1)(2), 3.7.1(b)(1)

2.5.3 Calculation unit

(1) **Centralised infrastructures, Passenger**

Departing passenger

The Centralised infrastructures, Passenger charge is based on the number of departing passenger aboard the aircraft when starting.

11.1.1.1.1.1 Centralised infrastructures, Ramp

Calculation unit is weight class for passenger aircraft and aircraft type for cargo aircraft. The charge is applicable for Turnaround Flight.

2.5.4 THE CHARGES

(6) Centralised infrastructures, Passenger

	Unit	**EUR**
commercial traffic	departing passenger	

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(7) Centralised infrastructures, Ramp

Commercial Traffic

M.T.O.W. tons	EUR
up to 15	
from 15 to 40	
from 40 to 70	
from 70 to 100	
from 100 to 200	
from 200	

General aviation

M.T.O.W.	EUR
Up to 9.000 kg	/
above 9 tons, per flight	20,00

2.5.5 Surcharges and reductions

(1) The charge from section (1) and (2) shall be increased:

for the provision of services to the aircraft arriving or departing between 22.00 and 06.00 hrs, local time or services are provided between 22.00 and 06.00 hrs	za 25 %
for the provision of services to aircraft announced or if announcement was changed less than 12 hours prior to landing or take-off	za 50 %
for the provision of services to aircraft announced or if announcement was changed between 12 and 48 hours prior to landing or take-off	za 25 %

(2) The charge from section (1) and (2) shall be reduced:

in case of technical landing or other non-commercial landing	za 50 %
in case of position flight	za 50 %

Increase/reduction is charged per aircraft movement (i.e. arrival or departure).

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2.5.6 PRM charge

Following the Regulation (EC) no 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, Aerodrom Ljubljana is obliged to offer assistance to such persons travelling by air.

Assistance shall be offered to the following persons:

'disabled person' or 'person with reduced mobility' means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers;

An air carrier shall transmit the information concerned at least 36 hours before the published departure time for the flight to the managing bodies of the airports of departure, arrival and transit. In case of later announcement Aerodrom cannot guarantee the standard level of services. Announcement on time is on carrier's solely responsibility.

Assistance consists of:

Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

— communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Article 5,

— move from a designated point to the check-in counter,

— check-in and register baggage,

— proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,

— board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,

— proceed from the aircraft door to their seats,

— store and retrieve baggage on the aircraft,

— proceed from their seats to the aircraft door,

— disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,

— proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,

— proceed from the baggage hall to a designated point,

— reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,

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— move to the toilet facilities if required.

Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.

Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis

Ground handling of recognised assistance dogs, when relevant.

Communication of information needed to take flights in accessible formats.

IATA AHM 810, SGHA 2013, Annex A, item: 2.1.3(a)(2)

Quality standards

Aerodrom Ljubljana, d.o.o. shall publish and follow the quality standards for the provision of the above services.

Settlement

The settlement of charges shall be as stated in Paragarph (8) of the General Conditions

Calculation unit

Departing passenger

The PRM charge is based on the number of departing passenger aboard the aircraft when starting.

Charge

	Unit	**EUR**
commercial traffic	departing passenger	

Exemptions

- infants

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(8) Extension of operating time

2.6.1 Commercial traffic

For the provision of necessary equipment and personnel to be rendered on special request out of official operating hours, a flat charge shall be paid. The services shall be charged irrespective of any other charges.

	EUR
for each started 30 minutes	

2.6.2 General aviation

For the provision of necessary equipment and personnel to be rendered on special request out of official operating hours of the General Aviation Centre, a flat charge shall be paid. The services shall be charged irrespective of any other charges.

	EUR
for each started 30 minutes	

The General Aviation Centre operating hours is published in AIP – LJU airport.

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(9) Additional services

2.7.1 General

The services listed in Section 7 shall be performed upon special request of the user. The basis for assessment is work order, signed by user's authorised representative.

2.7.2 List of services and charges

Fire-fighting vehicles, equipment and services

Item	Unit	EUR
Fire watch	1 hour	

A fraction of each following unit is charged as full one. Manpower is included in the charge.

Equipment

Item	Unit	EUR
Fresh water service	1 x	
Toilet Service	1 x	

The shortest charging unit is 30 minutes. A fraction of each following unit is charged as full one. Manpower is included in the charge.

Transportations

Item	Unit	EUR
Follow-me, escort	1 x	

The shortest charging unit is 30 minutes. A fraction of each following unit is charged as full one. Manpower is included in the price.

Manpower

Item	Unit	EUR
Duty Officer	1 hour	
Airport supervisor	1 hour	
Mechanic		
Aircraft handling staff	1 hour	

The shortest charging unit is 30 minutes. A fraction of each following unit is charged as full one.

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Airport lighting system

The service comprises built–in facilities and installations for lighting of runway, taxi ways, intersections and apron, as per CAT II/IIIb ICAO standards.

Item	Unit	EUR
Lighting	1 hour	

The shortest charging unit is 15 minutes. A fraction of each following unit is charged as full one.

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Access charge

Access charge – apron

Aerodrom Ljubljana, d.o.o. guarantees access to airport installations to other providers of ground-handling services. It is considered that the provider uses these services from the moment of starting to perform ground-handling services.

Item	Unit	EUR
car	per a/c departure	
van, tractor	per a/c departure	
de-icer, GPU	per a/c departure	
catering vehicle	per a/c departure	
towing vehicle	per a/c departure	

Access charge – use of apron for direct loading/unloading of cargo

Item	12 Unit	EUR
car		
truck with load up to 2 tons	1x	
truck with load above 2 tons	1x	

Passenger Bridges

Item	Unit	EUR
use of passenger bridge	1 hour	

Security services

Item	Unit	EUR
baggage identification	1x	

Services of security staff shall be charged as per Security services charge list, considering the actual consumption of manpower and other costs.

Other services

Item	Unit	EUR
Cleaning of the hazardous materials spilt on the apron (charge is subject to change depending of the price and materials consumed)	1 x	

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2.3 GROUND-HANDLING SERVICES

List of services

List of ground-handling services contains services provided to commercial aircraft within the scope of ground handling services. General aviation aircraft are excluded.

3.1.1 Commercial traffic

The list of services is made according to AHM 810 January 2013 (see the attachment).

3.1.2 GENERAL AVIATION

Ground handling for **general aviation** aircraft comprises,

- direct and escort crew and passengers through control points to the apron
- one arrival/departure passengers and crew transportation between aircraft and terminal,
- passenger handling,
- maintaining flight data,
- announcing arrival/departure to authorities (immigration, customs),
- liaising with catering, de-icing, GPU and other suppliers,
- liaising with fuel supplier,
- hotel reservations,
- ordering taxi and car rentals,
- information about flight to meeters and greeters,
- assistance to crew, providing of space for flight planning, use of information system,
- storage of anchor and control of anchored of aircraft,
- securing of aircraft in case of bad weather.
- use of crew room

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Service charges

The charge is applicable for Turnaround Flight.

3.2.1 Commercial traffic

PASSENGER AIRCRAFT	Traffic Handling OPS	Ramp Handling 13 OL	
M.T.O.W. tons			**EUR**
up to 15			**EUR**
above 15 to 40			**EUR**
above 40 to 70			**EUR**
above 70 to 100			**EUR**
above 100 to 200			**EUR**
above 200			**EUR**

The service Traffic Handling (OPS) comprises the following sections from IATA AHM 810, January 2013

Annex A	January 2013
Section 1	1.1.2, 1.1.3, 1.1.4 1.2.1, 1.2.2, 1.2.3(a)(b)(c)(d)(e)(f)(g), 1.2.4
Section 2	2.1.3(a)(1), 2.1.6(a)(b), 2.1.7 2.2.1, 2.2.2(a)(1)(3), 2.2.3(a)(b)(1)(3)(4), 2.2.4(a)(1)(a)(c), 2.2.4(a)(2)(a)(c), 2.2.4(b)(1)(a)(c), 2.2.4(b)(2)(a)(c), 2.2.5(a)(d)(1), 2.2.6(a)(1)(a)(c), 2.2.6(a)(2)(a)(c), 2.2.6(b)(1)(a)(c), 2.2.10(a)(1)(a)(c)(d), 2.2.10(a)(2)(a)(c)(d), 2.2.10(b)(1)(a)(c)(d), 2.2.10(b)(2)(a)(c)(d), 2.2.10(c)(1)(a)(c)(d), 2.2.10(c)(2)(a)(c)(d), 2.2.11(a)(1), 2.2.13(a)(c)(d), 2.2.14(a)(c)(d), 2.2.15(a)(b)(c), 2.2.16(a)(b)(c)
Section 4	4.2.1, 4.2.3(a)(b) 4.3.1
Section 6	6.2.1(a)(c)(2), 6.2.2(b)(3)(4)(5)(6) 6.4.1 6.5.1 6.7.1
Section 7	7.1.1(a)(2), 7.1.4(a)(1)

The service Ramp Handling (OL) comprises the following sections from IATA AHM 810, January 2013:

Annex A	January 2013
Section 3	3.1.7(a)(3) 3.3.1(a)(b), 3.3.2(a)(6), 3.3.2(b)(5), 3.3.2(b)(6) 3.5.1, 3.5.2(c) 3.6.1(a)(1)(2), 3.6.1(c)(1)(2), 3.6.2(a)(1)(2), 3.6.3(a)(c), 3.6.4(a)(1)(2), 3.6.5(a)(1)(2)(3)(4)(5)(6), 3.6.6(a)(b)(c)(d)(e), 3.6.7(a), 3.6.9(a)(1)(2) 3.7.2(a)(1)(2), 3.7.3 3.10.1(b)(1)(2)(3)(4)(5)(6)(7)(8)(9), 3.10.3(b)(1), 3.10.4(b)(1)
Section 4	4.1.1, 4.1.2(a)(b)(1)(2), 4.2.2(a)(b) 4.3.2(b)(1), 4.3.3(a)(1), 4.3.8(c)(1), 4.3.9 4.4.4
Section 6	6.3.1(a)(1)(2)(3)(4), 6.3.2, 6.3.3(a)(b), 6.3.4, 6.3.5
Section 7	7.1.4(a)(2)(3)(4)

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* Only for position where loading bridge is not available

** Only for positions, where push-back procedure for departing flight is prescribed according to established moving procedures of Aerodrom Ljubljana, d.o.o.

Refer to detailed List of Handling services in the attached Annex B, IATA AHM 810, January 2013

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Cargo Aircraft	**Ramp Handling** **14 OL**	**15**
per ton M.T.O.W.	**16**	**17 EUR**

The service Ramp Handling (OL) comprises the following sections from IATA AHM 810, January 2013

Annex A	**January 2013**
Section 1	1.1.2, 1.1.3, 1.1.4 1.2.1, 1.2.2, 1.2.3(a)(c)(d)(e)(f)(g), 1.2.4
Section 2	2.2.1
Section 3	3.3.1(a)(b), 3.3.2(a)(6), 3.3.2(b)(5)(6) 3.5.1, 3.5.2(c) 3.6.1(a)(1)(2), 3.6.1(c)(1)(2), 3.6.2(a)(2), 3.6.3(a)(c), 3.6.5(a)(2)(3)(4)(5), 3.6.6(a)(b)(c)(d)(e), 3.6.7(a), 3.6.9(a)(1)(2) 3.7.2(a)(1)(2), 3.7.3
Section 4	4.1.1, 4.1.2(a)(b)(1)(2) 4.2.1, 4.2.2(a)(b), 4.2.3(a)(b) 4.3.1, 4.3.2(b)(1), 4.3.3(a)(1), 4.3.8(c)(1), 4.3.9 4.4.4
Section 6	6.2.1(a)(2), 6.2.1(c)(2), 6.2.2(c)(6) 6.3.1(a)(1)(2)(3)(4), 6.3.2, 6.3.3(a)(b), 6.3.4, 6.3.5 6.4.1 6.5.1 6.7.1

Refer to detailed List of Handling services in the attached Annex B, IATA AHM 810, January 2013

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3.2.2 GENERAL AVIATION

M.T.O.W.		Charge per flight EUR
	1,200 kg	
from 1.201 kg	to 2.000 kg	
from 2.001 kg	to 6.000 kg	
from 6.001 kg	to 9.000 kg	
from 9.001 kg	to 15.000 kg	
from 15.001 kg	to 24.000 kg	
from 24.001 kg	to 35.000 kg	
from 35.001 kg	to 50.000 kg	

3.2.3 Surcharges and reductions

The charge from section 3.2.1 shall be increased:

for the provision of services to the aircraft arriving or departing between 22.00 and 06.00 hrs, local time or if services are provided between 22.00 and 06.00 hrs	za 25 %
for the provision of services to aircraft announced or if announcement was changed less than 12 hours prior to landing or take-off	za 50 %
for the provision of services to aircraft announced or if announcement was changed between 12 and 48 hours prior to landing or take-off	za 25 %
for repeating a part of service or the whole handling operation, due to instruction of the carrier's representative the charge is increased according to the sort and volume of repeated services	

The charge from section 3.2.1 shall be reduced:

in case of technical landing or other non-commercial landing	za 50 %
for ambulance flights	za 50 %
in case of position flight	za 25 %

The charge from section 3.2 shall be increased:

for repeating a part of service or the whole handling operation or extension of handling more than 1 hour, due to additional instruction of the crew the charge is increased	za 25 %

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The charge from section 3.2.2 shall be reduced:

in case of position flight, for aircraft heavier than 9 tons M.T.O.W.	za 50 %
in case of technical flight, for aircraft heavier than 9 tons M.T.O.W.	za 50 %
for ambulance flight, for aircraft heavier than 24 tons M.T.O.W.	za 50 %

Increase/reduction is charged per aircraft movement (i.e. arrival or departure).

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3.2.4 Cargo handling

Description of service

The service Cargo Handling comprises section 5 from IATA AHM 810, January 2013 and is subject to separate charge list.

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Additional services

3.3.1 USE OF HANDLING EQUIPMENT

Ramp handling

Item	Unit	EUR
ground power unit	1 hour	
air starter	1x	
high loader	1 hour	
fork lift – heavy, 8 tons	1 hour	
fork lift – light, 3 tons	1 hour	
baggage conveyor	1 hour	
towing tractor	1 hour	
baggage trailer	1 hour	
dolly trailer	1 hour	
aircraft stairs	1 hour	
aircraft towing, 450 t	1 hour	
aircraft towing, 200 t	1 hour	
aircraft towing, 100 t	1 hour	
aircraft push-back, 450 t	1x	
aircraft push-back, 200 t	1x	
aircraft push-back, 100 t	1x	
bus (terminal – a/c)	1x	
Minibus, car (terminal – a/c)	1x	

* The shortest charging unit is 15 minutes

** A single engine starting is to be considered as charging unit

Manpower is included in the charge.

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Aircraft cleaning

Item	Aircraft category per MTOW (tons)					
3.10 Interior Cleaning	**A** up to 15	**B** above 15 to 40	**C** above 40 to 70	**D** above 70 to 100	**E** above 100 to 200	**F** above 200
3.10.1 Clean						
(a) flight deck, if specified, under the control of a person authorised by the Carrier						
(b) passenger and crew compartments (other than flight deck)						
2.2.1 **1.** empty ash trays.	**2.2.2**	**2.2.3**	**2.2.4**	**2.2.5**	**2.2.6**	**2.2.7**
2.2.8 **2.** dispose of litter.	**2.2.9**	**2.2.10**	**2.2.11**	**2.2.12**	**2.2.13**	**2.2.14**
2.2.15 **3.** clear waste from overhead stowage	**2.2.16**	**2.2.17**	**2.2.18**	**2.2.19**	**2.2.20**	**2.2.21**
2.2.22 **4.** wipe tables	**2.2.23**	**2.2.24**	**2.2.25**	**2.2.26**	**2.2.27**	**2.2.28**
2.2.29 **5.** seats, seat back pockets and passenger service units	**2.2.30**	**2.2.31**	**2.2.32**	**2.2.33**	**2.2.34**	**2.2.35**
2.2.36 **6.** floors	**2.2.37**	**2.2.38**	**2.2.39**	**2.2.40**	**2.2.41**	**2.2.42**
2.2.43 **7.** empty refuse bins	**2.2.44**	**2.2.45**	**2.2.46**	**2.2.47**	**2.2.48**	**2.2.49**
2.2.50 **8.** surfaces in pantries, galleys (sinks, working surfaces, ovens and surrounds) and toilets (wash basins, bowls, seats, mirrors and surrounds)	**2.2.51**	**2.2.52**	**2.2.53**	**2.2.54**	**2.2.55**	**2.2.56**
2.2.57 **9.** remove,	**2.2.58**	**2.2.59**	**2.2.60**	**2.2.61**	**2.2.62**	**2.2.63**

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as necessary, any contamination caused by airsickness, spilled food or drink and offensive stains						
2.2.64 **10.** telephones, screens and other equipment	**2.2.65**	**2.2.66**	**2.2.67**	**2.2.68**	**2.2.69**	**2.2.70**
11. inside windows.						
3.10.2 Remove and dispose of						
2.2.71 **(a)** litter/waste	**2.2.72**	**2.2.73**	**2.2.74**	**2.2.75**	**2.2.76**	**2.2.77**
2.2.78 **(b)** food and food-related material (galley waste)	**2.2.79**	**2.2.80**	**2.2.81**	**2.2.82**	**2.2.83**	**2.2.84**
3.10.3 Perform cabin dressing						
(a) Blankets/duvets (fold/place in designated locations)						
(b) Arrange seat belts						
(c) Make up berths including crew						
2.2.85 **(d)** Replace head rests	**2.2.86**	**2.2.87**	**2.2.88**	**2.2.89**	**2.2.90**	**2.2.91**
2.2.92 **(e)** Replace pillow covers	**2.2.93**	**2.2.94**	**2.2.95**	**2.2.96**	**2.2.97**	**2.2.98**
2.2.99 **(f)** Restock toilet items	**2.2.100**	**2.2.101**	**2.2.102**	**2.2.103**	**2.2.104**	**2.2.105**
(g) Replace/restock seat back pocket items	**2.2.106**	**2.2.107**	**2.2.108**	**2.2.109**	**2.2.110**	**2.2.111**
(h) Other cabin items as specified in Annex B	**2.2.112**	**2.2.113**	**2.2.114**	**2.2.115**	**2.2.116**	**2.2.117**
2.2.118 **1.** Materials provided by the Carrier	**2.2.119**	**2.2.120**	**2.2.121**	**2.2.122**	**2.2.123**	**2.2.124**
2. Materials provided by the Handling Company	**2.2.125**	**2.2.126**	**2.2.127**	**2.2.128**	**2.2.129**	**2.2.130**

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3.10.4	**2.2.131**	**2.2.132**	**2.2.133**	**2.2.134**	**2.2.135**	**2.2.136**
(a) Disinfect	**2.2.137**	**2.2.138**	**2.2.139**	**2.2.140**	**2.2.141**	**2.2.142**
(b) Deodorize	**2.2.143**	**2.2.144**	**2.2.145**	**2.2.146**	**2.2.147**	**2.2.148**
	2.2.149	**2.2.150**	**2.2.151**	**2.2.152**	**2.2.153**	**2.2.154**
aircraft with						
2.2.155 **1.** materials provided by Carrier	**2.2.156**	**2.2.157**	**2.2.158**	**2.2.159**	**2.2.160**	**2.2.161**
2.2.162 **2.** materials provided by Handling Company	**2.2.163**	**2.2.164**	**2.2.165**	**2.2.166**	**2.2.167**	**2.2.168**
3.10.5						
2.2.169 **(a)**Provide	**2.2.170**	**2.2.171**	**2.2.172**	**2.2.173**	**2.2.174**	**2.2.175**
2.2.176 **(b)** Arrange for laundering of	**2.2.177**	**2.2.178**	**2.2.179**	**2.2.180**	**2.2.181**	**2.2.182**
1. cabin items (blankets/duvets/pillow cases)						
2.2.183 **2.** linen	**2.2.184**	**2.2.185**	**2.2.186**	**2.2.187**	**2.2.188**	**2.2.189**
3.10.6 Clean						
(a) cargo compartments						
(b) ULDs						

De-icing

Basic service charge

Item	Unit	EUR

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De-icing	aircraft	

The following services as per IATA AHM 810, January 2013 are included: 3.16.2, 3.16.3, 3.16.4, 3.16.8

De-icing equipment operation charge

Item	Unit	EUR
de/anti-icing unit operation	per each litre of de/anti-icing fluid and/or water consumed	

The following services as per IATA AHM 810, January 2013 are included: 3.16.6, 3.16.7

De-icing liquid

Item	Unit	EUR
de-icing/anti-icing fluid – type IV.	1 litre	
de-icing/anti-icing fluid – type I.	1 litre	

The following services as per IATA AHM 810, January 2013 are included: 3.16.5,

Manual snow removal

Item	Unit	EUR
Manual removal with aerial work lift	1 hour	

The shortest charging unit is 30 minutes.

A fraction of each following unit is to be charged as full one.

The following services as per IATA AHM 810, January 2013 are included: 3.16.1

Aircraft de/anti-icing

Only sections 5.2.2. and 5.2.3. to be charged. No basic charge (sec.5.2.1)!

Cancellation of ordered services

Item	Unit	EUR
cancelation of ordered service	1 x	

Other services

passenger cabin heating	1 hour	

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passenger cabin cooling	1 hour	
ballast sack (25 kg)	1 sack	
Animal origin waste removal	1 kg	
Additional wheel chocks	1 piece	
lashing rope	1 coli	
additional safety cones	1 piece	

The shortest charging unit is 30 minutes.

A fraction of each following unit is to be charged as full one.

Manpower

Item	Unit	EUR
Shift leader, supervisor	1 hour	
Worker	1 hour	
Hostess	1 hour	

The shortest charging unit is 30 minutes.

A fraction of each following unit is to be charged as full one.

Materials consumption

The material used is charged per local current prices increased by 10 %.

Prolonged/repeated operations, EUR per operation

	Aircraft category per MTOW (tons)					
Item	**A** **up to 15**	**B** **above 15 to 40**	**C** **above 40 to 70**	**D** **above 70 to 100**	**E** **above 100 to 200**	**F** **above 200**
Aircraft loading or unloading						
Embarkation or disembarkation of passengers						

Use of business class lounge

Item	Unit	EUR

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use of business class lounge	passenger	

Other General Aviation Centre services

Item	Unit	EUR
filling flight plan and obtaining slot	1 x	
computer flight plan	1 x	
route or flight plan change with new slot	1 x	
pre-flight information to individual requirements	1 x	
over-flight or landing permissions	1 x	
co-ordination of ground services at destination airport	1 x	
additional transport between aircraft and terminal	1 x	
phone use	impulse	
baggage handling	1 x	
cargo handling – per a/c	1 flight	
VIP Lounge in GAC	1 ura	
aircraft towing	1 x	
aircraft towing tractor	1 hour	
use of electricity network 230V, up to 2 kWh	1 x	

- The General Aviation Centre operating hours is published in AIP – LJU airport.
- The services shall be charged irrespective of any other charges.
- The shortest charging unit is 30 minutes. A fraction of each following unit is to be charged as full one.

Aircraft engine test on general aviation apron

- Charges and calculation unit:
- Arrangement and use of apron for aircraft engine test for period of 4 hours shall be charged due to stated charges.
- The service shall be charged for each started period of 4 hours.

M.T.O.W.		EUR
	to 2.000 kg	
from 2.001 kg	to 14.000 kg	
from 14.001 kg	to 24.000 kg	
from 24.001 kg	to 50.000 kg	

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Appendix 4: Lost and Found

Attachment No. 1 to Airport and Handling Charges List

Charges list for delivery of lost and found baggage

VALID from

Rank	Distance in km	Charge in EUR*
1	up to 15	
2	16-30	
3	31-40	
4	41-50	
5	51-60	
6	61-70	
7	71-80	
8	81-90	
9	91-100	
10	101-110	
11	111-120	
12	121-130	
13	131-140	
14	141-150	
15	151-160	
16	161-180	
17	181-200	
18	201-220	
19	221-250	
20	251-300	
surcharge I.		
surcharge II.		XX EUR /per piece

surcharge I. - for delivery out of SLO
surcharge II. - for more than 2 pieces of baggage at the same address or within the same AHL

* VAT not included

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Appendix 5: VIP/CIP Charges list

AIRPORT CONCIERGE SERVICE for VERY IMPORTANT PASSENGERS (VIP)

Governmental passengers only

1. GENERAL TERMS AND CONDITIONS

1.1. The Price List shall apply to the concierge services rendered to VIP customers travelling through the Main Passenger Terminal or the GA Terminal.

1.2. A VIP passenger is a passenger travelling in the capacity of a Head of State or a domestic or foreign high political representative; the service is booked by the Protocol Service of the Republic of Slovenia, the Diplomatic Protocol of the Republic of Slovenia, individual ministries or embassies.

1.3. Billing

The invoice shall be issued by Aerodrom Ljubljana and addressed to a Client as specified in the Aerodrom Ljubljana VIP Service Order Form. The invoice shall be issued after the service has been rendered, payable within 30 days from the invoice's date of issue.

1.4. Cancellation of the service ordered

The VIP services ordered may be cancelled in writing not later than 24 hours prior to the commencement of the flight event. The cancellation notice must be submitted by e-mail
In a case of a delayed cancellation, the service shall be charged as follows:

- 12 to 24 hours prior to the service — XX% of the service charge
- less than 12 prior to the service — XX % of the service charge

2. CHARGES OF SERVICES

Service measurement unit

The "service measurement unit" is a class of VIP passengers which is determined in regard to the number of VIP passengers within a group of passengers

*No VAT is included in the prices stated. VAT is calculated in accordance with the applicable legislation.

2.1 ARRIVALS

Charges:

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Class	PASSENGERS	*Price in EUR
1	from XX to XX passengers	
2	from XX to XX passengers	
3	from XX to XX passengers	
4	from XX to XX passengers	

2.2 DEPARTURES

Charges:

Class	PASSENGERS	*Price in EUR
1	from XX to XX passengers	
2	from XX to XX passengers	
3	from XX to XX passengers	
4	from XX to XX passengers	

2.3 VIP CONNECTING PASSENGERS

Charges - connecting passengers:

Class	PASSENGERS	*Price in EUR
1	from XX to XX passengers	
2	from XX to XX passengers	
3	from XX to XX passengers	

2.4 FAST TRACK

Charges - fast track:

Class	PASSENGERS	*Price in EUR
1	from XX to XX passengers	

2.5 ADDITIONAL SERVICES AND EXTRA SERVICES ON REQUEST

Service	Service measurement unit	*Price in EUR
XX		
XX		
XX		

Additional services may be rendered subject to prior agreement and taking into consideration airport facilities and capacities.

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EXCTRACT

AIRPORT CONCIERGE SERVICE for IMPORTANT PASSENGERS

1. GENERAL TERMS AND CONDITIONS

- The Price List shall apply to the concierge service rendered to important passengers (CIP & PIP) travelling through the Main Passenger Terminal or the GA Terminal of Aerodrom Ljubljana.
- A CIP passenger or a PIP passenger is a passenger who belongs to a group of key figures from the worlds of business, sports and show industry in Slovenia and abroad. (CIP - Commercially Important Person; PIP: Publicly Important Passenger).

1.1. Method of payment

The services are payable on the basis of a pro-forma invoice.
No VAT is included in the prices stated. VAT is calculated in accordance with the applicable legislation.

1.2. Cancellation of the service

The service ordered may be cancelled in writing not later than 24 hours prior to the commencement of the service.

In a case of a delayed cancellation, the services shall be charged as follows:

- 12 to 24 hours prior to the flight event — XX % of the service charge
- less than 12 prior to the flight event — XX % of the service charge

2. CHARGE OF SERVICES

"Service measurement unit"
The "service measurement unit" is a passenger

*No VAT is included in the prices stated. VAT is calculated in accordance with the applicable legislation.

Exemptions:

The services shall not be charged to the following persons:

- persons accompanying CIP/PIP passengers, when previously communicated and agreed by and between Aerodrom Ljubljana and the Client at the time of placing the order,
- children of up to 2 years of age.

2.1. ARRIVALS

Charges:

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Service	Service unit	*Price in EUR
Airport Concierge Service - CIP/PIP		

2.2. DEPARTURES

Charges:

Service	Service unit	*Price in EUR
Airport Concierge Service - CIP/PIP		

2.3. ADDITIONAL SERVICES AND EXTRA SERVICES ON REQUESTS

Service	Service unit	*Price in EUR
Additional hour of the use of VIP Lounge	hour	
Additional passenger	passenger	
XX		
XX		

Additional services may be rendered subject to prior agreement taking into consideration airport facilities and capacities.

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Appendix 6: AODB statistic reports

Examples

- File name: **cat1-2.pdf**
- Report example

cat1-2.pdf

- File name: dailyStatistics.pdf
- Report example

dailyStatistics.pdf

- File name: dailyTafficTotal.pdf
- Report example

dailyTrafficTotal.pdf

- File name: **delays.pdf**
- Report example

delays.pdf

- File name: flightsReport.pdf
- Report example

flightsReport.pdf

- File name: icaoMonthlyReport.pdf
- Report example

icaoMonthlyReport.pdf

- File name: icaoMonthlyReport2.pdf
- Report example

icaoMonthlyReport2.pdf

- File name: icaoYearlyReport.pdf

icaoYearlyReport.pdf

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- File name: monthlyTrafficVolume.pdf
- Report example

- File name: monthlyTrafficVolumeComparison.pdf
- Report example

- File name: monthlyTrafficVolumeComparisonPeriod.pdf
- Report example

- File name: numberOfCancelledFlights.pdf
- Report example

- File name: trafficCriteria.pdf
- Report example

- File name: yearlyTrafficVolume.pdf
- Report example

- File name: Additional reports for Management
- Report example

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