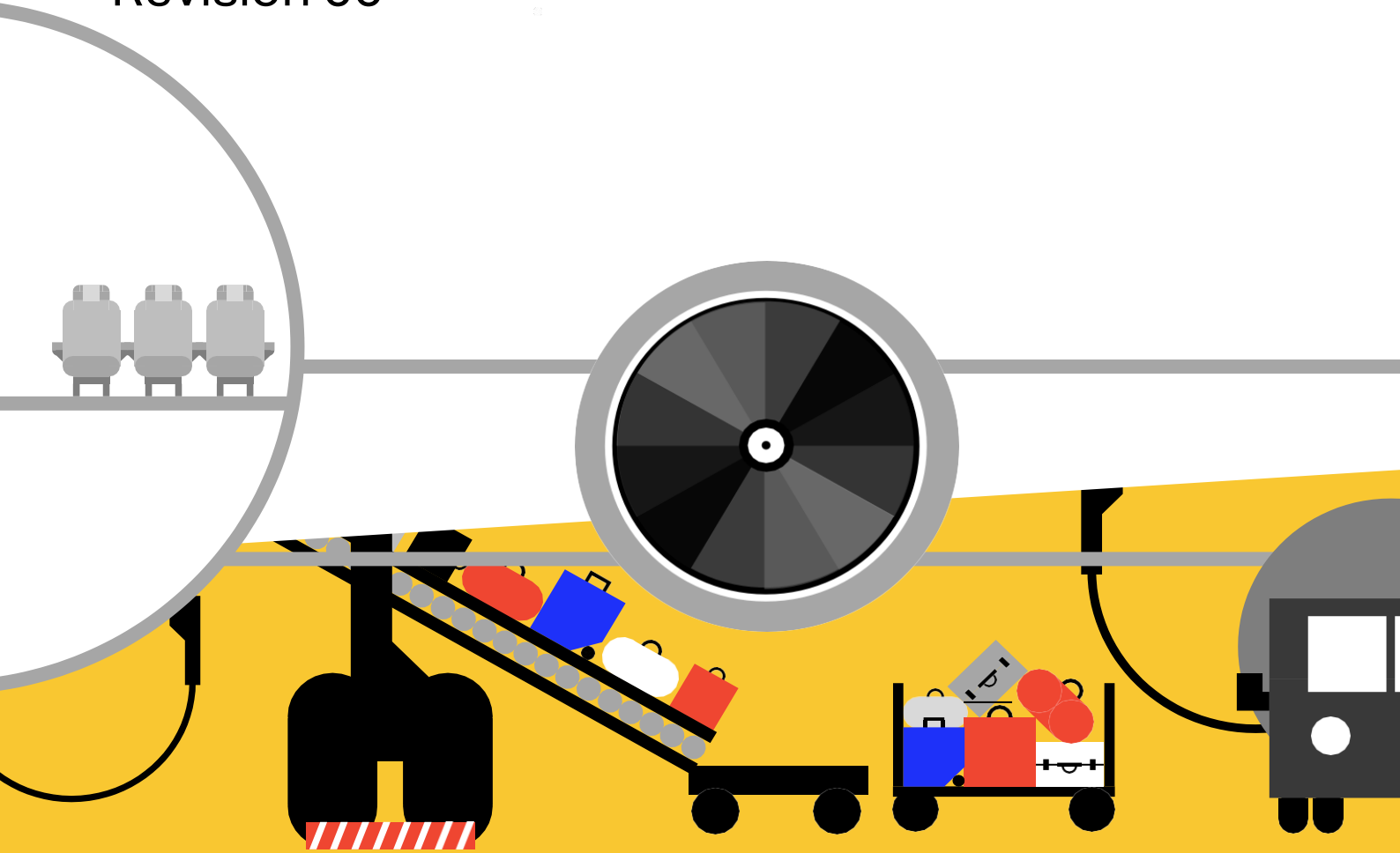


OPS Portal User Guide

Edition 02

Revision 00



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1 Overview and Important Information

One of IATA's key priorities is to drive further standardization of ground operations processes, with a primary focus on reducing risks in ground operations. The Operational Portal is an online platform designed for airlines and ground handling service providers. Through this portal, users can:

- Conduct self-assessment gap analyses
- Declare compliance of their operational documentation with industry standards
- Exchange operational information
- Post any variations against industry standards

This platform enhances standardization, minimizes the need for airline-specific training, and reduces complexities in ground operations.

2 Definitions

2.1 Account Types

2.1.1 Airline account

Each airline can have only one account per Air Operator Certificate (AOC). Airlines that also provide ground handling services to third parties, as a Ground Handling Service Provider (GHSP) will need to create separate accounts:

- As an airline (one account per AOC)
- As a GHSP (one account per location)

2.1.2 Ground Handling Service Provider (GHSP) accounts

GHSPs can have multiple accounts depending on the number of locations in their network. Ground Handling Service Providers that have both their headquarters and stations at the same location, will need separate access:

- As a Ground Handling Service Provider Headquarters
- As a Ground Handling Service Provider Station

2.2 User Types

The platform is designed to assign different user profiles that have specific accessibility and permissions. The roles that a user can have in the OPS Portal platform are:

1. OPS Portal Administrator

The company administrator of the account. This role is automatically assigned to the first user within a company. The OPS Portal Administrator can access all features within the platform, grant access to additional users, and has no limitations on permissions.

2. Standard Administrator "Standard Related"

This role has access to all features except for the creation of a hierarchy group. However, the user assigned this role will be limited by the specific standard(s) they are assigned to.

3. Editor "Standard Related"

The Editor within each company has limited access. The primary purpose of this role is to complete a section or sections of the gap analysis. Editors are assigned per standard.

4. Viewer "Standard Related"

The Viewer is primarily for viewing gap analyses or variation(s).

5. Acknowledger "Standard Related"

The Acknowledger has access to the same features as a Viewer, with the addition of the Notifications section, where they will receive information about the published gap analysis.

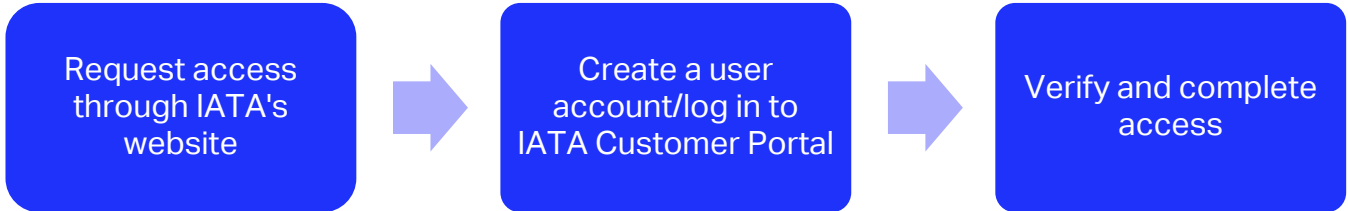
Note:

Standard Related means that each of the roles will be limited by the standard(s) assigned to them.

2.2.1 Permissions

| Feature/Functionality | Functionality Description | OPS Portal Administrator | Standard Administrator | Editor | Acknowledger | Viewer |
|--|---|--------------------------|------------------------|--------|--------------|--------|
| Account Management – User Administration | Invite other users to their company account | Yes | Yes | No | No | No |
| Account Management – Account Administration | Invite themselves to other stations | Yes | No | No | No | No |
| Account Management – Hierarchy Group | Create a Hierarchy Group | Yes | No | No | No | No |
| Gap Functions – Gap Analysis | Create a New File | Yes | Yes | No | No | No |
| Gap Functions – Gap Analysis | Work on a draft | Yes | Yes | Yes | No | No |
| Gap Functions – Gap Analysis | Clone or edit published gap analysis | Yes | Yes | No | No | No |
| Gap Functions – Gap Analysis | Read own company published gap analysis | Yes | Yes | Yes | Yes | Yes |
| Gap Functions – Gap Analysis | Read hierarchy shared gap analysis | Yes | Yes | Yes | No | No |
| Gap Functions – Gap Analysis | Read gap sharing gap analysis | Yes | Yes | No | No | No |
| Gap Functions – Gap Sharing Groups | Create a gap sharing group | Yes | Yes | No | No | No |
| Gap Functions – Documents | Read own company GOM | Yes | Yes | Yes | Yes | Yes |
| Gap Functions – Documents | Read hierarchy shared GOM | Yes | Yes | Yes | No | No |
| Variation Functions – My Variation Reports | Read own company variation reports | Yes | Yes | Yes | Yes | Yes |
| Variation Functions – Shared Variation Reports | Read shared hierarchy variation reports | Yes | Yes | Yes | No | No |
| Variation Functions – Shared Variation Reports | Read Variation sharing variation reports | Yes | Yes | No | No | No |
| Variation Functions – Shared Variation Reports | Create a variation sharing group | Yes | Yes | No | No | No |
| IATA Standards | Read IATA Manual headings | Yes | Yes | Yes | Yes | Yes |

3 OPS Portal Registration



Access to the OPS portal is straightforward and can be completed by following the steps outlined below:

Submit Request

- Begin by navigating to the IATA website at [IATA - Home](#) and selecting the "**Programs & Policy**" tab from the top menu.
- From the drop-down menu, choose "**Ground Operations**" under the "**Operations & Infrastructure**" sub-menu
- On the Ground Operations page, click on "[Operational Portal](#)" and scroll down to the "**Sign up for the Ops Portal now**" section.
- Fill in all the required information and ensure that you have checked the consent box before submitting your application by clicking the "**Sign up**" button.

Sign up for the Ops Portal now

First Name *

Last Name *

Job Title *

Company *

Company type *

Which account type do you want to publish a gap analysis for?

Are you the designated person by your company to undertake the role of OPS Portal Administrator? *

I consent to the processing of my personal information in accordance with [IATA's Privacy Policy](#) and I understand and agree to the [Terms of Use](#) *

SIGN-UP

Important Note:

The request to access the OPS Portal must be submitted only by the individual designated by the company as the primary OPS Portal account administrator.

Post-Submission Process

- Once the application has been submitted, IATA will verify the request and send an invitation to access the OPS Portal.
- An invitation email from the system will include a link to access the platform.

This is a system generated message. Please do not reply.

Dear Customer,

You have been invited to use the *Ops Portal*, service in the IATA Customer Portal. Please click the link below to begin.

[Click here to continue.](#)

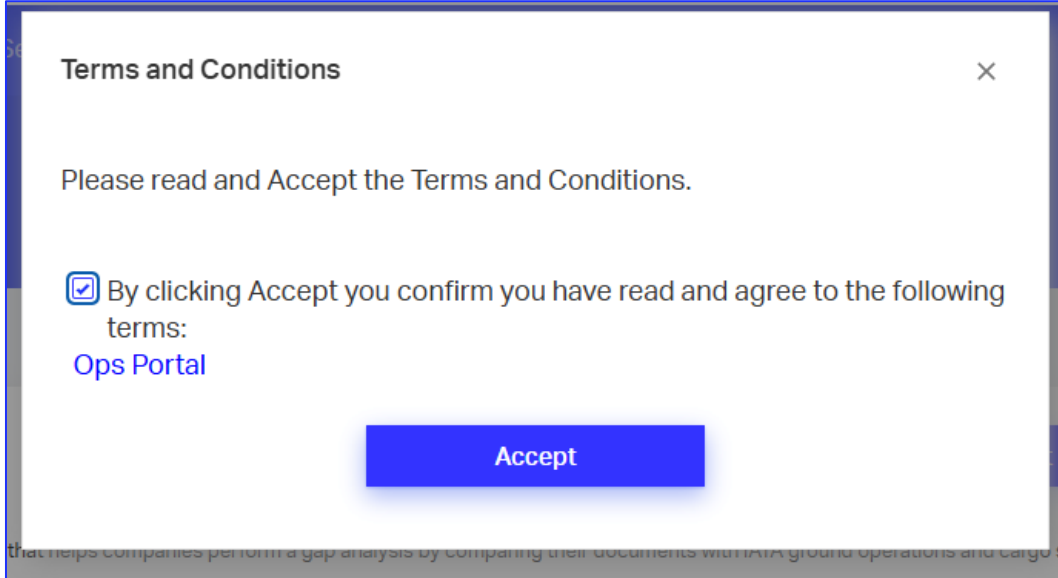
NOTE: If you have not yet registered in the IATA Customer Portal, you will be guided to do so. After completing this step, please return to this email and click the link above to continue.

Accessing the OPS Portal

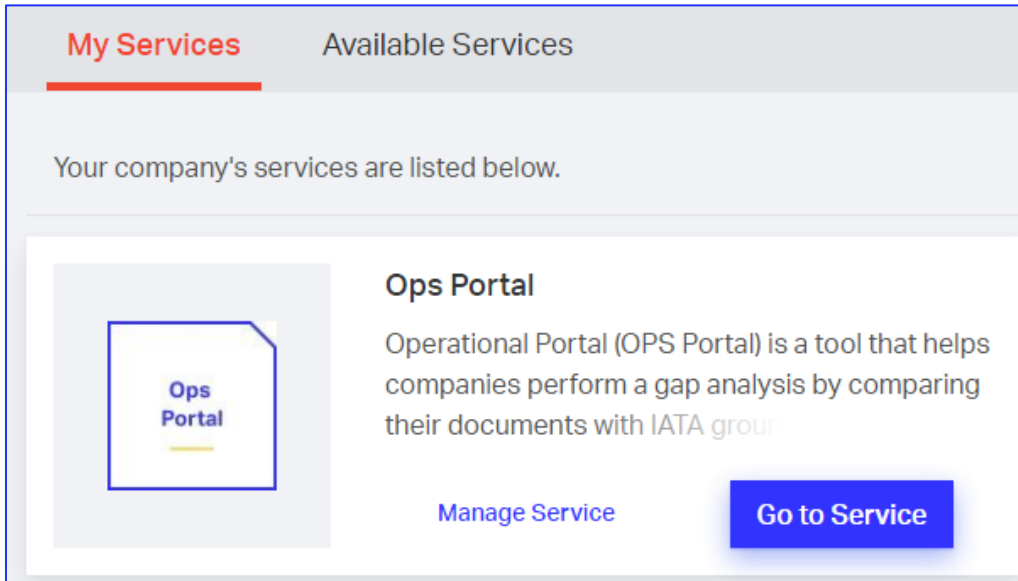
- Click on the "Click here to continue" link in the invitation email.
- The link will open the IATA Customer Portal:
 - If the IATA Customer Portal profile is already complete, access will be directed to the "OPS Portal Service."
 - If the profile is incomplete, the system will prompt for completion before proceeding.
- The OPS Portal can also be accessed by navigating to "Available Services" in the IATA Customer Portal.
- Once "OPS Portal" is located, click on "Request Service."

The screenshot shows the IATA Customer Portal interface. At the top left is the IATA logo and 'Customer Portal' text. To the right are 'Services' and 'Help' dropdown menus, a search bar, and a user profile icon. Below the navigation bar is a breadcrumb trail: 'Home > Services > Manage Services'. The main heading is 'Ops Portal'. Below this is a white box containing an 'About' section with a 'Request Service' button. The 'About' text reads: 'Operational Portal (OPS Portal) is a tool that helps companies perform a gap analysis by comparing their documents with IATA ground operations and cargo standards to identify gaps, and align or declare any variations.'

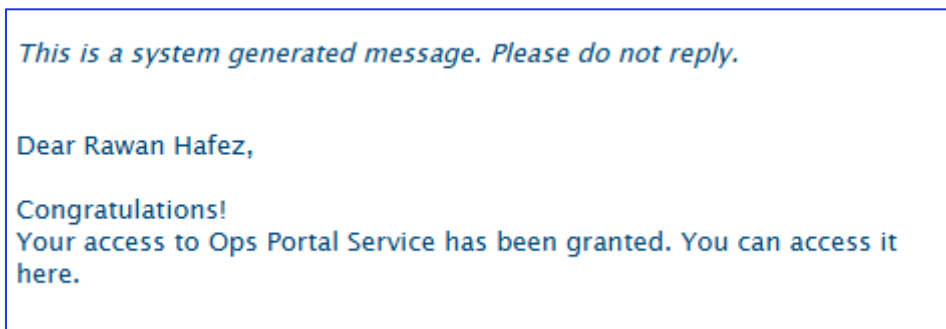
- Accept the terms and conditions by clicking "Accept."



- The system will automatically direct to "My Services," where OPS Portal will appear within the available services. Click on "Go to Service" to access the platform."



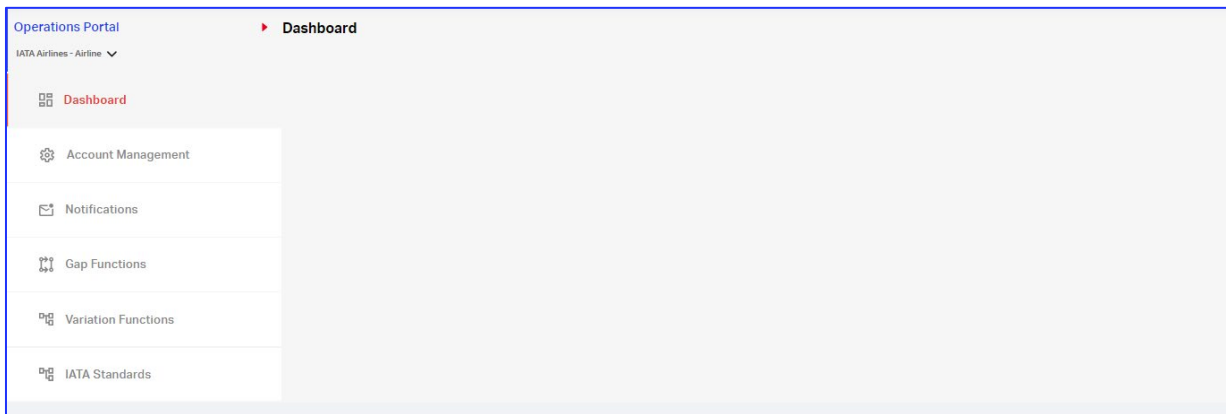
- A confirmation email will be sent once access has been fully completed.



4 OPS Portal Main Features

The OPS Portal platform is divided into the following sections:

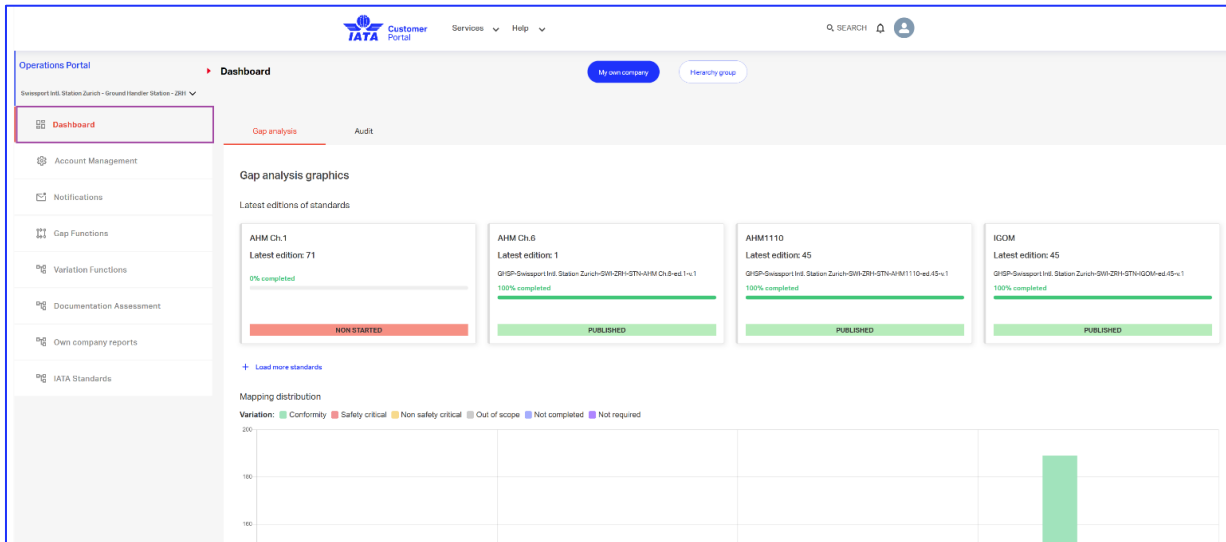
- **Dashboards:** To be available by Q3. Part of Phase 2 enhancement.
- **Account Management:** Manage user roles, account relationships, and hierarchy groups.
- **Notifications:** To be available by Q3. Part of Phase 2 enhancement.
- **Gap Functions:** Perform gap analyses, track published gaps, documents management, and share gap analysis.
- **Variation Functions:** Manage variations within gap analyses and establish sharing groups.
- **IATA Standards:** Access compliance standards and documentation.



Each section of this manual provides detailed explanations and step-by-step guidance to maximize usability.

4.1 Dashboards △

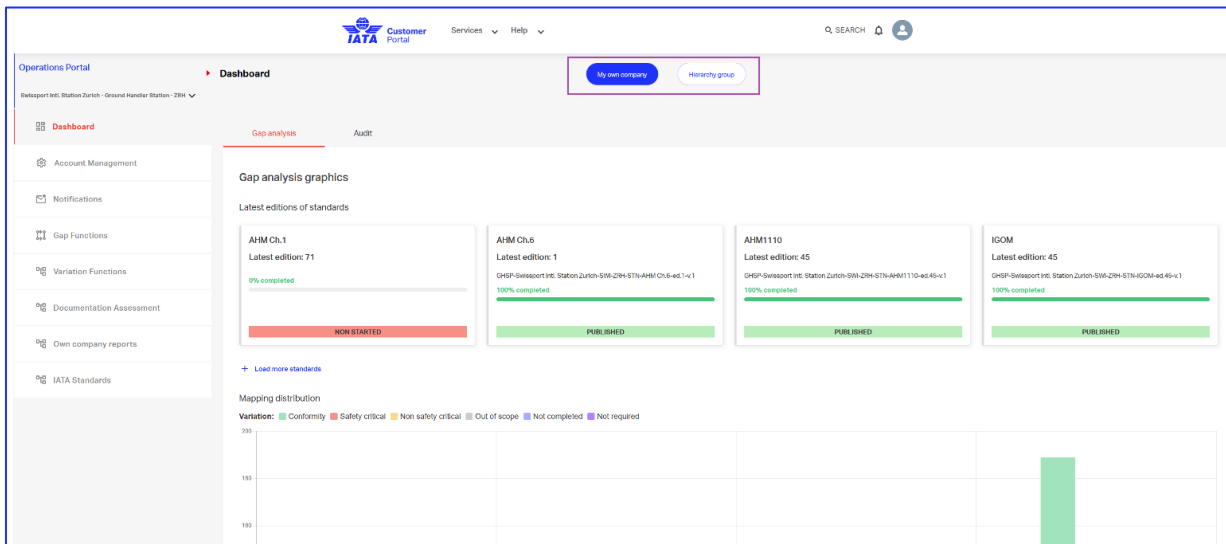
The Dashboard is the first page you see after logging into the Ops Portal. It gives you an overview of your company's compliance and activities, as well as comparisons with your hierarchy group (if applicable).



Understanding the Dashboard Tabs △

At the top of the Dashboard, you will see tabs:

- My Own Company → shows information related only to your company.
- Hierarchy Group → shows aggregated data for your group of related companies (if applicable).



4.1.1 My Own Company △

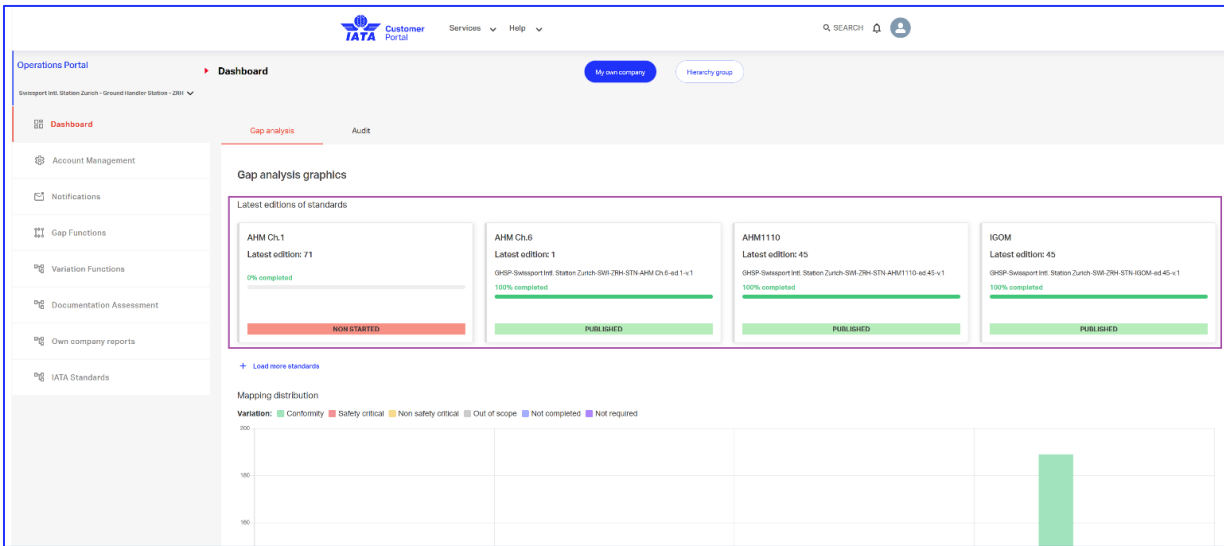
4.1.1.1 Latest Editions of Standards △

The first section displays the latest editions of the IATA Standards your company is working with (e.g., AHM, IGOM, CGM).

For each standard, you can see:

- The edition number (latest version available).
- The status for your company (e.g., Published, Not Started).

- A progress bar showing how far you are in the process.



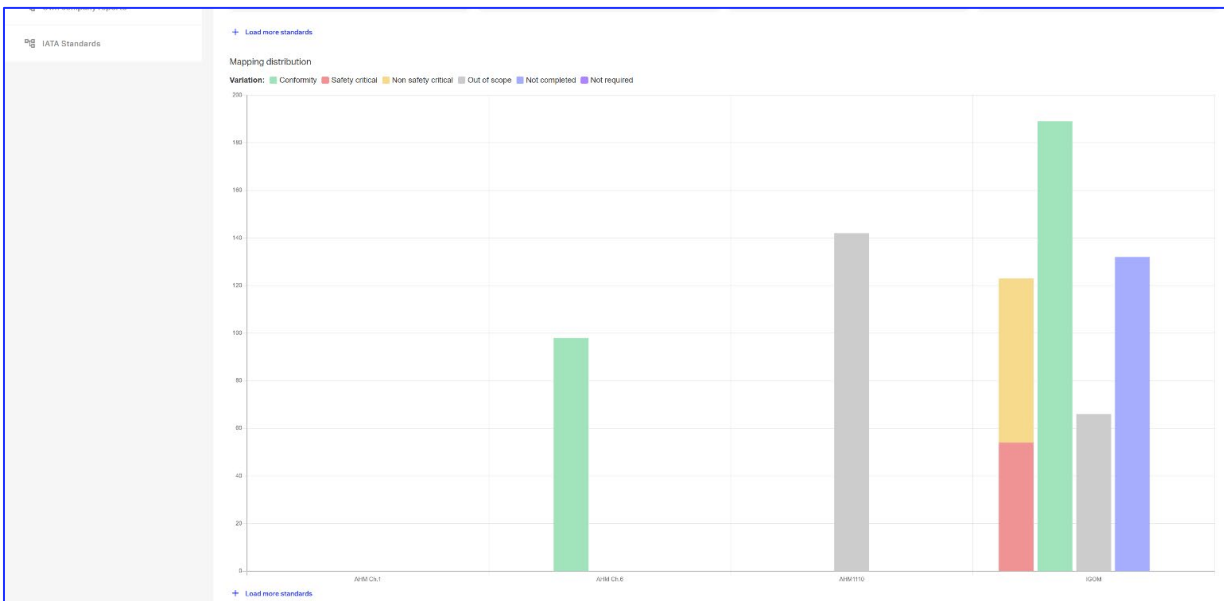
4.1.1.2 Mapping Distribution ⚠

Below the standards, you'll find the Mapping Distribution graph.

This shows how your responses are distributed across categories:

- Conformity
- Safety-critical variation
- Non-safety critical variation
- Out of scope
- Not completed
- Not required

Each bar represents a different standard, making it easy to compare.

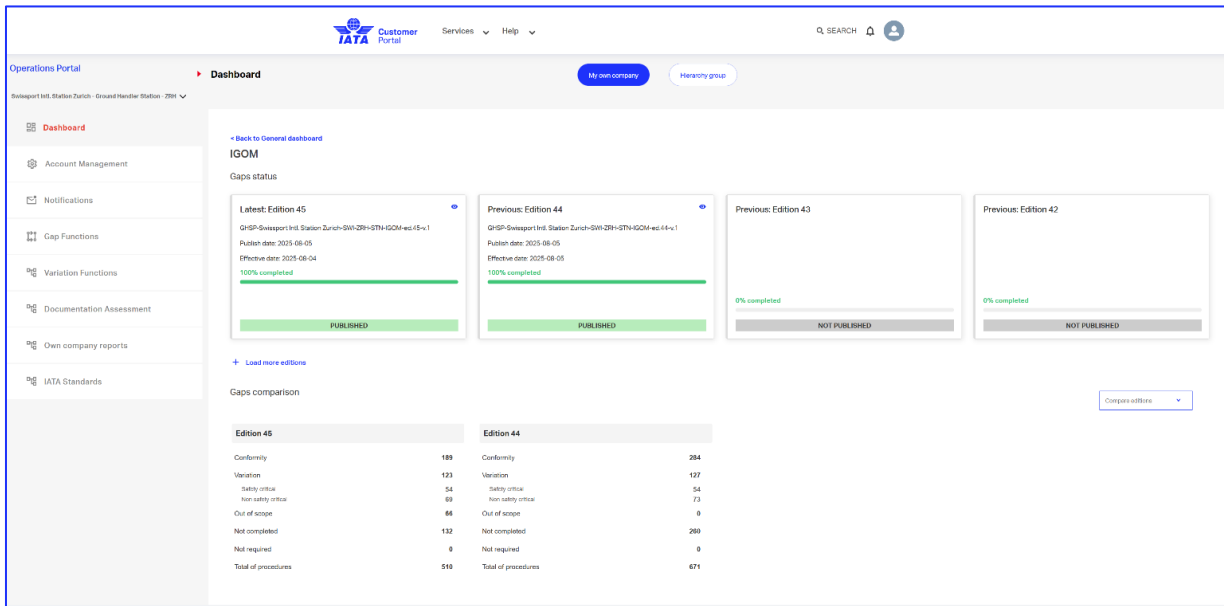


4.1.1.3 Exploring a Standard in Detail ▲

When you click on a standard (e.g., IGOM, AHM, CGM) from your dashboard:

You will see a list of tiles representing different editions of that standard (for example: IGOM Edition 42, 43, 44, 45).

- Each tile shows the edition number and its publication status (Published, In Progress, Not Published).
- The edition tiles help you quickly identify which versions are completed and which are still pending.



Each edition tile includes icons that let you:

- Review → open and read the published gap analysis.
- Clone → duplicate the gap analysis to use as a base for a new edition.
- Continue → resume work on a draft or in-progress gap analysis.

Comparison by Mapping Status ▲

Below the edition tiles, there is a comparison module that shows how different editions compare in terms of mapping categories:

- Conformity
- Variation
- Out of scope
- Not completed
- Not required

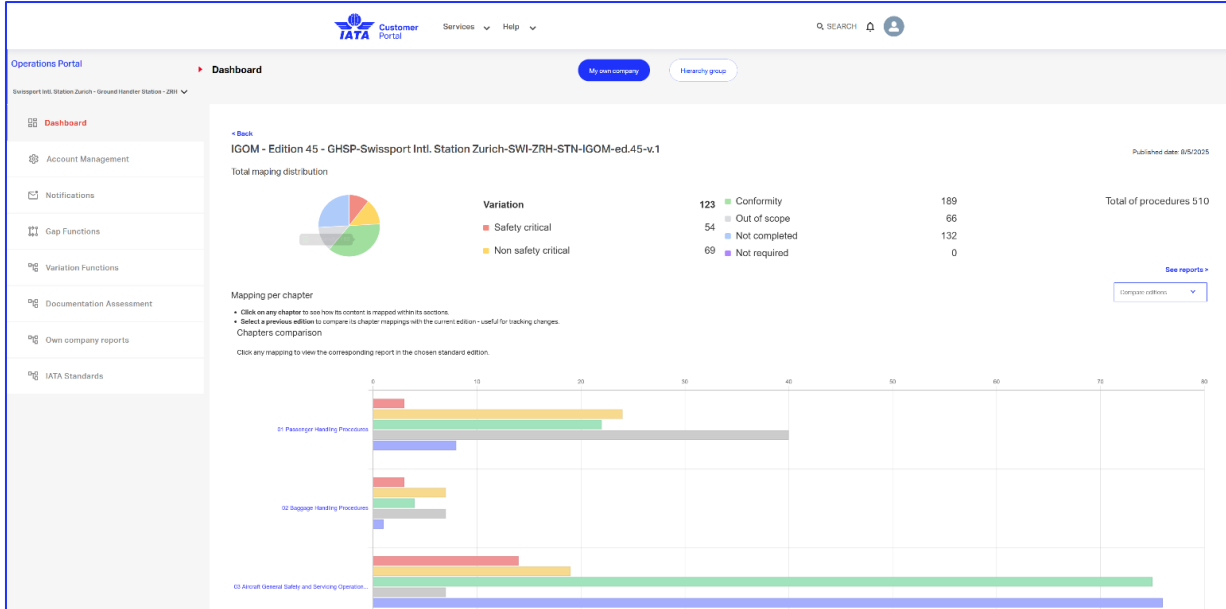
The comparison component allows you to select which editions of a standard you want to compare.

This visual comparison helps you:

- Track your company's progress overtime (from one edition to another).
- Identify improvements or regressions between versions.

4.1.1.4 Viewing Edition Details ▲

When you click on a specific edition tile (e.g., IGOM Edition 12), a new page opens with detailed analysis for that edition.



Mapping Distribution Overview ▲

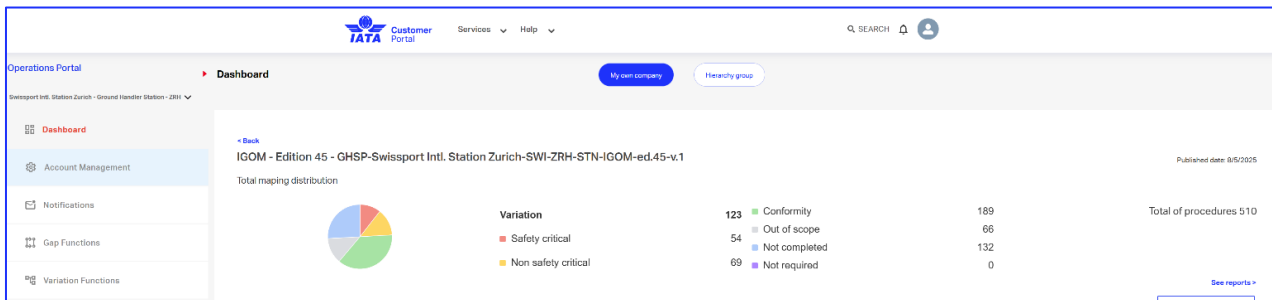
At the top of the page, you will find two modules that summarize your company's responses:

Figures (numbers) → show the total count of responses by mapping status:

- Conformity
- Variation
- Out of scope
- Not completed
- Not required

Donut Chart → a visual breakdown of the same mapping statuses.

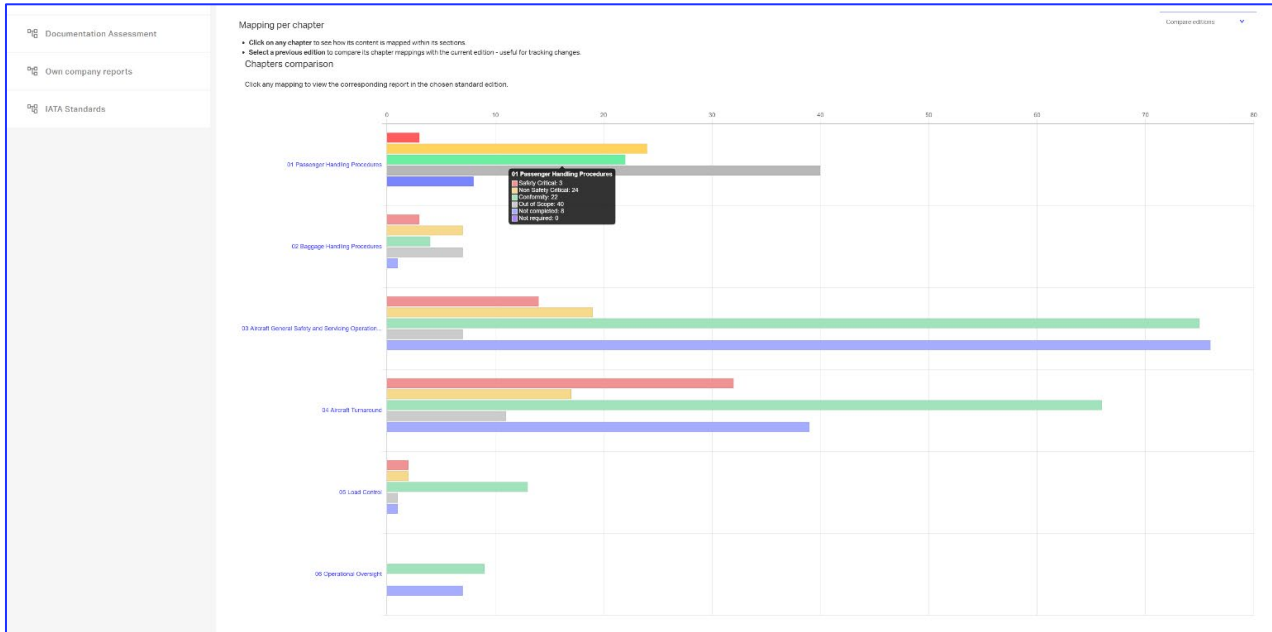
- Each color represents a mapping status.
- The chart gives a quick sense of proportions at a glance.



Chapter Breakdown

Below, you will find a bar graph showing the breakdown by chapter of the standard.

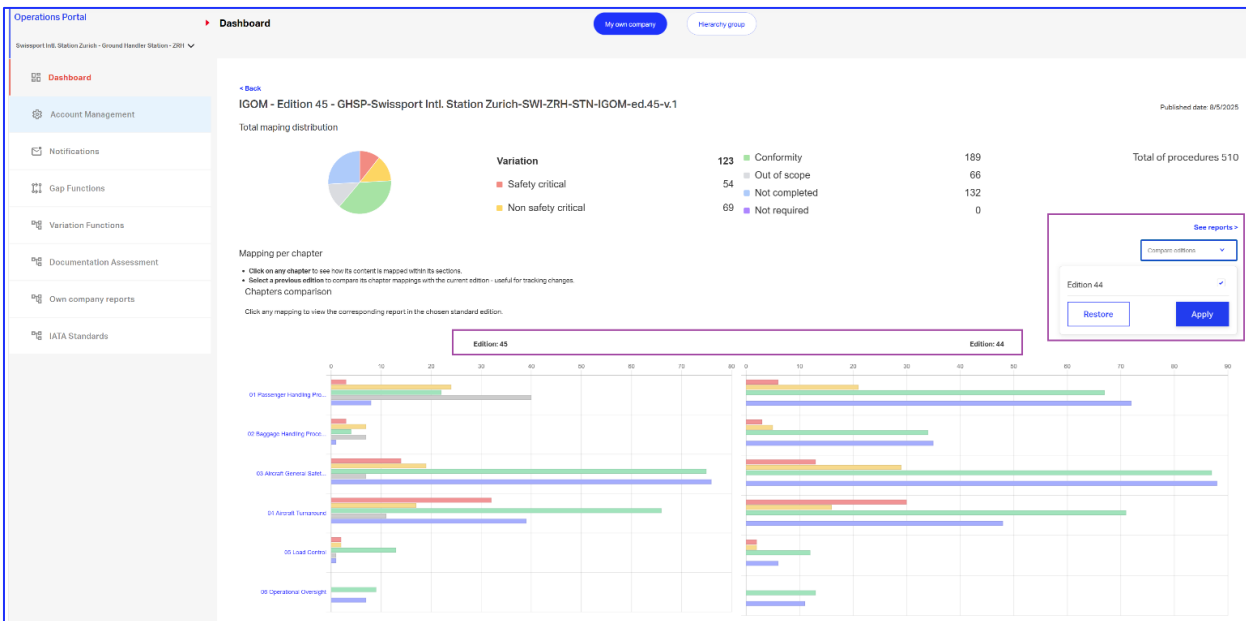
- Each bar represents a chapter.
- Inside the bar, you see the number of procedures classified by mapping status (Conformity, Variation, Out of scope, Not completed, Not required).
- This helps you identify which chapters need the most work.



Comparing Editions by Chapter ▲

On the Edition Details page, you can compare the selected edition with other editions of the same standard. This lets you see how responses have evolved across versions, chapter by chapter.

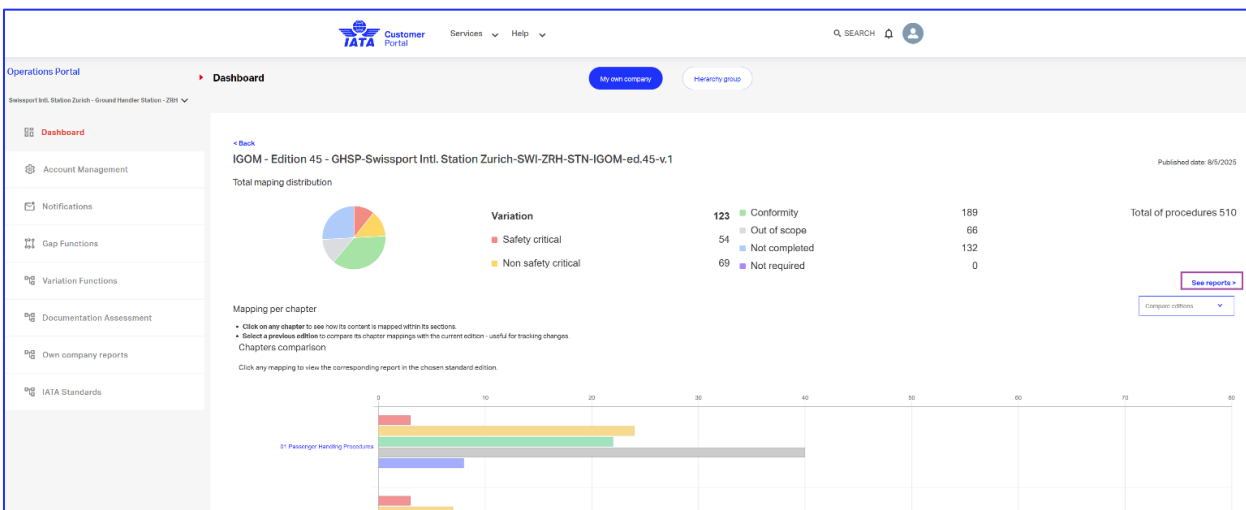
1. Click on the Compare editions button to select another edition.
2. The chapter breakdown bar graph updates automatically:
 - Bars for each edition are displayed side by side.
 - Each bar uses the mapping status colors.
 - This makes it easy to compare how many procedures changed between editions.



You can generate a Variation Report to see the exact differences in your gap analysis responses across editions.

Single Edition – Variation Report

If no comparison is active: You can open the Variation Report by clicking on the See reports button to review all variations detected within that edition’s gap analysis.



The screenshot shows the 'Operations Portal' dashboard for 'Swissport Intl. Station Zurich - General Handler Station - ZRH'. The main content area displays '01 Passenger Handling Procedures' with a sub-section for '1.1 Passenger Departure'. A list of sub-sections is visible, including '1.1.1 Predeparture Activities', '1.1.2 Passenger Pre-Flight Preparation', '1.1.3 Passenger Check-In', '1.1.3.2 Check-In Deadlines', '1.1.4 Passenger Acceptance', '1.1.4.1 Requirements for Passenger Acceptance', '1.1.8 Baggage Acceptance', '1.1.8.3 Checked Baggage', '1.1.8.3.1 Baggage Drop-Off and Self-Service Devices', '1.1.8.4 Dangerous Goods in Baggage', and '1.1.7 Passenger Boarding', '1.1.7.2 Passenger Boarding Process'. A 'Download Report' button is present in the top right corner.

Multiple Editions – Side-by-Side Variation/Out of scope Report

If you are comparing 2 or 3 editions:

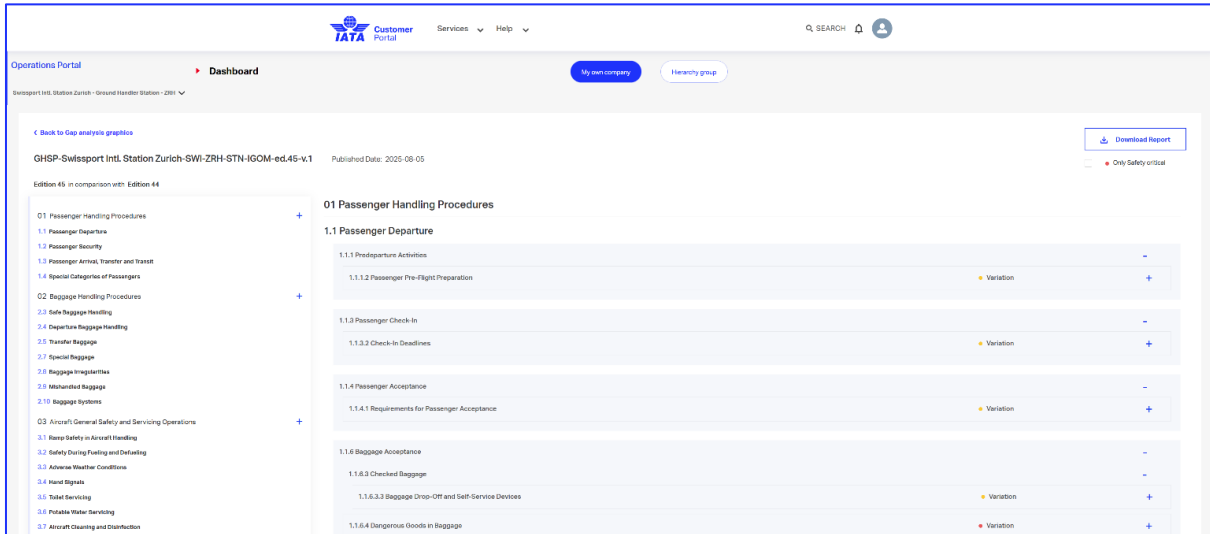
You can open the Variation/Out of scope Side-by-Side Report by clicking on the See reports button when the comparison is active.

The screenshot shows the 'Operations Portal' dashboard with a comparison report for 'IGOM - Edition 45 - GHSP-Swissport Intl. Station Zurich-SWI-ZRH-STN-IGOM-ed.45-v.1'. The report includes a 'Total mapping distribution' pie chart and a table of variation counts:

| Variation Type | Count |
|---------------------|-------|
| Conformity | 123 |
| Safety critical | 54 |
| Non safety critical | 69 |
| Out of scope | 189 |
| Not completed | 66 |
| Not required | 132 |
| Other | 0 |

The report also features a 'Mapping per chapter' section with a horizontal bar chart comparing Edition 45 and Edition 44 across four chapters: '01 Passenger Handling Proc.', '02 Baggage Handling Proc.', '03 Aircraft General Safe.', and '04 Aircraft Turnaround'. A 'See reports' button is highlighted in the top right corner.

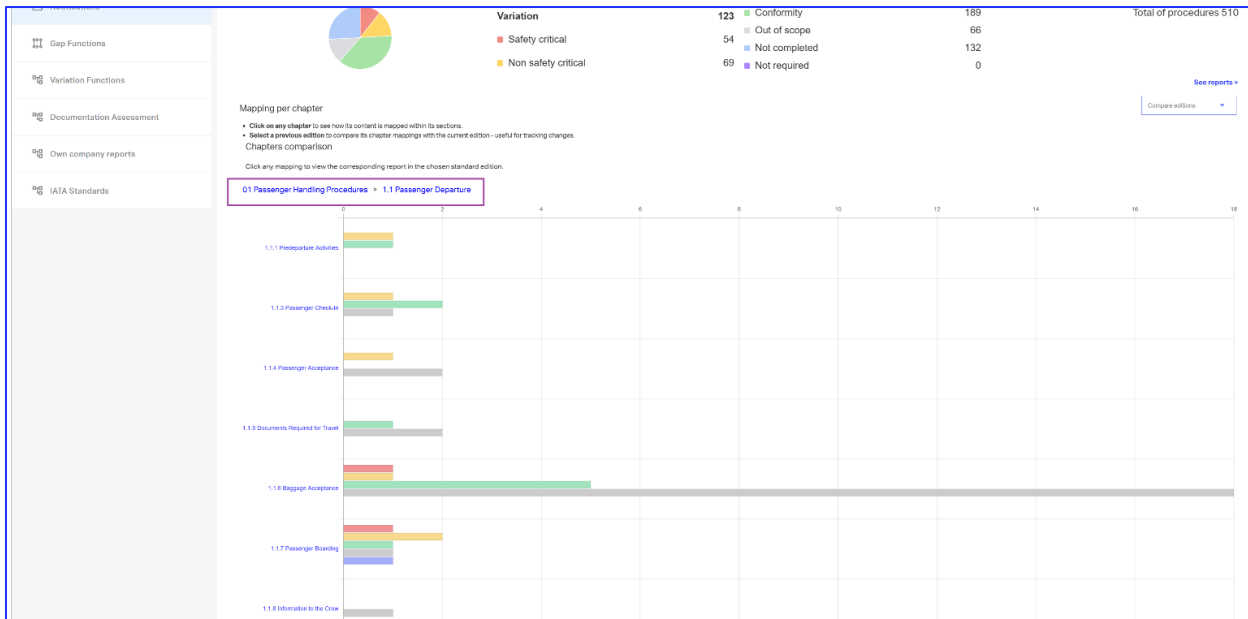
The screenshot shows the same comparison report as above, but with a 'See Report' dialog box open. The dialog box has a title bar 'See Report' and a close button 'X'. It contains a 'Select report' section with two radio buttons: 'Variation' (selected) and 'Out of scope'. A 'See Report' button is located at the bottom right of the dialog box.



Navigating the Standard Structure (Up to 8 Levels) △

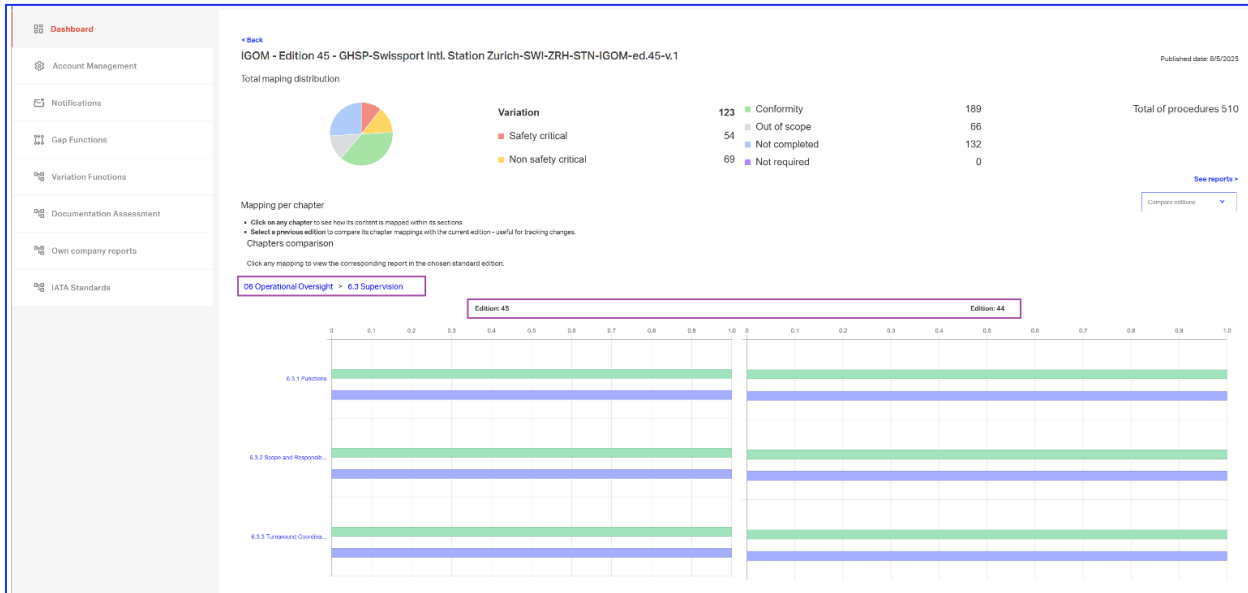
The Chapter Breakdown component is interactive and allows you to explore the full structure of a standard in detail.

- Drill-down navigation
 - You can click on a chapter in the bar graph to open its content.
 - Once inside a chapter, you can keep selecting subchapters and go deeper into the hierarchy.
 - The navigation supports up to 8 levels (chapter → subchapter → sub-subchapter, etc.).
- Single Edition Navigation
 - When viewing a single edition, you can drill down through the chapters to see how many procedures are assigned to each mapping status (Conformity, Variation, Out of scope).
 - At each level, the chart updates to show only the data for that chapter.



Comparison Mode Navigation ▲

- When you are comparing 2 or 3 editions, the drill-down works the same way.
- The bar graphs for each edition will appear side by side, even as you navigate into subchapters.
- This lets you compare specific sections of the standard in detail.

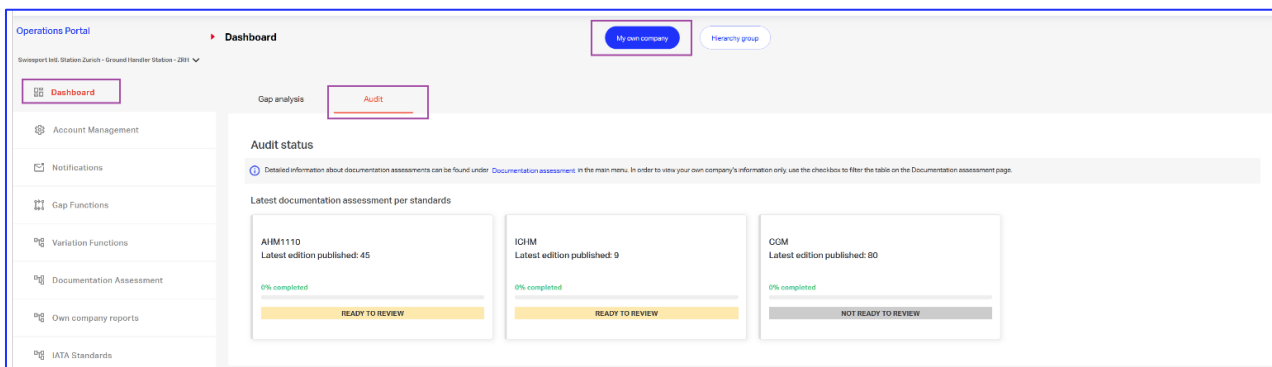


4.1.1.5 Audit Tab ▲

The Audit tab lets you see and follow up on all the documentation assessments linked to your company. These audits are connected to specific standards and their editions.

Accessing the Audit Tab ▲

1. From the Dashboard, click My Own Company.
2. Select the Audit tab.



Understanding the Audit Tiles ▲

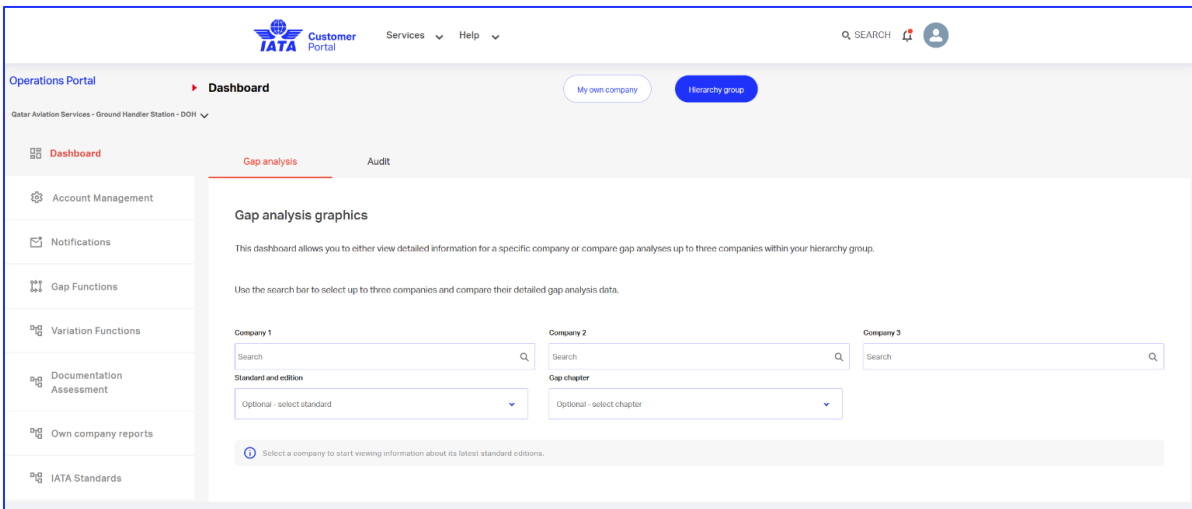
Each audit appears as a tile that summarizes its key information:

- Standard & Edition → the standard being audited (e.g., IGOM Edition 12).
- Audit Status → one of the following:
 - Pending Assignment – audit has been created but not yet assigned to any auditor.
 - Not Ready to Review – gap analysis is still in progress and not published.

- Ready to Review – gap analysis is complete and waiting for review.
- Passed – audit was reviewed and approved.
- Not Passed – audit was reviewed and did not meet requirements.
- % Completion → shows how much of the audit has been completed.

4.1.2 Hierarchy group △

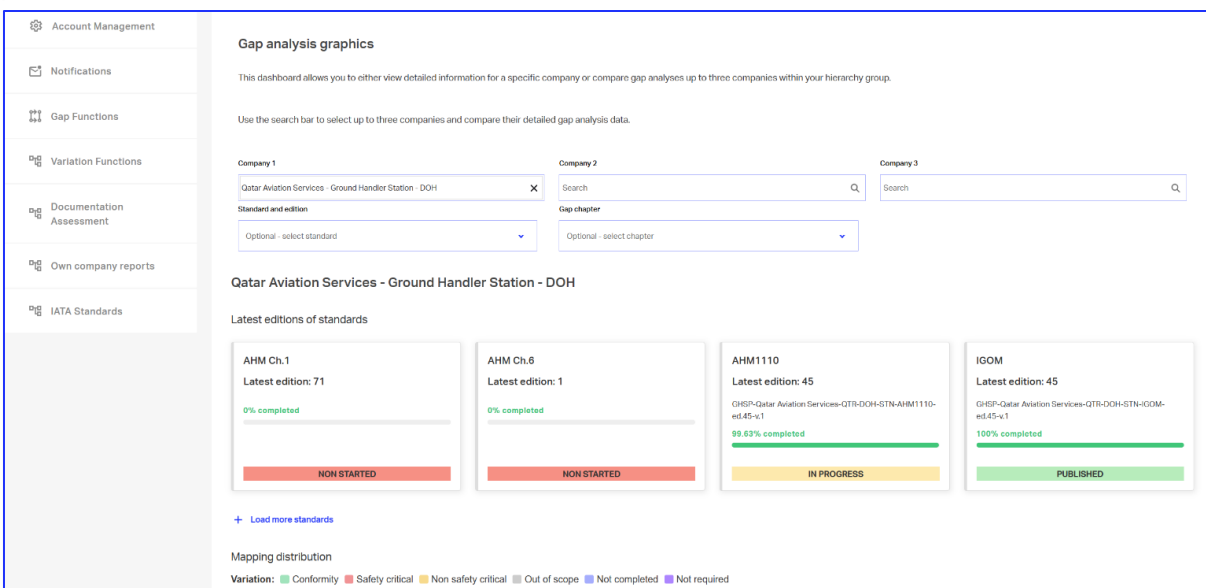
On this page, you can effectively compare all the companies that are part of your organizational hierarchy. This includes not only your main account, but also all subsidiaries and related entities, allowing you to get a complete and detailed overview of their performance.



4.1.2.1 Gap analysis tab △

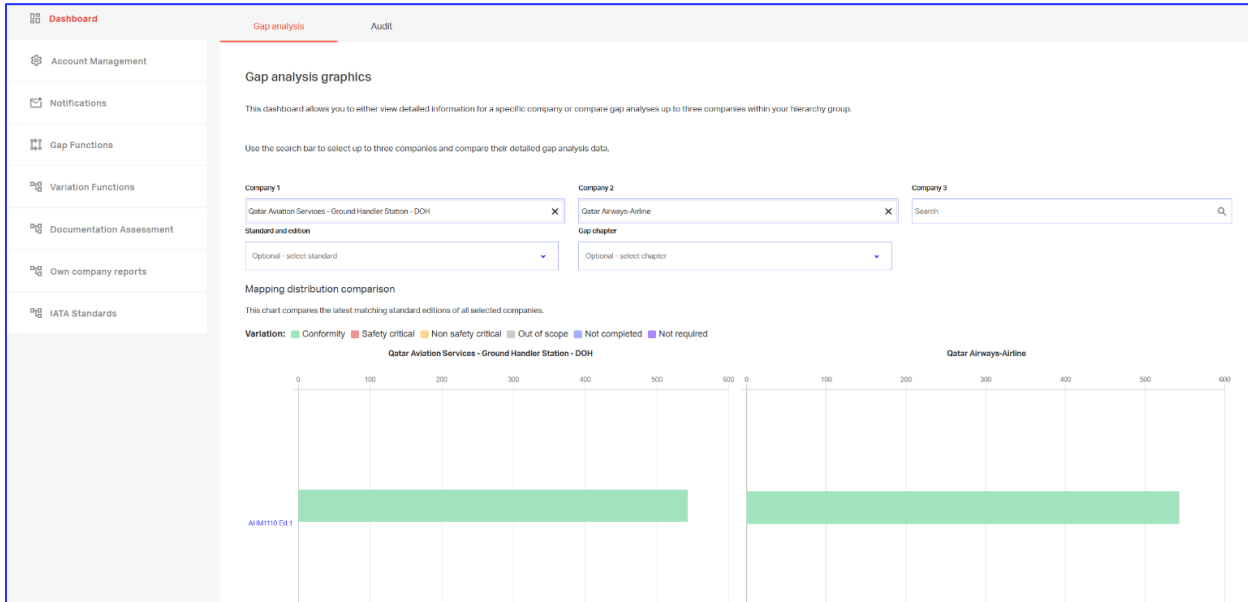
Single account selection

When you select a single account in the filter named Company 1, you will be presented with the same view that is available in the gap analysis tab, specifically under the section My own company. However, this view will apply exclusively to the company you have previously selected, allowing for a detailed and focused analysis of that particular account.



Multiple account selection

However, when selecting two or three companies, you can have a comparison view of them. Specifically, you can see the mapping distribution comparison between companies that share the same standard and editions.



If you select a standard and edition, a table will display the full mapping distribution:

Gaps comparison

| Qatar Airways Edition 1 | | Qatar Aviation Services Edition 1 | |
|----------------------------|------------|-----------------------------------|------------|
| Conformity | 543 | Conformity | 543 |
| Variation | 0 | Variation | 0 |
| Safety critical | 0 | Safety critical | 0 |
| Non safety critical | 0 | Non safety critical | 0 |
| Out of scope | 0 | Out of scope | 0 |
| Not completed | 0 | Not completed | 0 |
| Not required | 0 | Not required | 0 |
| Total of procedures | 543 | Total of procedures | 543 |

You can also select the chapter to display, including All chapters as an option.

Gap analysis graphics

This dashboard allows you to either view detailed information for a specific company or compare gap analyses up to three companies within your Hierarchy group.

Use the search bar to select up to three companies and compare their detailed gap analysis data.

Company 1: Qatar Aviation Services - Ground Handler Station - DOH
Standard and edition: AIM1110 Ed.1

Company 2: Qatar Airways Airline
Gap chapter: [Dropdown menu open]

Gaps comparison:

| Qatar Airways Edition 1 | | Qatar Aviation Services - Ground Handler Station - DOH | |
|-------------------------|-----|--|--|
| Conformity | 543 | Conformity | |
| Variation | 0 | Variation | |
| Safety critical | 0 | Safety critical | |
| Non safety critical | 0 | Non safety critical | |
| Out of scope | 0 | Out of scope | |
| Not completed | 0 | Not completed | |

Chapters comparison

Click any mapping to view the corresponding report in the chosen standard edition.

Variation: Conformity (Green), Safety critical (Red), Non safety critical (Yellow), Out of scope (Grey), Not completed (Blue), Not required (Purple)

Qatar Aviation Services - Ground Handler Station - DOH

| Chapter | Conformity | Safety critical | Non safety critical | Out of scope | Not completed | Not required |
|-------------------------------|------------|-----------------|---------------------|--------------|---------------|--------------|
| 1. OVERVIEW | 543 | 0 | 0 | 0 | 0 | 0 |
| 2. DEFINITIONS | 543 | 0 | 0 | 0 | 0 | 0 |
| 3. TRAINING MANAGEMENT SYSTEM | 543 | 0 | 0 | 0 | 0 | 0 |
| 4. THE TRAINING PROGRAM | 543 | 0 | 0 | 0 | 0 | 0 |
| 5. ABSENCE FROM WORK | 543 | 0 | 0 | 0 | 0 | 0 |
| 6. TRAINING METHODS | 543 | 0 | 0 | 0 | 0 | 0 |
| 7. TRAINING DOCUMENTATION | 543 | 0 | 0 | 0 | 0 | 0 |
| 8. TRAINING RECORDS | 543 | 0 | 0 | 0 | 0 | 0 |
| 9. INITIAL AND CONTINUOUS | 543 | 0 | 0 | 0 | 0 | 0 |
| 10. DEFINITION OF JOB ROL | 543 | 0 | 0 | 0 | 0 | 0 |
| 11. TRAINING MODULES | 543 | 0 | 0 | 0 | 0 | 0 |

Qatar Airways Airline

| Chapter | Conformity | Safety critical | Non safety critical | Out of scope | Not completed | Not required |
|-------------------------------|------------|-----------------|---------------------|--------------|---------------|--------------|
| 1. OVERVIEW | 543 | 0 | 0 | 0 | 0 | 0 |
| 2. DEFINITIONS | 543 | 0 | 0 | 0 | 0 | 0 |
| 3. TRAINING MANAGEMENT SYSTEM | 543 | 0 | 0 | 0 | 0 | 0 |
| 4. THE TRAINING PROGRAM | 543 | 0 | 0 | 0 | 0 | 0 |
| 5. ABSENCE FROM WORK | 543 | 0 | 0 | 0 | 0 | 0 |
| 6. TRAINING METHODS | 543 | 0 | 0 | 0 | 0 | 0 |
| 7. TRAINING DOCUMENTATION | 543 | 0 | 0 | 0 | 0 | 0 |
| 8. TRAINING RECORDS | 543 | 0 | 0 | 0 | 0 | 0 |
| 9. INITIAL AND CONTINUOUS | 543 | 0 | 0 | 0 | 0 | 0 |
| 10. DEFINITION OF JOB ROL | 543 | 0 | 0 | 0 | 0 | 0 |
| 11. TRAINING MODULES | 543 | 0 | 0 | 0 | 0 | 0 |

As observed earlier, you can navigate through the various chapters and subchapters available. This is achieved by simply clicking on their respective names, which will allow you to access the desired information. It is important to note that, during this navigation, the comparison between all companies will always remain visible.

Also, you could see the variation and out of scope reports of the comparison of the different companies selected.

4.1.2.2 Audit tab △

In this tab, you can view all companies in your hierarchy by audit assessment status, including:

- ISAGO ID
- Company Name
- Company Type
- Location Code
- Standard and Edition
- Assessment Status

Clicking the view button will redirect you to the selected documentation assessment page.

The screenshot shows the 'Audit' tab in the IATA OPS Portal. The interface includes a navigation menu on the left with options like 'Account Management', 'Notifications', 'Gap Functions', 'Variation Functions', 'Documentation Assessment', 'Own company reports', and 'IATA Standards'. The main content area is titled 'Audit status' and contains a search bar for company names, types, or locations. Below the search bar is a section for 'All companies' with a pie chart and a summary table. The summary table shows the following data:

| Assessment Status | Count |
|-------------------|-------|
| In Progress | 0 |
| Completed | 0 |
| Passed | 0 |
| Not Passed | 0 |
| Not Started | 2 |

The 'Total of companies going through documentation assessment' is 2. Below this is a table listing the audit records:

| ISAGO audit ID | Company name | Company type | Location | Standard | Assessment status | View |
|------------------------|--------------------------------|------------------------|----------|-----------------------------|-------------------|------|
| ISAGO-SWI-STN-ZRH-2025 | Swissport Intl. Station Zurich | Ground Handler Station | ZRH | A-IM1110 Ed. 45, ICHM Ed. 9 | NOT STARTED | → |
| ISAGO-SWI-STN-ZRH-2025 | Swissport Intl. Station Zurich | Ground Handler Station | ZRH | CGM Ed. 60 | NOT STARTED | → |

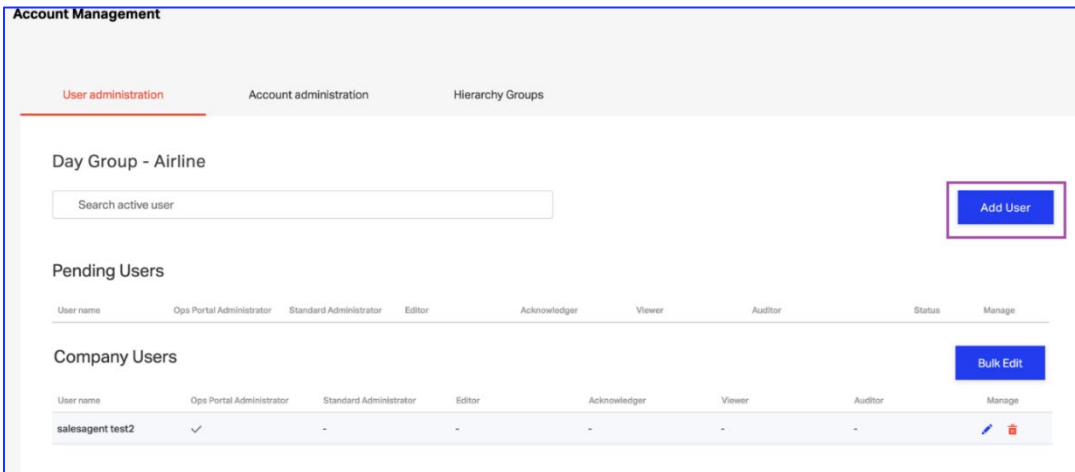
4.2 Account Management

The **Account Management** tab inside the Ops Portal allows users to invite and manage accounts, establish hierarchical relationships, and bulk edit user permissions.

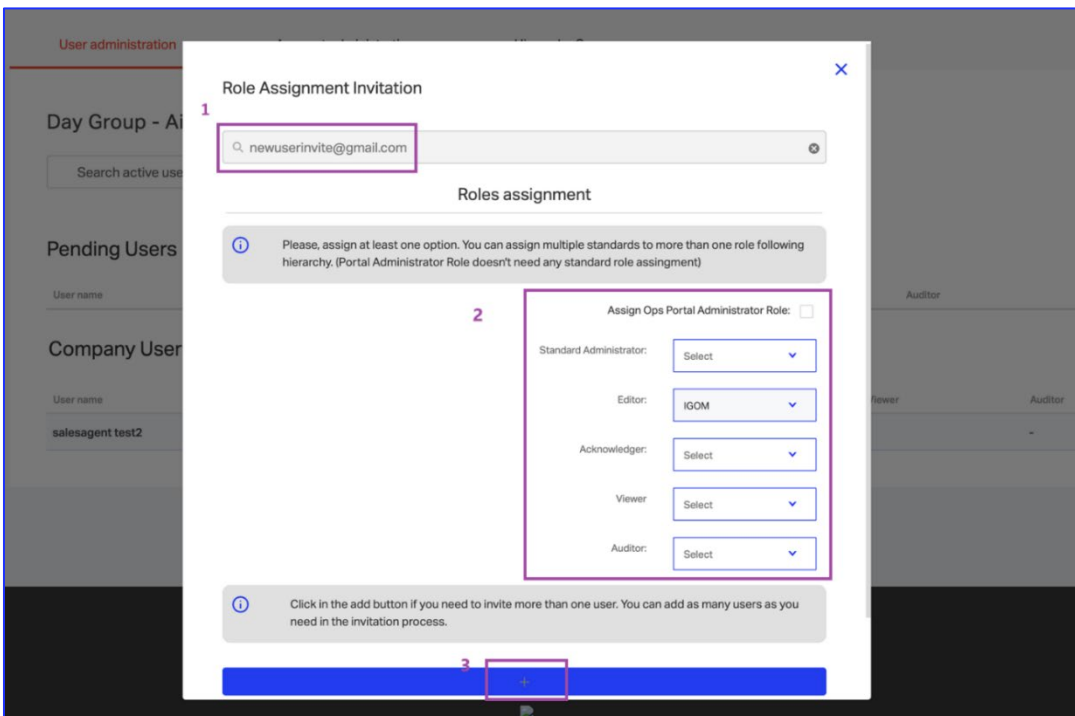
4.2.1 User Administration

4.2.1.1 Inviting and Managing Users

1. Navigate to **Account Management > User Administration**.
2. Click on **"Add User"**.



3. Follow the guided invitation flow to complete the user invitation process.
 - a. Add an email of the user to invite to the portal and click on Enter.
 - b. Select the standard or standards to be included inside of each of the roles of that user. For example, a user can be a Standard Administrator for IGOM and Editor for AHM1110.
 - c. Click on the + icon.
 - d. Repeat the process until all desired users are invited.



4.2.1.2 Bulk Editing User Permission

1. Click "Bulk Edit" in the User Administration tab.

| Company Users | | | | | | | Bulk Edit |
|-------------------|--------------------------|------------------------|----------|--------------|------------------|---------|-----------|
| User name | Ops Portal Administrator | Standard Administrator | Editor | Acknowledger | Viewer | Auditor | Manage |
| Adm Green | — | CGM,IGOM | - | - | AHM1110,AHM Ch.1 | - | |
| Adm Yellow | — | CGM,IGOM | AHM1110 | AHM Ch.1 | - | - | |
| Alvin Jenkins | ✓ | - | - | - | - | - | |
| Beatrice Villegas | ✓ | - | - | - | - | - | |
| Darwin Gross | — | IGOM | AHM Ch.1 | CGM | - | - | |
| Dario Fuentes | — | AHM1110 | - | - | - | - | |
| Jaume Lorente | ✓ | - | - | - | - | - | |
| JP Alb | ✓ | - | - | - | - | - | |

2. The user matrix will become editable, allowing modifications to multiple user permissions simultaneously.

| Company Users | | | | | | | Bulk Edit |
|-----------------|-------------------------------------|------------------------|---------------|---------------|-------------------|---------------|-----------|
| User name | Ops Portal Administrator | Standard Administrator | Editor | Acknowledger | Viewer | Auditor | |
| 1 Adm Green | <input type="checkbox"/> | CGM; IGOM | Select values | Select values | AHM Ch.1; AHM1110 | Select values | |
| 2 Adm Yellow | <input type="checkbox"/> | CGM; IGOM | AHM1110 | AHM Ch.1 | Select values | Select values | |
| 3 Alvin Jenkins | <input checked="" type="checkbox"/> | Select values | Select values | Select values | Select values | Select values | |

3. Adjust roles and access levels as needed.

4. Click "**Confirm**" to apply changes.

















Admins have different levels of visibility:

- **Ops Portal Administrators:** Can see and manage all active standards.
- **Ops Portal Standard Administrators:** Can only manage standards they are assigned to.

4.2.1.3 Individual User Edits


- Click the **pencil icon** next to a user's record to edit permissions.
- Click the **trash icon** to delete a user.

Company Users Bulk Edit

| User name | Ops Portal Administrator | Standard Administrator | Editor | Acknowledger | Viewer | Auditor | Manage |
|-------------------|--------------------------|------------------------|----------|--------------|------------------|---------|---|
| Adm Green | — | CGM,IGOM | - | - | AHM1110,AHM Ch.1 | - |   |
| Adm Yellow | — | CGM,IGOM | AHM1110 | AHM Ch.1 | - | - |   |
| Alvin Jenkins | ✓ | - | - | - | - | - |   |
| Beatrice Villegas | ✓ | - | - | - | - | - |   |
| Darwin Gross | — | IGOM | AHM Ch.1 | CGM | - | - |   |
| Dario Fuentes | — | AHM1110 | - | - | - | - |   |
| Jaume Lorente | ✓ | - | - | - | - | - |   |
| JP Alb | ✓ | - | - | - | - | - |   |

CGM,IGOM ✕

Roles edit

 Change, add or limit permits for the user. You can assign more than one Standard for every role following hierarchy.

Assign Ops Portal Administrator Role:

Standard Administrator: CGM; IGOM ▼

Editor: Select values ▼

Acknowledger: Select values ▼

Reader: AHM Ch.1; AHM1110 ▼

Auditor: Select values ▼

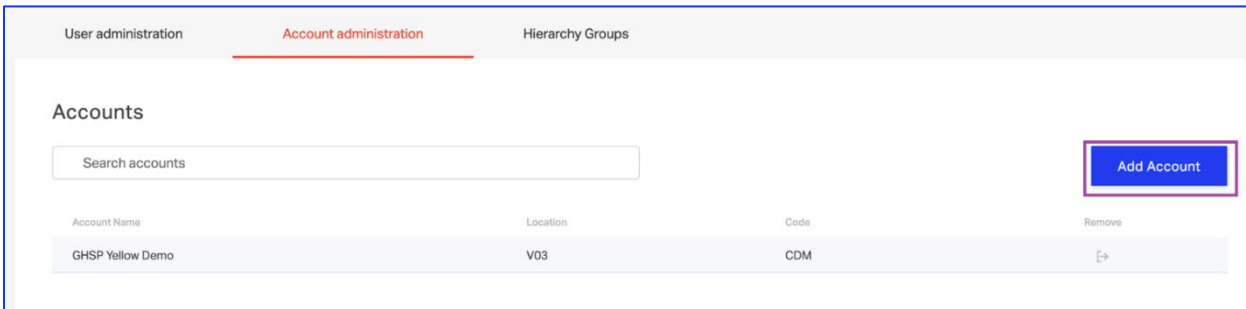
Cancel
Confirm

4.2.2 Account Administration

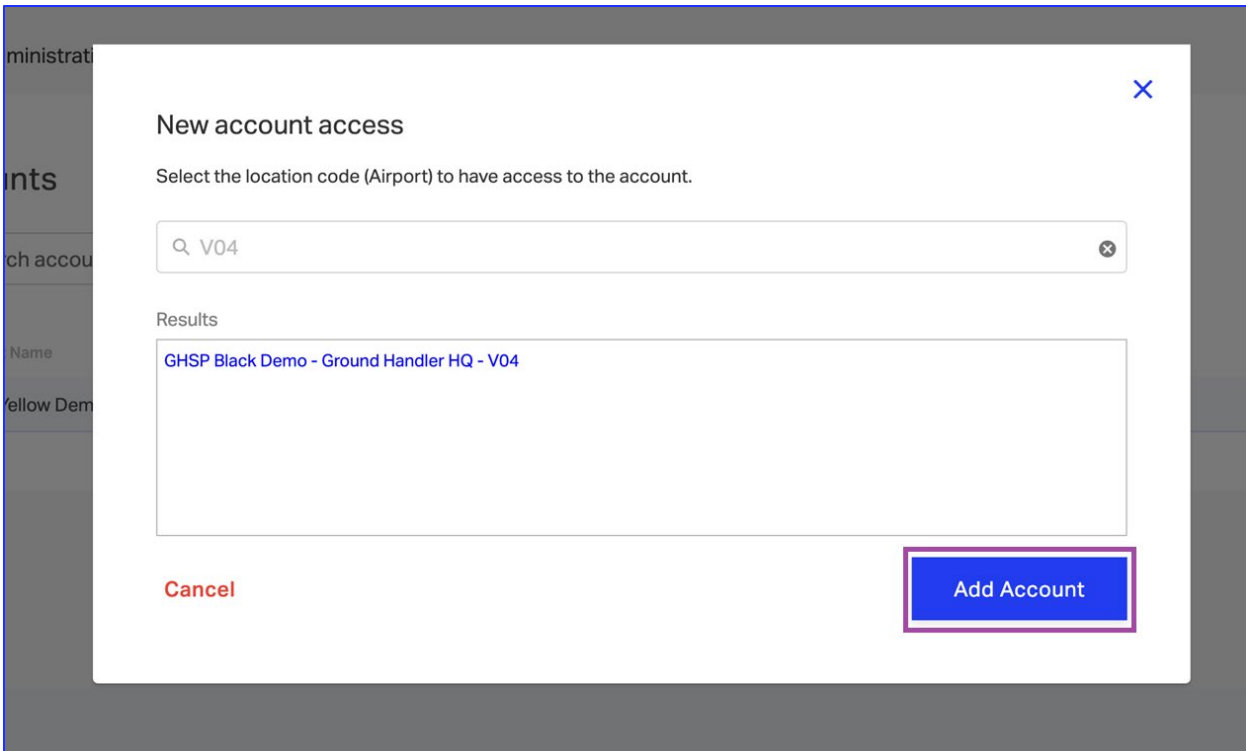
This feature allows users to grant themselves access to other accounts within their network.

4.2.2.1 Granting Account Access

1. Navigate to **Account Management > Account Administration**.
2. Click **"Add Account"**.



3. A list of eligible accounts will auto-populate based on the location code.
Note: eligible accounts will be the accounts that fall within the same Network. Your company profile GSP code or ICAO code needs to match.
4. Select the desired account.
5. The **"Add Account"** button will become active and blue; click to confirm.

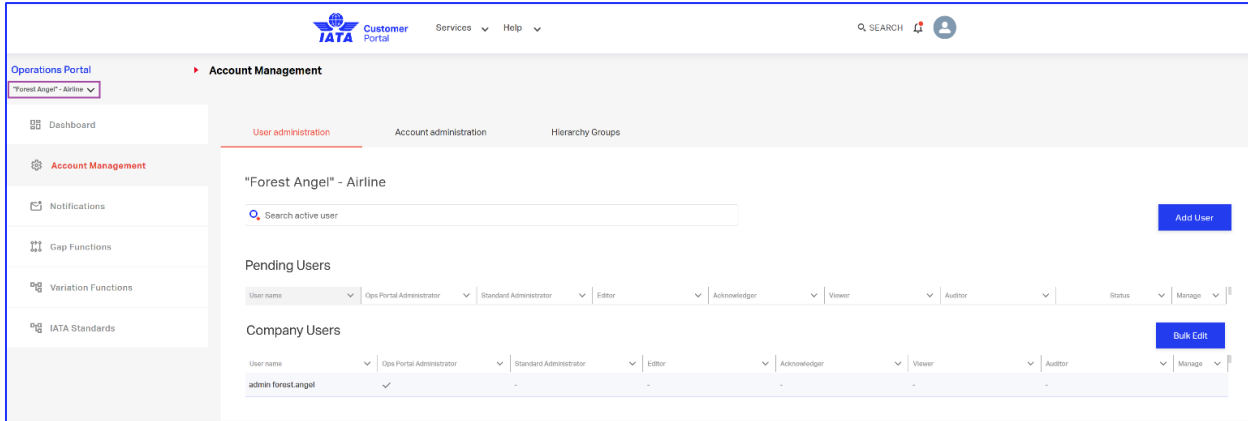


Important Note:

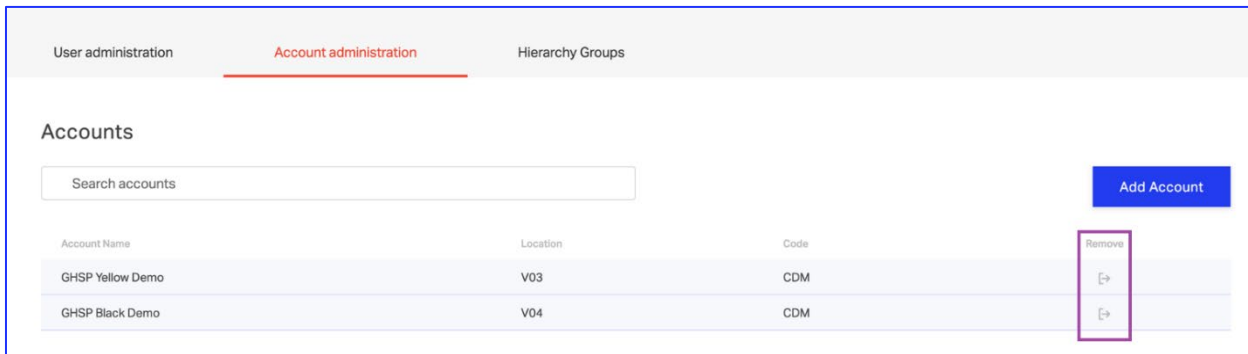
If a user does not see the Account administration tab, it is because the role assigned to the user does not have permissions to view the tab or the user is within an Account administration in the list. This avoids nesting accounts.

4.2.2.2 Managing Accounts

- Use the **drop-down menu** on the left to select a specific account after adding it.



- To remove an account relationship, click the **remove icon**.



4.2.3 Hierarchy Groups

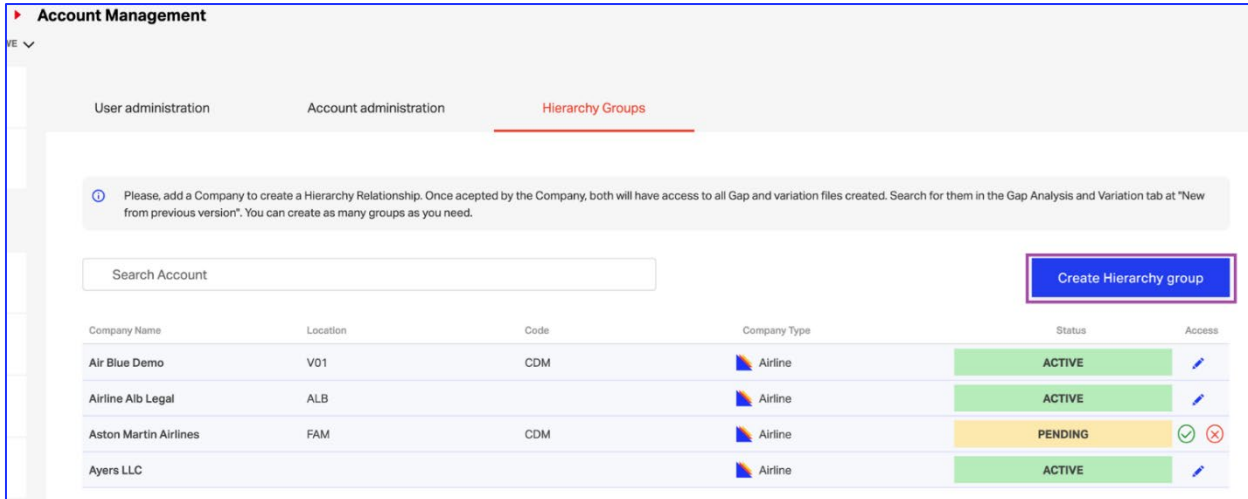
Hierarchy groups allow Ops Portal users to establish relationships between multiple accounts. Once linked, accounts within a hierarchy can view each other's published gap analyses and clone them if they have permission.

Important Note:

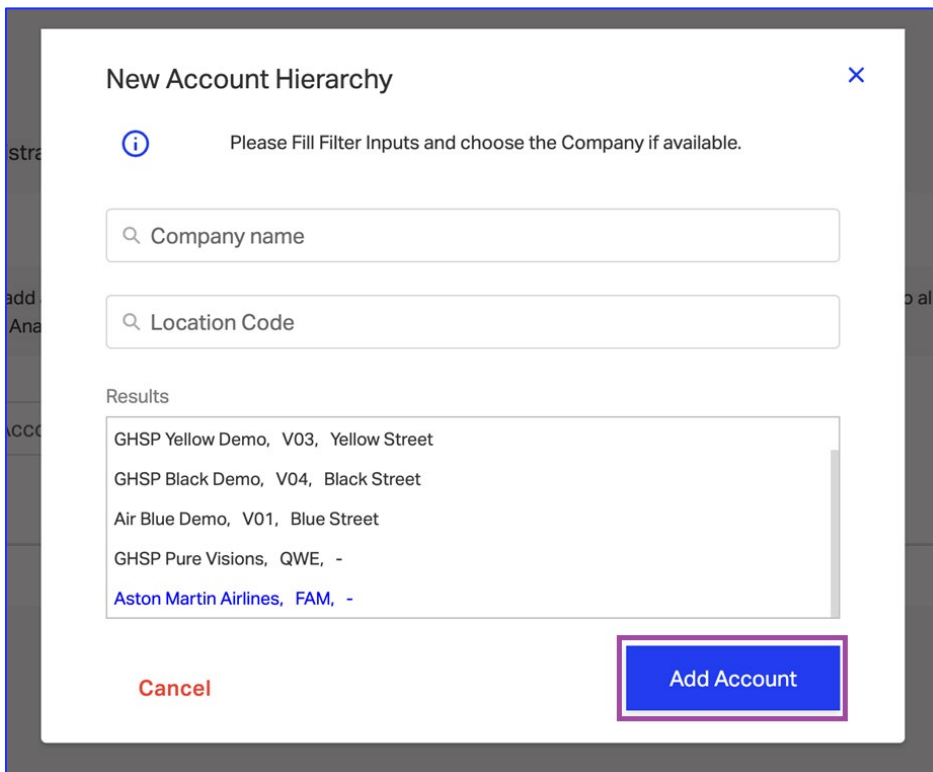
Accounts that can be added to the same hierarchy should share the same ICAO code or GHSP code depending on the type of account to link.

4.2.3.1 Creating a Hierarchy Group

1. Navigate to **Account Management > Hierarchy Group**.
2. Click **"Create Hierarchy Group"**.

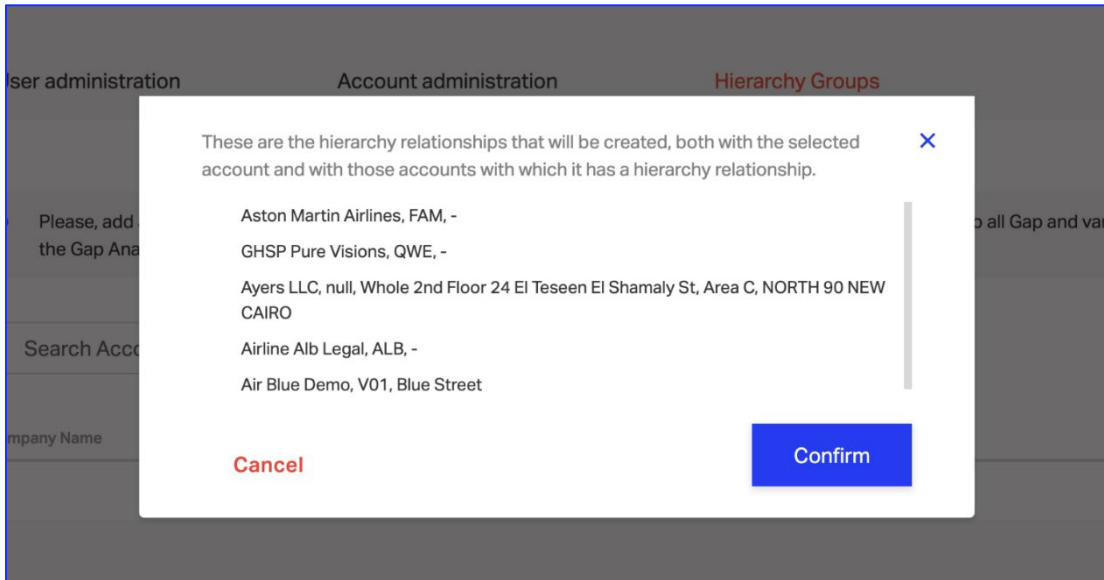


3. The system will display pre-selected accounts based on ICAO Code, GHSP Designator Code, and Location Code.
4. Select the desired accounts to include in the hierarchy.
5. Click **"Add Account"** to establish the relationship.

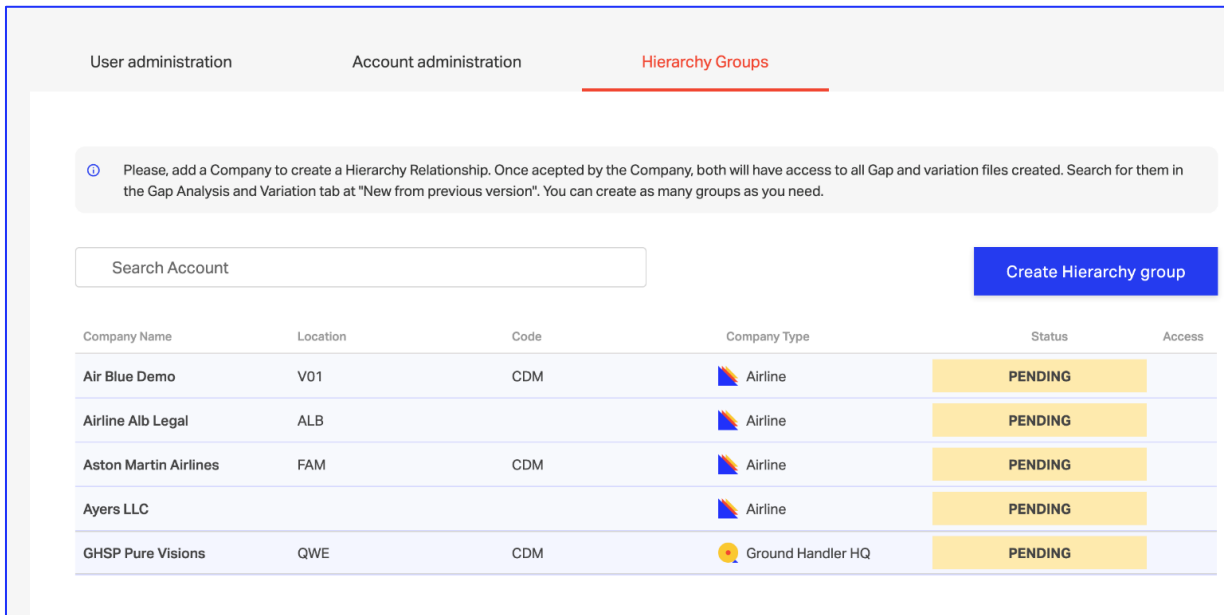


Example:

- **Iberia** creates a relationship with **Vueling**.
- When sending the invite, the system warns the user that Vueling also has an active hierarchy relationship with all the accounts mentioned in the pop-up, meaning that when they accept, the account will also have access to the published gap analysis from those accounts and vice-versa.



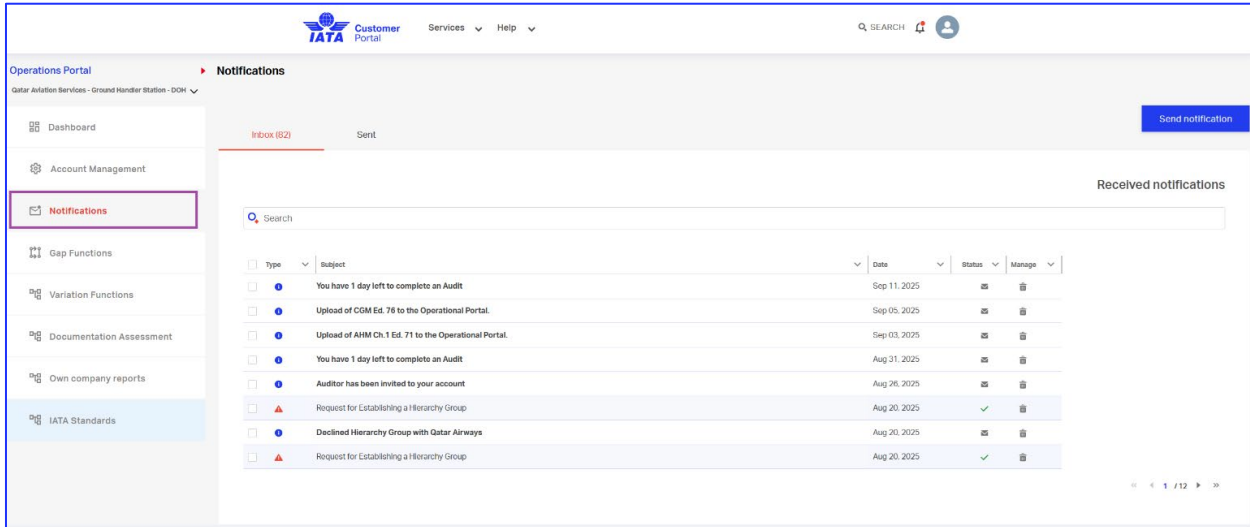
- After adding the account, a separate line for each of them will appear and will only turn active once Vueling has accepted the invitation to create a hierarchy.



- Once Vueling accepts, Iberia will also gain access to its published gap analysis.
- If Vueling later deactivates the relationship, all connected accounts will also be inactivated.

4.3 Notifications △

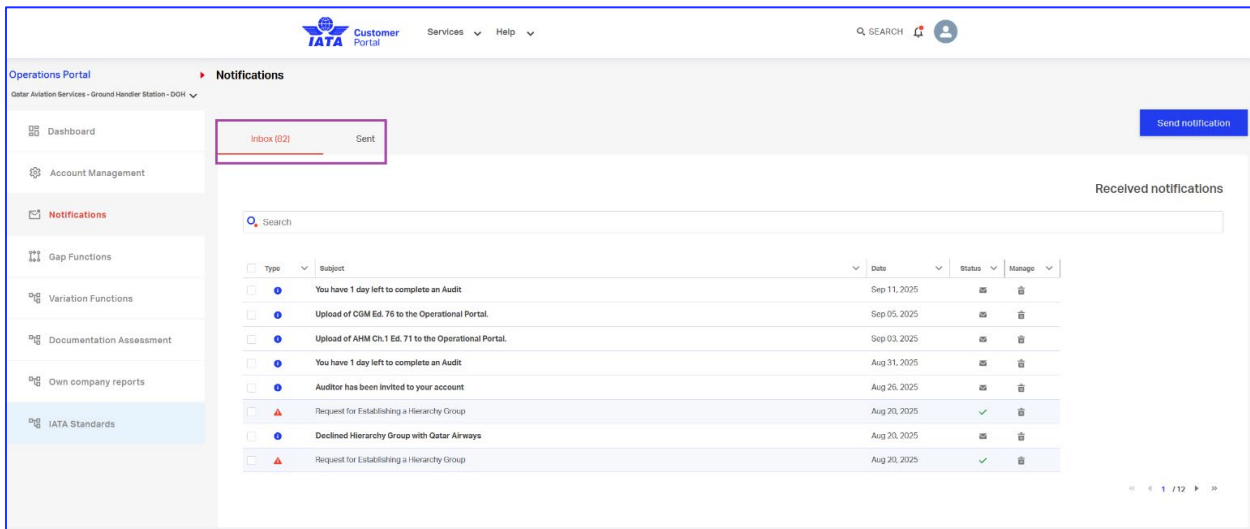
The Notifications tab allows you to receive, review, and send messages related to your Ops Portal activities. Notifications help you stay up to date with standards, gap analyses, and requests that require your attention.



Inbox vs Sent △

At the top of the Notifications page, you will see two tabs:

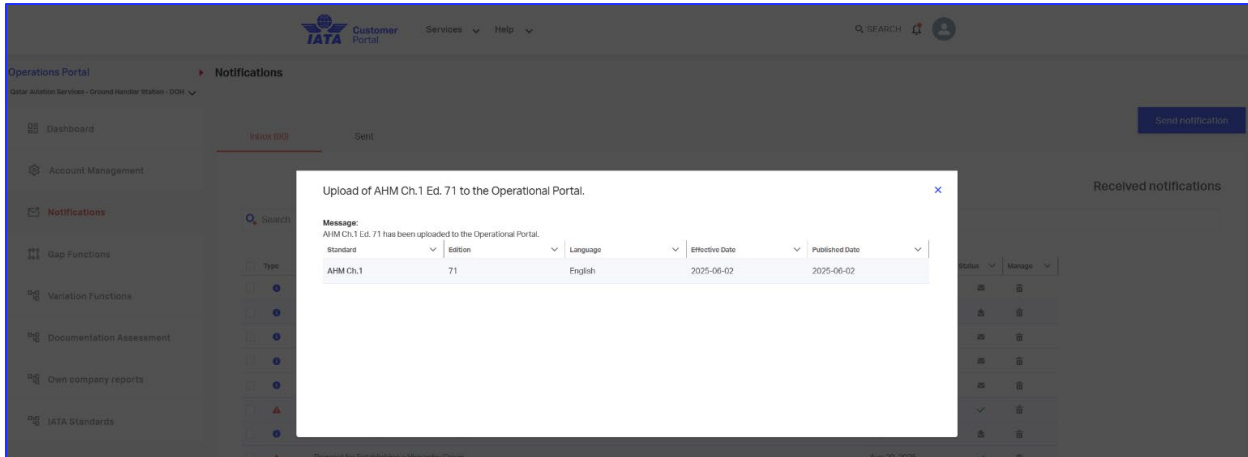
1. Inbox → All notifications you have received.
2. Sent → Notifications you have sent to other users.



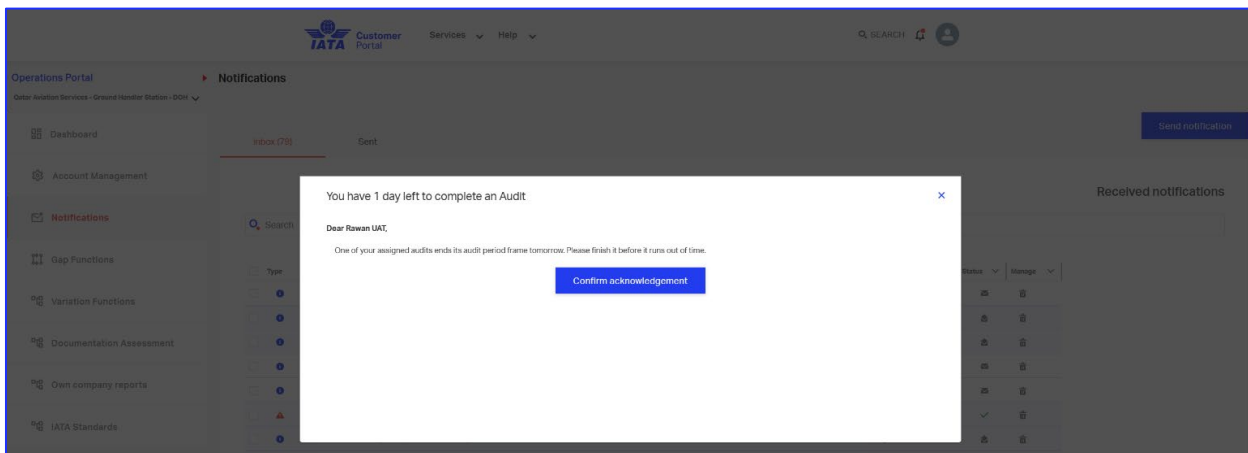
4.3.1.1 Types of Notifications ▲

Notifications can be of two types:

Informative → For information only. No action is required from the user.



Action Required → Requires you to take action (for example, reviewing or acknowledging something).



4.3.1.2 Notification Categories ▲

Notifications in the portal are triggered by different actions.

Gap Analysis Notifications

- Publication of a gap analysis
 - Informative: Gap analysis published.
 - Action Required: Requires review / confirmation.
- Reminder of a published gap analysis
 - Action Required: Reminder to review / action.

Group Sharing Notifications

- Gap Group
 - Action Required:
 - Gap group sharing (new request).
 - Gap group sharing – editing an existing relationship.

- Informative:
 - Gap group sharing acceptance.
 - Gap group sharing declination.
 - Gap group sharing deletion of a relationship.
- Variation Group
 - Action Required:
 - Variation group sharing (new request).
 - Variation group sharing – editing an existing relationship.
 - Informative:
 - Variation group sharing acceptance.
 - Variation group sharing declination.
 - Variation group sharing deletion of a relationship.
- Hierarchy Group
 - Action Required:
 - Hierarchy group addition.
 - Informative:
 - Hierarchy group addition acceptance.
 - Hierarchy group addition declination.
 - Hierarchy group deletion of a relationship.

Standards Notifications

- Upload of a new standard
 - Informative: Users notified when a new standard is available.
- Access granted to standards for auditors
 - Informative: Auditor is informed when access to standards is granted.

User & Account Notifications

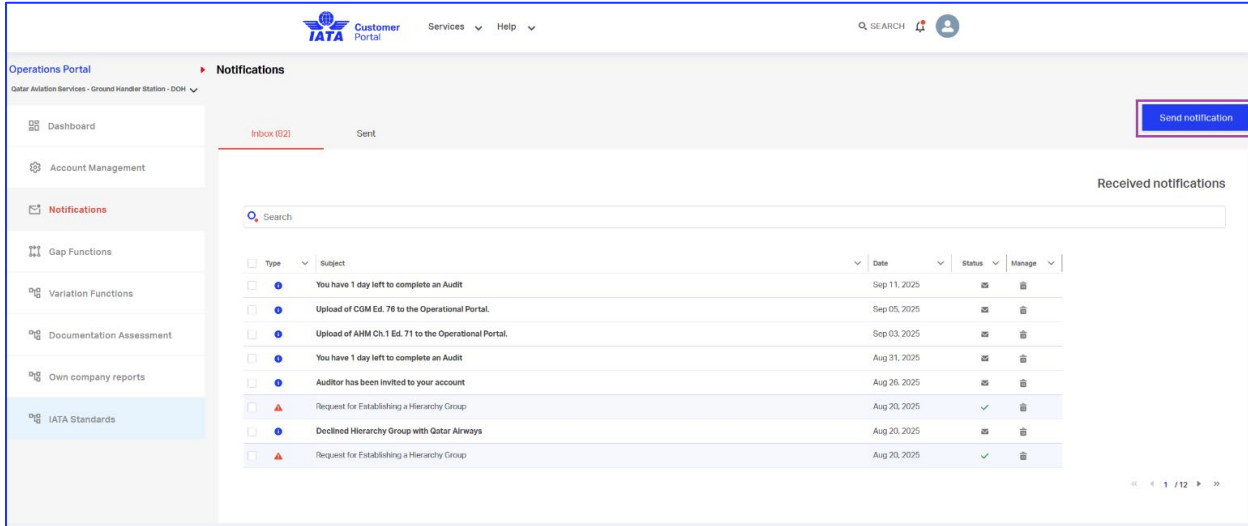
- Invitations
 - Informative: Invitation to a user.
 - Informative: Invitation to Operations Portal administrators.
 - Action Required: Invitation to Operations Portal for auditors.
 - Informative: Invitation to an account for auditors.
- Account status
 - Action Required: Account blocked.
 - Informative: Account unblocked.

Manual Notifications

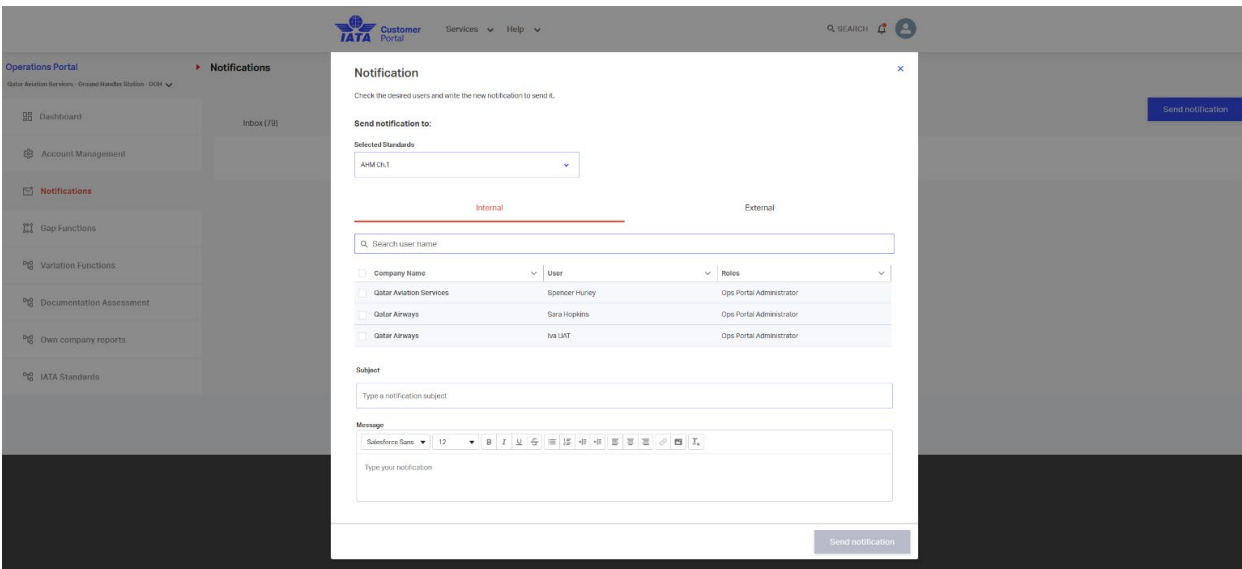
- Sending of a manual notification
 - Informative: Sent manually by a user.

4.3.1.3 Manual Notification ▲

1. Click on the Send Notification button in the top-right corner.



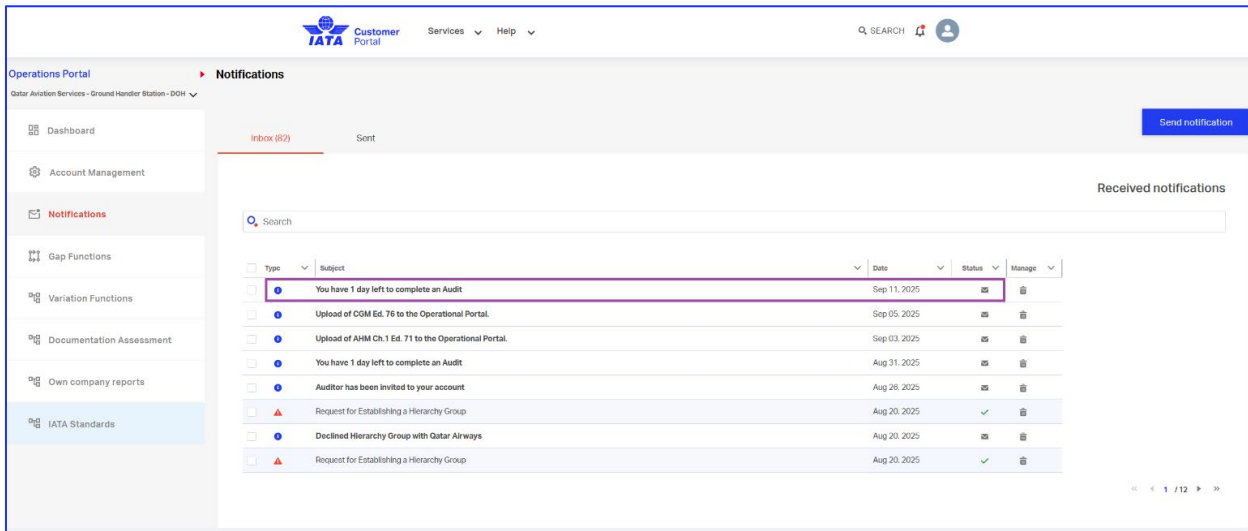
2. Fill in the standard, recipients (internal or external), subject, and message fields.



3. Click Send notification.
4. The notification will appear in your Sent tab.

4.3.1.4 Reading Notifications ▲

- Each notification is listed with:
 - Type (Informative or Action Required)
 - Subject (the title of the notification)
 - Date received
 - Status (read, unread, or completed)
- To open a notification, click on the line.
- Once opened, you can read the full details.

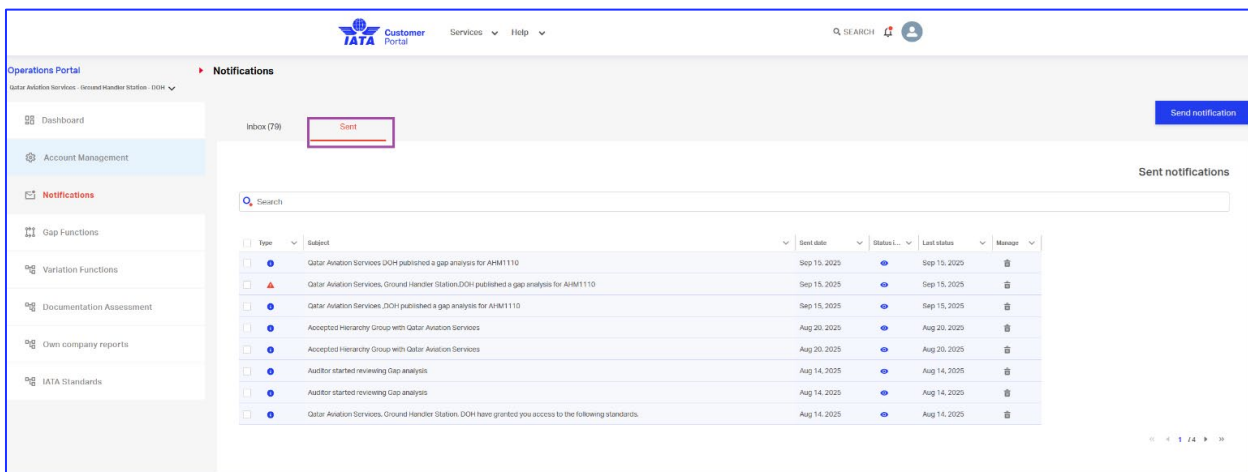


4.3.1.5 Sent Notifications ▲

The Sent tab shows all the notifications that you have sent to other users in the Ops Portal. From here, you can track whether recipients have received, opened, or acknowledged your messages.

Accessing Sent Notifications

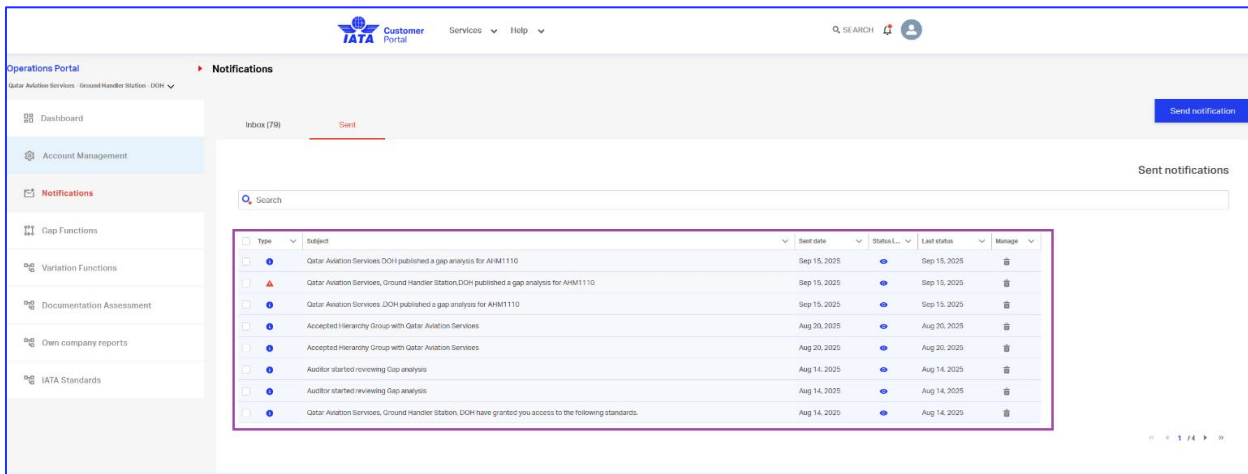
1. Go to the Notifications tab from the left menu.
2. Click on the Sent tab at the top.



Sent Notifications List

Each notification you send appears as a row in the list. The columns include:

- Type → Informative or Action Required.
- Subject → Title of the notification.
- Sent Date → When the notification was sent.
- Status Info → This button lets you open the details of the notification.
- Last Status → Latest update from recipients.
- Manage → Trash icon to delete the notification.



Viewing Notification Details ▲

To see more information about a sent notification:

1. Click the eye icon (👁️) in the "Status Info" column.
2. A detailed pop-up will appear showing.

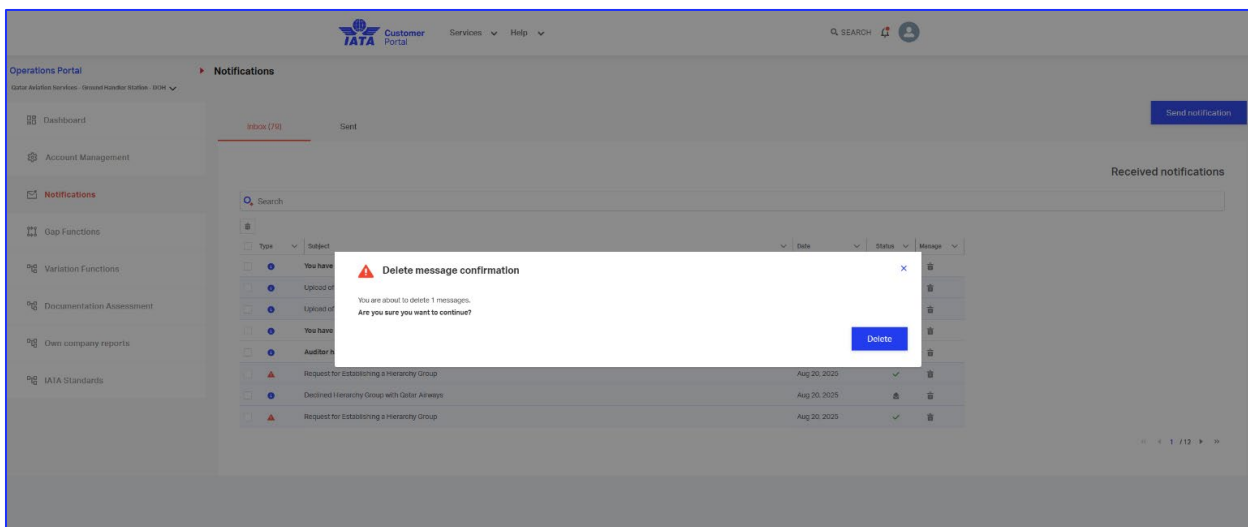
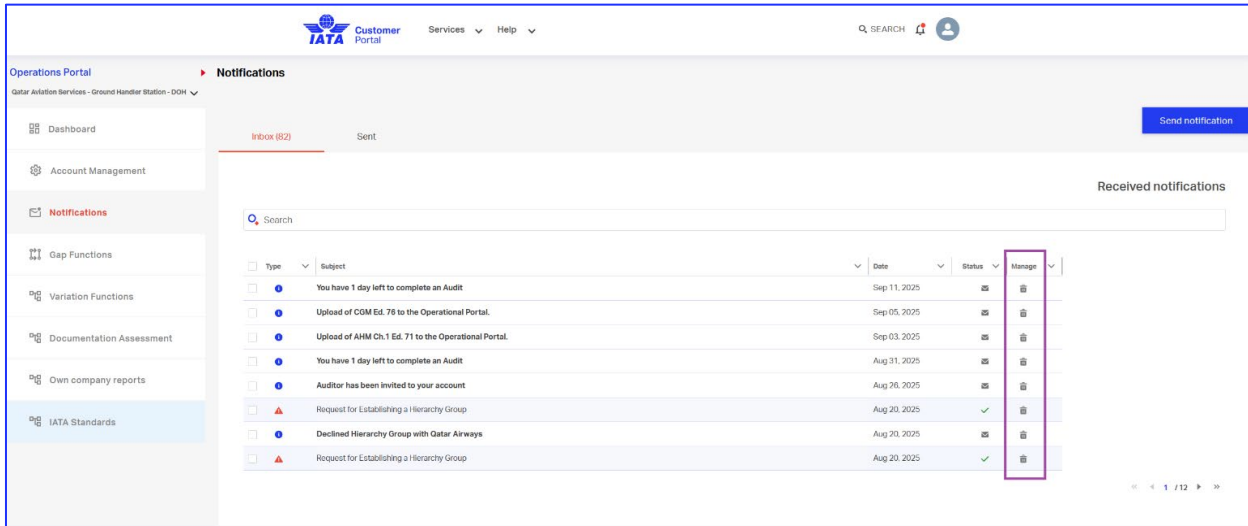
For notifications marked as Action Required, the detail view also shows the progress of each recipient:

- Pending → Notification has been sent but not opened yet.
- Reminder Sent → A reminder has been issued but not yet acted upon.
- Acknowledged → The recipient has opened and confirmed the action.

This tracking helps you make sure that required actions are being followed up.

4.3.1.6 Deleting Notifications ⚠

- To delete a notification, click the trash icon next to it.
- Deleted notifications are removed from your list.



4.4 Gap Functions

Gap Functions tab enables users to identify, track, and manage compliance with aviation standards. These functions help organizations assess their operational gaps, implement corrective actions, and ensure alignment with industry requirements.

The gap functions are divided into:

- Gap Analysis
- Gap Sharing Groups
- Documents

4.4.1 Gap Analysis

Gap Analysis section is divided into 3 key components:

- **New File:** Create a fresh gap analysis for a selected standard.
- **Published Gaps:** View and manage previously published gap analyses.
- **Continue Draft:** Resume work on an unfinished gap analysis.

4.4.1.1 Creating a New Gap Analysis

1. Click on **"New File"** in the Gap Analysis section.
2. Select the applicable **Standard** (e.g., IGOM, AHM1110, etc.).
3. Click **"Start Gap Analysis"** to begin.

The screenshot shows the OPS Portal interface for a gap analysis. At the top, the document title is "Airline-Aston Martin Airlines-CDM-FAM-IGOM-ed.53-v.1". A language dropdown menu is set to "English". There are buttons for "Reference document", "Adopt Standard", "Publish", and "Save and exit". Below the header, there is a "Bulk mapping" button. The main content area is titled "Chapters" and contains a list of chapters with progress bars:

| Chapter ID | Chapter Name | Progress |
|------------|--|--------------|
| 01 | Passenger Handling Procedures | 0% completed |
| 1.1 | Passenger Departure | 0% completed |
| 1.2 | Passenger Security | 0% completed |
| 1.3 | Passenger Arrival, Transfer and Transit | 0% completed |
| 1.4 | Special Categories of Passengers | 0% completed |
| 1.5 | Passenger Disruptions | 0% completed |
| 02 | Baggage Handling Procedures | 0% completed |
| 03 | Aircraft General Safety and Servicing Operations | 0% completed |

The gap analysis follows a structured format with the following:

- **Naming Convention:** Automatically set as Account Name + Standard + Edition + Version.
- **Language Selection:** Choose a language from the dropdown menu (options depend on the uploaded and activated standards).

This screenshot shows the same OPS Portal interface as above, but the progress bars for all chapters are now at 100% completion. The language dropdown menu is highlighted with a red box. The "Adopt Standard" button is now greyed out, and the "Publish" button is active.

| Chapter ID | Chapter Name | Progress |
|------------|---|----------------|
| 01 | Passenger Handling Procedures | 100% completed |
| 1.1 | Passenger Departure | 100% completed |
| 1.2 | Passenger Security | 100% completed |
| 1.3 | Passenger Arrival, Transfer and Transit | 100% completed |
| 1.4 | Special Categories of Passengers | 100% completed |
| 1.5 | Passenger Disruptions | 100% completed |

- **Adopt Standard:** Allows users to adopt the standard as it is without any variation. After adopting a standard, the option becomes inactive and users can either go through the answers and change them or publish directly in case everything is filled out correctly.
- **Bulk Mapping:** Enables mass response entry for multiple sections.

The screenshot shows the 'Airline-Aston Martin Airlines-CDM-FAM-IGOM-ed.53-v.1' interface. At the top, there are buttons for 'Reference document', 'Adopt Standard', 'Publish', and 'Save and exit'. Below this, a 'Bulk mapping' button is highlighted with a red box. The main content area shows a list of chapters under '01. Passenger Handling Procedures', all marked as '100% completed'.

The 'Bulk mapping' dialog box allows users to select a mapping for multiple chapters and sections. It includes a 'Mapping' dropdown set to 'Out of Scope', a 'Filter by chapter' dropdown set to '1110.Ground Operations Training Program', and a 'Comment' field with the text 'Does not apply to me'. Below these fields is a table with columns for 'Name', 'Select', and 'See more / Less levels'.

| Name | Select | See more / Less levels |
|---|-------------------------------------|------------------------|
| 1110 Ground Operations Training Program | <input type="checkbox"/> | - |
| 1. OVERVIEW | <input checked="" type="checkbox"/> | + |
| 2. DEFINITIONS | <input checked="" type="checkbox"/> | + |
| 3. TRAINING MANAGEMENT SYSTEM | <input type="checkbox"/> | + |
| 4. THE TRAINING PROGRAM | <input type="checkbox"/> | + |
| 5. ABSENCE FROM WORK | <input type="checkbox"/> | + |

A 'Confirm' button is located at the bottom right of the dialog.

Important Note:

Responses of the gap analysis sections will be saved in the language selected by the user in the portal. This information will be used to open the gap analysis in the selected language once published. In case a gap analysis has responses in multiple languages, the gap analysis will open in English.

4.4.1.2 Filling Out the Gap Analysis

1. Navigate through the sections and answer each requirement.

The screenshot shows the 'Chapters' section of the OPS Portal. At the top, there are buttons for 'Reference document', 'Adopt Standard', 'Publish', and 'Save and exit'. Below this, a 'Bulk mapping' button is visible. The main content area lists chapters with their completion status. Chapter 01, 'Passenger Handling Procedures', is expanded to show sub-chapters 1.1 through 1.5, all with 0% completion. A red box highlights the right-side navigation arrows for these sub-chapters.

The screenshot shows the '1.1.3.1 General' section of the OPS Portal. The left sidebar shows a list of sub-chapters, with '1.1.3.1 General' selected. The main form includes fields for 'Mapping' (set to 'Conformity'), 'Reference document' (set to 'IGOM Ed 53 R.1'), and 'Sub reference' (set to 'General'). A text editor is present for adding content, and a 'Save' button is at the bottom right.

2. Mandatory fields include:

1. **Mapping:** Select from predefined options.
2. **Reference Document:** Upload or select a document.
3. **Sub-reference:** Provide additional information.

3. Optional fields:

1. **Comments:** Add clarifications.
2. **Variation Description:** If applicable, provide details.
3. **Attach Additional Files** (if needed).



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4. Click **"Save"** to store progress.

The screenshot shows the editing interface for '1.1.3.1 General' under '1.1.3 Passenger Check-In'. The left sidebar shows a tree view with '1.1.3.1 General' selected. The main content area has a 'Mapping' dropdown set to 'Conformity', 'Reference document' set to 'IGOM Ed.53 R.1', and 'Sub reference' set to 'General'. A rich text editor is present with a 'Type something...' placeholder. A blue 'Save' button is highlighted with a red box. Other buttons like 'Reference document', 'Adopt Standard', 'Publish', and 'Save and exit' are visible at the top.

5. Once complete, click **"Publish"**, set the effective date, and confirm.

The screenshot shows the publishing interface. The 'Publish' button at the top is highlighted with a red box. The main content area is the same as in the previous screenshot. The left sidebar shows '1.1.3.1 General' selected. The 'Publishing information' section is visible at the bottom, showing 'Effective Date' set to 'Oct 17, 2024' and a 'Reminder date' field with a placeholder 'yyyy/mm/dd'. A blue 'Publish' button is at the bottom center.

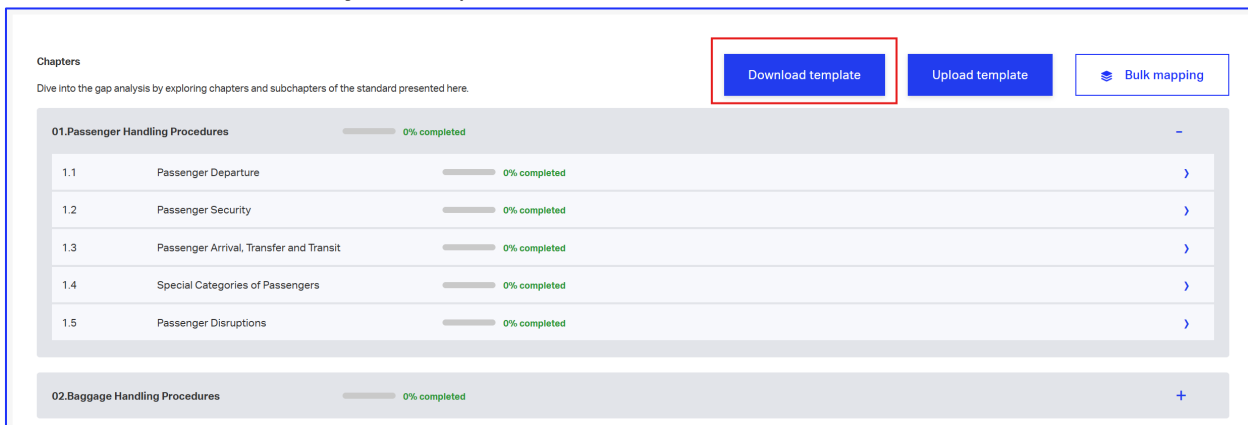
The screenshot shows the publishing confirmation screen. It has a 'Go back' button at the top left. The title is 'Airline-Aston Martin Airlines-CDM-FAM-IGOM-ed.53-v.1'. Under 'Publishing information', there is an 'Effective Date' field with 'Oct 17, 2024' and a 'Reminder date' field with a placeholder 'yyyy/mm/dd'. A note below the fields states: 'A reminder may only be set if there's more than 7 days until the effective date.' A blue 'Publish' button is at the bottom center.

4.4.1.3 Create Gap Analysis with CSV File ▲

The Ops Portal allows users to complete a gap analysis by uploading a CSV file. This helps companies save time by filling in many procedures at once instead of entering them manually.

Downloading the CSV Template

1. Navigate to the Gap Analysis page.
2. Create a New File
3. Click the Download template button.
4. Save the CSV file to your computer.



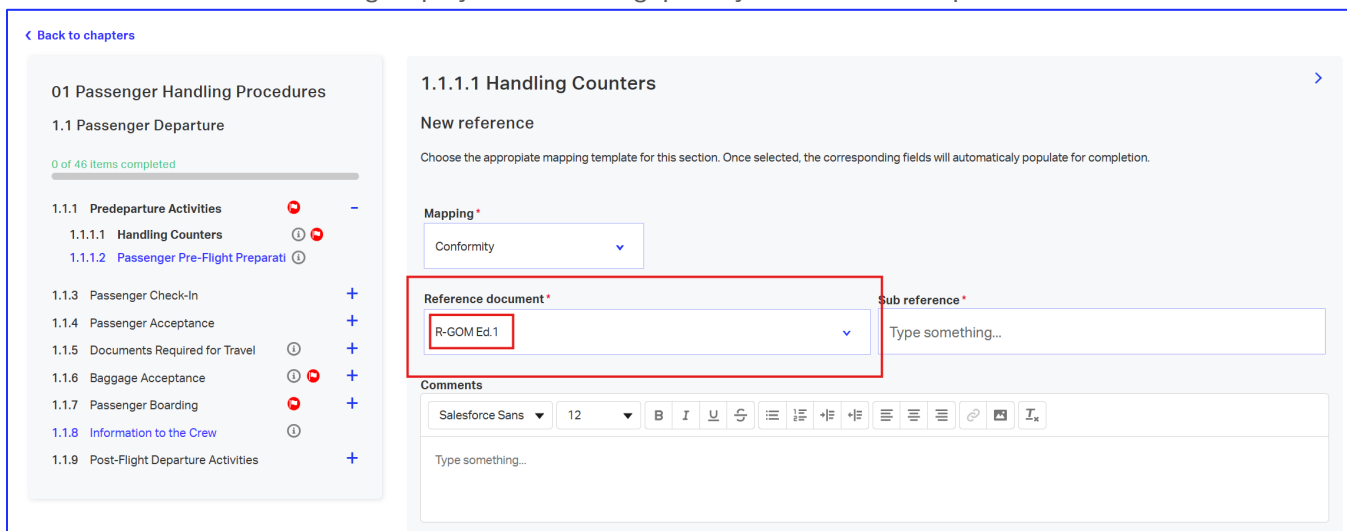
Completing the Template

Open the CSV file and complete all columns for each procedure:


1. Mapping → Select the mapping status (Conformity, Variation, Out of scope, Not completed, Not required)
2. Reference Document
 - a. The reference document must be first added inside the OPS Portal



- b. Once the document is added in OPS Portal then you will need to copy paste the name of the document as it is being displayed inside the gap analysis within the drop-down list.



3. Sub-reference → Provide sub-reference details if applicable.
4. Variation Description → Describe the variation if one exists.
5. New Language → If applicable, specify new language requirements.
6. Variation Description (New Language) → Describe the variation in the new language.
7. Comments → Add any additional information or clarifications.

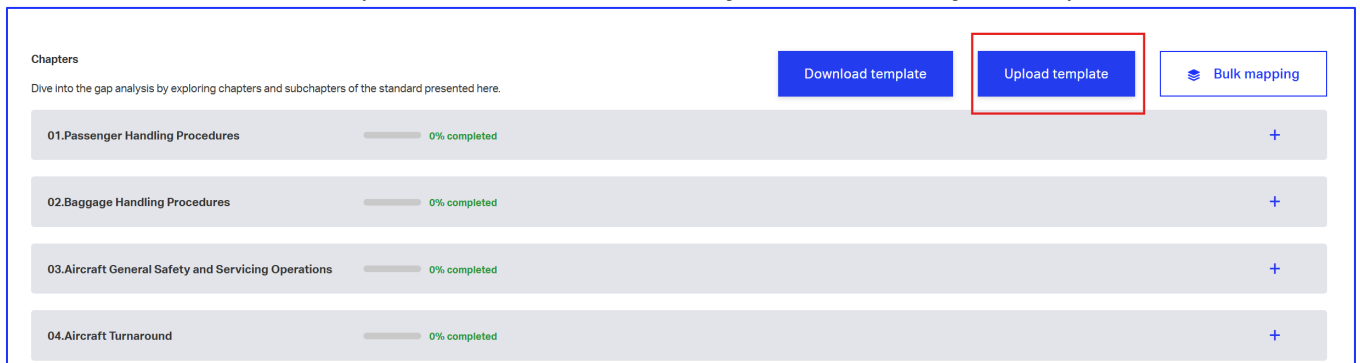
 **Note:** Make sure every row is filled out correctly before uploading. Empty or incorrectly formatted fields may need to be completed manually later.



20250619-0902-17.2205043.mp4

Uploading the CSV Template

1. Return to the Gap Analysis page.
2. Click the Upload template button.
3. In the upload interface, you can either:
 - a. Use Drag-and-drop: Drag the CSV file into the upload area.
 - b. Use the File Upload button: Click and select your CSV file from your computer.



The screenshot shows the 'Chapters' section of the OPS Portal. At the top right, there are three buttons: 'Download template', 'Upload template' (highlighted with a red box), and 'Bulk mapping'. Below the buttons, there is a list of chapters with progress bars and plus signs:

| Chapter | Progress | Action |
|---|--------------|--------|
| 01.Passenger Handling Procedures | 0% completed | + |
| 02.Baggage Handling Procedures | 0% completed | + |
| 03.Aircraft General Safety and Servicing Operations | 0% completed | + |
| 04.Aircraft Turnaround | 0% completed | + |



20250619-0909-38.5851326.mp4

System Behaviour After Upload

Once the CSV file is uploaded:

- The system will extract the data from the file.
- The extracted data will be mapped to the corresponding fields in the digital gap analysis form.
- The digital gap analysis form will be auto filled with your uploaded data.

Important:

- If you upload a file multiple times, the answers from the latest upload will overwrite the previous answers.

Notifications & Error Handling

- Successful Upload: You will receive a notification that your digital gap analysis has been completed.
- Incomplete or Incompatible Data:
 - The system will show a summary of fields that could not be filled in.
 - You can then manually complete these fields directly in the digital form.

✕

Upload Gap Analysis

Upload your CSV Gap Analysis template following IATA instructions to export it, if you need some help feel free to contact with our support team.

⚠ Some of the responses will overwrite existing old ones, are you sure you want to continue?

⚠ Field validation warnings found in the file. If you continue, the system will ignore them.

⛔ Field validation errors found in the file. Please correct the errors and try again.

| Last level | Type | Message |
|--|---------|---|
| 1.1.1.1 Handling Counters | WARNING | Required fields: Mapping. This response will be ignored. |
| 1.1.1.2 Passenger Pre-Flight Preparation | ERROR | Dependent required fields: Sub reference. The given reference document not found. |
| 1.1.3.3 Operating Carrier, Marketing Carrier and Wet Lease | WARNING | Required fields: Mapping. This response will be ignored. |
| 1.1.3.4 Check-In Types | WARNING | Required fields: Mapping. This response will be ignored. |
| 1.1.3.5 Check-In Counter Opening | WARNING | Required fields: Mapping. This response will be ignored. |
| 1.1.4.1 Requirements for Passenger Acceptance | WARNING | Required fields: Mapping. This response will be ignored. |
| 1.1.4.2 Seating | WARNING | Required fields: Mapping. This response will be ignored. |
| 1.1.4.3 Emergency Exit Row Seating | WARNING | Required fields: Mapping. This response will be ignored. |

csv

IGOM_45__Upload-Gap-Analysis-template COMPLETED ERROR.csv

Cancel

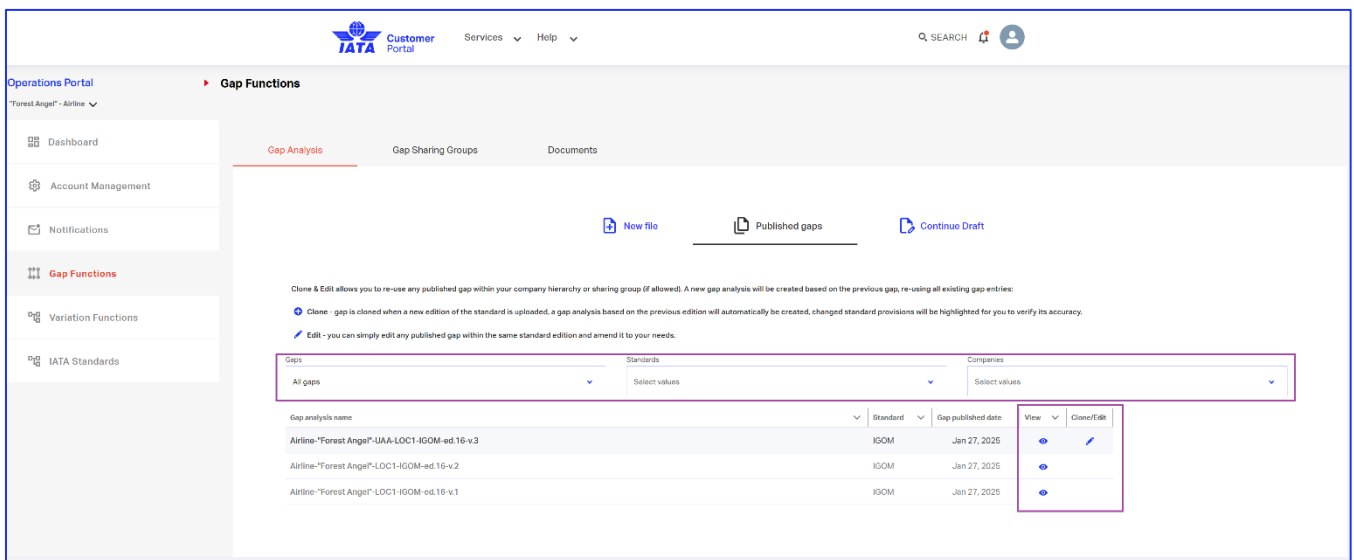
Retry

Best Practices

- Always use the latest template downloaded from the portal to avoid format issues.
- Double-check your entries before uploading, especially the Mapping and Reference Document columns.
- If your upload fails, review the error summary, correct the CSV, and re-upload if needed.
- Avoid unnecessary re-uploads to prevent overwriting existing answers.

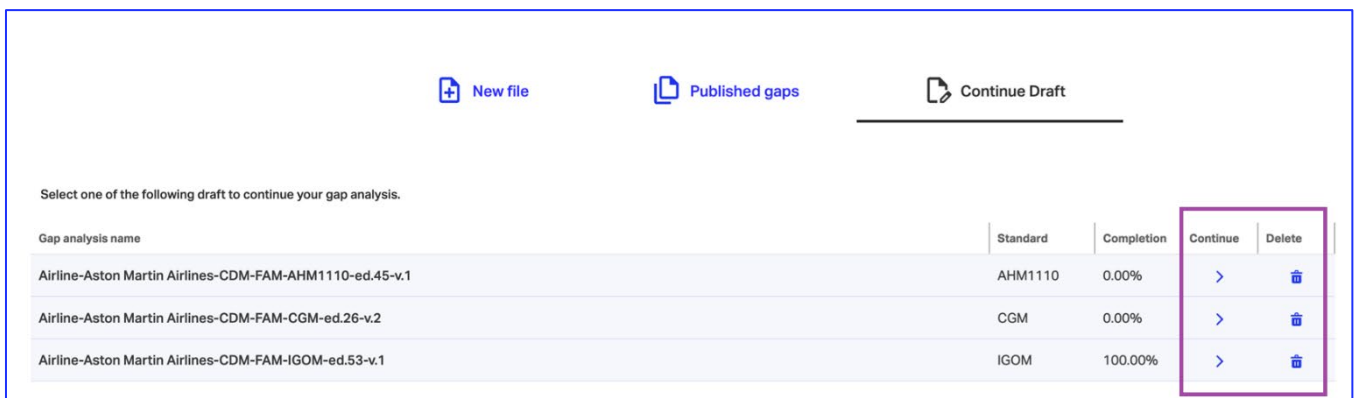
4.4.1.4 Published Gaps

1. Go to the **"Published Gaps"** tab to view all published analyses.
2. Available actions:
 - **View** (eye icon): Open a published gap analysis.
 - **Edit**: Modify an existing analysis.
 - **Clone**: Create a new draft from an existing analysis.
3. Use filters to refine searches:
 - **All Gaps / Latest Published**
 - **Standards Filter**
 - **Companies Filter**



4.4.1.5 Continuing a Draft Gap Analysis

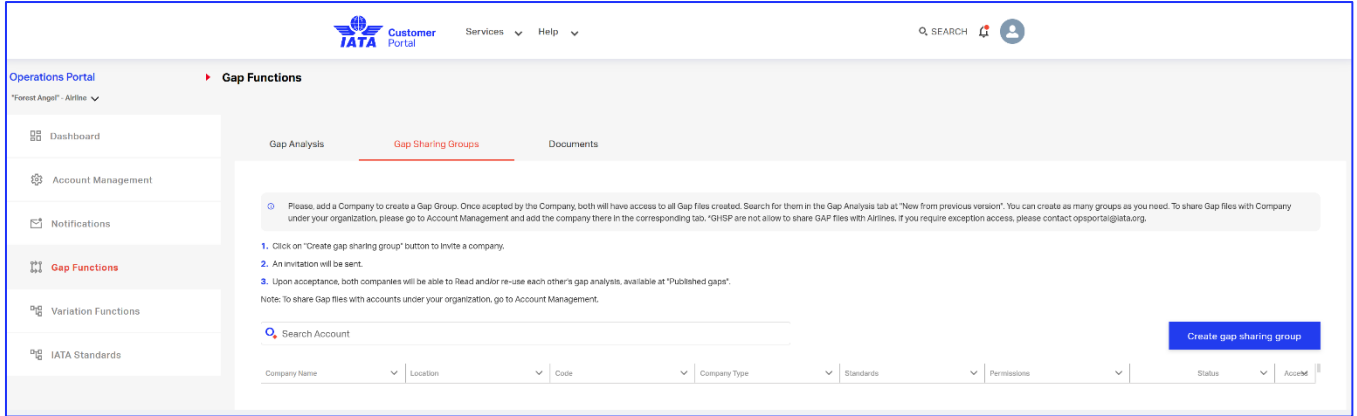
- When an account creates a gap analysis from scratch in the "New file" section and exits the gap analysis without publishing it.
 - When an account clones a gap analysis and exits the gap analysis without publishing it.
1. Navigate to the **"Continue Draft"** section.
 2. Click the **Continue** arrow to resume editing.
 3. Click the **Trash** icon to delete a draft.
 4. Note: A draft must be deleted before creating a new gap analysis for the same standard.



4.4.2 Gap Sharing Groups

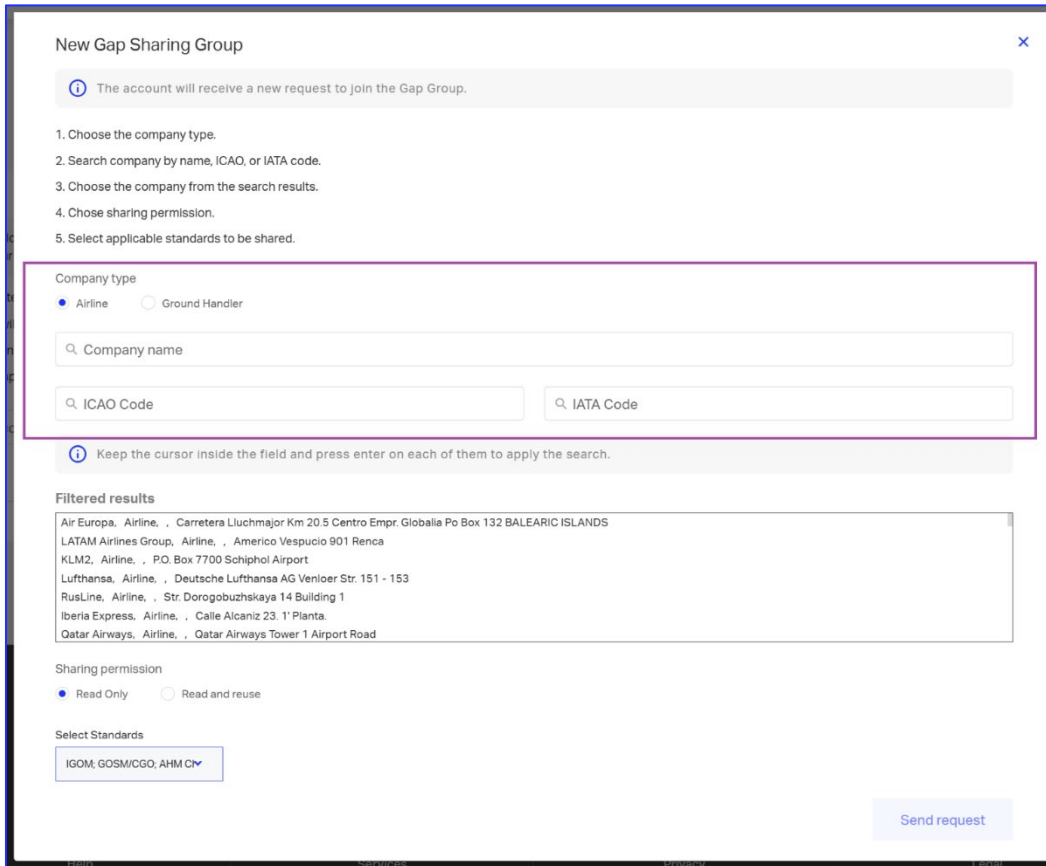
This feature allows sharing your gaps with external accounts (out of the account hierarchy).

1. Access the Gap Functions > Gap Sharing Groups tab and click on **Create gap sharing group**.



2. Search for an **airline or GHP** account using:

- **Name**
- **ICAO Code**
- **IATA Code**



3. Select the account which the relationship will be created with.

The screenshot shows the 'New Gap Sharing Group' form. The search results section is highlighted with a purple box. The results list several airlines and their details:

| Company Name | Address |
|-------------------------------|--|
| Air Europa, Airline | Carretera Lluchmajor Km 20.5 Centro Empr. Globalia Po Box 132 BALEARIC ISLANDS |
| LATAM Airlines Group, Airline | Americo Vespucio 901 Renca |
| KLM2, Airline | P.O. Box 7700 Schiphol Airport |
| Lufthansa, Airline | Deutsche Lufthansa AG Venloer Str. 151 - 153 |
| RusLine, Airline | Str. Dorogobuzhskaya 14 Building 1 |
| Iberia Express, Airline | Calle Alcaniz 23. 1ª Planta. |
| Qatar Airways, Airline | Qatar Airways Tower 1 Airport Road |

4. Select access type:

- Read-only:** View only.
- Read and Reuse:** View and clone gaps.

The screenshot shows the 'New Gap Sharing Group' form with the 'Read Only' sharing permission selected. The search results section is also visible, showing the same list of airlines as in the previous screenshot.

5. Assign standards to be shared.

The screenshot shows the 'New Gap Sharing Group' form. It includes a list of instructions, a 'Company type' section with radio buttons for 'Airline' and 'Ground Handler', search fields for 'Company name', 'ICAO Code', and 'IATA Code', a 'Filtered results' list, a 'Sharing permission' section with radio buttons for 'Read Only' and 'Read and reuse', and a 'Select Standards' dropdown menu. The dropdown menu is highlighted with a red box and contains the text 'IGOM, GOSM/CGO, AHM CM'. A 'Send request' button is located at the bottom right of the form.

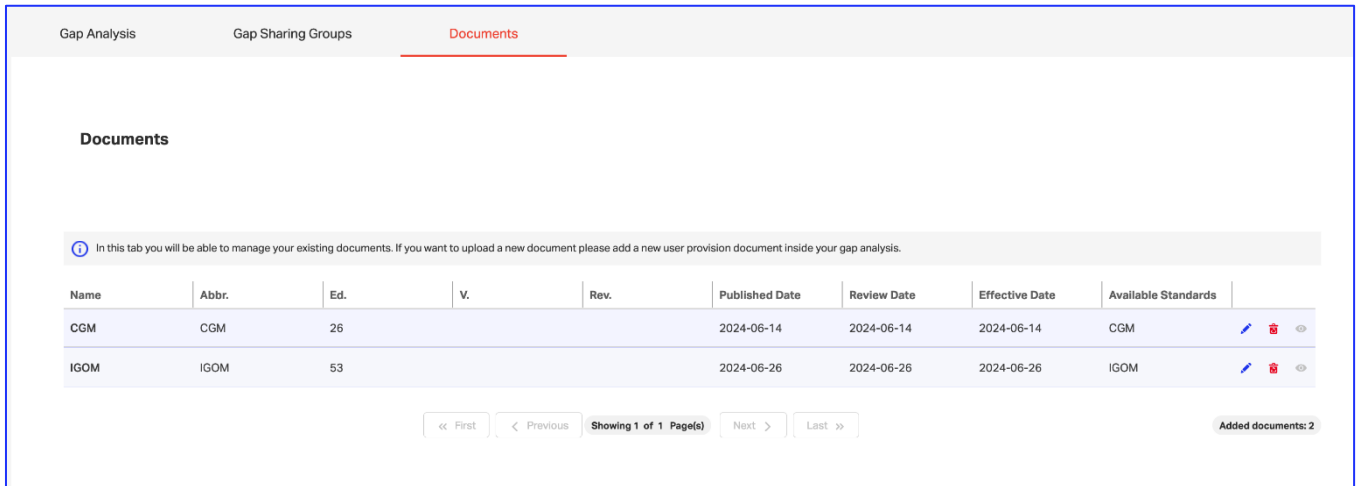
6. Click "Send request" to send an invitation.

This screenshot is identical to the previous one, showing the 'New Gap Sharing Group' form. In this version, the 'Send request' button at the bottom right is highlighted with a red box, indicating the next step in the process.

7. Upon acceptance, shared gaps are accessible in the **Published Gaps** tab.

4.4.3 Managing Documents

The document list can be found inside the Gap Functions > Documents tab.



Documents

In this tab you will be able to manage your existing documents. If you want to upload a new document please add a new user provision document inside your gap analysis.

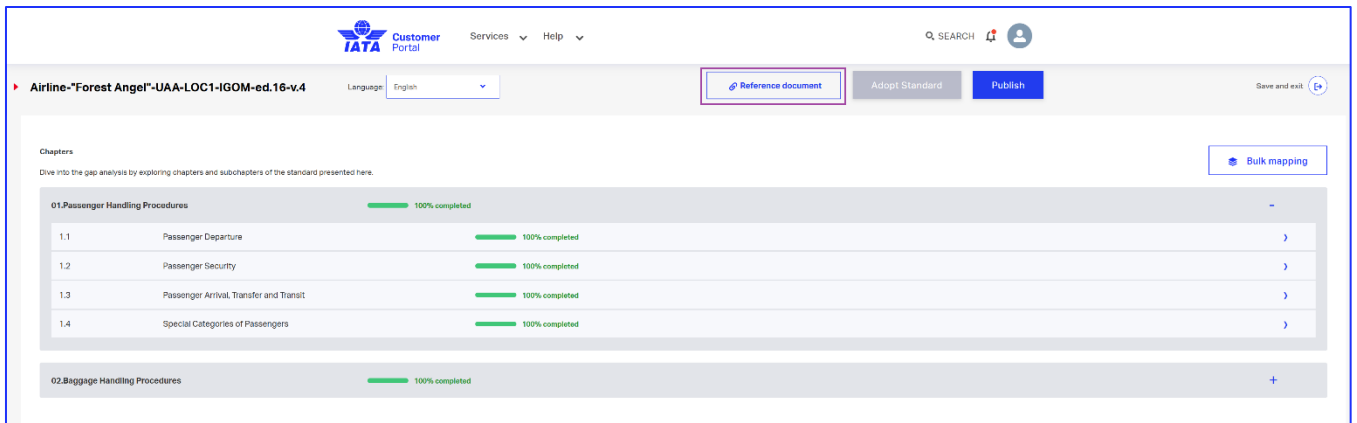
| Name | Abbr. | Ed. | V. | Rev. | Published Date | Review Date | Effective Date | Available Standards |
|------|-------|-----|----|------|----------------|-------------|----------------|---------------------|
| CGM | CGM | 26 | | | 2024-06-14 | 2024-06-14 | 2024-06-14 | CGM |
| IGOM | IGOM | 53 | | | 2024-06-26 | 2024-06-26 | 2024-06-26 | IGOM |

<< First < Previous Showing 1 of 1 Page(s) Next > >> Last >>

Added documents: 2

4.4.3.1 Uploading a New Document

- Documents can only be uploaded within a gap analysis:
 - Click **"Reference Document"** in the header.
 - OR click **"Add New Document"** within a gap answer.



Reference document

Adopt Standard Publish

Save and exit

Chapters

Dive into the gap analysis by exploring chapters and subchapters of the standard presented here.

01.Passenger Handling Procedures 100% completed

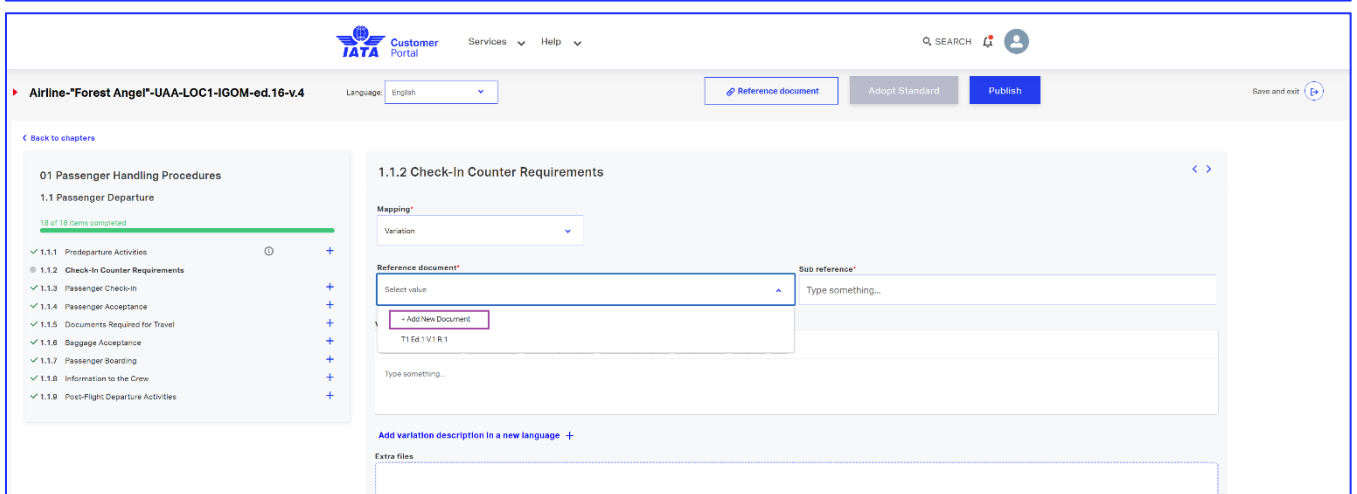
1.1 Passenger Departure 100% completed

1.2 Passenger Security 100% completed

1.3 Passenger Arrival, Transfer and Transit 100% completed

1.4 Special Categories of Passengers 100% completed

02.Baggage Handling Procedures 100% completed



Reference document

Adopt Standard Publish

Save and exit

1.1.2 Check-In Counter Requirements

Mapping*

Variation

Reference document*

Select value

+ Add New Document

Sub reference*

Type something...

Type something...

Add variation description in a new language +

Extra files

2. Provide the required details:

- **Name**
- **Edition, Version, and Revision Number**
- **Publication and Review Date**
- **Effective Date**
- **Standard(s)**

The screenshot shows a web form titled "EDIT DOCUMENT" with a close button (X) in the top right corner. The form is organized into three rows of three input fields each. The first row contains "Document Name" (with a red asterisk), "Abbreviated Name", and "Available Standards" (with a red asterisk and a dropdown arrow). The second row contains "Edition", "Version", and "Revision". The third row contains "Published Date", "Review Date", and "Effective Date". Below these fields is a file upload section with a blue "Upload Files" button and the text "Or drop files". At the bottom center is a blue "Save" button.

3. Click **Save** to store the document.

Important Note:

Whatever documents are uploaded in either of the ways will appear in the list on the "Documents" tab.

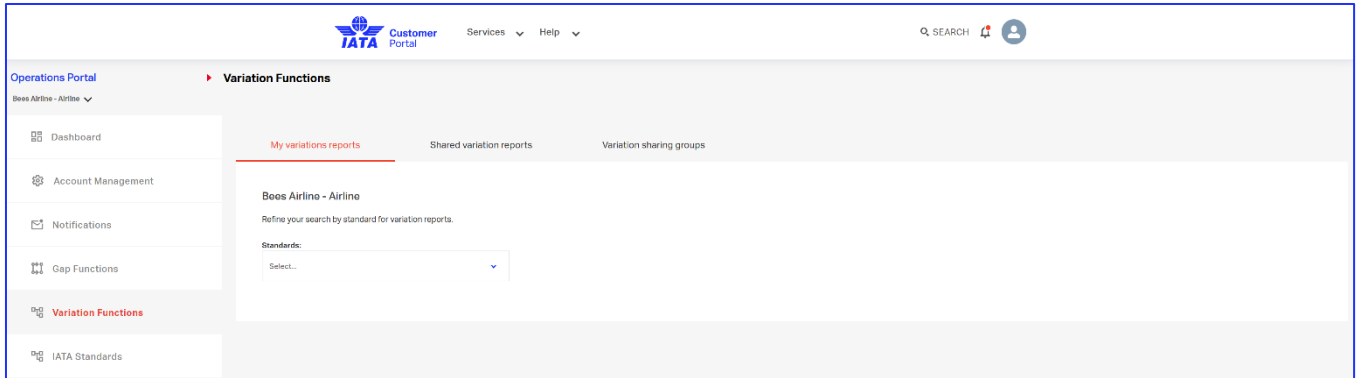
4.4.3.2 Managing Document Changes

1. When cloning an old gap analysis, the system detects outdated document versions.
2. Users can:
 - **Update to the latest version** (automatically replaces old references).
 - **Keep the old version** (marked with a warning icon).

Documents can be edited, deleted, or viewed based on user permission

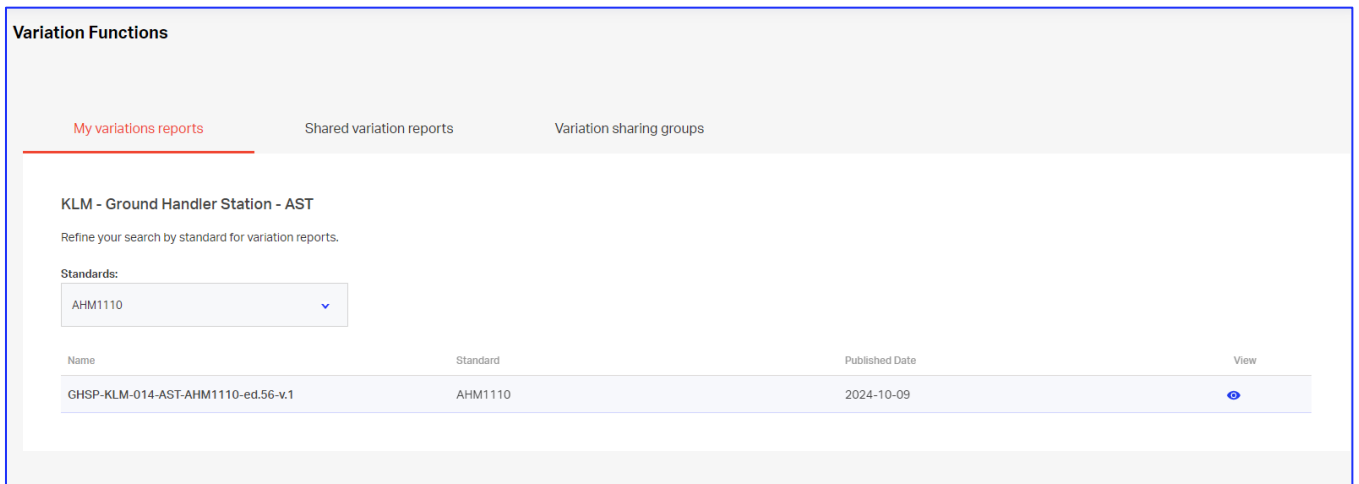
4.5 Variation Functions

The variation functions in the IATA Operations Portal allow users to manage and track responses marked as variations in the gap analysis. These functions help organizations monitor compliance deviations and share insights with relevant stakeholders.

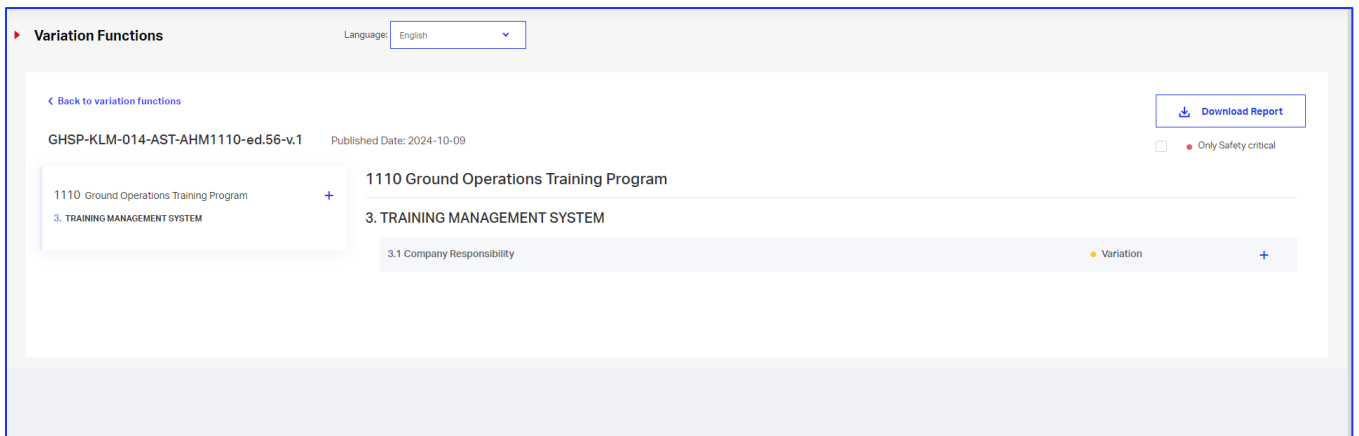


4.5.1 My Variation Reports

1. Users can filter their variation reports by standard.



2. Once a gap analysis is selected, users can:
 - o Navigate through different sections.
 - o Review responses marked as variations.
 - o Filter to show only Safety Critical variations.



3. If enabled, users can download:
- A full report with all variations.
 - A report containing only Safety Critical variations.

4.5.2 Shared Variation Reports

1. Users can view variation reports shared by other companies.
2. Filters are available to refine search results by standard and company.
3. Users can open a gap analysis to view all variation-type answers.

The screenshot shows the 'Shared variation reports' section of the OPS Portal. It includes a sidebar with navigation options like 'Dashboard', 'Account Management', and 'Variation Functions'. The main content area displays a table of shared variation reports with the following data:

| Company Name | Type | Location | Name | Standard | Published Date | View |
|--------------|---------|----------|--|----------|----------------|------|
| Air Canada | Airline | RV1 | Airline-Air Canada-UAA-RV1-AHM1110-... | AHM1110 | 2025-02-02 | View |
| Air Canada | Airline | RV1 | Airline-Air Canada-UAA-RV1-AHM1110-... | AHM1110 | 2025-02-02 | View |
| Air Canada | Airline | RV1 | Airline-Air Canada-UAA-RV1-AHM1110-... | AHM1110 | 2025-01-27 | View |
| Air Canada | Airline | RV1 | Airline-Air Canada-UAA-RV1-AHM1110-... | AHM1110 | 2025-01-27 | View |
| Air Canada | Airline | RV1 | Airline-Air Canada-UAA-RV1-AHM1110-... | AHM1110 | 2025-01-27 | View |
| Air Canada | Airline | RV1 | Airline-Air Canada-UAA-RV1-AHM1110-... | AHM1110 | 2025-01-27 | View |
| Air Canada | Airline | RV1 | Airline-Air Canada-UAA-RV1-AHM1110-... | AHM1110 | 2025-01-25 | View |
| Air Canada | Airline | RV1 | Airline-Air Canada-UAA-RV1-AHM1110-... | AHM1110 | 2025-01-25 | View |

4.5.3 Variation Sharing Groups

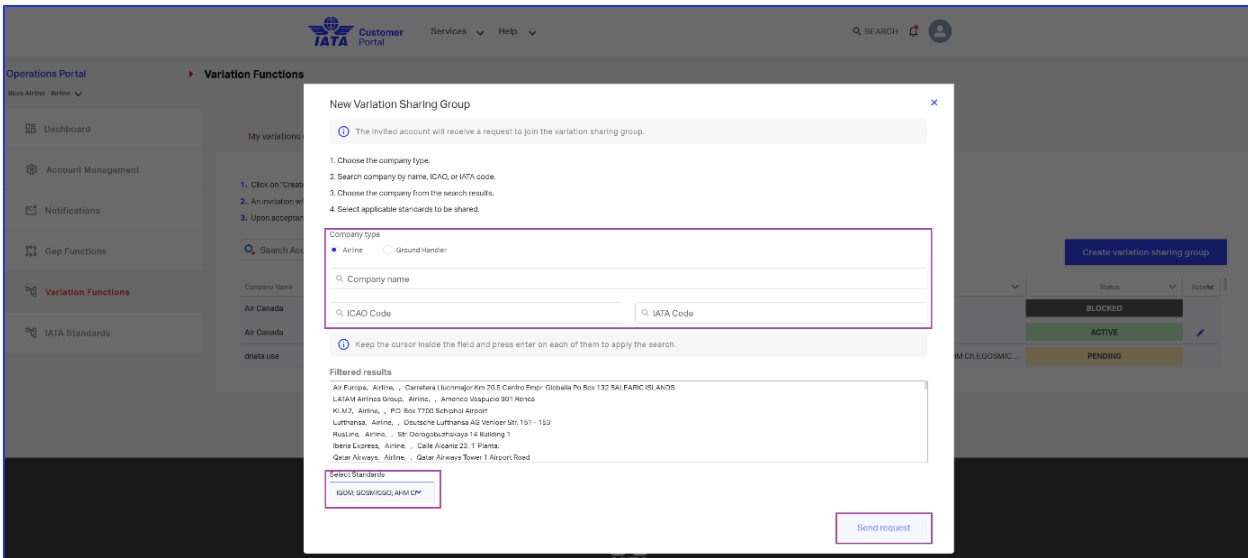
1. Administrators can share variations with external accounts outside their company hierarchy.
2. Sharing group statuses include:
 - o **Pending:** Relationship is newly created or modified.
 - o **Active:** Accepted relationships, allowing variation visibility.
 - o **Inactive:** Temporarily disabled sharing.
 - o **Declined:** Rejected relationships.
 - o **Blocked:** Restricted sharing due to IATA admin rules.

The screenshot shows the 'Variation sharing groups' section of the OPS Portal. It includes a search bar for accounts and a table listing various sharing groups with the following data:

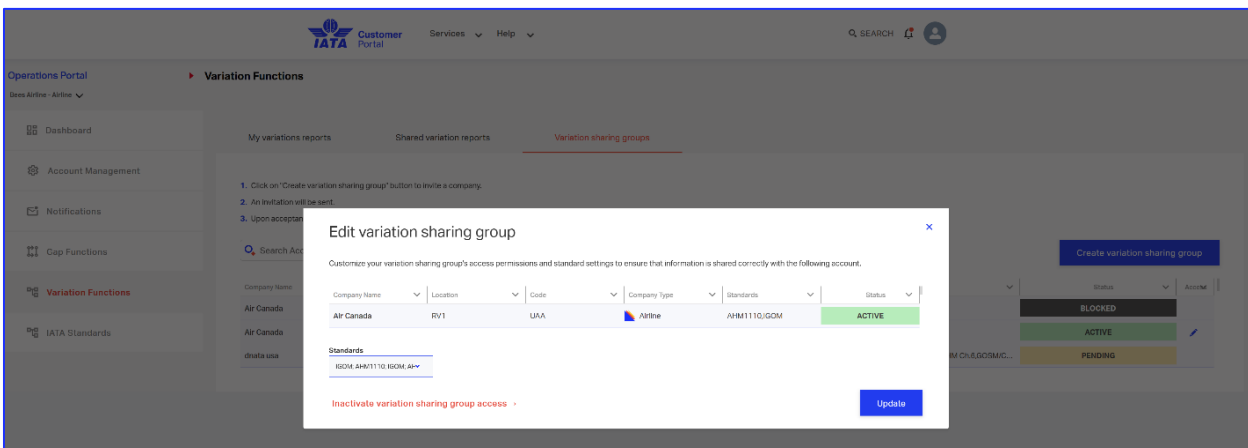
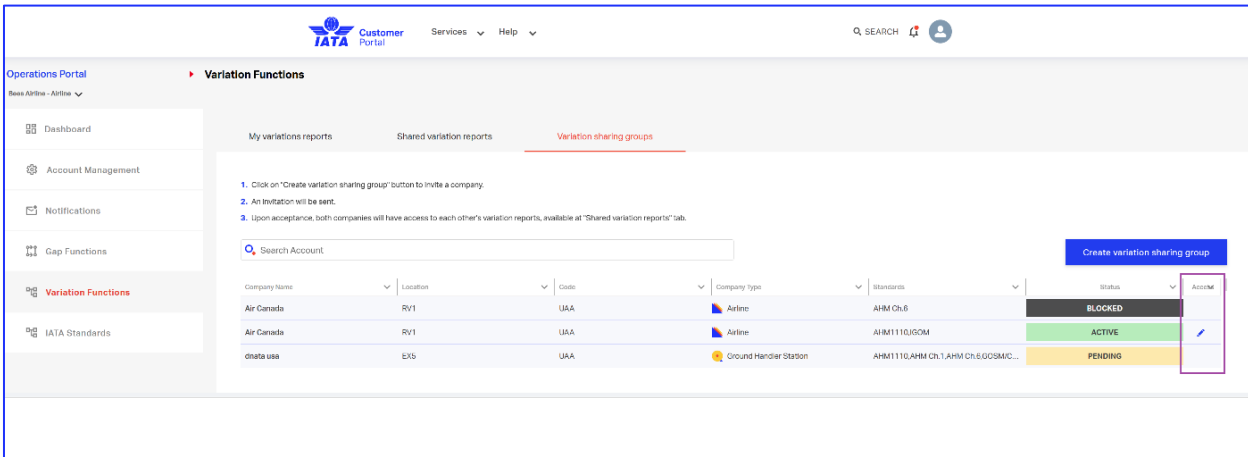
| Company Name | Location | Code | Company Type | Standards | Status | Access |
|-----------------------------|----------|------|------------------------|----------------------|----------|--------|
| Beltran, Davies and Webster | BAR | 123 | Airline | IGOM | BLOCKED | |
| Beltran, Davies and Webster | BAR | 123 | Airline | IGOM,CGM,ORM | PENDING | |
| Combat Tactic | SER | 123 | Airport | IGOM | BLOCKED | |
| Combat Tactic | SER | 123 | Airport | IGOM,CGM,ORM | ACTIVE | |
| Combat Tactic | SER | 123 | Airport | AHM1110,IGOM,CGM,ORM | DECLINED | |
| Lutz, Fitzpatrick and Mann | ESP | 105 | Ground Handler Station | AHM1110,IGOM,CGM,ORM | ACTIVE | |

3. To create a sharing group:

- Click **"Create Variation Sharing Group"**.
- Search for companies by name, ICAO code, or IATA code.
- Filter results by Airline or Ground Handler.
- Select applicable standards.
- Submit the relationship request for approval.



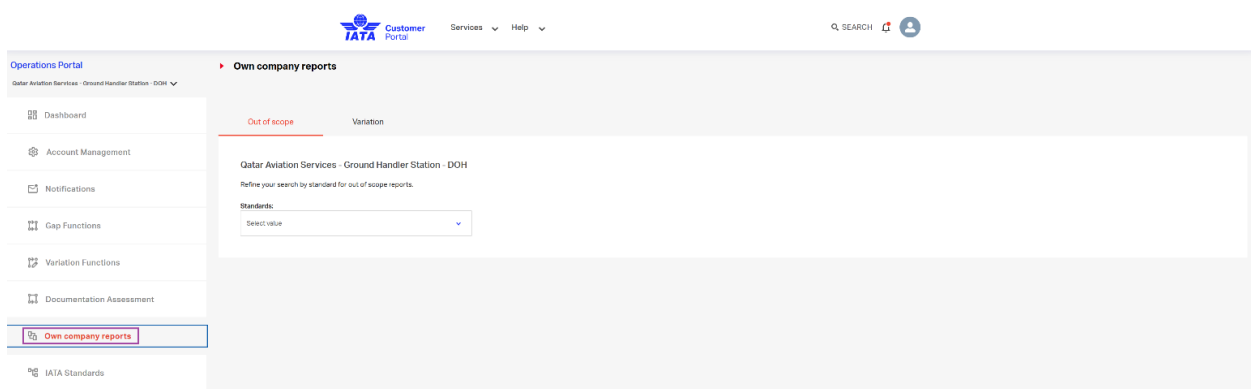
4. An active relationship can be modified to add/remove standards or deactivate sharing.



4.6 Own Company Reports △

The Own Company Reports section allows companies to generate and view reports based on their own standards and assessments. This feature is divided into two tabs:

- Out of Scope → Displays gap analysis procedures identified as not applicable to the company.
- Variation → Displays gap analysis procedures where the company has reported variations.

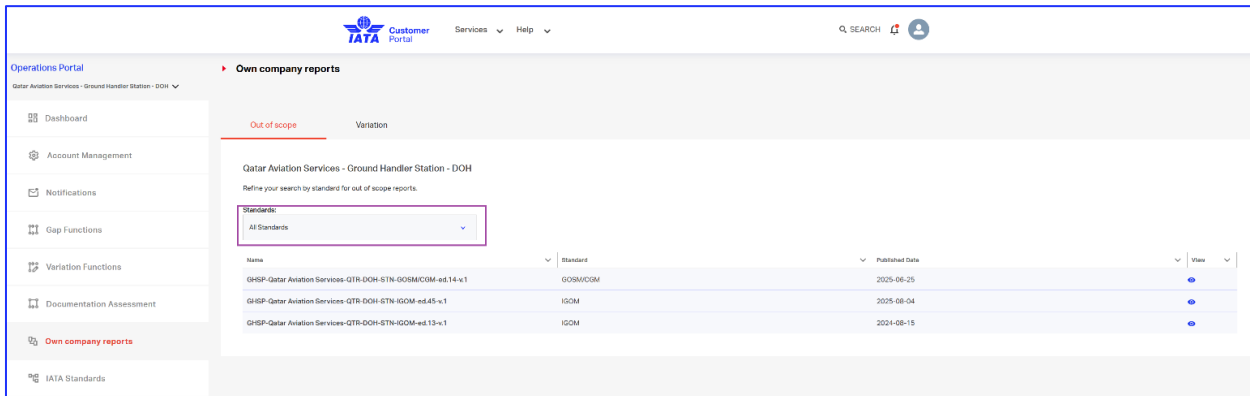


4.6.1 Out of scope report △

Filtering Reports △


At the top of the page, you can refine your report by selecting a Standard from the drop-down list.

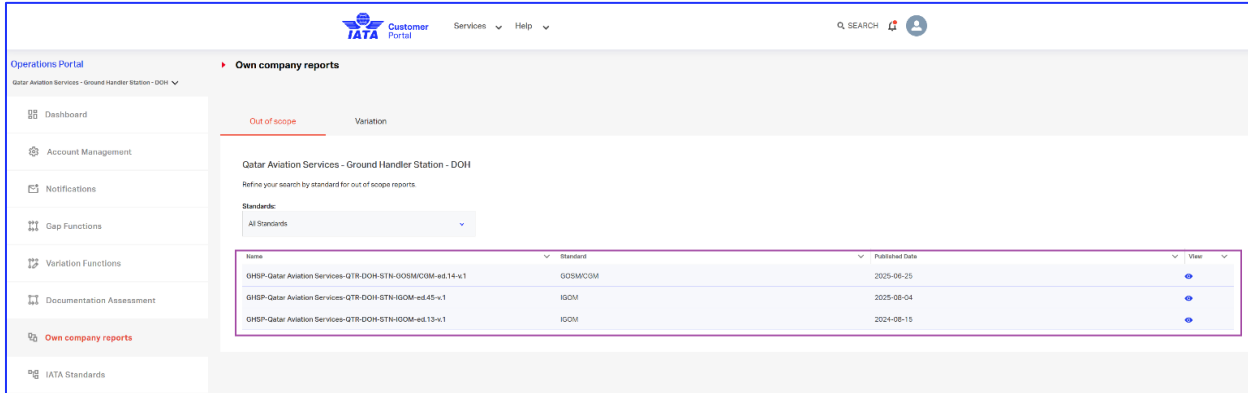
- Select the standard you want to review (e.g., IGOM, AHM).
- The table will update to show only Out of Scope items related to the chosen standard.



Report Access ⚠

The report displays a table with the following columns:

- Name → The title of the gap analysis.
- Standard → The standard of the gap analysis (e.g., IGOM).
- Published Date → Date the report was published.
- View → Click the  icon to open and review the full details of the report.

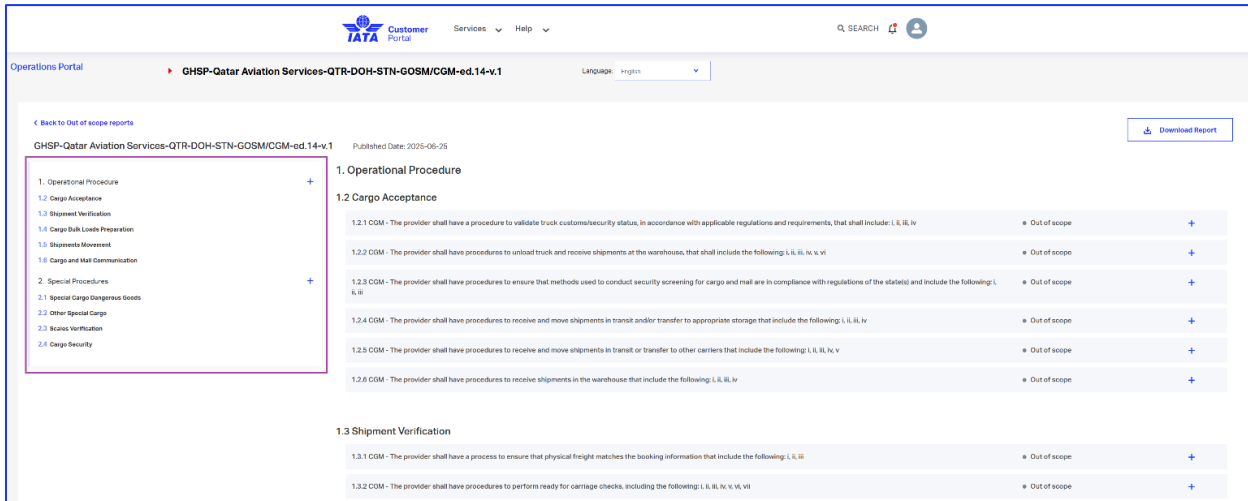


| Name | Standard | Published Date | View |
|---|----------|----------------|------|
| GHSP-Qatar Aviation Services-QTR-DOH-STN-GOSM/CGM-ed.14-v.1 | GOSM/CGM | 2025-06-25 | |
| GHSP-Qatar Aviation Services-QTR-DOH-STN-IGOM-ed.45-v.1 | IGOM | 2025-08-04 | |
| GHSP-Qatar Aviation Services-QTR-DOH-STN-IGOM-ed.13-v.1 | IGOM | 2024-05-13 | |

Navigation Panel

On the left-hand side, you will see the chapter and section structure of the standard.

- Click on any chapter or section to jump directly to its details.
- Sections with Out of Scope items are highlighted.



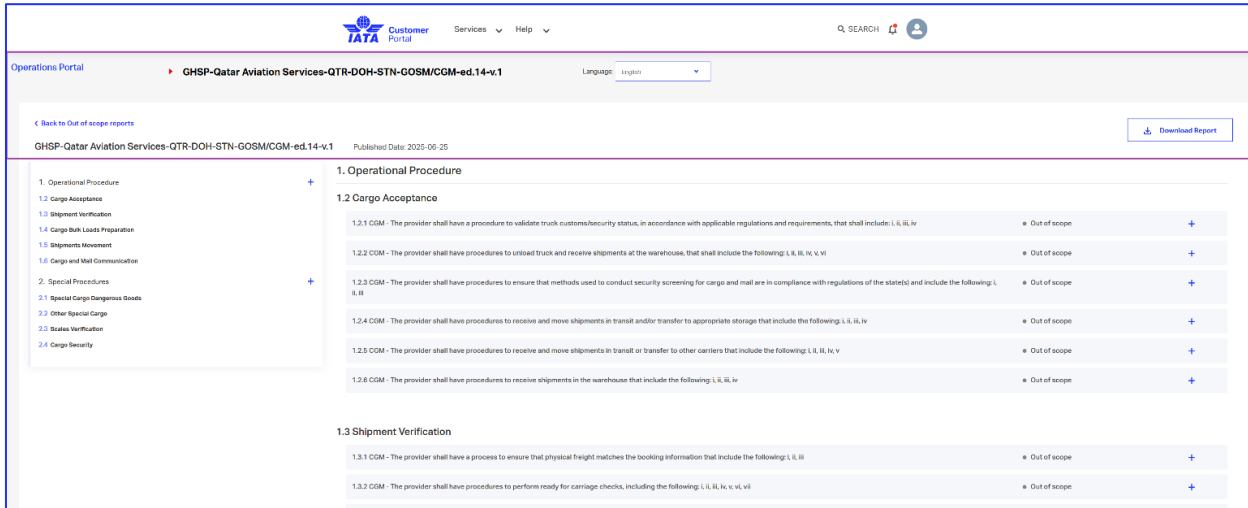
- 1. Operational Procedure
- 1.2 Cargo Acceptance
- 1.3 Shipment Verification
- 2. Special Procedures
- 2.1 Special Cargo Dangerous Goods
- 2.2 Other Special Cargo
- 2.3 Scales Verification
- 2.4 Cargo Security

| Section | Status | Action |
|--|--------------|--------|
| 1. Operational Procedure | | |
| 1.2 Cargo Acceptance | | |
| 1.2.1 CGM - The provider shall have a procedure to validate truck customs/security status, in accordance with applicable regulations and requirements, that shall include: I, II, III, IV | Out of scope | + |
| 1.2.2 CGM - The provider shall have procedures to unload truck and receive shipments at the warehouse, that shall include the following: I, II, III, IV, V, VI | Out of scope | + |
| 1.2.3 CGM - The provider shall have procedures to ensure that methods used to conduct security screening for cargo and mail are in compliance with regulations of the state(s) and include the following: I, II, III | Out of scope | + |
| 1.2.4 CGM - The provider shall have procedures to receive and move shipments in transit and/or transfer to appropriate storage that include the following: I, II, III, IV | Out of scope | + |
| 1.2.5 CGM - The provider shall have procedures to receive and move shipments in transit or transfer to other carriers that include the following: I, II, III, IV, V | Out of scope | + |
| 1.2.6 CGM - The provider shall have procedures to receive shipments in the warehouse that include the following: I, II, III, IV | Out of scope | + |
| 1.3 Shipment Verification | | |
| 1.3.1 CGM - The provider shall have a process to ensure that physical freight matches the booking information that include the following: I, II, III | Out of scope | + |
| 1.3.2 CGM - The provider shall have procedures to perform ready for carriage checks, including the following: I, II, III, IV, V, VI, VII | Out of scope | + |

Report Header

At the top of the page, you will find:

- Report Title → Standard and report name (e.g., Air test – Naming of convention).
- Published Date → When the report was generated.
- Language Selector → Switch the report language (e.g., English, French).
- Download Report → Export the full Out of Scope report as a PDF.



The screenshot shows the OPS Portal interface. At the top, there is a navigation bar with the IATA logo, 'Customer Portal', 'Services', and 'Help' menus. A search bar and a user profile icon are also present. Below the navigation bar, the report title 'GHSP-Qatar Aviation Services-QTR-DOH-STN-GOSM/CGM-ed.14-v.1' is displayed, along with a 'Language: English' dropdown and a 'Download Report' button. The main content area is divided into a left sidebar with a table of contents and a main content area. The table of contents lists sections like 'Operational Procedure', 'Cargo Acceptance', 'Special Procedures', and 'Shipment Verification'. The main content area shows the details of the 'Operational Procedure' section, which is expanded to show 'Cargo Acceptance' and 'Shipment Verification'. Each entry in the table includes a description, a status 'Out of scope', and a '+' icon for expansion.

| Section | Description | Status | Action |
|---------------------------|--|--------------|--------|
| 1. Operational Procedure | 1.1 Operational Procedure | | + |
| 1.2 Cargo Acceptance | 1.2.1 CCM - The provider shall have a procedure to validate truck customs/security status, in accordance with applicable regulations and requirements, that shall include: i, ii, iii, iv | Out of scope | + |
| | 1.2.2 CCM - The provider shall have procedures to unload truck and receive shipments at the warehouse, that shall include the following: i, ii, iii, iv, v, vi | Out of scope | + |
| | 1.2.3 CCM - The provider shall have procedures to ensure that methods used to conduct security screening for cargo and mail are in compliance with regulations of the state(s) and include the following: i, ii, iii | Out of scope | + |
| | 1.2.4 CCM - The provider shall have procedures to receive and move shipments in transit and/or transfer to appropriate storage that include the following: i, ii, iii, iv | Out of scope | + |
| | 1.2.5 CCM - The provider shall have procedures to receive and move shipments in transit or transfer to other carriers that include the following: i, ii, iii, iv, v | Out of scope | + |
| | 1.2.6 CCM - The provider shall have procedures to receive shipments in the warehouse that include the following: i, ii, iii, iv | Out of scope | + |
| 1.3 Shipment Verification | 1.3.1 CCM - The provider shall have a process to ensure that physical freight matches the booking information that include the following: i, ii, iii | Out of scope | + |
| | 1.3.2 CCM - The provider shall have procedures to perform ready for carriage checks, including the following: i, ii, iii, iv, v, vi, vii | Out of scope | + |

Report Details ▲

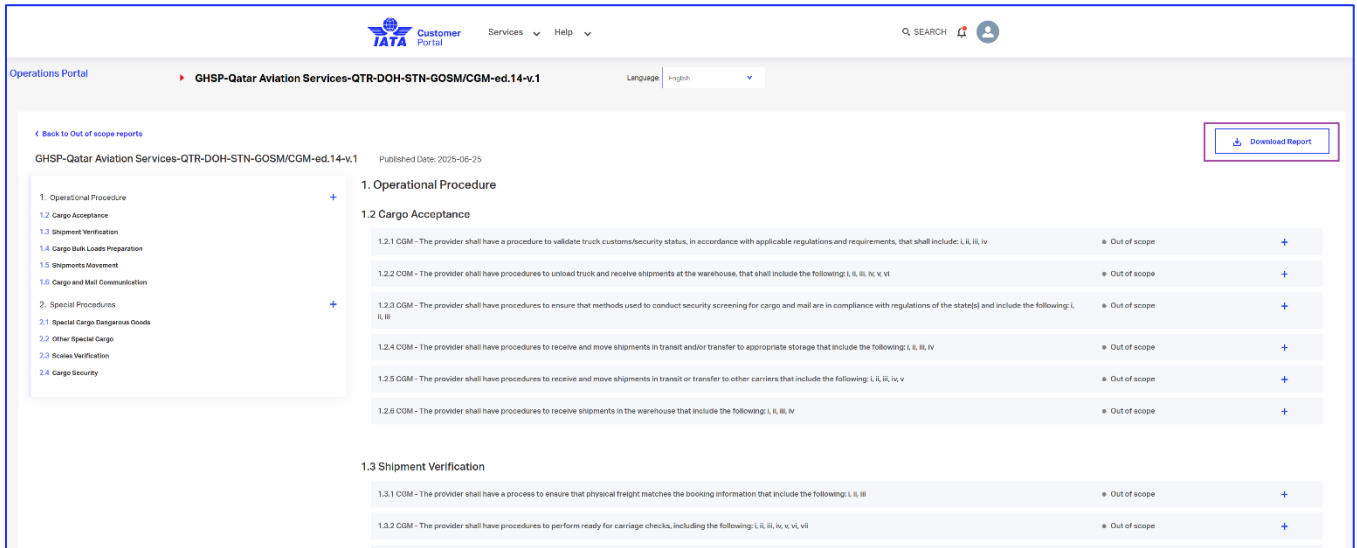
- Each Out of Scope entry includes:
 - Name
 - Comments → Additional notes entered during the process.
 - Attached files → Related supporting documents (click the link to open them).
- Each procedure within a chapter can be expanded (+) to show its details.
- Expanded items display the Out of Scope status alongside their supporting information.

Download Report ▲

From the Out of Scope Report detail view, users can download the report as a PDF.

How to Download

1. Open the Out of Scope Report detail page.
2. At the top of the page, click the Download report button.



PDF Report Structure

The generated PDF includes:

- Cover Page:
 - IATA logo and title (Out of Scope Report).
 - Report name
 - Index of chapters → clickable links to each chapter's section in the PDF.
 - Published date.

- Detailed Sections:

For each chapter of the standard, all procedures marked Out of Scope are listed, including:

 - Procedure reference number and title.
 - Comments.
 - Out of Scope status clearly marked.

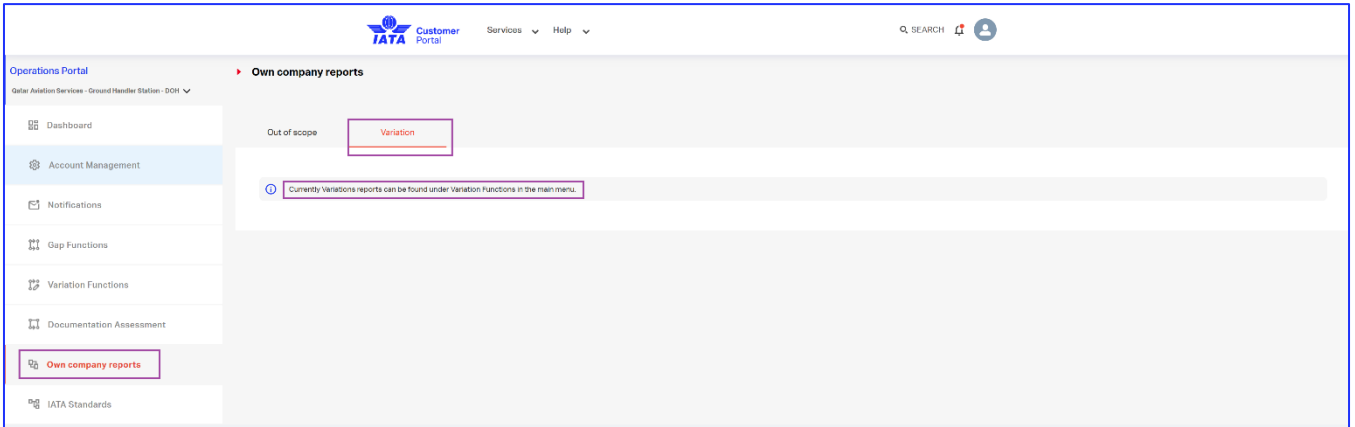
4.6.2 Variations Tab △

The Variations tab in the Own Company Reports section does not contain the variation reports directly. Instead, it provides a message that redirects the user to the correct location.

Message Displayed

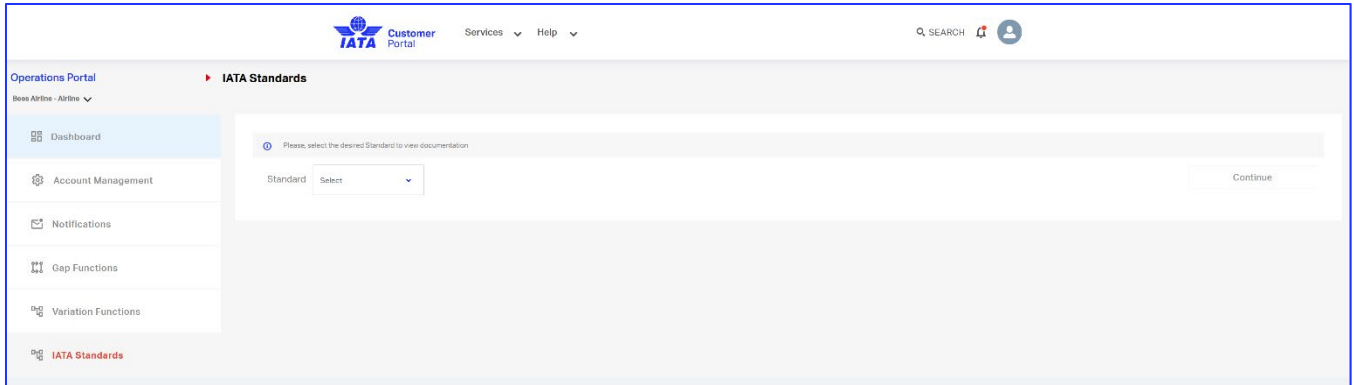
When you open the Variations tab, you will see the following text:

Currently Variations reports can be found under Variation Functions in the main menu.



4.7 IATA Standards

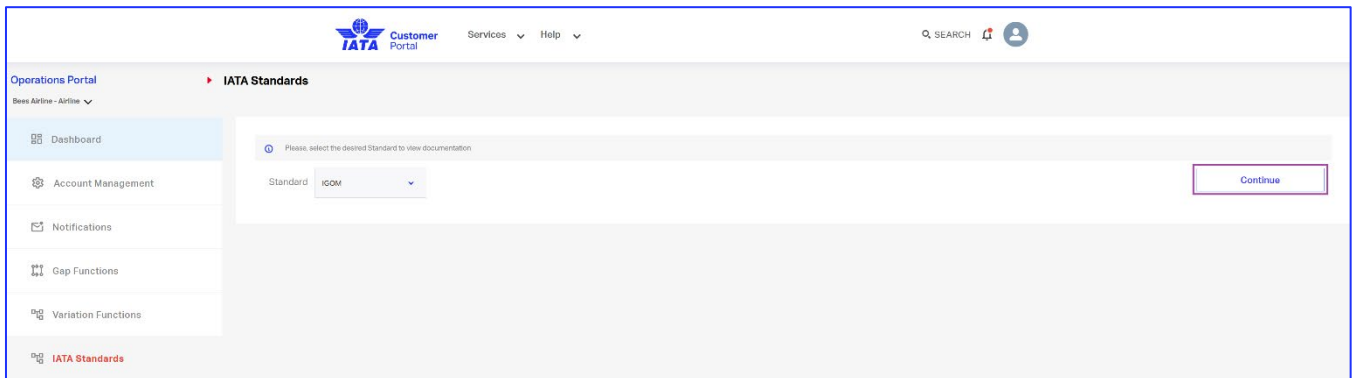
The IATA Operations Portal includes a dedicated section for IATA Standards, allowing users to view the structure of chapters and subchapters within a selected active standard. This feature ensures that users have access to the latest regulatory and procedural requirements applicable to their operations.



4.7.1 Navigating IATA Standards

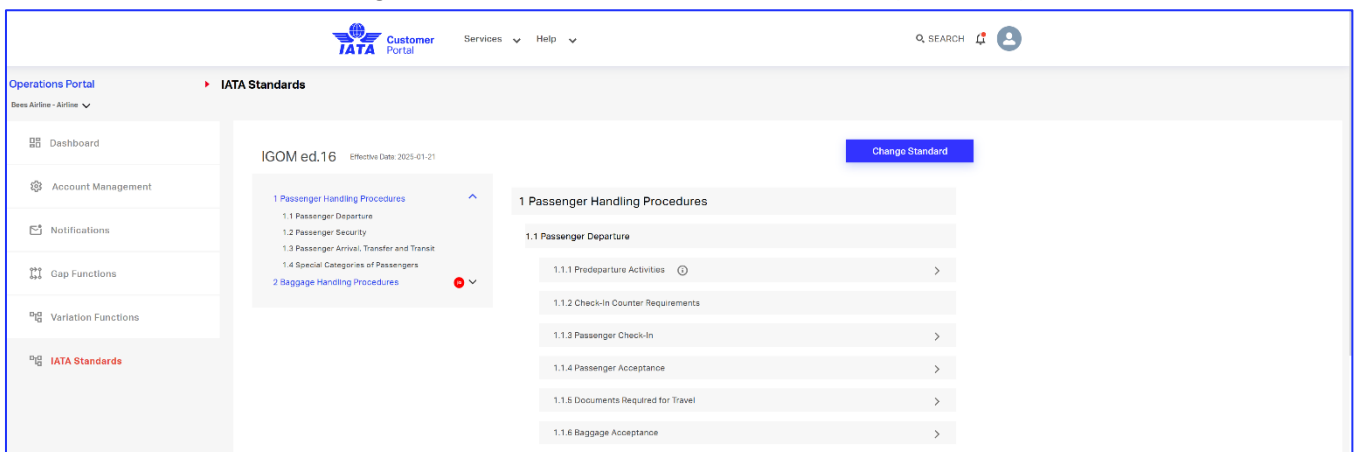
1. Selecting a Standard:

- Users can choose from the list of available IATA Standards.
- Click **"Continue"** to enter the selected standard.



2. Viewing Chapters and Subchapters:



- The portal displays a hierarchical structure of chapters and subchapters.
- Users can navigate between different sections to review specific requirements.



3. Identifying Changes:

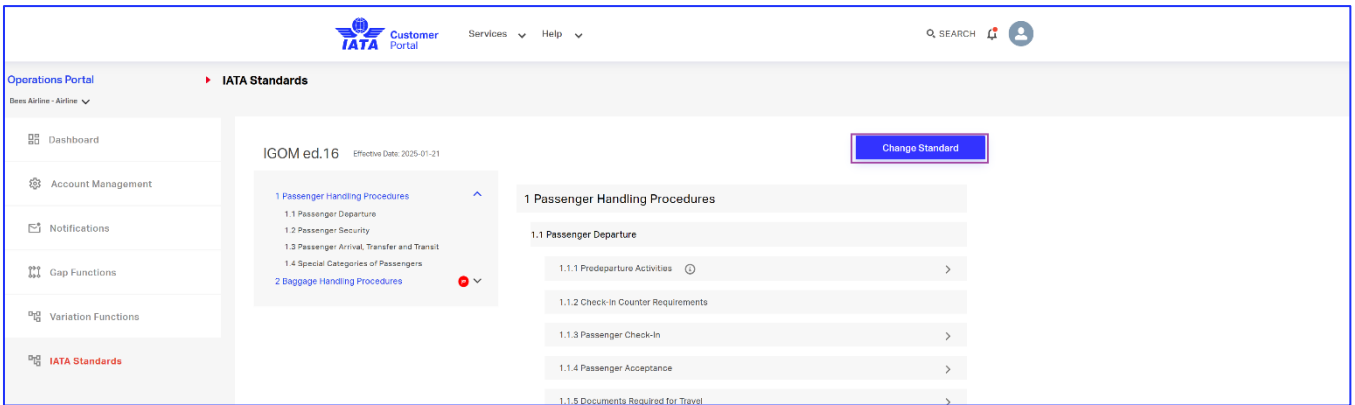
- Icons highlight modifications between different standard versions.

- Safety-critical procedures are marked distinctly for quick identification.

| Icon | Description |
|---|----------------------------|
|  | New or changed chapters. |
|  | Safety critical procedure. |

4. Switching Standards:

- Click **"Change Standard"** to return to the selection menu and choose another standard.



5 Use of this manual

Despite our best effort to cover everything, nothing is perfect, and we acknowledge there may be errors or missing useful information. IATA welcomes all feedback, corrections, or suggested improvements, on this guidance by email to opsportal@iata.org