

Aviation GT Trip Statement Portal Authorized Signer User Guide

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I. Introduction

The Aviation Monthly Trip Reporting Portal provides Ground Transportation providers and Aviation staff the ability to document drop-off activity for non-TNC providers to generate monthly invoices in support of future GT Policy Changes.

The portal is intended to be used to input a previous month's trip drop-offs once the month is complete, not for daily or weekly input. It is encouraged to input the data once at the end of the month, instead of updating several times over the month.

II. FAQ

[Who do I contact if I need assistance?](#)

PORTAL ACCESS

[Can I access the portal via mobile, tablet etc.?](#)

[Can I access the portal through Chrome, Explorer, etc.?](#)

[Is the portal an app or web-based?](#)

REGISTRATION & LOGIN

[What if I forgot my username/password?](#)

[What if I want to add another user to access the portal?](#)

ENTERING TRIP DATA

[What is the cut-off date to enter my data?](#)

[What if I don't have any drop-off data to report?](#)

[Can I review my data once saved?](#)

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[Am I required to use the Trip Log Template provided?](#)

[What do I do if I reported incorrectly and edits are needed?](#)

FILE ATTACHMENT

[What if my document won't attach?](#)

[What file types can I attach?](#)

[What if I forget to upload my attachment?](#)

INVOICING & PAYMENT

[Will I be invoiced? When?](#)

[Can I pay my fees through the portal?](#)

[How do I pay my fees?](#)

III. Portal Access

To access the Aviation Monthly Trip Reporting Portal, visit <https://tripreportingportal.skyharbor.aero> on any device that has an internet browser installed. This includes mobile devices and tablets. It is recommended to use Google Chrome, although the portal can be accessed via other preferred browsers. For directions on downloading Google Chrome, please visit <https://www.google.com/chrome/>.

IV. Portal Highlights

LOGIN PAGE

Register Register – Located in the middle of the sign in box, click to register as a new Authorized Signer user. The registration process is required before first time login.

Sign in Sign in – Located in the bottom left of the sign in box, click after entering login information. If user validation is successful, the user will be directed to the portal home page. If an error occurs, a message will appear prompting the user to correct the issue. Once logged in, a user session will expire after 45 minutes of inactivity.

Authorized Signer Login Authorized Signer Login – The login page will default to an Authorized Signer user, utilizing SAFE username and a user created password. However, an Authorized Signer can access the Admin login, but their login credentials will not work. If this occurs, click the Authorized Signer Login button located under the Sign in button to navigate back to the correct portal login.

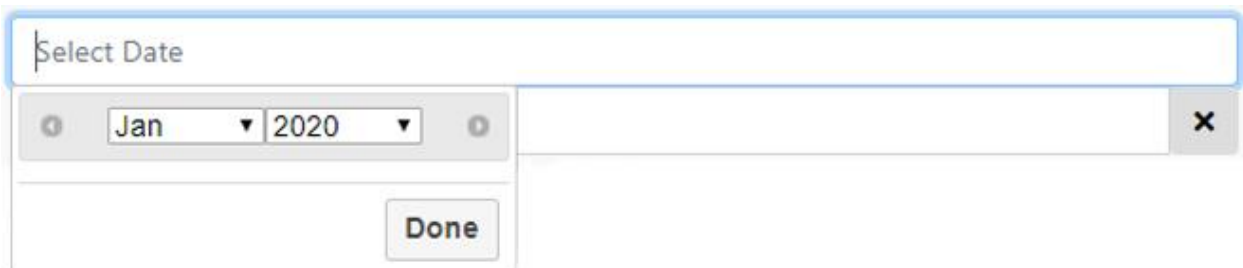
Admin Login Admin Login – The login page will default to an Authorized Signer user. To login as an Aviation admin member, click the admin login button located under the Authorized Signer Sign in button.

Reset Password Reset Password – If the account password has been forgotten, click the reset password button on the bottom right of the sign in box.

Help Help – Located in both the bottom right of the sign in box and in the top right of the header of the Trip Reporting page after login. Click to review available resources for troubleshooting.

TRIP REPORTING PAGE

Select Date Field – Located in the top left of the header, click to select a valid date range for data input or review.



The image shows a user interface for selecting a date. At the top is a text input field with the placeholder text "Select Date". Below this is a date selection dropdown menu. The dropdown menu has two parts: a month selector showing "Jan" and a year selector showing "2020". To the right of the year selector is a close button (X). Below the dropdown menu is a "Done" button.

Select Company Field– Located in the top left of the header, under the Select Date prompt, shows all companies linked to a user. If there is only one company associated to a user, it will default to that company, otherwise a drop-down list of multiple companies will appear.



The screenshot shows a date selection field with 'December 2019' entered. Below it is a 'Select Company' dropdown menu. The dropdown is open, showing 'Select Company' as the selected option, with two other options listed: 'ABCD COMPANY' and 'AAG TOWNCARS'.

View Attachment View Attachment – Click to download and view the most recently attached document.

Attach Documentation Attach Documentation – Click to add an attachment that matches the monthly data that has been input. A new attachment is required for each save to the portal.

Save Save – Click to apply any changes made to the form. An attachment is required for each save to the portal.

Reset Reset – Click to reset the form to clear any unsaved information. The reset function will revert to the previous record until save is clicked. Once save has been clicked the record is overwritten with the new information.

Trip Log Template Trip Log Template – Located in the top right of the header on the Trip Reporting page. Click to access the Sky Harbor provided trip log self-reporting template as needed if the company does not already have a standardized form.

LOG OUT Logout – Located in the top right of the header, click logout to end the session and logout of the portal.

V. Authorized Signer Registration

To register as a new user to the Aviation Monthly Trip Reporting Portal, click on the Register button **Register** located in the middle of the sign in box. The user will be redirected to the registration page to input a valid QuantumSecure SAFE Self Service Username. Each Authorized Signer will have their own specific username. To submit the username, click the Register button **Register**, located at the bottom left of the box.



The screenshot shows a registration form titled 'REGISTER'. It contains a text input field labeled 'UserName' and a blue 'Register' button located at the bottom left of the form.

Please Note: The system will not allow a user to register if they are not classified as an Authorized Signer per the Sky Harbor Security Badging Office. Please visit the [Sky Harbor Security web page](#) for details on becoming an Authorized Signer if you receive the error “Username does not exist” while attempting to register.

If the username has been forgotten, please contact the Security Badging Office by emailing security.badging@phoenix.gov or calling (602) 273-2036.

Once the system has validated the username, the newly added user will receive an email including a link to complete the registration process by setting up a password.



The password used to login must include:

A minimum of 8 characters

- A maximum of 30 characters
- 1 upper case character
- 1 lower case character
- 1 number

Once the password has been input into the two required fields, click the Submit button

Submit

to set the password to the username. If the password is successfully accepted, the user will be directed back to the login page.

A form titled 'SET PASSWORD'. It has two input fields: 'Password' and 'Retype Password'. Below the fields is a blue 'Submit' button.

VI. [Authorized Signer Login](#)

To login to the Aviation Monthly Trip Reporting Portal as an Authorized Signer, the user will be prompted to input their current QuantumSecure SAFE Self Service username, and the password chosen during registration. Click the Sign in button **Sign in** to validate login credentials and access the Trip Reporting page.

A form titled 'AUTHORIZED SIGNER LOGIN'. It has two input fields: 'UserName' and 'Password'. Below the fields is a blue 'Sign in' button. At the bottom of the form are links for 'Staff Login', 'Register', 'Reset Password', and 'Help'.

If registration has not been completed, please see [Authorized Signer Registration](#) for details.

Once logged in, a user session will expire after 45 minutes of inactivity and any unsaved changes will be discarded. When a session has expired, the user will be directed back to the user login page and receive the message “Session expired, please log back in”.

USERNAME RECOVERY

If the account credentials are incorrect, an error message will appear of “Invalid Credentials”. If assistance is needed in recovering the login username, please contact the Security Badging Office by emailing security.badging@phoenix.gov or calling (602) 273-2036.

PASSWORD RECOVERY

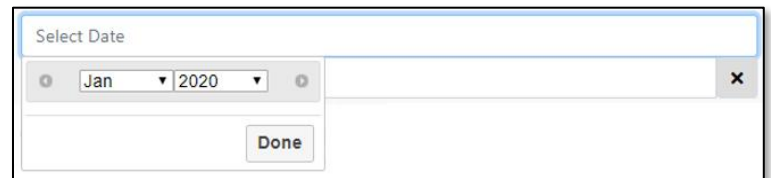
If the account password has been forgotten, click the Reset Password button in the bottom right of the sign in box. The system will request the account's username and email address. An email will then be sent with a link to create a new password.

VII. Entering Trip Data

Trip data is required to be completed by the 15th day of the following month. (i.e. trip data for February must be reported no later than March 15th).

SELECTING REPORT DATE & COMPANY

To select a valid date range and company to review or input new data for, utilize the Date and Company selection fields located in the top left of the Trip Reporting page header.



To select a date range, click into the Select Date field. A selection box will appear with drop-downs to select a month and year to view, the fields will default to the current date. To select a different month or year, click on the arrow next to the date and/or year field to activate the drop-down menus. To select a different value, simply click on the correct month and/or year. To update the page with the selected date, click the done button **Done** located in the bottom right of the box.




To select the correct company to view, utilize the Select Company field located below the date selection field. If there is only one company associated to a user, it will default to the company.



If there are multiple companies listed and a selection is needed, click on the appropriate company name in the drop-down menu. The page will update with the selected company's data.

ENTERING TRIP DATA FOR VEHICLE SIZE, LOCATION & DESCRIPTION

Once a date range and company has been selected, the Trip Reporting page will update with the correct form based off the status of the report (Open or Closed). If the status indicates "Closed", the deadline for entering data has passed and the user must select the current reporting date or contact the Ground Transportation Office for assistance at: (602) 273-3383. If the status indicates "Open", the fields seen will be editable where numerical values can be input either by typing in a valid number, or by clicking the appropriate arrow button  shown at the end of an active field. A report does not need to be filled out for a month if there weren't drop-offs that occurred during that

period. Ground Transportation staff may follow up to ensure you did not encounter any issues completing the report.

To complete the form, three determinations will need to be made:

First, determine the vehicles used during the reporting month, and separate them by seating capacity. Choices include: Size 1-8, size 9-23, and size 24+.

The screenshot shows a report form with three sections, each for a different vehicle size. Each section contains a table with two main categories: 'Terminal' and 'Sky Train Station (30% discount)'. Under each category, there are three rows for different trip types: 'Standard Trips', 'Alt Fuel Trips (10%)', and 'Zero Emission Trips (40%)'. The values for all these rows are \$0.00. At the bottom right of each section, it says 'Section Total: \$0.00'.

Next determine the vehicle fuel type for each vehicle used during the month, and separate them by which fuel category they fit in. Choices include: standard trips, alt fuel trips, and zero emission trips. Vehicle size, and fuel type must match vehicles currently registered with Sky Harbor Ground Transportation.

This screenshot is identical to the one above, but with red boxes highlighting the input fields for the trip types: 'Standard Trips', 'Alt Fuel Trips (10%)', and 'Zero Emission Trips (40%)' in both the 'Terminal' and 'Sky Train Station (30% discount)' categories for each vehicle size. The values remain \$0.00.

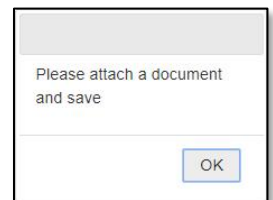
Lastly, determine the appropriate drop-off locations for each vehicle used. Calculate the number of drop-offs per Terminal (for entering data in the portal, combine Terminals 2, 3 and 4), or the Sky Train Station.

Once the data has been categorized appropriately, input the correct number of drop-offs completed in an open month into the accurate fields. The tab key can be utilized to move between active fields to input data quickly.

Each “Vehicle Size” section will automatically calculate drop-off fees according to the published fee rates, the number of drop-offs entered, and any applicable discounts (fuel type or location discounts). A sub-total calculation for each Vehicle Size section will show at the bottom right of each section, and a grand total of all sections is shown on the bottom right of the page.

DOCUMENT ATTACHMENT

Once all trip information has been entered, an attachment will be required to save the data. This attachment must include the same data that was entered. If save is clicked before documentation has been attached, the user will receive a pop up prompting to “Please attach a document and save”. If documentation is not attached, the user will be unable to continue to save the report.



To attach a document, click the Attach Documentation button [Attach Documentation](#) located at the bottom right of the form. The user will then be prompted to browse and select a file to attach. Steps may differ depending on the internet browser used.

For a document to be attached correctly, the file size cannot exceed 2 GB, and must be one of the following file types:

- PDF (Extensions include - .pdf)
- Excel (Extensions include - .xlsx, .xls, .csv)

- Document (Extensions include - .txt, .doc, .docx, .rtf)
- Image (Extensions include - .jpeg, .gif, .png, .tif, .tiff)

To determine if the file type is correct, verify the extension located at the end of the document name, behind the last period.

If the file type is not an acceptable format, an error message will be received stating “Invalid file type. Please upload any of the following types of files PDF, Word, Excel, Image”.

Once a document has been attached, the form can be saved correctly.

TRIP LOG TEMPLATE

The Trip Log Template is provided to attach a self-report document for companies that do not already have a standardized form to upload with the monthly report. It is not required to use this form in lieu of any currently used documentation.

Please input the name of the company being reported on, and the reporting month in the fields located at the top of the form.

PROVIDER COMPANY NAME--->	
REPORTING MONTH---> (i.e., February 2020)	

To complete the form, three determinations will need to be made:

First, determine the vehicles used during the reporting month, and separate them by seating capacity. Choices include: Size 1-8, size 9-23, and size 24+.

VEHICLE SIZE 1-8			
Terminal 2			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 3			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 4			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Sky Train Station (30% disc)			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
			Total # of trips 1-8
			0
VEHICLE SIZE 9-23			
Terminal 2			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 3			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 4			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Sky Train Station (30% disc)			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
			Total # of trips 9-23
			0
VEHICLE SIZE 24+			
Terminal 2			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 3			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 4			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Sky Train Station (30% disc)			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
			Total # of trips 24+
			0

Next determine the vehicle fuel type for each vehicle used during the month, and separate them by which fuel category they fit in. Choices include: standard trips, alt fuel trips, and zero emission trips. Vehicle size, and fuel type must match vehicles currently registered with Sky Harbor Ground Transportation.

VEHICLE SIZE 1-8			
Terminal 2			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 3			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 4			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Sky Train Station (30% disc)			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
			Total # of trips 1-8
			0
VEHICLE SIZE 9-23			
Terminal 2			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 3			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 4			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Sky Train Station (30% disc)			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
			Total # of trips 9-23
			0
VEHICLE SIZE 24+			
Terminal 2			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 3			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Terminal 4			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
Sky Train Station (30% disc)			
	Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)
			Total # of trips 24+
			0

Lastly, determine the appropriate drop-off locations for each vehicle used. Calculate the number of drop-offs per Terminal or the Sky Train Station.


VEHICLE SIZE 1-8			
Terminal 2			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
Terminal 3			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
Terminal 4			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
Sky Train Station (30% disc)			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
			Total # of trips 1-8
			0
VEHICLE SIZE 9-23			
Terminal 2			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
Terminal 3			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
Terminal 4			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
Sky Train Station (30% disc)			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
			Total # of trips 9-23
			0
VEHICLE SIZE 24+			
Terminal 2			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
Terminal 3			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
Terminal 4			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
Sky Train Station (30% disc)			
Standard Trips	Alt Fuel Trips (10% disc)	Zero Emission Trips (40% disc)	
			Total # of trips 24+
			0

Once the data has been categorized appropriately, input the correct number of drop-offs completed in an open month into the accurate fields, located to the right of the fuel type.

Each “Vehicle Size” section will automatically total the number of drop-offs per section, shown at the bottom right of each section and provide a grand total located at the bottom right of the form.


Once completed, please save the form and upload it to the portal to save along with data input in the portal.

PORTAL REPORTING STATUS

The portal will be in one of two statuses – Open or Closed. This status is shown in the top left of the form, under the Date and Company selection once the data entry form has been loaded. The status is also indicated by the ability to edit the various fields in the form. An open status will include editable fields . Editable fields will remain white and will allow numerical values to be input. The system allows data to be typed in or increased/decreased by clicking the appropriate arrow button  at the end of an active field. A closed status will display non-editable fields . If a data field is greyed out it is no longer editable, and an invoice has been generated with the information previously input.

Any self-report that has been created by utilizing the portal is viewable regardless of the report status.

OPEN

If the status indicates “Open”, the fields seen will be editable where numerical values can be input either by typing in a valid number, or by clicking the appropriate arrow button  shown at the end of an active field. A report will remain in an Open status and editable until the 15th of the next month.

The portal is intended to be used to input a previous month’s trip drop-offs once the month is complete, not for daily or weekly input. It is encouraged to input the data once at the end of the month, instead of updating several times over the month.

CLOSED

If the status indicates “Closed”, the deadline for entering data has passed and the user must select the current reporting date. Edits to a month’s data can be made until the 15th of the following month, after this date the portal will not allow changes. If a month was reported incorrectly and edits are needed, please contact the Ground Transportation Office for assistance at: (602) 273-3383.

A report in the closed status is un-editable. The user will not be able to edit any of the input fields when a report is in a closed status, but the data will remain viewable. A report is closed once the deadline to enter trip information has passed.

Once a report has been closed, an invoice will be created with the company’s combined pick-up and drop-off data on a monthly invoice. Invoice payments are not accepted through the Aviation Monthly Trip Reporting Portal, please continue to pay fees by the date indicated on invoices either by visiting the GT Office in person, calling the GT Payment Line at: (602) 273-2762, or through the Aviation ePayment Portal <https://payments.skyharbor.aero/ePay>.

VIII. Contact Us

For additional support in using the portal and data being input, please contact the Ground Transportation Office by emailing GTBilling@phoenix.gov or calling (602) 273-3383.

If help is needed with Authorized Signer username recovery, please contact the Security Badging Office by emailing security.badging@phoenix.gov or calling (602) 273-2036.