Kingdom of Saudi Arabia Airports – IATA Level 3 Slot Coordination Service, Level 2 Facilitation Service & Data Collection Service

Guidance to Carriers during the transition to ACL

Introduction

Further to the announcement by GACA circular sent to all airlines on the 11th May that ACL International (ACL) has been appointed Coordinator, Schedule Facilitator and Data Collection agent for twenty-six airports in the Kingdom of Saudi Arabia (KSA). ACL was due to commence all coordination services on the 12th May but due to a delay in the transfer of data from the current coordinator this will now occur on the 16th May.

Which airports are included?

The following table details the airports and their associated designation.

IATA Slot Coordination (Level 3)	IATA Schedules Facilitation (Level 2)	Data Collection Airports (Level 1)
Jeddah Airport (JED) Riyadh Airport (RUH) Dammam Airport (DMM)	Al Jouf Airport (AJF) Ha'il Airport (HAS) Tabuk Airport (TUU) Abha Airport (AHB) Jizan Airport (GIZ) Gassim Airport (ELQ) Hofuf Airport (HOF) Ta'if Airport (TIF) Yanbu Airport (YNB) Arar Airport (RAE)	Gurayat Airport (URY) Neom Bay Airport (NUM) Rafha Airport (RAH) Turaif Airport (TUI) Bisha Airport (BHH) Nejran Airport (EAM) Sharurah Airport (SHW) Al Qaisumah Airport (AQI) Dawadmi Airport (DWD) Wadi Al Dawasir Airport (WAE) Al Baha Airport (ABT) Al Ula Airport (ULH) Al Wajh Airport (EJH)

Revised Transition Plan (JED, RUH and DMM) for Summer 2022

ACL has agreed the following transition timeline with GACA and the current coordinator:

- ACL will now assume responsibility for coordinating and allocating slots at JED, RUH and DMM at **0501UTC** on the **16th May 2022**.
- At 0500UTC on the 16th May 2022, the current coordinator will provide ACL a full listing of slots held for the S22 scheduling seasons.
- ACL will hold messages received after 0501UTC on the 16th May 2022 until the historic data has been loaded. We do not envisage this will take more than a couple of hours to complete.
- As soon as the data is loaded, ACL will send each carrier a SIR of slots held for S22.

- Once the data is loaded, ACL will process the messages in the normal way and ACL will take full responsibility for the process at these airports.
- For W22, Carriers should send initial submissions to ACL by the WASG deadline (19 May 2022). If you have previously submitted to the current coordinator, then please resubmit to ACL after the 12th May 2022.

Transition Plan (AJF, HAS, TUU, AHB, GIZ, ELQ.HOF, TIF, YNB, and RAE)

ACL has agreed the following transition timeline with GACA and the current facilitator:

- ACL will now assume responsibility for facilitating and collecting data at AJF, HAS, TUU, AHB, GIZ, ELQ, HOF, TIF, YNB and RAE at **0501UTC** on the **16th May 2022**.
- At 0500UTC on the 16th May 2022, the current facilitator will provide ACL a full listing of slots held for the S22 scheduling season.
- ACL will hold messages received after 0501UTC on the 16th May 2022 until the historic data has been loaded. We do not envisage this will take more than an hour to complete.
- As soon as the data is loaded, ACL will send each carrier a SIR of slots held.
- Once the data is loaded, ACL will process the messages in the normal way and ACL will take full responsibility for the process at these airports.
- For W22, Carriers should send initial submissions to ACL by the WASG deadline (19 May 2022). If you have previously submitted to the current coordinator, then please resubmit to ACL after the 12th May 2022.

Transition Plan (All other airports)

Data collection at all remaining airports will commence at **0501UTC** on the **16th May 2022.**

ACL has agreed the following transition timeline with MATARAT Holding:

- ACL will assume responsibility for collecting data at **0501UTC** on the **16th May 2022**.
- Carriers can submit schedules using standard IATA SCR/SMA (IATA SSIM Chapter 6) format to slots at any time from 16th May 2022.
- Schedules for W22 and S22 should be submitted using IATA SCR/SMA formats to slots@acl-international.com

Action required by Airlines serving KSA Airports

- Carriers are requested to limit the number of changes submitted at the time of the transition by sending them early or holding off until after the SIR has been sent from ACL. Urgent request should be directed to the Airport Operations Control Centre (AOCC) department.
- Please inform all those responsible for scheduling and slots of the new contacts included in this guidance and request that all changes after 0501UTC on **16th May 2022** be sent to ACL.

- Advise ACL of any discrepancies when the SIR is received, and ACL will work to investigate these as a matter of urgency.

Coordination Parameters

ACL will publish details of the coordination parameters, together with information related to all airports covered on its website.

Information can be found under the latest airport info section of the website www.acl-international.com.

Online Coordination System (OCS)

ACL will make KSA Airport schedules available on OCS allowing carriers to access, amend and add flights. Those carriers that already have access to OCS and have all ACL airports option enabled will automatically have the KSA Airports added to their account. If you have selected specific airports only, then you can request that airports be added by sending a request including the username to help@online-coordination.com. Carriers that do not currently have access to OCS can apply by completing the application form found at the following link: OCS Application Form[1]

ACL Contacts

IATA SSIM Messages should be sent to: slots@acl-international.com

General enquires and free format email should be sent to ksa_slots@acl-uk.org

During the hours 0830 – 1700 (UK time), Monday to Friday and 0600L-1500L Sunday, ACL will also be available on +44 208 564 0607 or +44 208 564 0625.

Outside these hours please see below contacts for urgent requests

Out of office hours

Urgent requests outside ACL office hours should be referred to AOCC as is currently the case. The process is detailed at the end of this document.

ACL's working hours are 0830-1700UTC Monday to Friday and 0600L-1500L Sunday, excluding UK public Holidays.

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[1] https://www.online-coordination.com/Default.aspx?tabid=eAAP

Hajj Procedures

All Hajj requests should be made to ksa_slots@acl-uk.org Please see attached the allocation approved by the Hajj Committee.

Winter 2022 SHLs and Submissions

As of the 12th May – ACL can receive all submissions for Winter 2022 coordination, please send to slots@acl-international.com

Frequently Asked Questions

Why is ACL becoming the coordinator for KSA Airports?

GACA issued a request for proposal to which ACL responded. ACL was successful in meeting the requirements to deliver the service and have been selected through a competitive tender process.

Who is ACL?

ACL was formed as an independent coordination company in 1992. It currently serves 46 airports in the UK, Ireland, Poland, Luxembourg, Canada, New Zealand, Latvia and the Middle East. It is the appointed coordinator for 14 Level 3 Coordinated airports (including Heathrow, Gatwick, Stansted, Manchester, Dublin, Warsaw, Auckland and Dubai) and provides schedule facilitation (Level 2) at 17 airports and data collection service at a further 15 airports.
 3.8 million aircraft movements are successfully coordinated or facilitated by ACL at these airports each year, carrying over 600 million passengers.

Does ACL follow WASG principles when coordinating?

ACL undertakes its duties independently and in a neutral, transparent and non-discriminatory way, as required by the Worldwide Airport Slot Guidelines (WASG). It has a reputation for providing a proactive and efficient service to its airport and airline customers.

Does ACL provide any support in making slot requests?

ACL can accept slots requests either in IATA SSIM format or direct via the Online Coordination System. A guide to SSIM is provided on the ACL website at http://diyssim.com/GuideToSSIM/and a simple tool to help write SSIM can be found at http://www.diyssim.com/.

What type of operations need to have an approved movement from ACL?
All movements require approval from ACL. Airlines should contact ACL directly using IATA SSIM (Chapter 6 SCR/SMA) format or OCS. General/Business Aviation, Diplomatic and Military requests should contact their handling agent who will assist in gaining an approved slot.

Will ACL be opening an office in KSA?

As part of the tender process, ACL will have representation in the Kingdom of Saudi Arabia. This will take a few months to arrange so in the meantime, ACL will be delivering the contract from its Head Office based near Heathrow Airport in the UK. ACL has invested in technology which means that nearly 95% of messages received are processed automatically. Those messages that are not processed instantly will be handled by the team in London and supported by other ACL satellite offices across the world. ACL aims to respond to most messages within three hours during normal UK business hours.
During the Hajj travel period, ACL will have representatives in Jeddah in support.

Who should I contact when ACL is closed?

Urgent requests outside ACL office hours should be referred to AOCC.

Why is the service transitioning mid seasons?

The service transition is triggered by the change in contract which starts on 1st June 2022. To ensure continuity of service, the 16th May 2022 was chosen as a recognisable date in the scheduling calendar.

Who will be my main point of contact at ACL?

Delivery of coordination services for KSA Airports will be managed by Mr Fernando de Freitas and supported by Mr Christakis Christodoulou and Mr Jamie Blethyn. Both can be contacted at ksa_slots@acl-uk.org.   Mr Richard Cann, Head of Coordination will also be available to support the team (Richard.cann@acl-uk.org).

Will my schedule changes be processed if I send them to the current coordinator?

Changes made prior to 0501UTC on the 16th May will continue to be processed by the existing coordinator. After this time, requests will need to be sent to ACL for them to be processed. Any request made to any other address other than slots@acl-international.com will not be processed and will not update the airports flight information displays.

Slot Application during out of office hours / weekends / public holidays

Notes:

A. Only applicable for flights operating for specified period + next working day. Example Slot filed on Saturday for operating on Saturday, Sunday or Monday.

B. Working Hours defined as MON-FRI, 08:30-17:00 (UK Time), SUN 0600L-1500L (excluding Public Holidays)

Step	Description
1	Airline must submit slot request via OCS or using standard IATA SMA to ACL slots@acl-international.com
2	If Slot Confirmed (K) Airline / Operator will coordinate directly with GH/PACA
3	If Slot not Confirmed (U), refile for alternative slot until confirmed via OCS (K). Airline / Operator will coordinate directly with GH/PACA
4	PACA issues Landing Approval and sends to Airline

C. For difficulties in obtaining a slot during the specified period outside point B above, please contact:

Airport	OOH email	OOH tel
JED	slot24jed@gaca.gov.sa	+966 12 685 4174
RUD	adm@riyadhairports.com	+966 11 221 1313
DMM	slot24dmm@daco.sa	+966 13 883 4400