



ACERS External User Guide

Industry – Tarmac Delay Incidents and Contingency Plans



Tarmac Delay Reporting Module Summary

- **What is this module used for?**
 - Centralized portal for carriers to submit tarmac delay incidents to OACP staff, as well as tarmac delay contingency plans.
- **What qualifies as a reportable tarmac delay incident?**
 - A flight that experiences a tarmac delay of more than three hours on domestic flights and more than four hours on international flights.
- **Who completes the report?**
 - Designated carrier personnel with the “Tarmac Delay Reporting” permission assigned to them in the ACERS portal.



Part A: Tarmac Delay Incidents



1. Log in to the Industry Portal

Role: Industry User

Step 1: Log in to the industry portal as a user with the “Tarmac Delay Reporting” permission.



DEPARTMENT OF TRANSPORTATION
UNITED STATES OF AMERICA

[Log in](#)



2. Create a New Tarmac Delay Incident

Role: Industry User

Step 1: Click on the “Reporting” tab.

Step 2: Click “Tarmac Delay Reporting”.

Step 3: Click “New Incident”.

The screenshot shows the U.S. Department of Transportation reporting interface. The top navigation bar includes the following tabs: Home, Consumer Complaints, Reporting (highlighted with a green box and a '1' above it), Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. Below the navigation bar, there are four reporting cards: Animal Incident Reporting, Annual Disability Reporting, Tarmac Delay Reporting (highlighted with a green box and a '2' below it), and Part 382 Waiver Request. The bottom of the page features a dark blue footer with the text 'OFFICE OF AVIATION CONSUMER PROTECTION'.



2. Create a New Tarmac Delay Incident

Role: Industry User

Step 1: Click on the “Reporting” tab.

Step 2: Click “Tarmac Delay Reporting”.

Step 3: Click “New Incident”.

U.S. Department of Transportation

Home Consumer Complaints Reporting Registration Requests Reports (Analytics) Dashboards (Analytics) More

3 New Incident

New Contingency Plan

Information Past Incidents Past Contingency Plans

Welcome to the Tarmac Delay Reporting Module

[Tarmac Delay Incident Reporting Requirement](#)

U.S. Department of Transportation regulations require certificated carriers, commuter carriers, and foreign air carriers conducting scheduled passenger service or public charter service to, from, or within the U.S. and with at least one aircraft having a designed seating capacity of 30 or more seats (covered carriers) to submit to the Office of Aviation Consumer Protection (OACP) a written description of each flight it operates that experiences a tarmac delay of more than three hours on domestic flights and more than four hours on international flights at a U.S. airport. Covered carriers must submit the written description to OACP no later than 30 days after the tarmac delay occurs. See [14 CFR 259.2-259.4](#).

Covered carriers may submit a written description of a tarmac delay by clicking on “New Incident.”

[Paperwork Reduction Act Public Burden Statement](#)

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information unless it displays a current, valid OMB Control Number. The OMB Control Number for this information collection is 2105-0561. Reporting for this collection of information is estimated to be approximately two hours per report for U.S. carriers and four hours per report for foreign carriers, including the time for reviewing instructions and completing and reviewing the collection of information. All responses to this collection of information are mandatory under 14 CFR 259.4. Send comments regarding this burden estimate or any other aspect of this information collection, including suggestions for reducing this burden to: Information Collection Clearance Officer, Office of the Secretary, U.S. Department of Transportation, 1200 New Jersey Avenue, SE, Washington, D.C. 20590.

[Tarmac Delay Contingency Plan Submission Requirements](#)

Federal law requires the following air carriers and airport operators to submit an emergency contingency plan to OACP for review and approval: U.S. carriers providing covered air transportation at commercial airports; operators of large hub, medium hub, small hub, and non-hub airports in the U.S.; and operators of other U.S. airports that are used for diversions by U.S. carriers that provide covered air transportation to commercial airports. U.S. carriers must submit their plans to OACP for review and approval every three years, and U.S. airports are required to submit their plans to OACP for review and approval every five years. OACP must accept or reject the plan within 60 days of receipt. U.S. carriers and airports must post their approved plans to their websites. See [49 U.S.C. § 42301](#).

U.S. carriers and airports may update their plans outside the plan submission cycle; however, they are not required to be submitted to OACP for review and approval. Nevertheless, U.S. carriers and airports may submit a copy of their updated plans to OACP for its records.



3. Group Manager Airline Selection

Role: Industry User

Step 1: If the current user is an Aviation Group Manager profile, the system will prompt them to select the specific airline that this incident is for

Step 2: Select the correct airline and click “Next”

The screenshot shows the U.S. Department of Transportation website's Tarmac Delay Reporting Module. The navigation bar includes Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. The main content area has tabs for Information, Past Incidents, and Past Contingency Plans. A 'New Incident' button is visible. The 'Tarmac Delay Incident Reporting Requirement' section contains a form titled 'ACERS - Tarmac Delay Reporting Form'. The form has a section for 'Account Selection' with three radio button options: 'ACERS Air Services', 'ACERS Air West', and 'ACERS Airways', with 'ACERS Airways' selected. A blue 'Next' button is located at the bottom right of the form. A green border highlights the form area. A small 'X' icon is visible in the top right corner of the form's container. Below the form, there is a section for 'Tarmac Delay Contingency Plan Submission Requirements' with detailed text about federal law requirements.



4. Complete the Form

Role: Industry User

Step 1: Complete all “Incident Overview” fields.

Step 2: Fill out date and location information about the delay (Optionally, mark this incident as “reported to BTS”).

Step 3: Specify the length of the delay.

Step 4: Provide an explanation and add the required file attachments at the bottom of the form.

Optional: If you wish to report multiple tarmac delays in connection with the attached file(s), check the “Add Another Incident” box.

Step 5: Click “Next”.

U.S. Department of Transportation

Home Consumer Complaints New Incident New Contingency

Tarmac Delay Incident

Items marked with an * are required.

1

Incident Overview

- * Operating Carrier: ACERS Airways
- * Marketing Carrier: ACERS Airways
- * Flight Number: 1234
- * Departure Airport: US-Baltimore-Baltimore/Washington International Thurgood Marshall (BWI)
- * Destination Airport: US-Cleveland-Cleveland-Hopkins International (CLE)

Tarmac Information

- * Date of Delay: [Calendar icon]
- * Delay Location: Search Airports...
- Tarmac Delay has been reported to BTS

Length of Delay

- * Hour(s): [Input field]

U.S. carriers and airports may update their plans outside the plan submission cycle; however, they are not required to be submitted to OACP for review and approval. Nevertheless, U.S. carriers and airports may submit a copy of their updated plans to OACP for its records.



4. Complete the Form

Role: Industry User

Step 1: Complete all “Incident Overview” fields.

Step 2: Fill out date and location information about the delay (Optionally, mark this incident as “reported to BTS”).

Step 3: Specify the length of the delay.

Step 4: Provide an explanation and add the required file attachments at the bottom of the form.

Optional: If you wish to report multiple tarmac delays in connection with the attached file(s), check the “Add Another Incident” box.

Step 5: Click “Next”.

U.S. Department of Transportation

Tarmac Delay Incident

US-Cleveland-Cleveland Hopkins International (CLE)

2

▼ Tarmac Information

* Date of Delay ⓘ
Jan 15, 2026

* Delay Location
US-Baltimore-Baltimore/Washington International Thurgood Marshall (BWI)

Tarmac Delay has been reported to BTS

▼ Length of Delay

* Hour(s)
4

* Minutes
15

▼ Explanation

Explanation

3

▼ Attachments

* File Upload

Files must be less than: 5 MB
Allowed File types: .doc, .docx, .eml, .gif, .jpeg, .jpg, .msg, .pdf, .png, .txt, .xls, .xlsx

U.S. carriers and airports may update their plans outside the plan submission cycle; however, they are not required to be submitted to OACP for review and approval. Nevertheless, U.S. carriers and airports may submit a copy of their updated plans to OACP for its records.



4. Complete the Form

Role: Industry User

Step 1: Complete all “Incident Overview” fields.

Step 2: Fill out date and location information about the delay (Optionally, mark this incident as “reported to BTS”).

Step 3: Specify the length of the delay.

Step 4: Provide an explanation and add the required file attachments at the bottom of the form.

Optional: If you wish to report multiple tarmac delays in connection with the attached file(s), check the “Add Another Incident” box.

Step 5: Click “Next”.

The screenshot shows the 'Tarmac Delay Incident' form. A green box highlights the 'Explanation' and 'Attachments' sections, with a '4' next to it. The 'Explanation' section contains a text area with 'Example Explanation'. The 'Attachments' section includes a 'File Upload' button, a list of allowed file types (.doc, .docx, .eml, .gif, .jpeg, .jpg, .msg, .pdf, .png, .txt, .xls, .xlsx), and a table with columns for 'Title' and 'Date Uploaded'. A '5' is next to the 'Add Another Incident' checkbox, which is checked. A 'Next' button is at the bottom right.

U.S. carriers and airports may update their plans outside the plan submission cycle; however, they are not required to be submitted to OACP for review and approval. Nevertheless, U.S. carriers and airports may submit a copy of their updated plans to OACP for its records.



5. Add Another Incident

Role: Industry User

Step 1: If “Add Another Incident” was selected, complete the form again for the new incident. Repeat for more related incidents if needed.

The screenshot shows a web application interface for reporting a 'Tarmac Delay Incident'. The form is titled 'Tarmac Delay Incident' and is highlighted with a green border. It is divided into three main sections:

- Incident Overview:** Contains five search fields: 'Operating Carrier' (Search Accounts...), 'Marketing Carrier' (Search Accounts...), 'Flight Number', 'Departure Airport' (Search Airports...), and 'Destination Airport' (Search Airports...).
- Tarmac Information:** Contains three fields: 'Date of Delay' (with a calendar icon), 'Delay Location' (Search Airports...), and a checkbox labeled 'Tarmac Delay has been reported to BTS'.
- Length of Delay:** Contains one field: 'Hour(s)'.

The background shows a navigation menu with 'Home', 'Consumer Compl...', 'New Incident', and 'New Contingency'. A search bar and user profile icon are visible in the top right. A small 'X' icon is in the top right corner of the form window.



5. Certification Statement

Role: Industry User

Step 1: Check the certification statement box.

Step 2: Click “Submit”.

Step 3: Click “Acknowledge” on the submission pop-up.

The screenshot displays the U.S. Department of Transportation website's Tarmac Delay Reporting Module. The page features a navigation bar with links for Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), and Dashboards (Analytics). Below the navigation, there are buttons for 'New Incident' and 'New Contingency Plan'. The main content area is titled 'Welcome to the Tarmac Delay Reporting Module' and includes a section for 'Tarmac Delay Incident Reporting Requirement'. A pop-up window titled 'Tarmac Delay Incident' is overlaid on the page, containing an 'Acknowledgement' section. The pop-up text reads: 'Please attest to the statement below in order to submit your Tarmac Delay Incident.' Below this, there is a checkbox with a checkmark and the text: 'I certify that the enclosed report has been prepared under my direction, and affirm that, to the best of my knowledge and belief, the report is true and correct, based on information available at the time of this report's submission.' At the bottom of the pop-up, there are 'Previous' and 'Submit' buttons. The background page also contains text regarding reporting requirements for foreign air carriers and contingency plan submission requirements.



5. Certification Statement

Role: Industry User

Step 1: Check the certification statement box.

Step 2: Click “Submit”.

Step 3: Click “Acknowledge” on the submission pop-up.

The screenshot displays the U.S. Department of Transportation website's Tarmac Delay Reporting Module. The navigation bar includes links for Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. The main content area features a 'New Incident' button and a 'New Contingency Plan' button. A confirmation pop-up window is overlaid on the page, titled 'Tarmac Delay Incident', with the message: 'Your submission has been received by the U.S. Department of Transportation's Office of Aviation Consumer Protection (OACP)'. An 'Acknowledge' button is located at the bottom right of the pop-up. The background content includes a 'Welcome to the Tarmac Delay Reporting Module' section and a 'Tarmac Delay Incident Reporting Requirement' section, which states that U.S. Department of Transportation regulations require certified carriers, commuter carriers, and foreign air carriers to submit tarmac delay reports. It also mentions that carriers with at least one aircraft conducting scheduled passenger service or public charter service from or within the U.S. and with at least one aircraft of more than three hours must submit the reports. A link for 'Tarmac Delay Contingency Plan Submission Requirements' is also visible.



6. Review Past Incidents

Role: Industry User

Step 1: Return to the “Tarmac Delay Reporting Module” welcome page.

Step 2: Click the “Past Incidents” tab and select the correct record.

Step 3: Use the “Chatter” tab to ask questions or respond to comments from OACP

Step 4: Click "Related" and add any new files needed.

The screenshot shows the U.S. Department of Transportation website interface for the Tarmac Delay Reporting Module. The navigation bar includes Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. The main content area has three tabs: Information, Past Incidents (highlighted with a green box and a '1'), and Past Contingency Plans. Below the tabs is a table titled 'PAST TARMAC DELAY INCIDENTS' with columns for Incident Number, Flight Number, Delay Location, and Report Date. The first row of the table, with Incident Number 'AI-26-0259', is highlighted with a green box and a '2'. The footer of the page reads 'OFFICE OF AVIATION CONSUMER PROTECTION'.

Incident Number	Flight Number	Delay Location	Report Date
AI-26-0259	000abc	US-Houston-George Bush Intercontinental/...	1/6/2026
AI-25-0237	456	US-Baltimore-Baltimore/Washington Interna...	11/6/2025
AI-25-0233	N88	US-Orlando-Orlando International (MCO)	10/28/2025
AI-25-0232	N75	US-New York-John F. Kennedy International (...)	10/28/2025
AI-25-0230	h789	US-New York-John F. Kennedy International (...)	10/24/2025
AI-25-0222	2345	US-Dallas/Fort Worth-Dallas/Fort Worth Int...	8/26/2025



6. Review Past Incidents

Role: Industry User

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Step 3: Use the “Chatter” tab to ask questions or respond to comments from OACP

Step 4: Click "Related" and add any new files needed.

U.S. Department of Transportation

Home Consumer Complaints Reporting Registration Requests Reports (Analytics) Dashboards (Analytics) More

Airline Incident Tarmac Delay + Follow

Incident Number	Delay Date	Airline	Type	Status
AI-25-0237	11/2/2025	New Airline (NA)		Submitted

DETAILS RELATED 4

Incident Number AI-25-0237

Certification Acknowledgement ✓

Status Submitted

Incident Information

Airline New Airline (NA)	Operating Carrier New Airline (NA)
Flight Number 456	Delay Date 11/2/2025
Departure Airport US-Baltimore-Baltimore/Washington International Thurgood Marshall (BWI)	Destination Airport US-Orlando-Orlando International (MCO)
Reported to BTS ✓	
Delay Location US-Baltimore-Baltimore/Washington International Thurgood Marshall (BWI)	

Post

Share an update... Share

Search this feed...

Collaborate here!



Part B: Tarmac Delay Contingency Plans



1. Log in to the Industry Portal

Role: Industry User

Step 1: Log in to the industry portal as a user with the “Tarmac Delay Reporting” permission.



Log in



2. Create a New Contingency Plan

Role: Industry User

Step 1: Click on the “Reporting” tab.

Step 2: Click “Tarmac Delay Reporting”.

Step 3: Click “New Contingency Plan”.





2. Create a New Contingency Plan

Role: Industry User

Step 1: Click on the “Reporting” tab.

Step 2: Click “Tarmac Delay Reporting”.

Step 3: Click “New Contingency Plan”.

U.S. Department of Transportation

Home Consumer Complaints Reporting Registration Requests Reports (Analytics) Dashboards (Analytics) More

Information Past Incidents Past Contingency Plans

New Incident

3 New Contingency Plan

Welcome to the Tarmac Delay Reporting Module

Tarmac Delay Incident Reporting Requirement

U.S. Department of Transportation regulations require certificated carriers, commuter carriers, and foreign air carriers conducting scheduled passenger service or public charter service to, from, or within the U.S. and with at least one aircraft having a designed seating capacity of 30 or more seats (covered carriers) to submit to the Office of Aviation Consumer Protection (OACP) a written description of each flight it operates that experiences a tarmac delay of more than three hours on domestic flights and more than four hours on international flights at a U.S. airport. Covered carriers must submit the written description to OACP no later than 30 days after the tarmac delay occurs. See [14 CFR 259.2-259.4](#).

Covered carriers may submit a written description of a tarmac delay by clicking on “New Incident.”

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Tarmac Delay Contingency Plan Submission Requirements

Federal law requires the following air carriers and airport operators to submit an emergency contingency plan to OACP for review and approval: U.S. carriers providing covered air transportation at commercial airports; operators of large hub, medium hub, small hub, and non-hub airports in the U.S.; and operators of other U.S. airports that are used for diversions by U.S. carriers that provide covered air transportation to commercial airports. U.S. carriers must submit their plans to OACP for review and approval every three years, and U.S. airports are required to submit their plans to OACP for review and approval every five years. OACP must accept or reject the plan within 60 days of receipt. U.S. carriers and airports must post their approved plans to their websites. See [49 U.S.C. § 42301](#).

U.S. carriers and airports may update their plans outside the plan submission cycle; however, they are not required to be submitted to OACP for review and approval. Nevertheless, U.S. carriers and airports may submit a copy of their updated plans to OACP for its records.



3. Group Manager Airline Selection

Role: Industry User

Step 1: If the current user is an Aviation Group Manager profile, the system will prompt them to select the specific airline that this plan is for

Step 2: Select the correct airline and click “Next”

The screenshot shows the U.S. Department of Transportation website interface for the Tarmac Delay Reporting Module. The navigation bar includes Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. The main content area has tabs for Information, Past Incidents, and Past Contingency Plans. A modal window titled "Tarmac Delay Contingency Plan" is open, displaying the "ACERS Tarmac Delay Contingency Plan Screen Flow". Under the heading "Account Selection", there are three radio button options: "ACERS Air Services", "ACERS Air West", and "ACERS Airways". A "Next" button is located at the bottom right of the modal. The background content is partially obscured by the modal and includes text about reporting requirements and submission requirements.



4. Complete the Form

Role: Industry User

Step 1: Fill out a “Plan Title”.

Step 2: Upload the required file attachment(s) at the bottom of the form.

Step 3: Click “Next”.

Step 4: Complete the affirmation statement and click “Submit”.

Step 5: Click “Acknowledge”.

The screenshot shows the 'Tarmac Delay Contingency Plan' form in a web application. The form is titled 'Tarmac Delay Contingency Plan' and includes a search bar and navigation menu at the top. The form fields are as follows:

- Plan Title:** A text input field containing 'Plan Title Example', highlighted with a green box and labeled '1'. Above it is a red note: 'Items marked with an * are required.'
- Documents:** A section titled 'Documents' with a 'File Upload' field. Below it, text reads: 'Files must be less than: 5 MB' and 'Allowed File types: .doc, .docx, .eml, .gif, .jpeg, .jpg, .msg, .pdf, .png, .txt, .xls, .xlsx'. A 'Notes' section contains three bullet points: 'Documents provided should be in English.', 'There is a limit of 5 documents for uploading.', and 'Please remove sensitive personal information from the copies of the documents, including your social security number, personal financial data, and credit card numbers.'
- Upload Files:** A button labeled 'Upload Files' with an upload icon, highlighted with a green box and labeled '2'. Next to it is the text 'Or drop files'.
- Next:** A blue button labeled 'Next', highlighted with a green box and labeled '3'.

The background of the form shows a table with columns for 'Title' and 'Date Uploaded', and a table with columns for 'Title' and 'Date Uploaded'.



4. Complete the Form

Role: Industry User

Step 1: Fill out a “Plan Title”.

Step 2: Upload the required file attachment(s) at the bottom of the form.

Step 3: Click “Next”.

Step 4: Complete the affirmation statement and click “Submit”.

Step 5: Click “Acknowledge”.

The screenshot displays the 'Tarmac Delay Reporting Module' interface. A modal window titled 'Tarmac Delay Contingency Plan' is open, showing an 'Acknowledgement' section. The text reads: 'Please attest to the statement below in order to submit your contingency plan.' Below this, there is a checked checkbox and the text: 'I affirm that, to the best of my knowledge and belief, this is a true, correct, and complete report.' At the bottom of the modal, there are 'Previous' and 'Submit' buttons. A large number '4' is overlaid on the left side of the modal. The background shows the main application menu with options like 'Home', 'Consumer Complaints', 'Reporting', 'Registration Requests', 'Reports (Analytics)', and 'Dashboards (Analytics)'. The 'Reporting' section is active, showing 'Information', 'Past Incidents', and 'Past Contingency Plans' tabs. The 'Tarmac Delay Incident Reporting Requirement' section is visible, containing text about U.S. Department of Transportation regulations and submission requirements.



4. Complete the Form

Role: Industry User

Step 1: Fill out a “Plan Title”.

Step 2: Upload the required file attachment(s) at the bottom of the form.

Step 3: Click “Next”.

Step 4: Complete the affirmation statement and click “Submit”.

Step 5: Click “Acknowledge”.

The screenshot displays the U.S. Department of Transportation's Tarmac Delay Reporting Module. The navigation bar includes Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. The main content area shows a 'New Incident' and 'New Contingency Plan' button. A confirmation message is displayed in a white box with a green border, stating: 'Your submission has been received by the U.S. Department of Transportation's Office of Aviation Consumer Protection (OACP)'. The message includes an 'Acknowledge' button. The background content is partially obscured but includes a 'Tarmac Delay Contingency Plan' title and a section titled 'Tarmac Delay Contingency Plan Submission Requirements'.



5. Review Past Contingency Plans

Role: Industry User

Step 1: Return to the “Tarmac Relay Reporting Module” welcome page.

Step 2: Click the “Past Contingency Plans” tab and select the correct record.

Step 3: Use the “Chatter” tab to ask questions or respond to comments from OACP

Step 4: Click "Related" and add any new files needed and track the approval process of the plan.

Step 5: If the plan is “Denied”, the record will be editable and able to be resubmitted.

U.S. Department of Transportation

Home Consumer Complaints Reporting Registration Requests Reports (Analytics) Dashboards (Analytics) More

Information Past Incidents **Past Contingency Plans** 1

PAST CONTINGENCY PLANS

Plan Title	Submission Date	Status
Plan Title Example 2	1/16/2026	Submitted

View All

OFFICE OF AVIATION CONSUMER PROTECTION



5. Review Past Contingency Plans

Role: Industry User

Step 1: Return to the “Tarmac Relay Reporting Module” welcome page.

Step 2: Click the “Past Contingency Plans” tab and select the correct record.

Step 3: Use the “Chatter” tab to ask questions or respond to comments from OACP.

Step 4: Click "Related" and add any new files needed and track the approval process of the plan.

Step 5: If the plan is “Denied”, the record will be editable and able to be resubmitted.

The screenshot displays the U.S. Department of Transportation web application interface. At the top, there is a navigation bar with links for Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. Below this, the main content area shows a record for a contingency plan titled "Plan Title Example".

The record details include:

- RELATED** (highlighted with a green box and the number 4)
- Files (1)**: A file named "TEST_IMAGE" uploaded on Jan 16, 2026, with a size of 948B and a .png extension.
- Approval History (2)**: A table showing the approval process.

Step Name	Date	Status	Assigned To
Pending Approval	1/16/2026, 8:30 AM	Pending	ACERS Contingency Plan...
Approval Request Sub...	1/16/2026, 8:30 AM	Submitted	Neil Armstrong

On the right side of the record, there is a "Chatter" section (highlighted with a green box and the number 3) for collaboration. It includes a "Post" field, a "Share an update..." input, and a "Share" button. Below the input is a search bar for the feed and a "Collaborate here!" prompt.

At the bottom of the page, the text "OFFICE OF AVIATION CONSUMER PROTECTION" is visible.



5. Review Past Contingency Plans

Role: Industry User

Step 1: Return to the “Tarmac Relay Reporting Module” welcome page.

Step 2: Click the “Past Contingency Plans” tab and select the correct record.

Step 3: Use the “Chatter” tab to ask questions or respond to comments from OACP

Step 4: Click "Related" and add any new files needed and track the approval process of the plan.

Step 5: If the plan is “Denied”, the record will be editable and able to be resubmitted.

The screenshot displays the U.S. Department of Transportation web application interface. At the top, there is a navigation bar with the following items: Home, Consumer Complaints, Reporting, Registration Requests, Reports (Analytics), Dashboards (Analytics), and More. A search bar is located in the top right corner. Below the navigation bar, the main content area is titled "Plan Title Example" and includes a "Submit for Approval" button highlighted with a green box. The plan details are shown in a table with two columns: DETAILS and RELATED. The DETAILS column contains the following information: Plan Title (Plan Title Example), Account (New Airline (NA)), Submission Date (1/16/2026), and Approval Date. The RELATED column contains the following information: Certification Acknowledgement (checked), Type (Tarmac Delay Contingency), and Status (Rejected). The Status field is highlighted with a green box. Below the table, there is a "System Information" section with the following details: Created By (Louis Armstrong, 1/16/2026, 8:49 AM) and Last Modified By (Daniel Gebura, 1/16/2026, 8:50 AM). On the right side of the screen, there is a "Chatter" feed with a "Post" button and a "Share" button. The feed contains a search bar and a "Collaborate here!" section with the text "Here's where you start talking with your colleagues about this record." The bottom of the screen features a blue footer with the text "OFFICE OF AVIATION CONSUMER PROTECTION".