**READ AND SIGN**
**Revision: 0 | Issued: 04.11.2025**

# Topic: PayUP Sales and Flight Reports

Dear Supervisors and Lead Agents,

SkyUP has their own browser-based system for adding ancillaries, taking payments, and flight reporting.

**Sales:** Cash or card via POS machine will be used to take payments. The option to pay by link is also available, however this is not to be used unless other payment methods are not possible. For the check-in staff, this will function the same as easyJet. For supervisors and lead agents, the payments will need to be added into PayUP manually after the flight.

Step 1: Visit https://payup.skyup.aero and login.

Step 2: Input the flight number. This will display the list of passengers and their current SSRs.

Step 3: Find the passenger on the list. On the rightmost side select the *shopping cart icon to add the service.

Step 4: Select the required service. Only paid services need to be added. WCH* and other special categories of passenger SSRs must only be added in iPort. The amount is calculated automatically. Click “Add to Cart.”

Step 5: Select the payment type. “Pay by Cash” is used for both cash payments and card payments taken through the POS machine.

**Seat changes can be purchased by selecting the seat icon next to the shopping cart.*

Sales reports can be found on the top right of the screen.

**Flight Reports:** Need to be filled using PayUP by selecting the Flight Report option at the bottom of the screen. The reports contain fields for both back office and passage. Only one report shall be filled out. Back office will fill out the report on AvBIS, and the supervisor on duty shall complete the full PayUP flight report using the post flight information found in AvBIS.

For a more detailed breakdown, see the below attached communication from SkyUP.

# SkyUp Payup Instructions for Ancillary Services

Rev from 10/11/22


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3. PAYUP MAIN MENU **2**
4. PAYUP SALE PROCESS **3**
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   b. Select service 3
   c. Set amount of service (price will add automatically) 3
   d. Push button – “Add to cart” 4
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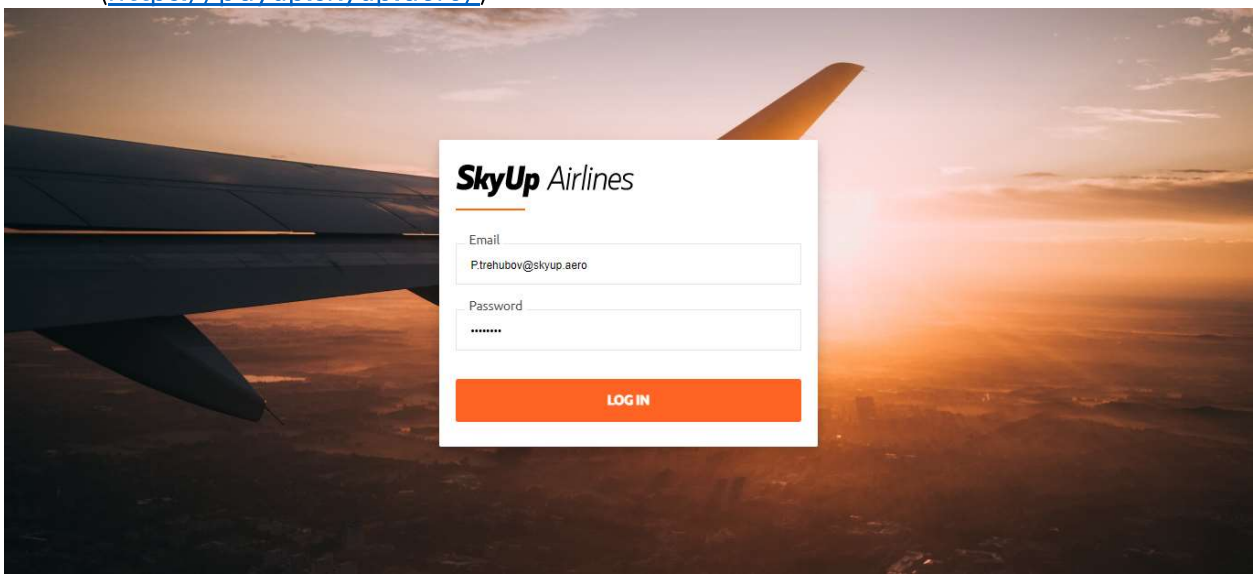
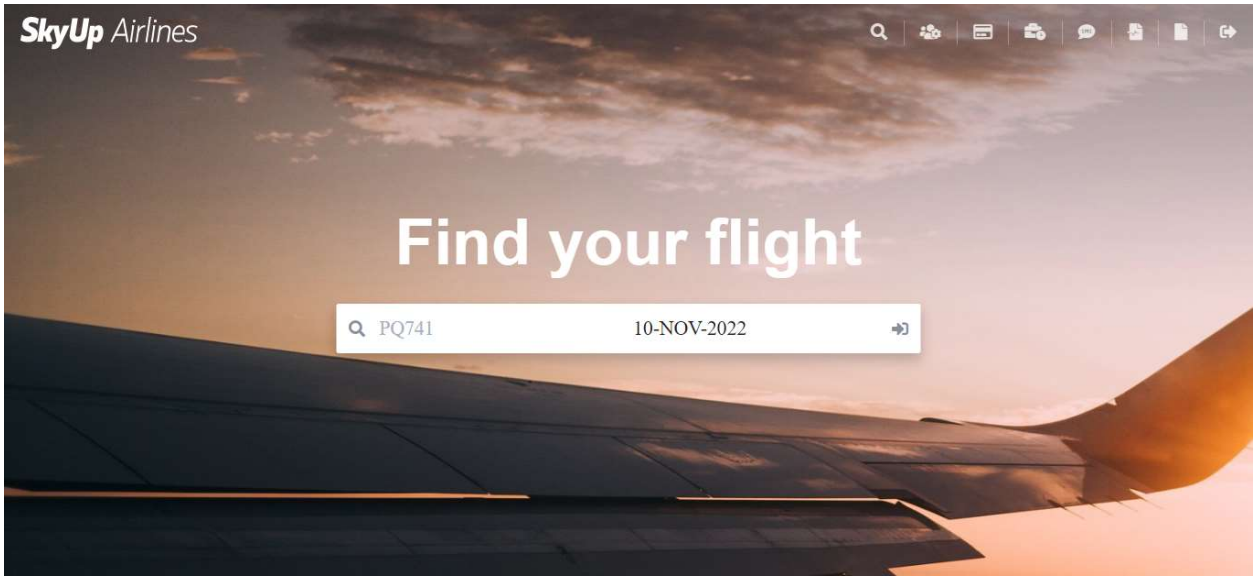
5. SALES REPORT **5**
6. GO SHOW **6**

1. SkyUp PayUp Log-in
([https://payup.skyup.aero/](https://payup.skyup.aero/))

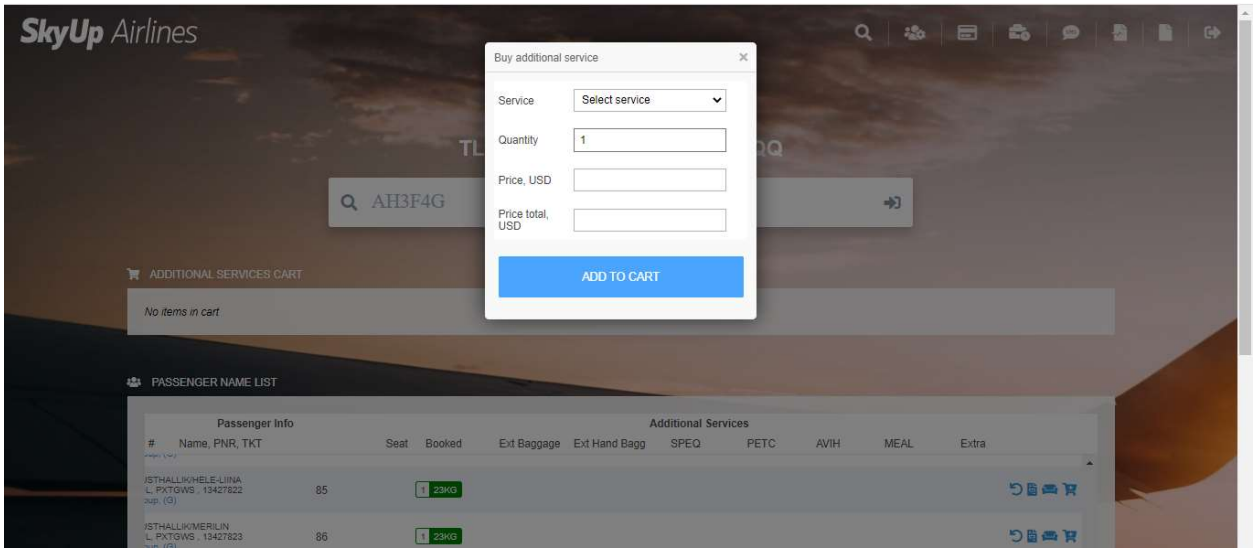



2. PayUp Flight search
(format “PQ1111 – date”)

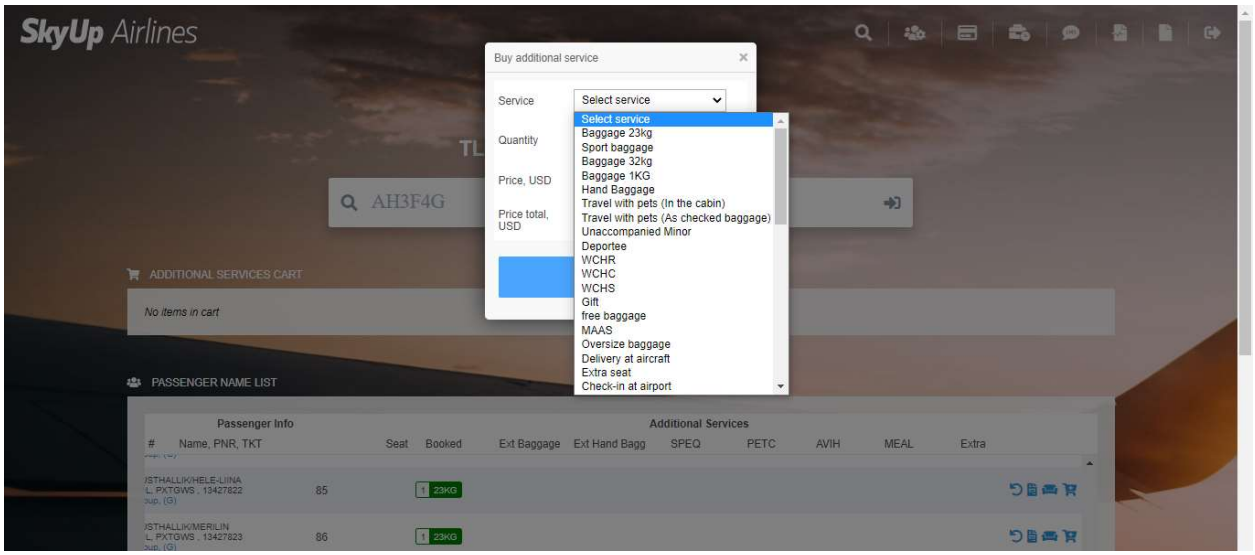



3. PayUp Main menu
(1 – flight №; 2 – route and REG; 3-pax search line; 4-name list; 5-booked and already paid services; 6-sales report; 7-purchasing button of add services; 8-purchasing seats button; 9-downloading pax list; 10-flight report; 11-serch for a new flight)

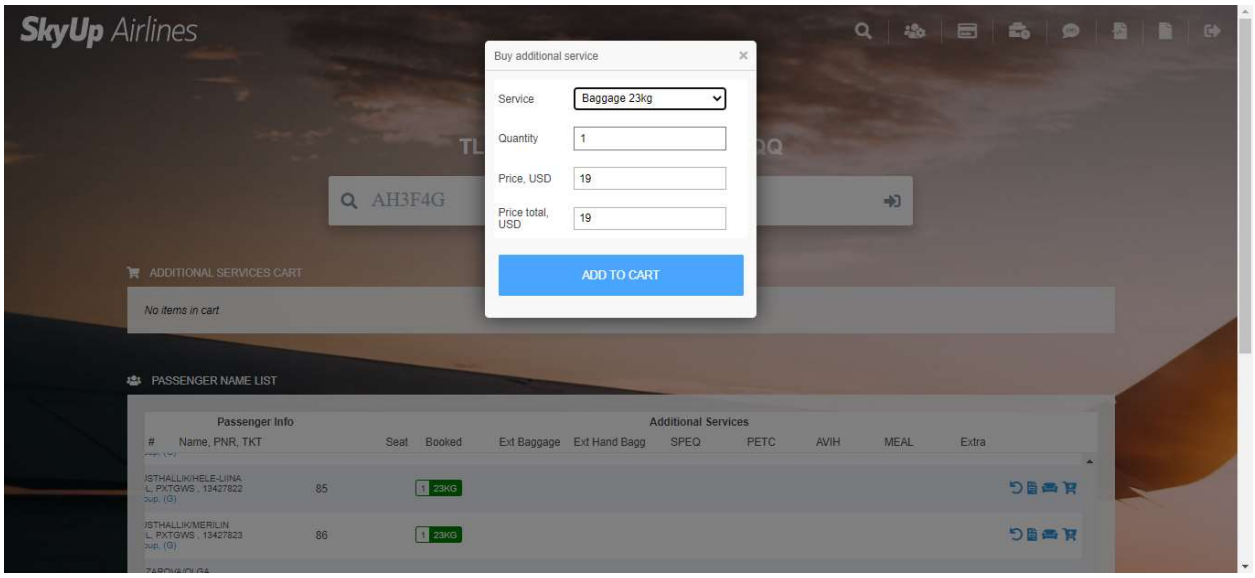
4. PayUp Sale Process
    a. Push button #7 in line of passenger



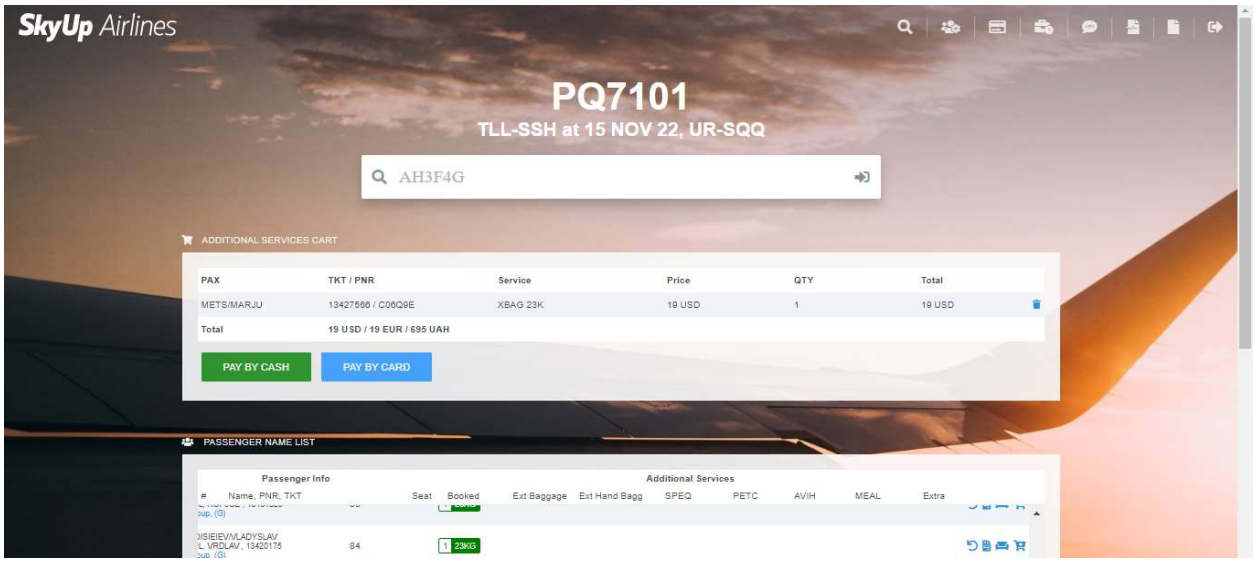

    b. Select service




    c. Set amount of service (price will add automatically)

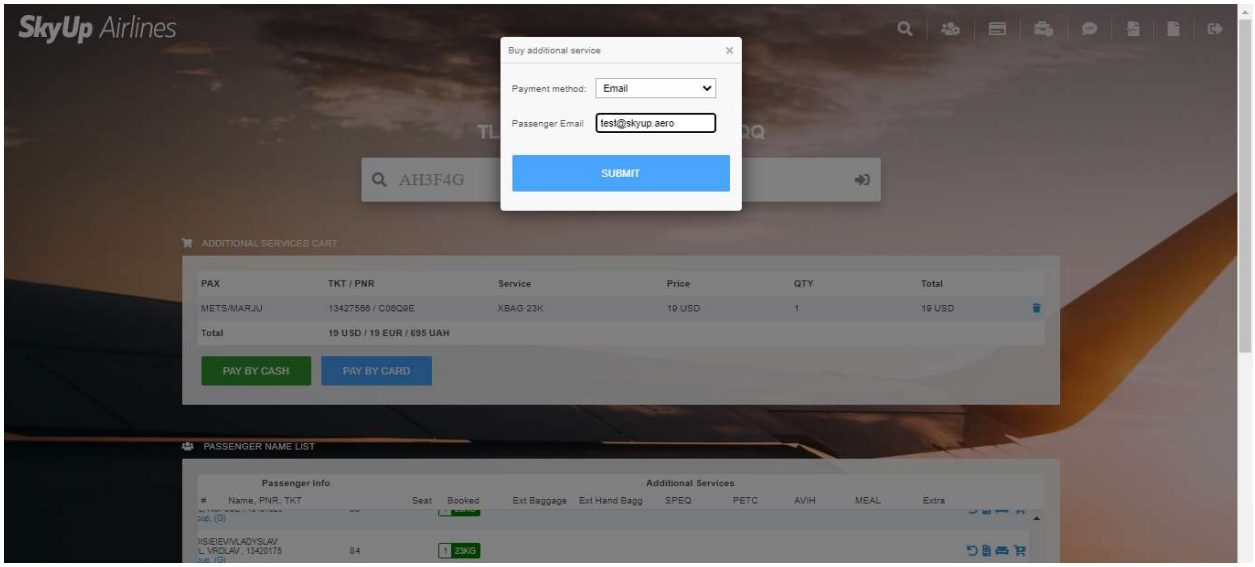


d. Push button – “Add to cart”

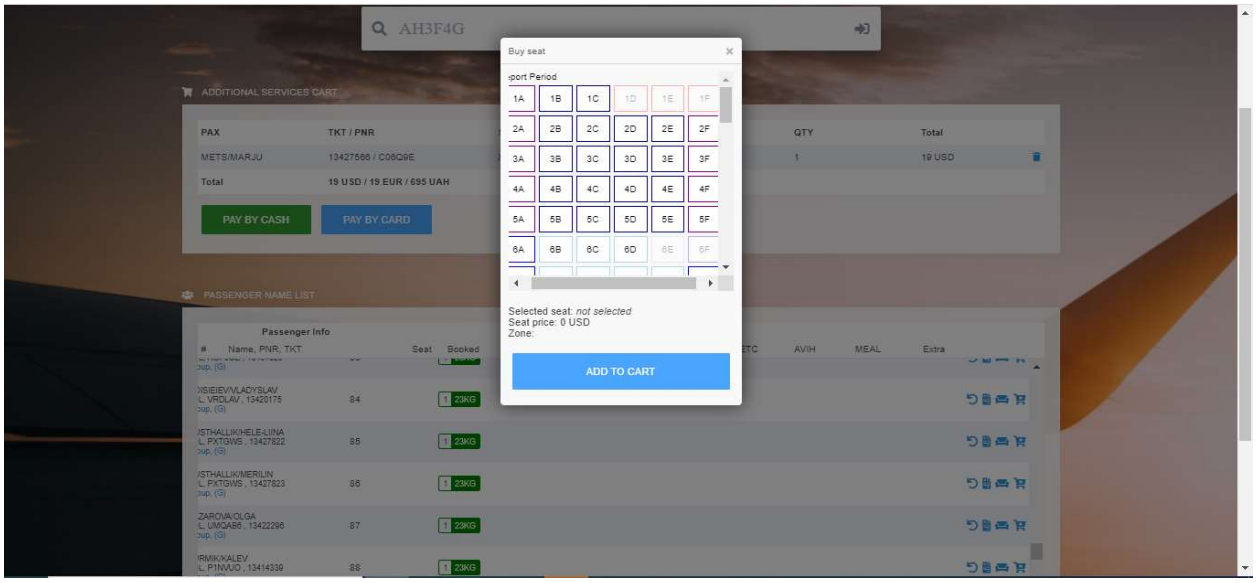



e. Payment options:

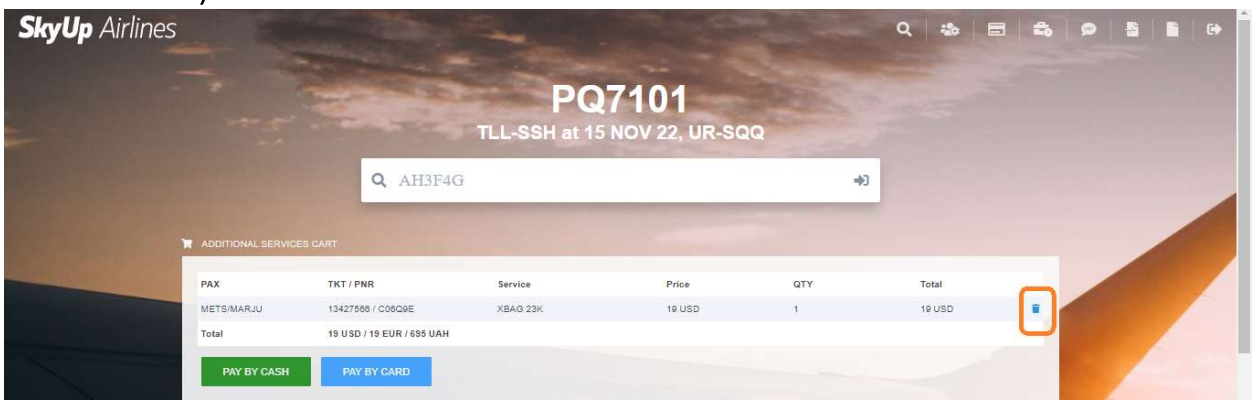
- **Pay by cash** – it means that you will take cash or proceed payment via your own POS terminal from PAX.
  **After pushing this button service will immediately add to pax list as paid service.**
  Important – take payment before proceeding this action. Return this option can be done only via SkyUp dedicated manager.
- **Pay by Card** – it means that system will generate payment link on PAX e-mail which should be inserted manually by ticket office or agent staff. After PAX should check email and proceed payment themself. After payment complete service will appear in PAX list automatically. Payment goes directly to SkyUp account. Sales report will calculate that in such transactions SkyUp will own to agent commission.
  Important – such option could be used in case when ticket office are not available or on Boarding GATE were cash payment unavailable.



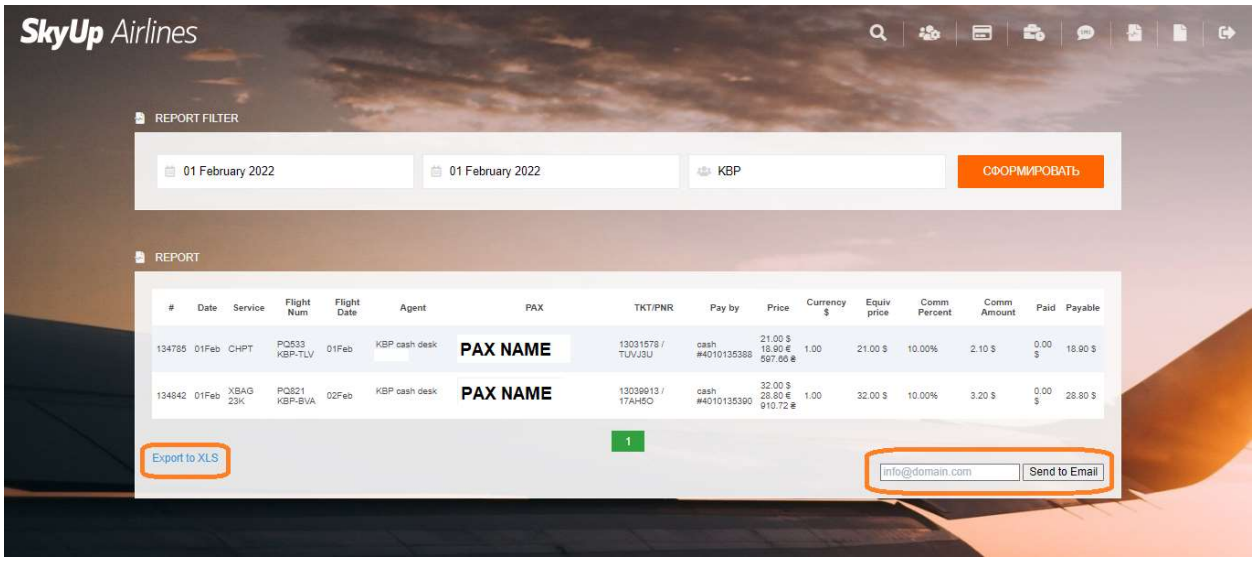
f. Seat selection and payment process
the same as in “d-e” points



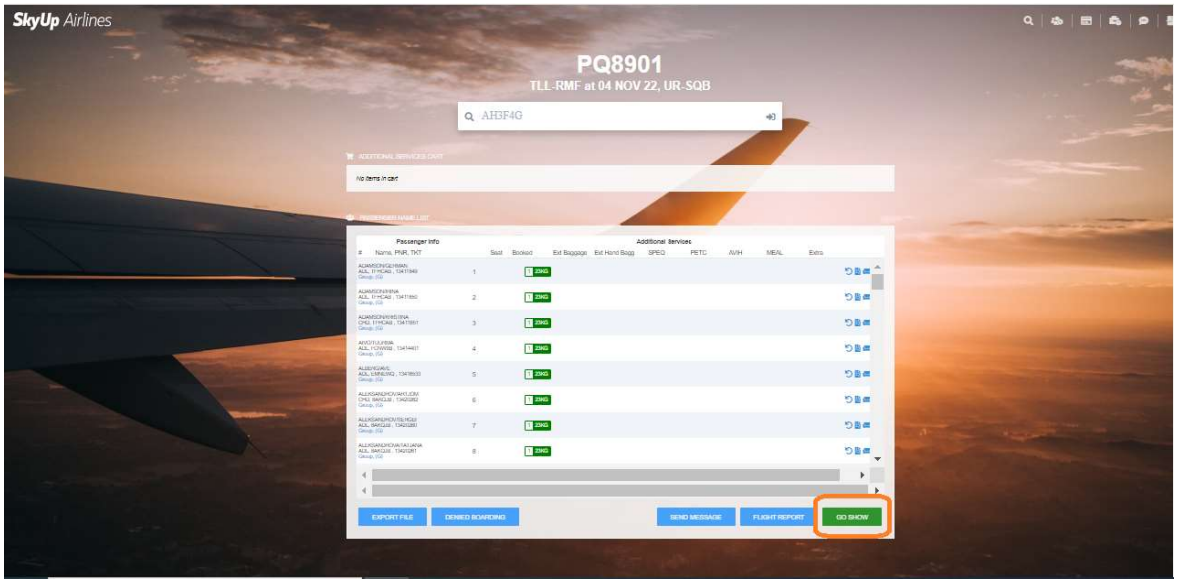

g. In case
when service were added to “CART” and need to be removed before purchasing
you can use  delete button.



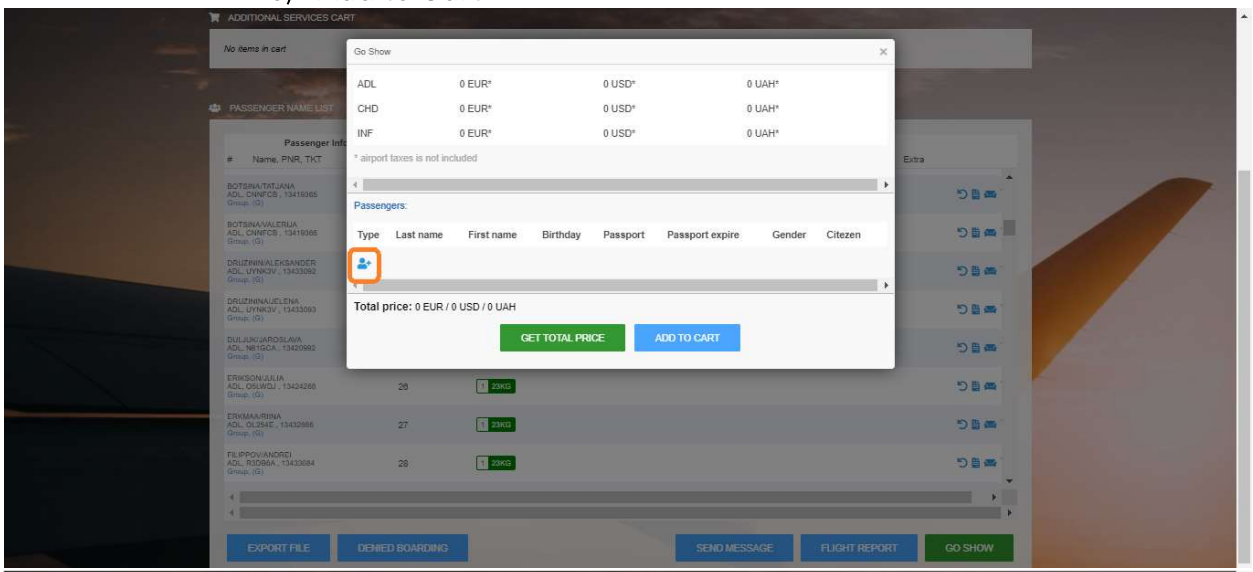

5. SALES REPORT
Sales report you can generate any time for any period using button #6.
It contains all information about successful proceeded transactions and in total calculate and shows commission and debt for all types payments in general.
Sales report you can download or send to Email.

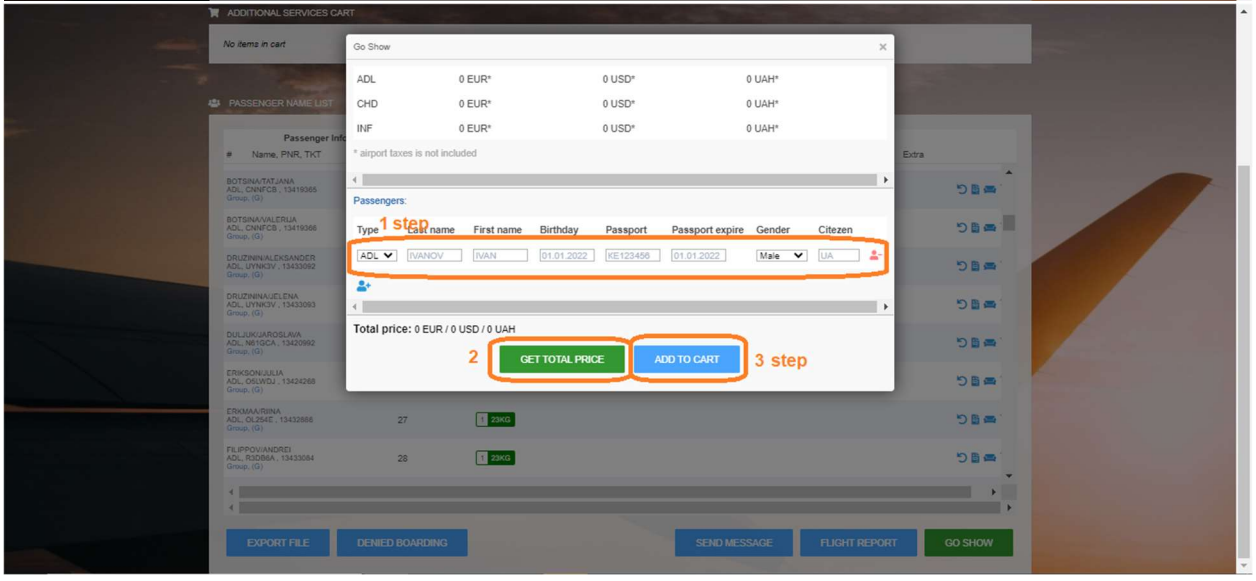


6. GO SHOW
   Go show tickets can be proceeded only 4H – 0min before STD and “GO SHOW” Button appears in this time range.
   Important – This option could be proceeded in case of seats available and confirmation from ops@skyup.aero on charter flights. Go show for Infants cannot be purchased separately in this case you can sell CHD go show tkt.




   a. After pushing of GO SHOW button you mandatory need follow next actions:
      1) Fill PAX data.
      2) Get total price
      3) Add to Cart



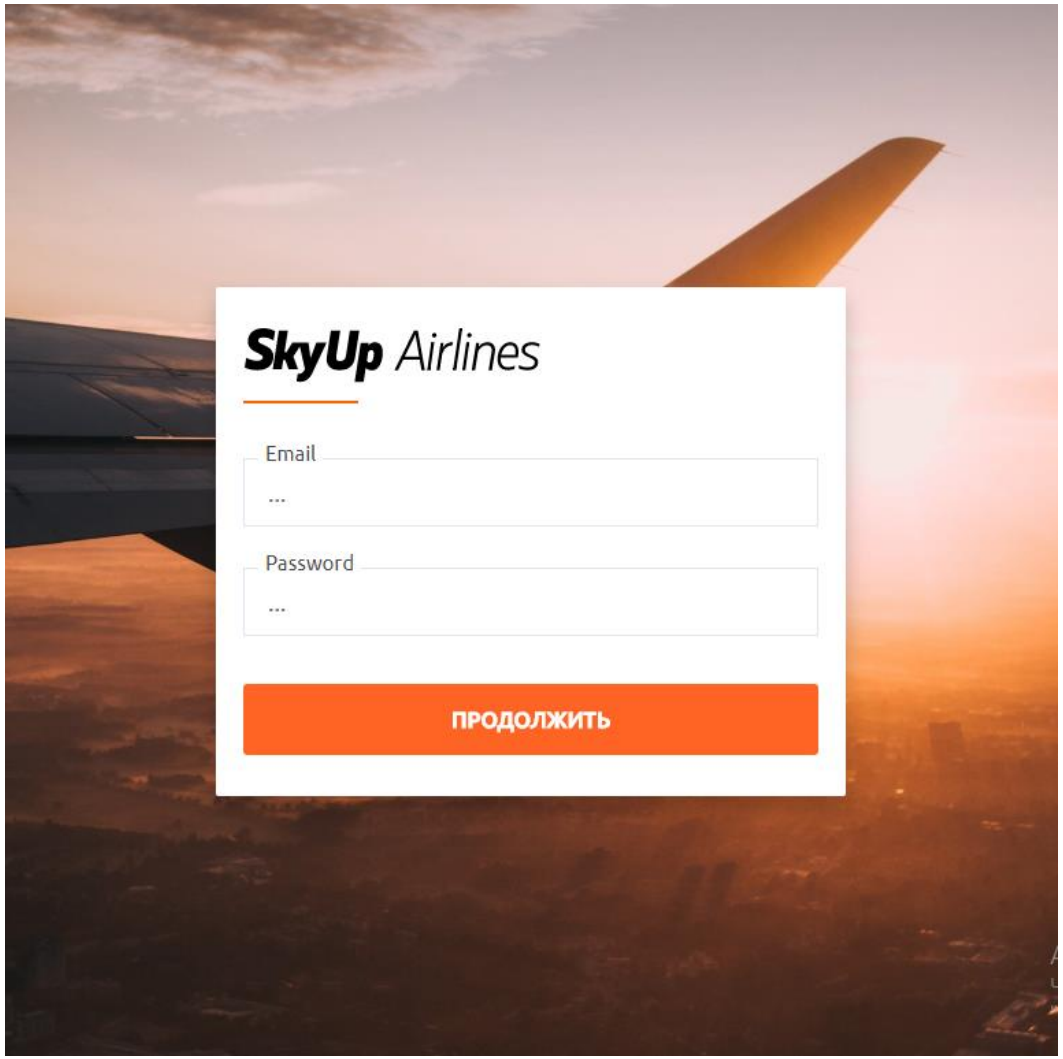




   b. Payment process according paragraph 4 (d-e).

# PAYUP

## Flight Report

# PAYUP Flight Report



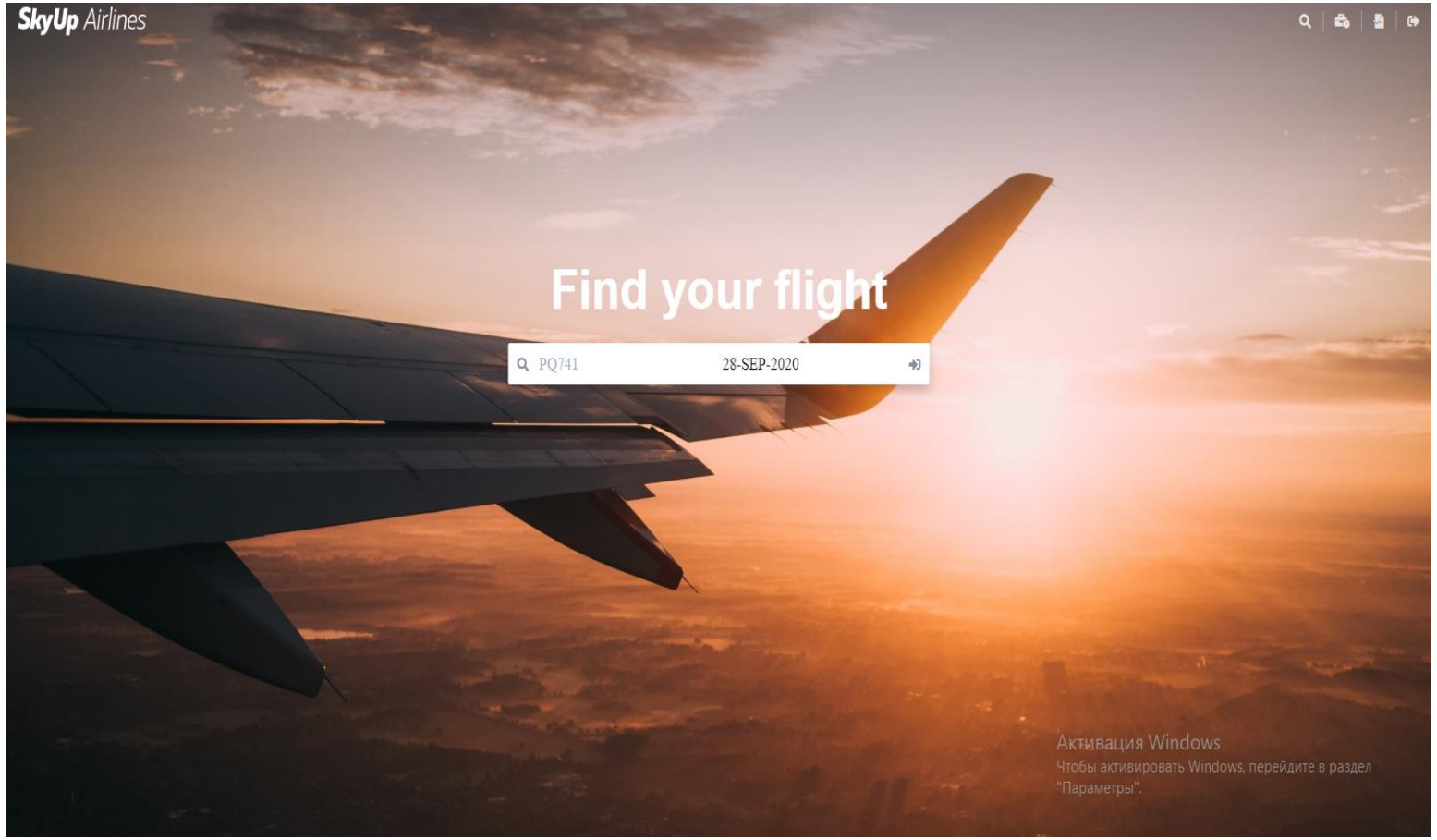

## Flight Report

1. Complete Flight Report after each flight;
2. You may get an access to PAYUP by sending a request via e-mail to p.trehubov@skyup.aero, outbase@skyup.aero;
3. With reply letter you will get your password to PAYUP;
4. Use link https://payup.skyup.aero/ for signing in to PAYUP;
5. Enter your e-mail & password and press:

ПРОДОЛЖИТЬ

# PAYUP Flight Report

## Flight report for turnaround flight

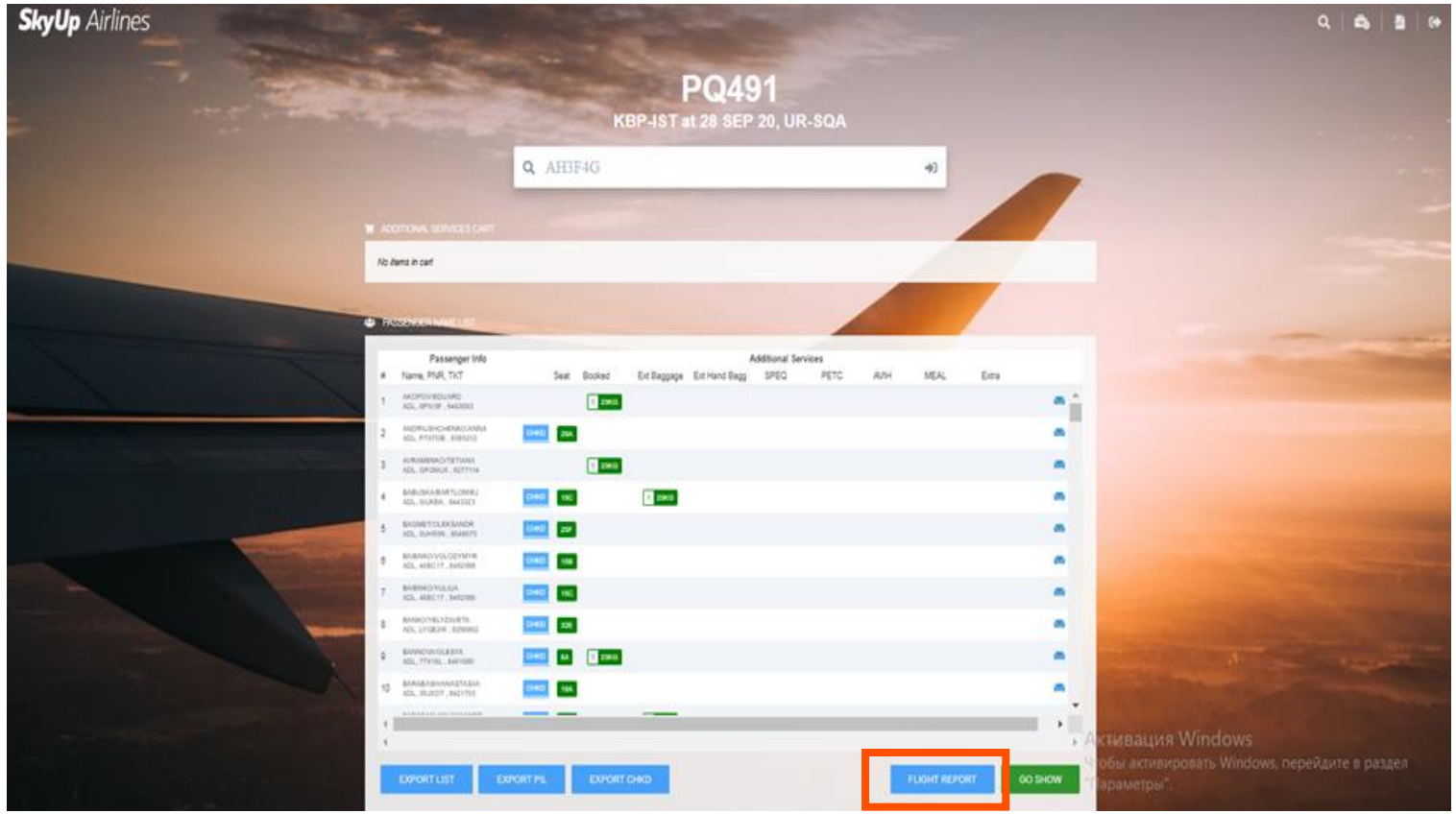



In case you have turnaround flight (a/c stays on ground for 60 min.), enter flight number for departure

and press

# PAYUP Flight Report

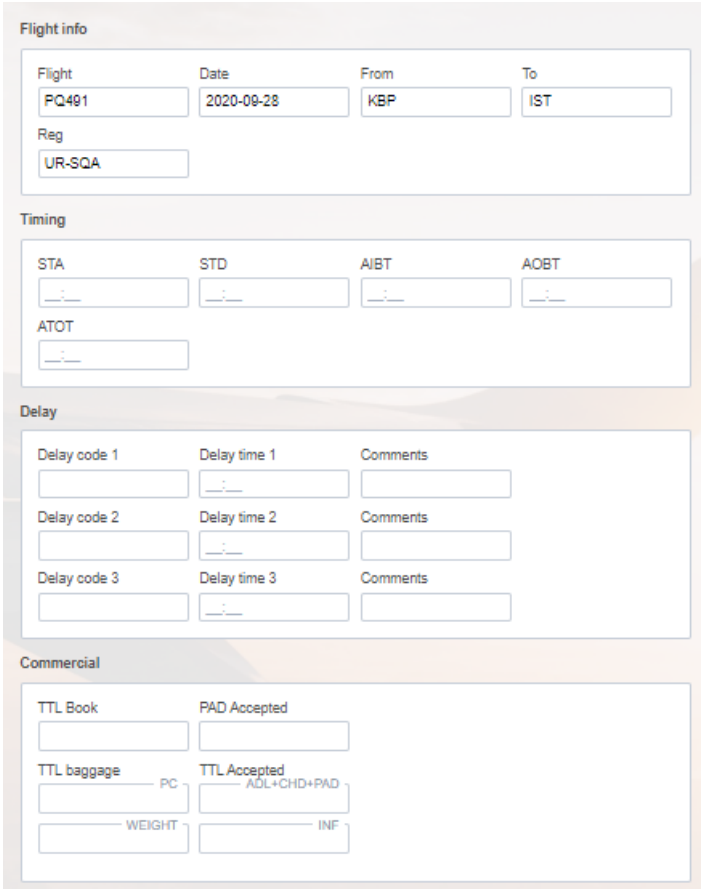
## Flight report for turnaround flight




In new opened screen find bottom “Flight Report” and press it.

Press bottom “FLIGHT REPORT”

# PAYUP Flight Report




## Flight report for turnaround flight

### Flight info

*all fields are mandatory for filling out. All times in UTC.*

**Flight, Date, From, To, Reg** – will be completed automatically;

### Timing:

*STA*- schedule time of arrival;
*STD*- schedule time of departure;
*AIBT*- actual in block time (a/c stopped at parking position, information taken from arrival MVT);
*AOBT*- actual off block time (a/c moved from parking position, information taken from departure MVT);
*ATOT*- actual take off time (time of a/c take off, information taken from departure MVT);

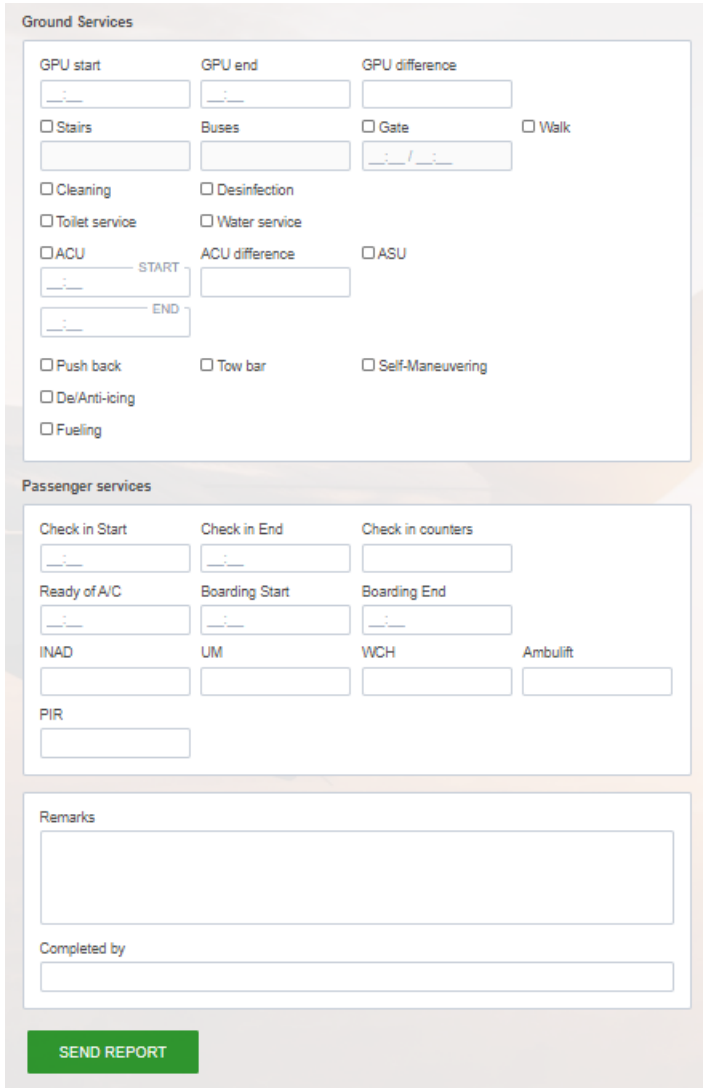
### Delay:

*Delay code 1* (see SKYUP GOM chapter 8.6)- code of delay;
*Delay time 1*- time of delay according to departure MVT;
*Comments*- describe reason of delay in your own words;

### Commercial:

*TTL Book*- total number of booked passengers;
*PAD Accepted*- total number of accepted service passengers;
*TTL baggage pc/weight*- total accepted baggage information in pieces and weight;
*TTL Accepted (ADL+CHD+PAD)*- total number of accepted passengers together adult & children & service passengers;
*INF* – total number of accepted infants;

# PAYUP Flight Report




## Flight report for turnaround flight

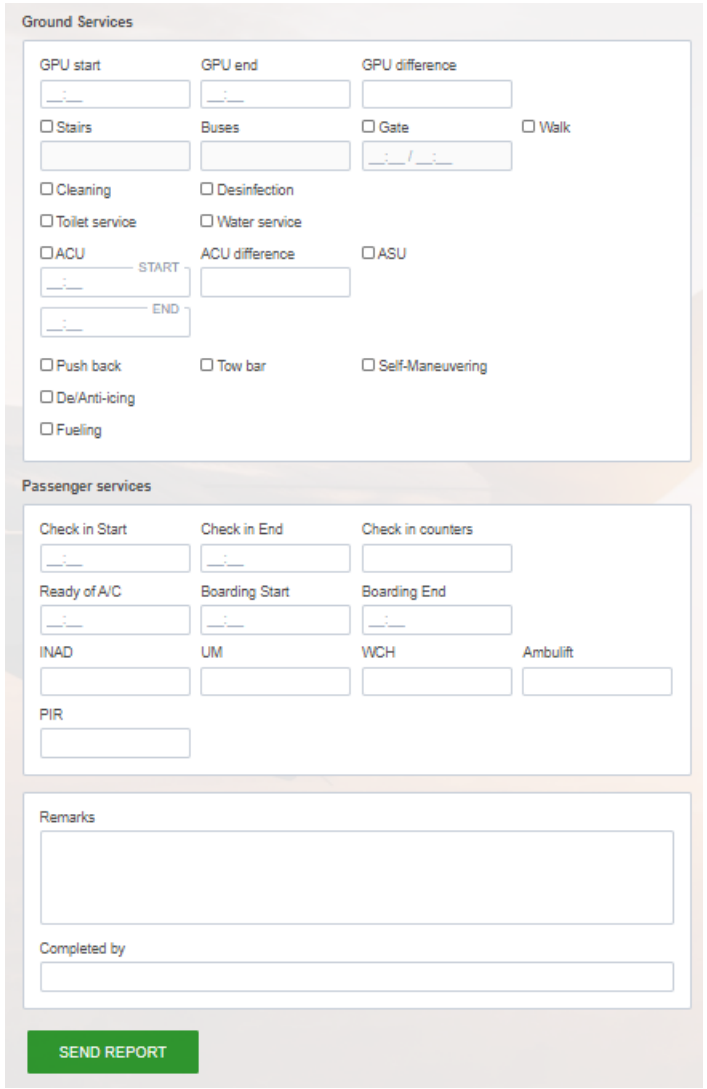
### Ground services

add all services that were used during flight handling

*all fields are mandatory for completion and all times in UTC*

***GPU start*** – GPU(ground power unit connected (time);
***GPU end*** – GPU disconnected (time);
***GPU difference***- will be calculated automatically by system;
***Cleaning*** – tick cleaning field, if a/c cleaning was done;
***Disinfection*** - tick disinfection field, if a/c disinfection was done;
***Toilet service*** - tick toilet service field, if toilet service was provided;
***Water service*** - tick water service field, if water service was provided;
***ACU start*** - tick ACU (air condition unit) field, if ACU was provided & fill out start of ACU (write when ACU was connected);
***ACU end*** - tick ACU field, if ACU was provided & fill out end of ACU (write when ACU was disconnected);
***ACU difference*** - will be completed automatically;
***ASU***- tick ASU (air start unit), if ASU was provided;
***Push back/ Tow bar/ Self-Maneuvering***- choose one of the mentioned services;
***De/Anti-icing*** – tick De/Anti-icing, if De/Anti-icing was made;
***Fueling*** – tick Fueling, if fuel uplift was made;

# PAYUP Flight Report




## Flight report for turnaround flight

### Passenger services

add all services that were used during flight handling

*all fields are mandatory for completion and all times in UTC*

*Check-in Start* – write when check-in was started;
*Check-in End* – write when check-in was ended;
*Check-in counters* - write how many check-in counters where used;
*Ready of A/C* – write, when you received information "A/C is ready for boarding" from crew;
*Boarding start* – write, when boarding was started;
*Boarding End* – write, when boarding was ended;
*INAD* – write number of INADs who were checked-in on flight;
*UM* – write number of unaccompanied minors who were checked-in on flight;
*WCH* – write number of passengers who requested assistance at the airport;
*Ambulift* – complete, if Ambulift for passengers with reduced mobility was used for the transportation to the aircraft;
*PIR* – write how many PIRs were created after the flight;

### Remarks

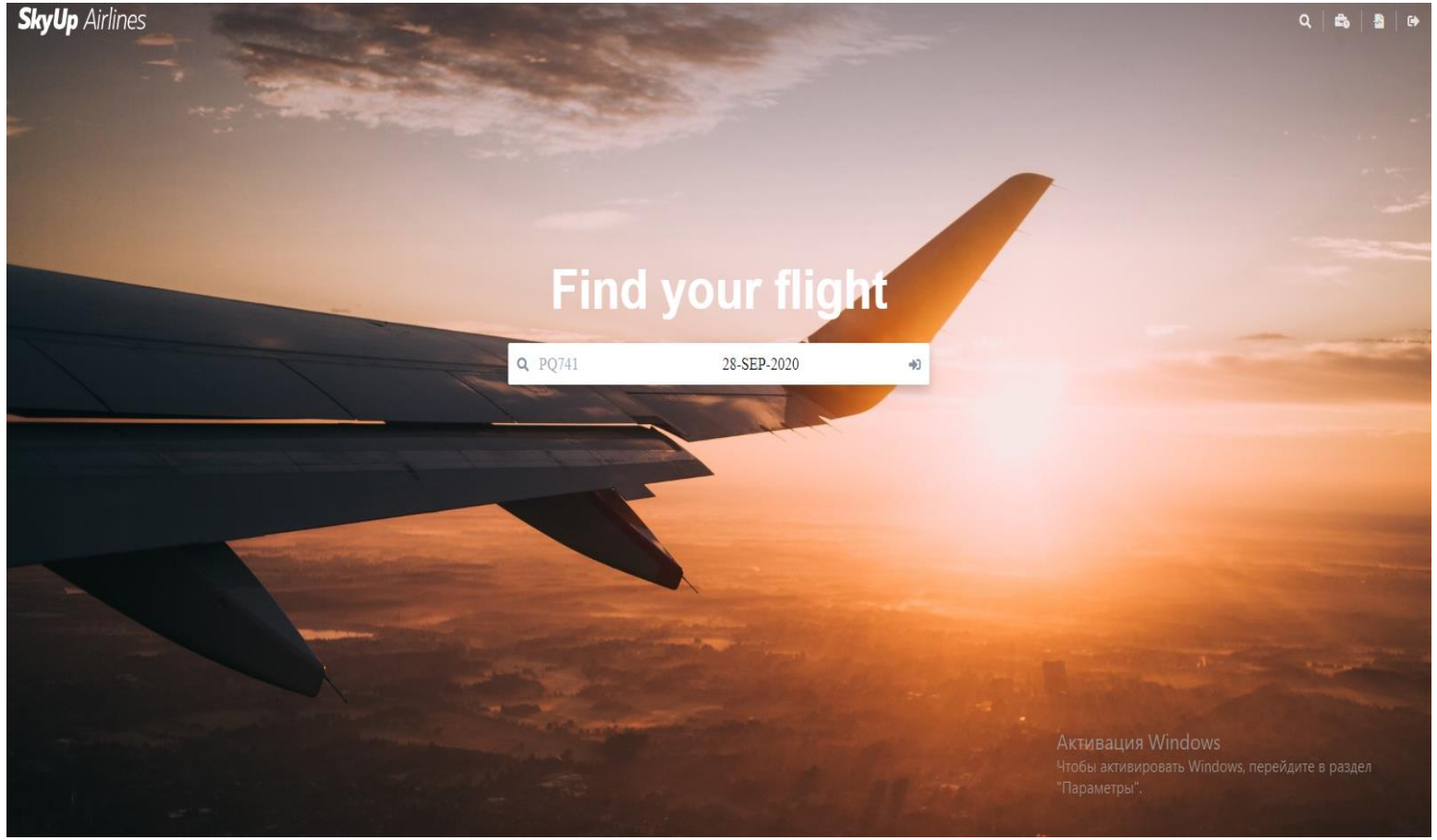
Write any remarks to the flight which you think is necessary to be mentioned in report, for example: 1PREG,2 buses for crew upon arrival, 1 PETC, etc.

### Completed by

Write name of person who filled out this report;

SEND REPORT

# PAYUP Flight Report



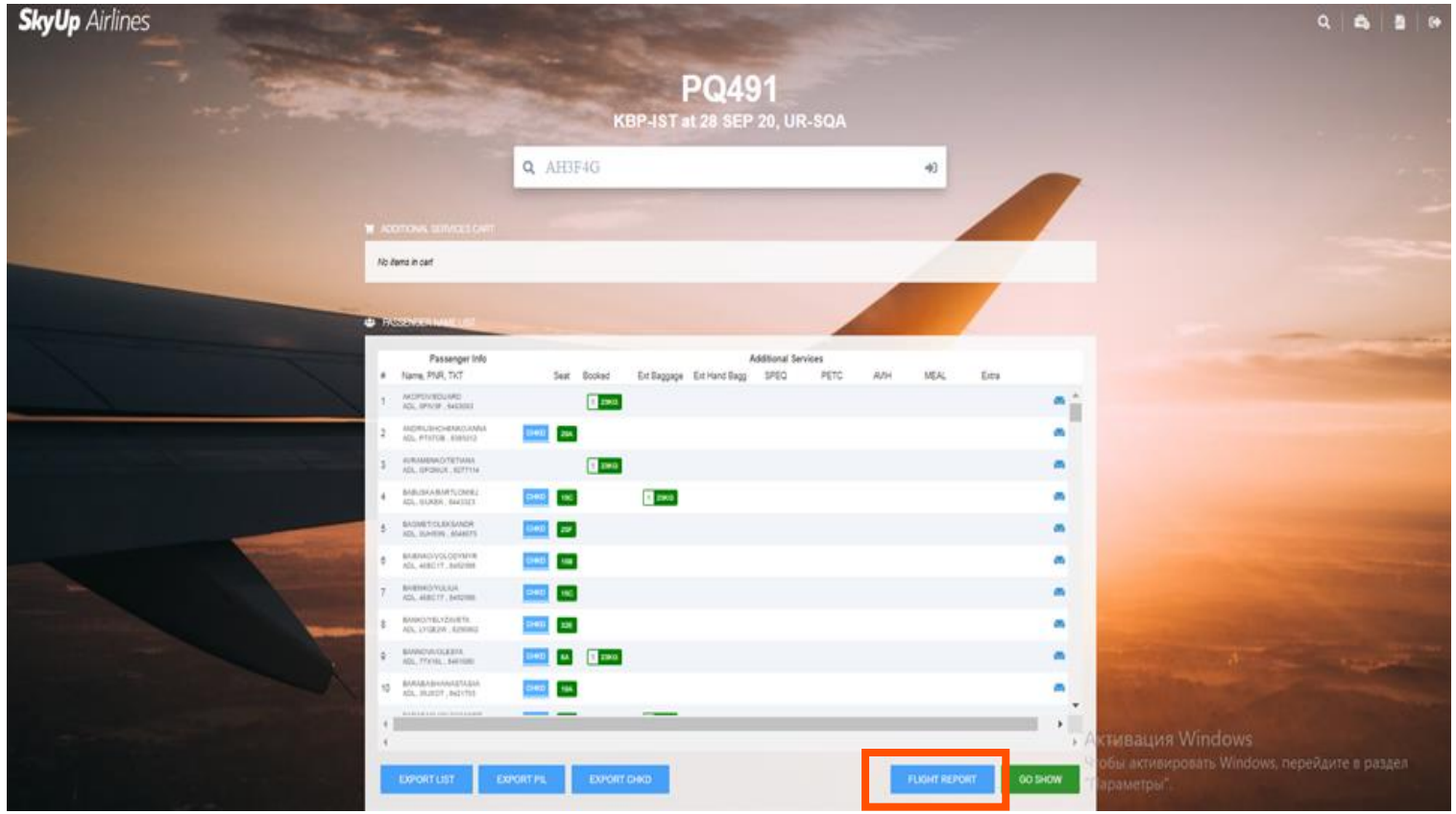

## Flight report for stopover flight

In case you have stopover flight, you should complete 2 reports: one for arrival and second for departure. To complete arrival report you should enter flight number that will be operated by this aircraft after the stop and press

Example: UR-SQA arrived to your station from KBP flight PQ491 has stop about 4 hours and than depart to ODS PQ492. To open report for arrival (PQ491) enter flight number for departure (PQ492) and make followings:

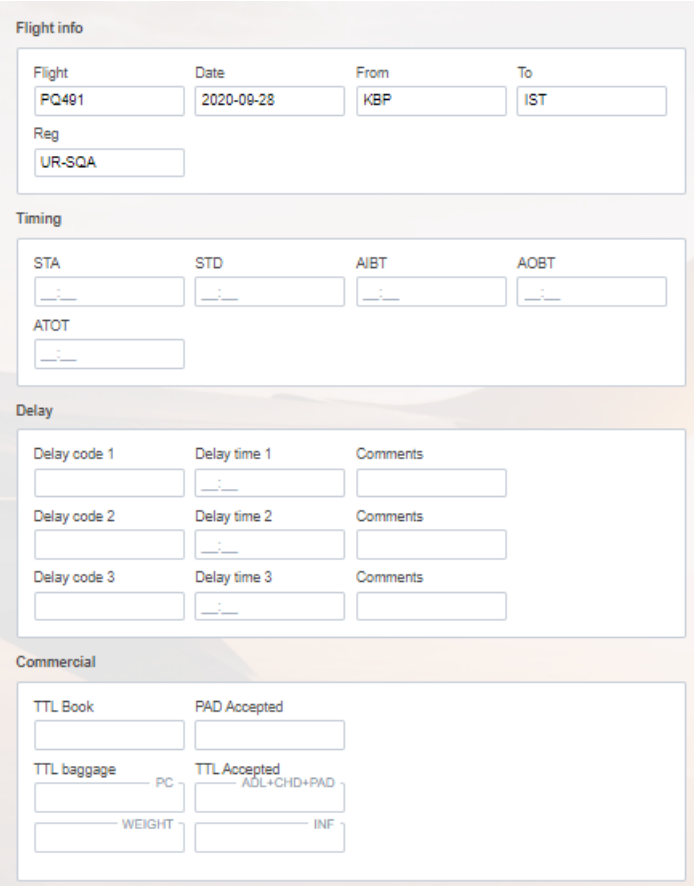
# PAYUP Flight Report

Flight report for stopover flight




Press bottom “FLIGHT REPORT”

# PAYUP Flight Report




## Flight report for stopover flight, arrival flight report

### Flight info

*all fields are mandatory for filling out*

**Flight, Date, From, To, Reg** – will be completed automatically, but for arrival flight you should change **Flight number** (example PQ491,) **Date, From and To** (example KBP to IST) and **Reg** will stay unchanged (UR SQA). All other sections and information should be filled out for arrival flight.

**Timing**:

*STA*- schedule time of arrival;
*STD*- schedule time of departure, for arrival flight report write 00:00;
*AIBT*- actual in block time (a/c stopped at appron position, information taken from arrival MVT);
*AOBT*- actual off block time (a/c moved from appron position, information taken from departure MVT). For stopover flight AOBT should be 00:00;
*ATOT*- actual take off time (time of a/c take off, departure MVT). For stopover flight ATOT should be 00:00;

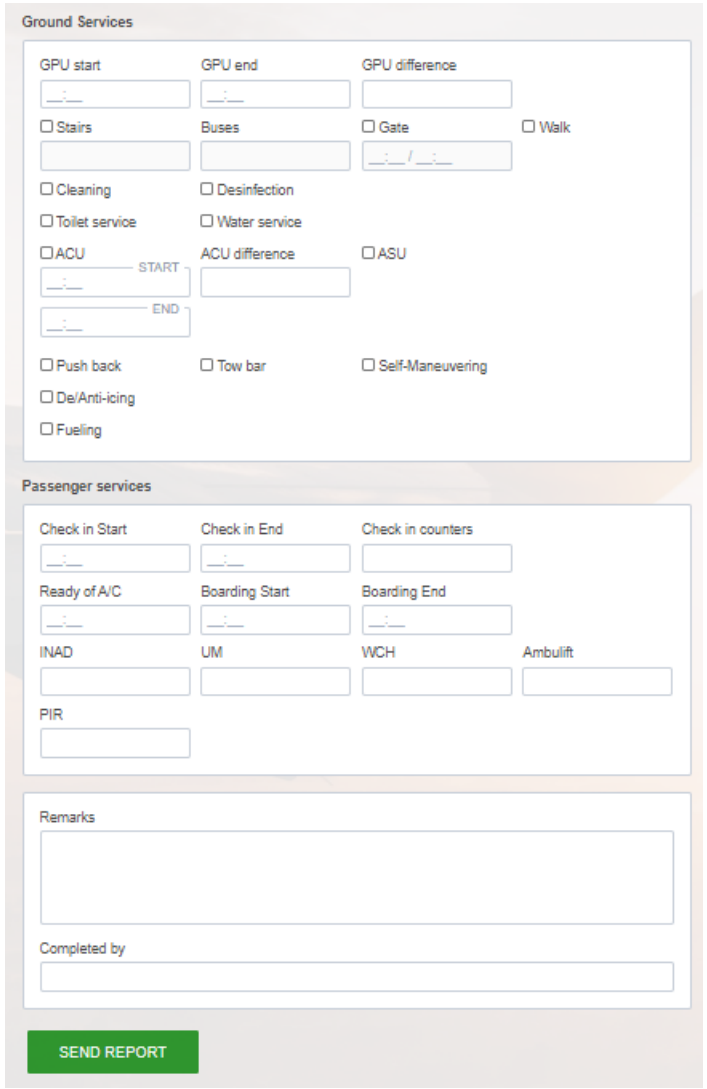
**Delay**:

*Delay code 1* (see SKYUP GOM chapter 8.6)- code of delay;
*Delay time 1-* time of delay according to departure MVT;
*Comments*- describe reason of delay in your own words;

**Commercial:**

*TTL Book-* total number of booked passengers. Stopover flight, arrival report - 0;
*PAD Accepted-* total number of accepted service passengers. Stopover flight, arrival report - 0;
*TTL baggage pc/weight-* total accepted baggage information in pieces and weight. Stopover flight, arrival report - 0;
*TTL Accepted (ADL+CHD+PAD)-* total number of accepted passengers together adult & children & service passengers. Stopover flight, arrival report - 0;
*INF* – total number of accepted infants. Stopover flight, arrival report - 0;

# PAYUP Flight Report




## Flight report for stopover flight, arrival flight report

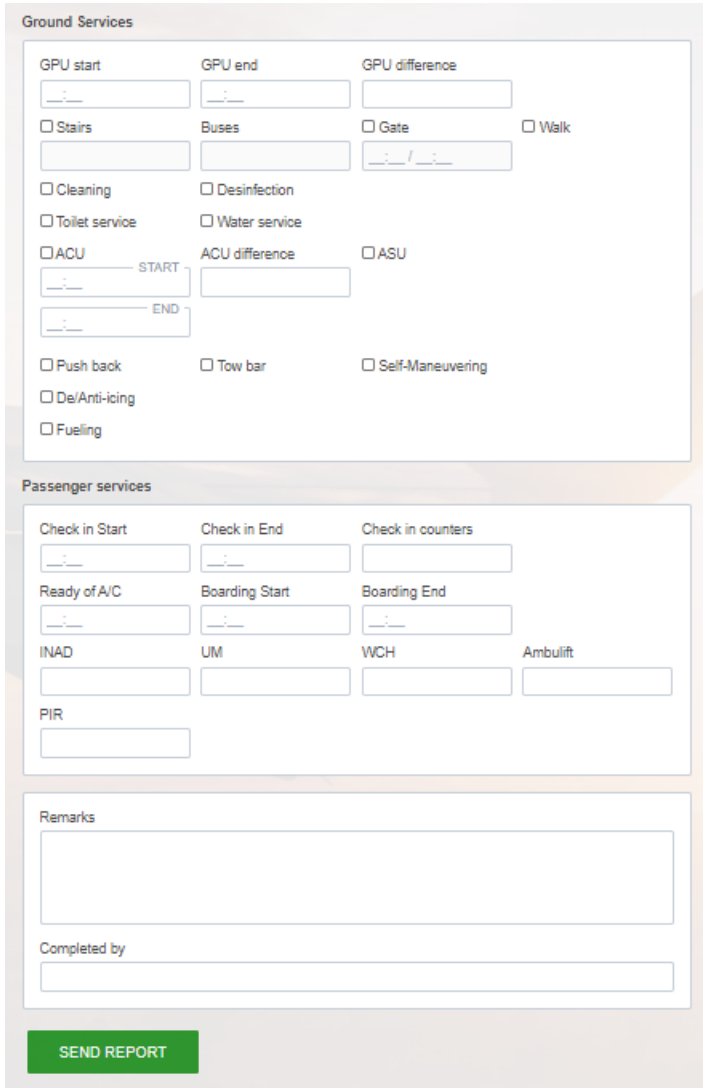
### Ground services

add all services that were used during flight handling

*all fields are mandatory for completion and all times in UTC*

***GPU start*** – GPU(ground power unit connected (time);
***GPU end*** – GPU disconnected (time);
***GPU difference***- will be calculated automatically by system;
***Cleaning*** – tick cleaning field, if a/c cleaning was done;
***Disinfection*** - tick disinfection field, if a/c disinfection was done;
***Toilet service*** - tick toilet service field, if toilet service was provided;
***Water service*** - tick water service field, if water service was provided;
***ACU start*** - tick ACU (air condition unit) field, if ACU was provided & fill out start of ACU (write when ACU was connected);
***ACU end*** - tick ACU field, if ACU was provided & fill out end of ACU (write when ACU was disconnected);
***ACU difference*** - will be completed automatically;
***ASU***- tick ASU (air start unit), if ASU was provided;
***Push back/ Tow bar/ Self-Maneuvering***- choose one of the mentioned services;
***De/Anti-icing*** – tick De/Anti-icing, if De/Anti-icing was made;
***Fueling*** – tick Fueling, if fuel uplift was made;

# PAYUP Flight Report




## Flight report for stopover flight, arrival flight report

### Passenger services

add all services that were used during flight handling

*all fields are mandatory for completion and all times in UTC*

***Check-in Start*** – write when check-in was started. Stopover flight, arrival report – 00:00;
***Check-in End*** – write when check-in was ended. Stopover flight, arrival report – 00:00;
***Check-in counters*** - write how many check-in counters where used. Stopover flight, arrival report – 00:00;
***Ready of A/C*** – write, when you received information "A/C is ready for boarding" from crew. Stopover flight, arrival report – 00:00;
***Boarding start*** – write, when boarding was started. Stopover flight, arrival report – 00:00;
***Boarding End*** – write, when boarding was ended. Stopover flight, arrival report – 00:00;
***INAD*** – write number of INADs who were checked-in on flight. Stopover flight, arrival report – 0;
***UM*** – write number of unaccompanied minors who were checked-in on flight;
***WCH*** – write number of passengers who requested assistance at the airport;
***Ambulift*** – complete, if Ambulift for passengers with reduced mobility was used for the transportation to/from the aircraft;
***PIR*** – write how many PIRs were created after the flight;

### Remarks

Write any remarks to the flight which you think is necessary to be mentioned in report, for example: 1PREG,2 buses for crew upon arrival, 1 PETC, etc.

### Completed by

Write name of person who filled out this report;

SEND REPORT

# PAYUP Flight Report

For stopover flight (if aircraft stays on ground for more than 60 min.) do not forget to fill out two reports:

- One report for arrival flight
- Second report for departure flight.

*In case of any questions please contact outbase@skyup.aero.*

Welcome aboard