

Klasifikácia: Interné

Predný list k externému dokumentu
Externý dokument FIN**Route Charges System Operations Manual**

(PROCEDURES FOR THE EXCHANGE OF FLIGHT DATA BETWEEN THE
NATIONAL ROUTE CHARGES OFFICES AND THE CENTRAL ROUTE
CHARGES OFFICE)

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Účel a použiteľnosť dokumentu:

Dokument popisuje postupy, zásady a pravidlá pre spracovanie údajov o letoch, ktoré OOF následne zasiela do CRCO za účelom fakturácie traťových odplát.

Záznam o zmenách

Číslo zmeny	Dátum platnosti	Dôvod	Výmena strán/Ručná zmena na strane	Vykonal

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Route Charges System Operations Manual

Procedures for the exchange of flight data between the National Route
Charges Offices and the Central Route Charges Office

Edition 2.0

Edition date: 1st March 2023

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1. ROLE AND RESPONSIBILITIES OF RCOs

1.1. General responsibility

Route Charges Offices (RCOs) have the responsibility to collect the flight data required for the operation of the common route charges system, to transmit them to the CRCO and to provide the CRCO with the information requested through correction (COR) and claim (CLA) requests. RCOs ensure that transmitted flight data are accurate and complete. RCOs exercise this responsibility on behalf of the EUROCONTROL Member States and in accordance with the Route Charges System (RCS) Operations Manual.

For that purpose, RCOs shall avail of the necessary flight data that are extracted locally from activated current flight plan data as enriched by surveillance data and updated by local air traffic control units. RCOs shall have access to flight data as well as related reference data for a minimum of 24 months from the date of flight

RCOs shall cooperate with the Central Route Charges Office of EUROCONTROL and with other RCOs to ensure an efficient operations of Route Charges System.

RCOs and the CRCO shall exchange data online via DEBI ('Data Exchange by Internet') and via ETNA (the CRCO portal for States and ANSPs).

1.2. Documentation and reports/tools

The CRCO maintains data assisting RCOs in the exercise of their reporting responsibilities and makes them available on ETNA. The CRCO provides the following up-to-date documentation:

- The "RCS Operations Manual", this document.
- Reporting Responsibilities
- The "Route Charges System: Formats for Data Exchange" document, which describes and defines the procedures and formats for the exchange of data.
- The Transmission calendar (see also 2.1) and for information the corresponding billing calendar
- The CFA User Manual
- RCO and CRCO contacts
- En-route Exemptions
- Numerical codes for military users
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In addition, RCOs avail of the following reports and tools for pre-billing checks:

- Daily lists of diversions (see 5.1)
- Centralised Flight Analyser (see 2.3)
- Monthly lists of flights suppressed as duplicates

1.3. CRCO support

The CRCO teams are available to provide continuous support to RCOs, by phone, email or via ETNA.

RCOs may contact all BCE staff by e-mail and shall copy operational information to r3.crco@eurocontrol.int to ensure that it is handled promptly in the event of staff absence.

1.4. CRCO Disaster Recovery Plan

In case on major disaster affecting the CRCO or the EUROCONTROL headquarters, the IT infrastructure used to operate the route charges system, including the CRCO portal, is automatically backed up by the NM recovery site without any visible impact on RCOs. The CRCO staff can pursue operations from remote working positions.

Further to the activation of its disaster recovery plan, the EUROCONTROL Agency will inform RCOs, ANSPs and Member States, with a minimum delay, about the situation, the conditions in which the CRCO can continue to operate, the measures adopted and the resumption of operation in normal conditions.

2. TRANSMISSION OF FLIGHT MESSAGES

2.1. Transmission calendar

2.1.1. Purpose of the transmission calendar

The transmission calendar defines the latest date at which RCOs must transmit the flight data relating to a given day of traffic.

Note: There are no time restrictions when on the latest date the flight data must be transmitted.

2.1.2. Preparation and adoption of the transmission calendar

The CRCO prepares the transmission calendar for the following calendar year in accordance with the enlarged Committee's requirement that the monthly billing shall take place at the latest by the 15th of the following month.

The CRCO also takes account that RCOs currently need eight calendar days for data preparation.

The CRCO submits the draft calendar together with the billing calendar to the RCOs for discussion and endorsement at their annual meeting in October. The CRCO publishes the final transmission calendar on ETNA for the attention of the RCOs

2.1.3. Deviation from the transmission calendar: contingency measures

Any RCO anticipating that it may not be in a position to comply with the transmission calendar must inform the CRCO immediately.

If a RCO cannot transmit the flight data under its responsibilities, the CRCO shall generate the non-transmitted data in place of the RCO and in coordination with the latter. For that purpose, the CRCO shall use the flight data received from the Network Manager. The RCO concerned shall inform the CRCO immediately as soon as it is able to resume transmissions and shall resume transmissions in coordination with the CRCO. The CRCO shall inform the other RCOs as required.

In case of minor issues affecting the preparation of flight data, RCOs may transmit the bulk of the data on time and delay the transmission of the remaining data in an additional packet.

2.2. Reporting responsibilities

2.2.1. IFR flights

RCOs share the responsibility to transmit flight data in respect of all IFR flights performed in the airspace of the EUROCONTROL Participating States (EUROCONTROL charging area), including mixed IFR/VFR flights as well as IFR flights performed by aircraft of less than two tonnes.

The RCO in charge of a given charging zone shall be responsible for the transmission of flight data in respect of all IFR flights departing from that charging zone or entering the EUROCONTROL area for the first time through that charging zone. Therefore, the basic principle is that an IFR flight is reported only once by the RCO of the Participating State from which it departs, or through which it enters the EUROCONTROL charging area for the first time.

For mixed IFR/VFR flights, the first IFR portion of the flight performed within the EUROCONTROL charging area shall determine the transmission responsibility of the corresponding flight data.

2.2.2. VFR flights

Any RCO in charge of a charging zone where VFR flights performed by aircraft of more than 2 tonnes are chargeable or where VFR flights received air navigation services shall transmit flight data in respect of all these flights. Other than those flights mentioned above, VFR flights are not to be transmitted.

2.2.3. Doubtful responsibility

When there are doubts about whether a flight lies within its reporting responsibilities or not, any RCO shall always transmit the corresponding flight data. In effect, the possible transmission of duplicated flight data is always preferred to a possible missed transmission. The CRCO mitigates the former risk by means of duplication checks. In the worst case, duplicate transmissions would result in additional claims, whereas missed transmission would result in a revenue loss.

2.2.4. Transmission arrangements between RCOs

North Atlantic

RCOs France, Ireland, Norway, Portugal, Spain and the United Kingdom have agreed on the following transmission responsibilities for the North Atlantic traffic:

- Eastbound traffic from the North Atlantic is transmitted only by Portugal (Azores), the United Kingdom and Norway. France, Ireland, and Spain do not transmit these flights.
- The United Kingdom transmits all flights which enter Shanwick FIR OCA from Reykjavik or Gander FIR OCAs (which have not already passed through the Santa Maria FIR OCA *), and which leave Shanwick through any other FIR/UIR than the Santa Maria FIR OCA or Reykjavik FIR OCA.
- Azores RCO transmits all other flights Eastbound and Northbound across the North Atlantic, and also any Southbound flights from ICAO areas B or C coming through Shanwick FIR OCA (without passing through Shannon or Scottish FIR/UIRs) entering the Santa Maria area.
- Norway transmits all Eastbound transatlantic flights entering Norwegian airspace at 61°N or above.

Other arrangements: none at 01/03/2023

2.3. Completeness checks: Centralised Flight Analyser (CFA)

As of September 2022, all RCOs have the possibility to use NM data in combination with the Centralised Flight Analyser (CFA) tool to validate their flight data before the final transmission to the CRCO.

The CFA tool compares the flight messages prepared by a given RCO with the corresponding set of NM data prepared by the CRCO in accordance with the transmission responsibilities of the RCO. The set of NM data contains to a large extent the complete set of all IFR flights that the RCO is expected to transmit, including mixed IFR/VFR flights. The CRCO makes the NM data sets some two to three days after the flight day available. The CFA tool allows RCOs to compare the flight data they prepared for a given day of traffic with the corresponding flight data as recorded by NM with a view to check the completeness and the quality of their data. In addition to various export functions, the CFA tool allows the RCOs to transmit their validated data directly to the CRCO.

2.4. RCOs responsible for their transmission shall process flights that ANSPs report to the CRCO as missing and shall transmit them to the CRCO without delay in accordance with the transmission procedure once they have verified that the flights had entered into their charging zone and received en-route services. Correction of messages already sent to the CRCO

2.4.1. Before billing

When an RCO discovers that a flight message already sent to the CRCO contains an error, the procedure to be followed is:

- Send a cancellation message;
- Send an 'ADD' message.

RCOs shall use this procedure only when the billing for the month of the flight concerned has not taken place (for format details please consult the CRCO document "Route Charges System: Formats for Data Exchange").

2.4.2. After billing

If the billing has already taken place, RCOs shall inform the CRCO by e-mail.

2.5. COR and CLA requests

RCOs shall treat correction requests (COR) and claim requests (CLA) received from the CRCO in accordance with the RCS Operations Manual and in a timely manner.

Annex 1 presents the procedure and the formats for the COR requests and the corresponding replies. In practice, RCOs and the CRCO may agree to proceed by simple exchange of emails. RCOs shall reply within one week.

RCOs have the choice to receive the CLA requests and submit their CLA replies via DEBI or via ETNA by means of the Centralised CLA tool. RCOs shall reply to CLA requests within 21 calendar days. The Centralised CLA tool translates CLA packets into a human readable interface which avoids any difficulties to understand the CRCO requests, improves the quality of the CLA replies and decreases response times.

Annex 2 presents the procedure and the formats for the CLA requests and the corresponding replies.

2.6. Preparation of technical integrations

Prior to any technical integration, the CRCO shall liaise with the RCOs concerned to ensure that they will take account of their amended responsibilities as from the date of the technical integration. The CRCO shall assist the newly established RCO during the preparatory phase. Operational trials take place during the last two months prior to the technical integration, following the training of the RCO staff and the implementation of the software adaptations as required for the collection of flight data and their transmissions in accordance with the EUROCONTROL procedures.

3. DATA TO BE TRANSMITTED

3.1. Data to be transmitted

Chapter 3 presents the data that compose the flight messages to be transmitted to the CRCO for billing purposes. Most data originate from the flight plans that airspace users file before the flights. In accordance with the current procedures, RCOs have the responsibility to determine the exemption codes and to identify military users. The table below presents the data items of the flight messages.

- Actual date (header of the packet) and departure or entry time of the flight
- Aerodrome of departure
- Actual aerodrome of destination
- Initially planned aerodrome of destination*
- Flight identification
- Main exemption code
- Aircraft type
- Operator
- Aircraft registration*
- Comment*
- IFPLID*
- EOBD (not required at present)*
- Charge area overflowed (in coordination with the CRCO)*
- Actual entry point coordinates (in coordination with the CRCO)*
- Actual exit point coordinates (in coordination with the CRCO)*
- Supplementary exemption codes*
- Source of ICAO 24-bit aircraft address*
- ICAO 24-bit address*
- Additional comments*

* Data item is optional

3.2. Date and time of the flight

The date and time of the flight shall be the actual day and time of departure from the aerodrome of departure located in the charging zone of the transmitting RCO, or the actual day and time of entry into the charging zone of the transmitting RCO or the transfer of control point when the departure aerodrome is outside the CRCO area.

RCOs shall transmit the flight messages for all flights having the same date of flight in the same packet. The actual date of the flight is in the header of the packet.

The actual day and time of departure or entry shall be in UTC.

When the time of departure or entry is exactly at midnight UTC, it shall be reported as "0000", corresponding to the beginning of a calendar day. The latest possible time before midnight, i.e. at the end of a calendar day, shall be reported as "2359". To avoid any confusion the time 2400 shall not be used.

3.3. Aerodrome of departure

RCOs shall report the aerodrome of departure as the 4-letter code of the flight plan, i.e. the ICAO 4-letter Location Indicator as published in ICAO Document 7910 or the 4 letter ZZZZ.

Where the aircraft operator has used ZZZZ to indicate the departure aerodrome or point, RCO shall report the corresponding details of that aerodrome or point as filed in the sub-field DEP in Item 18 of the flight plan, unless the flight message contains its IFPLID. The RCO shall report the corresponding details of that aerodrome or point in the field Comment or in the field Additional comment of the flight message.

3.4. Actual aerodrome of destination

RCOs shall report the actual aerodrome of destination as the 4-letter code of the flight plan, i.e. the ICAO 4-letter Location Indicator as published in ICAO Document 7910 or the 4 letter ZZZZ.

Where the aircraft operator has used ZZZZ to indicate the aerodrome or point of destination, the RCO shall report the corresponding details of that aerodrome or point as filed in the sub-field DEST in Item 18 of the flight plan, unless the flight message contains its IFPLID. The RCO shall report the corresponding details of that aerodrome or point in the field Comment or in the field Additional comment of the flight message.

3.5. Flight identification

The flight identification shall be the “aircraft identification” exactly as specified in field 7 of the ICAO flight plan. RCOs must ensure that the content of field 7 is not altered during the extraction process.

3.6. Exemption code

RCOs shall determine the exemption applicable to the flight and shall use the following codes for that purpose. For more details about exemptions please see also chapter 4. The first exemption code “Z” in the below table is the default code applicable to non-exempted flights.

Code	Exemption
Z	Non-exempted flight
S	Flight by Monarch/Head of State/Minister
R	Search-and-rescue flight*
M	Military flight
T	Training flight
N	Navigation aid calibration flight
H	Humanitarian flights
P	Customs or police flights
V	VFR flight (only in airspace where VFR flights are chargeable)
Y	mixed IFR/VFR flight

* for flights authorised by the appropriate competent body the exemption code is mandatory

Note: During a transition period it will be possible to continue using the exemption code “X”, originally used for military flights of a non-member State of EUROCONTROL.

3.7. Aircraft type

RCOs shall report the aircraft type designator as filed in the flight plan or that the operator notified to Air Traffic Services in the course of the flight (NM IFPS corrects aircraft types that are not filed in accordance with ICAO Document 8643 - Aircraft Type Designators).

Where the aircraft operator has used ZZZZ to indicate the aircraft type in the flight plan, the RCO shall report the corresponding details of the aircraft type as filed in the sub-field TYP in Item 18 of the flight plan, unless the flight message contains its IFPLID. The RCO shall report the corresponding details of the aircraft type in the field Comment or in the field Additional comment of the flight message.

3.8. Military Operator

The field operator in the flight message shall contain the CRCO 3-digit code assigned to a military user or by default the code "Z".

The CRCO 3-digit code identifies the military user operating the flight. RCOs shall use the CRCO 3-digit code for each flight performed by a military user. In such case, the exemption code shall be "M".

Flights performed in the framework of the Open Sky Treaty are military flights operated under the call sign "OSY". RCOs shall transmit the flight messages with the exemption code "M" and the CRCO 3-digit code to identify the military operator. These flights shall benefit from the exemptions specifically granted to flights performed in the framework of the Open Sky Treaty and from the exemptions granted to military flights.

Flights operated by non-military operators providing air transport services under contract to the military of any State are not military flights in the context of the common route charges system and cannot benefit from exemptions granted to military. The non-military operators are liable to pay the EUROCONTROL route charges, even if the ICAO three-letter code that composes the Flight-Id is that of the military. For those flights, RCOs shall use the default operator code "Z" and not the CRCO 3-digit code. RCOs shall not use the exemption code "M" either. For all those flights, the operator is the non-military

Supplementary information derived from the flight plan and concerning the operator should be entered in the "Comment" field or in the "Additional comment" field of the message, unless the flight message contains the IFPLID of the flight plan.

The updated list of 3-digit codes is available on ETNA.

3.9. Aircraft registration

RCOs shall report the aircraft registration as filed in the flight plan, unless the flight message contains the IFPLID of the flight plan

3.10. Comment

RCOs shall use this field for the following information, as appropriate:

- Name of the operator in plain text
- Type of aircraft
- Point at which a flight changed from IFR to VFR or vice-versa
- Furthest point from departure for a circular flight
- Remark from item 18 of the flight plan which justifies an exemption
- Any "other information" found in item 18 of the Flight Plan.

Should the information to be transmitted exceed the 21 characters allowed in this field, RCOs may also use the “Additional Comment” field.

3.11. Estimated off-block date – EOBD

RCOs shall leave this field blank as this information is not required.

3.12. IFPLID

RCOs must transmit the IFPLID, the unique identification of the flight plan in the IFPS system, exactly as is in the IFPL.

3.13. Initially planned aerodrome of destination

In the case of a flight known to have diverted to a different aerodrome from that planned, this field should contain the original planned destination aerodrome. RCOs should leave this field blank unless a diversion has taken place.

3.14. Charge area overflown (in coordination with the CRCO)

This field contains the two letter code of the charge area concerned, in the case of flights for which no flight plan has been routed through the IFPS. RCOs should leave this field blank unless the CRCO has specifically requested this information from a particular RCO.

3.15. Entry point coordinate (in coordination with the CRCO)

This field contains the coordinates of the actual entry point of the flight into the charge area as specified in the message (see above), in the case of flights for which no flight plan has been routed through the IFPS, for instance international VFR flights. The coordinates should be expressed in degrees, minutes and seconds (format details are specified in the document “Route Charges System: Formats for Data Exchange”). RCOs should leave this field blank unless the CRCO has specifically requested this information from a particular RCO.

3.16. Exit point coordinate (in coordination with the CRCO)

This field contains the coordinates of the actual exit point of the flight into the charge area as specified in the message (see above), in the case of flights for which no flight plan has been routed through the IFPS, for instance international VFR flights. The coordinates should be expressed in degrees, minutes and seconds (format details are specified in the document “Route Charges System: Formats for Data Exchange”). RCOs should leave this field blank unless the CRCO has specifically requested this information from a particular RCO.

3.17. Supplementary exemption codes

When more than one exemption category applies to a given flight, and the main exemption code is not Z, RCOs shall enter the other exemption code(s) in this field, in any order. The information will assist the CRCO in the downstream processing of the exempted flights.

3.18. Source of ICAO 24-bit aircraft address

As RCOs report exclusively ICAO 24-bit aircraft addresses extracted automatically from local ATS systems, the source shall be set to “1” = ATC. RCOs shall leave this field blank, if the 24-bit address is not available for the flight.

3.19. ICAO 24-bit aircraft address

RCOs shall report the ICAO 24-bit addresses with the six hexadecimal characters of the ICAO 24-bit aircraft address, when available. RCOs shall report addresses extracted automatically from local ATS systems, if available, in place of any other source.

3.20. Additional comment

This field of 76 characters is available for any comment that RCOs cannot include in the “Comment” field in the message.

4. IDENTIFICATION OF APPLICABLE EXEMPTIONS

4.1. Introduction

RCOs have the responsibility to determine the applicable exemptions and to transmit the flight messages with the corresponding exemption code.

The EUROCONTROL Member States bear the costs of exemptions granted to airspace users. The cost of exemptions cannot be passed on to other airspace users. Owing to the financial impact on States and airspace users, RCOs shall report exemption codes with due regard to the Conditions of Application and to the procedures hereafter.

Member States grant exemptions in accordance with Article 8 of the Conditions of Application. The exemption of training flights and the exemption of flights performed for the transport of high dignitaries require substantiating documents that RCOs shall verify in order to assign exemption codes “T” or “S”.

As a general rule, should any doubt exist as to the grounds for an exemption, the flight should be transmitted with exemption code “Z”. In the worst case, there will be a claim, but revenue that is due will not be lost.

4.2. Exemption code “S”

The exemption S applies to *“flights performed exclusively for the purpose of transport, on official mission, of reigning Monarchs and their immediate family, heads of state, heads of government and government ministers, where it is substantiated by the appropriate status indicator or remark on the flight plan that the flight is performed exclusively for that purpose” (Article 8 of the Conditions of Application).*

4.2.1. Conditions required for coding “S”

The remarks STS/HEAD and RMK/STATE VISIT together in item 18 of the flight plan confirm that the flight is performed exclusively for the transport, on official mission, of a Head of State. These are the only remarks in the flight plan that confirm the eligibility of the flight for the S exemption.

For all other cases as foreseen by Article 8 of the Conditions of Application, in order to apply the exemption code S, the transmitting RCO must seek confirmation of the official character of the mission and of the dignitary on board from:

- “Service Protocolaire” of the government
- “Diplomatic Clearance Office” of the government
- Ministry of Foreign Affairs
- Ministry of Defence
- Ministry of Transport

- Airport Operations (ADEP)
- National Aviation Authority

The RCO must always include a comment specifying the source of the information in the Comment field of the flight message.

Without confirmation, the RCO in charge may not apply the exemption code S to the flight message.

For flight messages transmitted with the exemption code "S", where flights are operated by the military, RCOs shall include the secondary exemption code "M" as well as the corresponding three-digit military code in the "Operator field" of the flight message.

Article 8 of the Conditions of Application does not require that the dignitary be actually on board the aircraft performing a flight exclusively for the transport on official mission of the dignitary. Flights performed by standby aircraft are part of the official mission and thereby eligible for an S exemption.

4.2.2. Exclusions (non-comprehensive list)

By no means, a private visit of any of the dignitaries listed at Article 8 of the Conditions of Application may give rise to an "S" exemption.

The remark STS/STATE in item 18 of the flight plan means that the aircraft is operated on behalf of a State, for instance for military, police or customs services. Therefore, under no circumstances may a flight message be coded "S" based solely on the presence of this remark in item 18 of the flight plan.

All other remarks in item 18 of the flight plan such as RMK/MINISTER OF TRANSPORT would confirm the presence of the eligible dignitary on board but not the official character of the mission.

The list of dignitaries in Article 8 of the Conditions of Application is of strict application. Flights performed for the transport of other dignitaries, such as Chairmen of Parliament or of a Chamber of Parliament, or Cabinet ministers cannot benefit from this exemption. The same applies to flights performed, for instance, for the transport of any civil servants or public officials including European Union Commissioners, Chairman of the Council of Ministers, and other public servants, as well as members of the European Parliament.

Training, positioning and maintenance flights operated by aircraft known to be used for the transport of dignitaries are not eligible for an "S" exemption.

A diplomatic clearance can be issued for many other reasons than the transport of a State dignitary on official mission. Therefore, a diplomatic clearance is not, on its own, a justification for the "S" exemption.

4.2.3. Background information on visits

RCOs may refer to the following background information on official visits when dealing with their correspondents at protocol services, diplomatic clearance offices or ministry of foreign affairs.

There is an international agreed definition of the term State visit: It is a formal visit by a foreign Head of state to another nation, at the invitation of that nation's Head of state. State visits are the highest form of diplomatic contact between two nations, and are marked by ceremonial pomp and diplomatic protocol. A state visit is at least partially conducted in the nation's capital.

An official visit is only different from the state visit by the fact that the invitation can also be issued by the prime minister, the chairman of parliament or the minister of foreign affairs to any official guest and it is not necessarily conducted in the capital of the nation. Except for some protocol differences both seem very alike.

When a state or official visit flight needs to perform a stopover in a third country then it becomes a visit on transit which entitles it to the same exemption code

A working visit has a working element in it and can be initiated by the visitor. Else definitions differ a lot from country to country. The category of visitors is also different in various countries. Working visits could possibly only be considered for exemption if it concerns the high dignitaries on official mission listed in Article 8 of the Conditions of Application.

4.3. Exemption code "R"

The exemption "R" applies to "Search and Rescue flights authorised by a competent SAR body."

The status indicator or remark in item 18 of the flight plan could be:

- STS/SAR;
- RMK/SEARCH AND RESCUE.

Although most Search-and-Rescue flights are performed with military aircraft, RCOs shall transmit them with exemption code "R", as this is a mandatory exemption applicable in all charging zones.

4.4. Exemption code "M"

Whether an ICAO code or CRCO numeric code is used to identify the military operator, the exemption code must always be "M". Military flights, i.e. flights performed by the military of a State, must never be reported with a "Z" exemption code, as they would be rejected by the CRCO automated validation checks.

Note: The exemption code "X" was used for military flights of a non-member State of EUROCONTROL. For RCOs who encounter difficulties to replace this exemption code, may continue to use it until at least end of 2024.

4.5. Exemption code "T"

The exemption code "T" applies to *"training flights performed exclusively for the purpose of obtaining a license, or a rating in the case of cockpit flight crew, where it is substantiated by an appropriate remark on the flight plan that the flight is performed exclusively for that purpose. Flights must be performed solely within this charging zone"*.

Certain types of "training" flight are implicitly disqualified from this exemption, namely:

- Flights operated to renew or maintain a licence or rating;
- Flights claimed as "training" when this has not been declared on the flight plan;
- Flights declared as "training flights" but with passengers or cargo on board;
- International training flights;
- Flights with the primary aim of positioning or ferrying the aircraft.

The remark in item 18 of the flight plan will usually be RMK/TRAINING (or TRG). However, this usual remark in item 18 does not confirm that the training flight is performed exclusively for the purpose of obtaining a license, or a rating in the case of cockpit flight crew.

Therefore, in order to apply the exemption code T, the RCO must require appropriate supporting documents from the operator.

If any doubt exists as to whether the flight is entitled to exemption, RCOs shall transmit the flight with the exemption code "Z". Airspace users may then submit a claim to benefit from the training exemption.

RCOs shall transmit eligible training flights performed by military as military flights, hence with the exemption code "M".

4.6. Exemption code "N"

The exemption code "N" applies to *"flights performed for the purposes of checking or testing equipment used or intended to be used as ground aids to air navigation, excluding positioning flights by the aircraft concerned."*

The remark in item 18 of the flight plan could be:

- RMK/CALIBRATION OF VOR
- RMK/FLIGHT CHECKING OF GROUND RADAR

Since positioning flights by calibration aircraft are not eligible for exemption, RCOs shall pay attention to the circumstances of the flight in order to determine the exemption coding, for example, overflights are very unlikely to be anything other than positioning flights.

4.7. Exemption code "H"

The exemption code "H" applies to *"Humanitarian flights authorised by the appropriate competent body."*

The status indicator in item 18 of the corresponding flight plan should be STS/HUM

However, STS/HUM on its own does not qualify for an exemption. The flight and its STS indicator have to be authorised by the appropriate State organisation responsible for granting the exemption. Unless reference is made in item 18 of the flight plan (for example, after RMK/) or in other data sources to such an authorisation, the flight has to be considered as chargeable and coded "Z".

4.8. Exemption code "P"

The exemption code "P" applies to *"Customs and Police flights."*, i.e. flights performed by the customs or police services of the State.

If any status indicator is used in item 18 of the flight plan it will most probably be:

- OPR/STATE POLICE (or official title of the force concerned)
- STS/STATE

As the vast majority of police and customs flights take place within national borders the identity of the operator should be fairly evident to the reporting RCO. For those flights that originate from outside national borders, however, a certain vigilance by the reporting RCO is called for in order to correctly identify flights eligible for this exemption.

4.9. Exemption code "V"

The exemption code "V" applies to all VFR flights performed in charging zones where VFR flights are chargeable, irrespective of their departure point. (see also 2.2.2)

5. TRANSMISSION OF NON-STANDARD FLIGHTS

5.1. Diverted flights

RCOs have the responsibility to report planned and actual aerodromes of destination.

RCOs are informed of diversions through two channels:

- Local ATS units report diversions to their RCO who then relays this information to the RCO in charge.
- Since November 2020, RCOs avail of a daily report published on ETNA and containing all diversions known by NM.

5.2. Mixed VFR/IFR flights

For mixed VFR/IFR flights, in addition to reporting the flight data with the exemption code “Y”, the transmitting RCOs shall include:

- Y/POINT in the comment field, where POINT is the point of change from IFR to VFR (see also 5.4);
- Or Z/POINT in the comment field, where POINT is the point of change from VFR to IFR (see also 5.4).

Local ATS units report changes in flight rules to their RCO who then relays this information to the RCO in charge.

5.3. Circular flights

RCOs shall report flight data in respect of circular flights either with the IFPLID of the corresponding flight plan, in such case without any other information in the Comment field of the flight message, or with the furthest point of the trajectory if the IFPLID is not included in the flight message.

The furthest point should be reported in the form C/POINT. (see also 5.4)

The inclusion of the furthest point is a requirement for all flight messages transmitted without IFPLID,

5.4. Point format in the comment field

A Multilateral Flight Message may contain references to points in its Comment field(s). The acceptable point references start with one of the following values followed by either the designator of the point (2 to 5 characters) or by coordinates:

- C/
- Y/
- Z/

Each point reference must be separated by either whitespace(s) or a comma. If coordinates are provided, they must comply with the following format: Latitude in 7 characters followed by Longitude in 8 characters, without intervening blanks or other separating characters in accordance with the “Route Charges System: Formats for Data Exchange” document.

5.5. Touch and go flights

Reporting of data required for touch and go flights that needs to be billed accordingly to the TNC (Terminal Navigation Charge) agreement.

Where a series of distinct “Touch and Go” flights needs to be reported for the billing of terminal air navigation charges in accordance with the national regulations, RCOs shall send multiple circular flight messages with the same flight Id and will ensure that the time between each circular flight is more than 10 minutes to avoid suppression as duplicate.

ANNEX 1: CORRECTION REQUESTS

Correction Request messages

COR Requests

Requests for message correction (or confirmation), known as “COR requests” are dispatched by the CRCO on hardcopy every day to each RCO, and transmitted to those RCOs via DEBI (see message format no. 41 in the CRCO document "Route Charges System: Formats for Data Exchange").

Numerical Code

COR requests are specified in a numerical code in the interests of precision. If not self-explanatory, this code may be supplemented by a plain text remark of up to 30 characters.

Deadline for submitting COR Requests

RCOs shall reply to COR requests within one week from the date of the request.

What if no information available?

If the required information is not available to the RCO within one week and it is unlikely ever to be available, an immediate COR reply should be made specifying “**no info available**”. This will enable the CRCO to continue its enquiries with other RCOs and external sources of information.

What if more time needed for information research?

If, on the other hand, more time is needed to research the information, the CRCO should be informed of the situation within one week in order to limit further enquiries and consequent duplication of effort by other RCOs.

COR request codes and action required

CODE	MEANING	ACTION REQUIRED
01	Syntax error. The syntax as described in the document "Route Charges System: Formats for Data Exchange" has not been respected.	Correct the syntax error
22	The Location Indicator transmitted as a departure aerodrome in the message is not an ICAO code for an aerodrome.	Check ICAO Doc.7910 for the correct code of the departure aerodrome.
23	The Location Indicator of the departure aerodrome is not published in ICAO Doc.7910.	Check whether the code of the departure aerodrome is correct. If it is the code of a new aerodrome, provide its name and coordinates.
25	The aerodrome of departure is unlikely.	Verify the aerodrome of departure and either correct or confirm it.
28	Route unknown.	Send a copy of the complete flight plan to the CRCO.
32	The Location Indicator transmitted as an arrival aerodrome in the message is not an ICAO code for an aerodrome.	As for request code 22, the code transmitted is that of a facility other than that of an aerodrome. Check Doc.7910 for the correct code of the arrival aerodrome.
33	The Location Indicator of the aerodrome of arrival is not published in ICAO Doc.7910.	Check whether the code of the arrival aerodrome is correct. If it is the code of a new aerodrome, provide its name and coordinates.
35	The aerodrome of arrival is unlikely.	Verify the aerodrome of arrival and either correct or confirm it.
40	The flight identification is either incorrect or incomplete. (The flight identification is not recognised as either a registration or a flight number.)	Correct any error found in the flight identification. If it is correct (as could be the case with a military identification), provide full details of the name and address of the operator. If no information is available, and further enquiries prove equally fruitless, the flight should be cancelled.
41	Registration not known to the CRCO.	Verify the registration. If it is correct, provide full details of the owner or operator, address, MTOW and construction number.
42	The CRCO has been informed of a change of owner or operator of the aircraft. (Quite often the CRCO is aware of a change of owner or operator, but has insufficient information to bill the new user.)	Send full details of the new owner or operator of the aircraft.
43	Registration incomplete.	Correct the registration.
44	The aircraft registration and type are not in accordance with the national register. (The flight message has been rejected because there is an error in the aircraft type, in the registration, or possibly both.)	Check both the aircraft type and the registration, and make the necessary corrections.
45	The Operator Designator of the flight identification is not published in ICAO Doc. 8585 and is unknown to the CRCO. (Either the designator transmitted in the flight message is not correct or it is a new code.)	Verify the code and correct it if necessary. If it is a new code, give the name and address of the operator, the aircraft registration and the MTOW.
46	The Operator Designator of the flight identification is the ICAO code of an operator who is unlikely to have performed this flight. (This request is usually made when the CRCO believes that an error has been made in the ICAO operator designator.)	Verify the code and correct it if necessary. If it is correct, include full details of the operator and the aircraft registration in the reply.
47	The ICAO code in the flight identification is not complete.	Send the complete ICAO code and details of the operator if appropriate.
48	The CRCO is unable to identify the operator or owner from the information given in the flight identification field of the message. (This request is usually made when the flight identification is garbled.)	Verify the flight identification and correct it if necessary. If it is found to be correct (as could be the case with a military flight), send full details of the operator.
49	The nationality of this military identification is unknown to the CRCO.	Give full details of the operator in the reply.
52	The aircraft type is not published in ICAO Doc.8643 and is unknown to the CRCO.	Either correct the aircraft type or supply full details of the aircraft manufacturer, the MTOW and the operator or owner.
53	According to the CRCO, this operator does not have this aircraft type in his fleet.	Either correct the aircraft type or give details of the aircraft registration.
61	Address unknown for this operator.	Give the full postal address of the operator.
62	The information given in the "comment" field of the message is insufficient to identify the operator.	Give all available information concerning the operator in the reply.

COR Replies

Action taken by an RCO in response to a COR request can be correction, confirmation or agreement to cancellation of the flight message.

Message Correction

If the original message contained errors, a corrected message should be sent in conformity with the normal CRCO transmission procedures, that is, the corrected message is returned in an "ADD" batch with "M" as introduction code, the sequence number being the same as that of the original message.

Full technical details are described in the CRCO document "Route Charges System: Formats for Data Exchange" (Formats 10 and 31).

Message Confirmation

If the original message was correct, it means that the permanent data in the CRCO files needs to be updated in order to process the message successfully. In this case the additional information shown to be necessary by the COR request code shall be sent to the CRCO.

This is best done online via DEBI as a Supplementary Information Message, in a "ADD" batch with "I" as introduction code, the sequence number being the same as that of the original message. Full technical details are described in the CRCO document "Route Charges System: Formats for Data Exchange" (Formats 10 and 36).

If for some reason, online transmission via DEBI of such information is not possible, it may be sent by fax or email.

Example of a hardcopy reply:

(ED031200205COR.)

0423: CFM LTU B738 REG / DAHFL LEASED FROM HLF

Message Cancellation

If the RCO finds that the original message is not substantiated by actual flight data, or that investigation as requested proves impossible (as mentioned in connection with COR request code 40 above), it shall propose that the CRCO cancel the message.

The message will then be suppressed by the CRCO unless further research by it or other RCOs leads to information that may, after all, permit the billing of the flight.

Direct cancellation by the national RCO using a cancellation message is not recommended for this reason, as well as the fact that other messages, pending at the CRCO, may be involved.

ANNEX 2: CLAIMS PROCEDURES AND PROCESSING

CRCO initial handling of claims from users

Receipt of user claims

After billing, if a user does not accept any element of a charged flight(s), they must submit a claim to the Claims & Stakeholder Relations Section of the CRCO. On receipt of a claim, it is registered in the CRCO system and automatically allocated a unique claim number, which is the permanent identity of a claim.

Claim Reason Codes

Each claimed flight is allocated a Claim Reason Code corresponding to the reason for submitting the claim:

CODE	REASON	MEANING
10	Cancelled flight	A planned flight was cancelled prior to take-off - it could be that the flight details were taken from an RPL and the corresponding CNL message was not received or processed by the RCO.
11	Flight not known to user	The user does not recognise the flight - it could be that the date of flight, departure/entry time, operator designator or registration is incorrect.
12	Wrong aircraft type	The wrong aircraft type was billed - it could be that the data was from an RPL where no CHG message was received or processed by the RCO.
13	Wrong aerodrome of departure (implied RSO claim)	The wrong airport of departure was billed - it could be that the flight entered the EUROCONTROL charging area from a non-member State and no CHG message to the original flight plan was received or processed by the RCO responsible for reporting the flight message. Where this type of claim is accepted by the RCO, the CRCO must then construct a new RSO route for rebilling purposes.
14	Wrong aerodrome of arrival (implied RSO claim)	The wrong airport of arrival was billed - it could be that the flight was diverted to an airport other than that on the filed flight plan and no CHG/DIV message was received or processed by the RCO responsible for reporting the flight message. Where this type of claim is accepted, the CRCO must then construct a new RSO route for rebilling purposes.
15	VFR flight	Either part or all of the flight was VFR - it could be that no CNL message on an IFR flight plan was received or processed by the RCO responsible for reporting the flight message. If the flight was operated over more than one State, the claim could be submitted to each of the States in which VFR is claimed and not necessarily to the RCO responsible for reporting the flight.
16	Training flight	The flight was eligible for a training exemption - it could be that the flight plan did not contain all the details necessary to justify the exemption.
18	All other exemptions	The flight was eligible for one of the other exemptions that is, State, SAR, Humanitarian, Customs or Police, or Calibration - it could be that the flight plan did not contain all the details necessary to justify the exemption.
40	Duplicate flight	The same flight was billed more than once. Although the CRCO carries out a systematic duplicate check on all flights reported for billing, duplicates are not always eliminated, due, for example, to time differences, or wrong flight id on one of the flights.
99	Miscellaneous or multiple claim	This claim was submitted for a reason not covered by any of the other codes or for more than one of the above reasons, for example, wrong aircraft type and VFR.

CLA Requests to RCOs

Message Format 42

The CLA request message Format 42 consists of formatted data fields and a free form remark field of up to 60 characters. CLA requests in message Format 42 are currently generated by the CRCO each working day and can be retrieved by the RCOs after the subsequent “/MES” data exchange session they initiate.

Once received, the CLA request message Format 42 data can be distributed, stored, displayed, printed, suppressed or sorted in whatever format, order or layout is best suited to the individual RCO. Each line of claim contains the flight details as billed, a Claim Reason Code suggested by the CRCO and where appropriate, the alternative flight element(s) associated with the claim reason code and/or a remark. Technical details relating to CLA request Format 42 can be found in the CRCO document "Route Charges System: Formats for Data Exchange".

Header

CHARGE AREA: **XX** SOURCE OF INFORMATION: **ZZ** CLAIM NUMBER: **YYYYYY** USER NUMBER: **123456/78** LABEL: **ABC AIRLINES**

Where:

- **XX** is the destination of the CLA (Data Transmission Centre code)
- **ZZ** is the Message Originator Code. Exceptionally, this code may be different from the destination
- **YYYYYY** is the unique 6-letter claim number allocated by the CRCO system.
- 123456/78 is the unique CRCO system account number of the user submitting the claim.
- ABC AIRLINES is the recognised name of the company submitting the claim.

Column Headings

Column Heading	Meaning
DATE	Date of flight.
SEQ.	Sequence number of original message.
HEURE/TIME	Time of departure or entry into EUROCONTROL area.
LIAISON/ROUTING	Aerodromes of Departure and Destination.
IDENTIF.	Flight Identification.
TYPE	Aircraft Type.
EX	Exemption Code.
R.	Claim Reason Code.

The following information is also given but without the Headers shown in brackets:

Column Heading	Meaning
(REFERENCE)	User number/system code/line number in pro forma/CLA sequence number.
(REMARK)	Pertinent information, in plain language, added by the CRCO or particulars required by the RCO to assist in the processing of the claim, for example, alternative aircraft type. These remarks, however, should be used only as a guideline and not as a definite solution.

Footer

NUMBER OF CLAS FOR THE CLAIM: **XX** (where **XX** represents the number of claimed flights.)

The total number of claimed flights in a listing is given after the last claim.

NUMBER OF CLAS FOR THE SOURCE OF INFORMATION: **XX** (where **XX** represents the number of claimed flights.)

Receipt and Interpretation of the YNT LISTING (Daily)

CLA requests in message Format 42 are also made available on ETNA each working day, principally for those RCOs who are unable to transmit Format 50 CLA replies, but also as a back-up for the automated system should or as a control means to ensure that all CLAs have been received.

CLA Replies from RCOs

Storage of Flight Data

RCOs shall have access to flight data as well as related reference data for a minimum of 24 months from the date of flight. The above requirements allow the CRCO to deal with further contention with the user, as it might occur for a rejected claim.

Investigation and Decision Making on a Claim

By referring to the CLA request claim reason code, any additional/alternative elements and any remark given by the CRCO, the RCO shall investigate each claimed flight using whatever data sources are available to them or by contacting other RCOs who may be of assistance.

However, the information provided by the CRCO in the CLA request is only a guide to the possible reason for the claim. If the RCO investigations into the claim reveal an alternative reason for the message being wrong, the RCO must change the CLA reply claim reason code to that which corresponds to the actual reason. The remainder of the reply is then dependent on this new claim reason code and NOT the claim reason code given in the CLA request.

RCOs should not hesitate in contacting any other RCO which may be able to provide additional information on a claimed flight.

Example

A flight is claimed as a code 14 and the airport of arrival is in a different contracting State from that which reported the flight. The RCO of origin may contact the RCO in the State of arrival to confirm the ATA and flight details before reaching a final decision on the claim.

RCOs are requested to co-operate as much as possible regarding these requests. If no assistance can be given, the RCO of origin shall be informed as quickly as possible to allow it to take alternative action without delaying the return of the claim.

As the decision reached on a claim may not only have a financial implication for the National Administration of the transmitting RCO but also for any other National Administration for which a distance segment was charged, States are expected to investigate each claim as fully as possible.

Message Format 50

For those RCOs who can transmit Format 50 CLA replies, the lines of claim shall be completed in accordance with the instructions contained in the following Section and the requirements shown in Annexes G and H of the CRCO document "Route Charges System: Formats for Data Exchange". **Claim replies shall not be transmitted to the CRCO until all lines of claim for a specific claim number are resolved and can be transmitted as one single batch.**

Claim Decision Codes and corrective/confirmation elements

Possible decisions and their codes

The possible decision codes allowed for each claim reason code are shown below (the same information is shown in Annex I of the CRCO document "Route Charges System: Formats for Data Exchange").

CODES	CLAIM REASONS MEANING	POSSIBLE DECISIONS			
		A (ACP)	C (QTA)	M (CHG)	R (CFM)
10	Cancelled flight	YES	YES	NO	YES
11	Flight unknown to user	NO	YES	YES	YES
12	Wrong aircraft type	YES	NO	YES	YES
13	Wrong aerodrome of departure	YES	NO	YES	YES
14	Wrong aerodrome of arrival	YES	NO	YES	YES
15	VFR flight	YES	YES	NO	YES
16	Training flight	YES	NO	YES	YES
18	Various exemptions	YES	NO	YES	YES
40	Duplicate flight	YES	YES	NO	YES
99	Miscellaneous or multiple claim	NO	YES	YES	YES

The single letter decision code must be used if replies are sent by Format 50 but either the single or the three-letter code may be used if the reply is sent on the listing.

- **A (ACP)**: Acceptance of claim as proposed by CRCO.
- **C (QTA)**: Cancellation of flight message.
- **M (CHG)**: Change of flight message elements different to that suggested by CRCO.
- **R (CFM)**: Confirmation of all flight message elements as originally billed.

CLA replies and supporting information

Once the claim reason and claim decision codes have been decided for a line of claim, the RCO shall refer to the table below in order to verify what additional data elements shall be provided in the CLA reply. This information is also shown as Annex H of the CRCO document "Route Charges System: Formats for Data Exchange". Annexes G1-G10 of the same document show what data is 'forbidden', 'optional' or 'obligatory'.

As the semantic checks carried out on Format 50 CLA replies are based on the information contained in these annexes, any reply that does not meet these criteria will be rejected by the CRCO system and must be processed manually.

CLAIM REASON CODES as per CRCO CLA request and/or CLA reply of RCO		CLA REPLIES – ACTION REQUIRED BY RCOs		
CODE	MEANING OF CODES	DECISION CODES		ADDITIONAL PARTICULARS TO BE PROVIDED BY RCOs (Confirmation on/correcting message elements and remarks)
		Message format (1 char.)	Listing format (3 char.)	
10	Cancelled flight	A	ACP	No further information required
		C	QTA	This decision code should only be used if the claim reason code given in the CLA reply (that is, 10) is different from that provided by the CRCO in the CLA request. In such cases a REMARK is obligatory
		M	CHG	NOT POSSIBLE FOR THIS CLAIM REASON CODE.
		R	CFM	The aircraft reg. or flight ID. PLUS one of the ATD/ATO, ATD/ATA, ATO/ATO; the ATO/ATA is obligatory. If an ATO is given, the corresponding geographical/reporting point must also be given. Any relevant information from item 18 of the FPL (see ICAO Doc. 4444) should be given as a REMARK.
11	Flight unknown to User	A	ACP	NOT POSSIBLE FOR THIS CLAIM REASON CODE as further analysis by the CRCO is required.
		C	QTA	In such cases a REMARK is obligatory.
		M	CHG	Either the corrected date, time or flight identification is obligatory.
		R	CFM	The aircraft reg. or flight ID. PLUS one of the ATD/ATO, ATD/ATA, ATO/ATO; the ATO/ATA is obligatory. If an ATO is given, the corresponding geographical/reporting point must also be given. Any relevant information from item 18 of the FPL (see ICAO Doc. 4444) should be given as a REMARK.
12	Wrong Aircraft Type	A	ACP	No further information required.
		C	QTA	NOT POSSIBLE FOR THIS CLAIM REASON CODE
		M	CHG	Correct aircraft type if it is different from that claimed by the user or if the claim reason code in the CLA reply (that is, 12) is different from that provided by the CRCO in the CLA request. If available, the aircraft registration should be given as a REMARK.
		R	CFM	In such cases, the aircraft registration is obligatory.
13	Wrong aerodrome of departure (Conversion to circular flight: see notes for 7.5.1. and 7.5.4. below)	A	ACP	No further information required.
		C	QTA	NOT POSSIBLE FOR THIS CLAIM REASON CODE
		M	CHG	Correct aerodrome of departure, if different from that claimed by the user or if the claim reason code in the CLA reply (that is, 13) is different from that provided by the CRCO in the CLA request. The ATD/ATO, ATD/ATA, ATO/ATO or ATO/ATA should be given as a remark if available. If an ATO is given, the corresponding geographical/reporting point must also be given.
		R	CFM	The ATD and aerodrome of destination (outbound for...) are obligatory.
14	Wrong aerodrome of arrival (Conversion to circular flight: see notes for 7.5.1. and 7.5.4. below)	A	ACP	No further information required.
		C	QTA	NOT POSSIBLE FOR THIS CLAIM REASON CODE
		M	CHG	Correct aerodrome of arrival if different from that claimed by the user or if the claim reason code in the CLA reply (that is, 14) is different from that provided by the CRCO in the CLA request. One of the ATD/ATO, ATD/ATA, ATO/ATO or ATO/ATA should be given as a remark if available. If an ATO is given, the corresponding geographical/reporting point must also be given.
		R	CFM	The ATA and aerodrome of departure (inbound from...) are obligatory.
15	VFR flight	A	ACP	No further information required.
		C	QTA	This decision code should only be used if the claim reason code given in the CLA reply (that is, 15) is different from that provided by the CRCO in the CLA request. In such cases, a REMARK is obligatory.
		M	CHG	NOT POSSIBLE FOR THIS CLAIM REASON CODE.
		R	CFM	IFR confirmation elements which must be nature of proof PLUS source of proof, or IFR daylight criterion PLUS sunset/sunrise times (for TX only). Additional info should be provided as a REMARK.
16	Training flight	A	ACP	No further information required.
		C	QTA	NOT POSSIBLE FOR THIS CLAIM REASON CODE
		M	CHG	This decision code should only be used if the claim reason code given in the CLA reply (that is, 16) is different from that provided by the CRCO in the CLA request. In such a case, the correct exemption code T and a REMARK are obligatory
		R	CFM	Provide primary source of information used for decision-making (exemption rejection code). Any additional elements or relevant information should be shown as a REMARK.

CLAIM REASON CODES as per CRCO CLA request and/or CLA reply of RCO		CLA REPLIES – ACTION REQUIRED BY RCOs		
CODE	MEANING OF CODES	DECISION CODES		ADDITIONAL PARTICULARS TO BE PROVIDED BY RCOs (Confirmation on/correcting message elements and remarks)
		Message format (1 char.)	Listing format (3 char.)	
18	Other exemptions	A	ACP	No further information required.
		C	QTA	NOT POSSIBLE FOR THIS CLAIM REASON CODE
		M	CHG	This decision code should only be used if the claim reason code given in the CLA reply (that is, 18) is different from that provided by the CRCO in the CLA request. In such a case, the correct exemption code “S”, “R”, “H”, “N”, “P”, “M” or “X”, and a REMARK is obligatory.
		R	CFM	Provide primary source of information used for decision-making (exemption rejection code). Any additional elements or relevant information should be shown as a REMARK.
40	Duplicate billing	A	ACP	No further information required.
		C	QTA	This decision code should only be used if the claim reason code given in the CLA reply (that is, 40) is different from that provided by the CRCO in the CLA request. In such cases, a REMARK, showing the sequence number of the correct flight, is obligatory.
		M	CHG	NOT POSSIBLE FOR THIS CLAIM REASON CODE.
		R	CFM	The aircraft registration or flight id. and at least one of the following confirmation pairings is obligatory FOR BOTH FLIGHTS SHOWN (the first to be entered in relevant fields and the second to be entered as a REMARK): ATD/ATO, ATD/ATA, ATO/ATO or ATO/ATA. If an ATO is given, the corresponding geographical/reporting point must also be given. Any additional elements or relevant information should be entered as a REMARK.
99	Miscellaneous or multiple claim Reasons	A	ACP	NOT POSSIBLE FOR THIS CLAIM REASON CODE.
		C	QTA	In this case a REMARK is obligatory.
		M	CHG	At least one relevant corrective element is obligatory.
		R	CFM	At least one relevant confirmation element is obligatory.

Claim decision processes in RCOs

A/ACP - Acceptance of claim

This decision code must be used when the RCO accepts the claim according to the reason code and alternative flight details (if any) as given by the CRCO in the CLA request message - even if the end result will mean modification of the flight message.

Example

The CRCO sent a CLA request with claim reason code 12 and alternative aircraft type as B738.

If the RCO investigations show that the aircraft type was wrongly billed and that the actual aircraft type operated was a B738 as suggested by the CRCO in the CLA request message, the CLA reply would be claim reason code **12** and claim decision code **A** if replying by Format 50 or, **ACP** if using the listing. No other information - not even a remark – needs to be included in the reply. By referring to the claim reason code, the CRCO system will automatically initiate the corrective action associated with this code, and in this example, the flight will be credited and re-billed with the new aircraft type.

This decision code cannot be used for claim reason code 11 as further input is required by the CRCO.

Special note for conversion to circular flight

RCOs in whose State circular flights are charged should note that in the case of a CLA acceptance which changes an aerodrome of either departure or destination and thereby converts a flight into a circular flight, the CLA reply must contain details of the furthest point from the departure aerodrome. Without this information the CRCO is unable to process the claim.

R/CFM - Rejection of claim

Confirmation of original flight message as correct. This decision code must be used when the RCO rejects the claim outright and confirms the original flight message as billed.

Example

The CRCO sent a CLA request with claim reason code 12 and alternative aircraft type as B738.

If the RCO investigations show that the aircraft type was correct as originally billed, the CLA reply would be claim reason code **12**, claim decision code **R** and the aircraft registration entered in message item 18 if replying by Format 50 or, CFM with the aircraft registration as a remark if using the listing. The CRCO will then send a Confirmation Note to the user rejecting the claim and giving the additional information supplied by the RCO.

Special note for duplicate flights

If the claim reason code is 40 (duplicate flight) and the RCO investigations show that both flights given in the CLA request were correct as billed, the claim decision code would be **R** (or CFM) and it is essential that the RCO provides the compulsory confirmation details for both flights.

For replies by message Format 50:

- The confirmation elements for the claimed flight should be given in the formatted fields available in the reply message
- The confirmation details of the second flight should be entered as a RMK.

C/QTa - Cancellation of flight message

This decision code must be used if the flight should not have been billed **or** where the RCO does not have sufficient proof to support the charge.

Example

The CRCO sent a CLA request with claim reason code 11.

If the RCO investigations show that the flight was planned but cancelled prior to take-off, the claim reason code in the CLA reply would be changed to **10**, and the flight would be cancelled by using decision code **C** and an obligatory remark if replying by Format 50, or **QTa** with a remark if using the listing. The flight will then be cancelled and a Credit Note issued to the user.

OR

If the claim has been rejected in the first instance but the user insists that they have no knowledge of the flight, they may resubmit the claim. If the RCO does not have sufficient confirmation details to support the charge, they have no option other than to cancel the flight message as above.

This decision code cannot be used for claim reason codes 12, 13, 14, 16 or 18 as the existence of the flight is not being queried.

M/CHG - Modification to original flight message

This decision code must only be used if none of the other decision codes apply and when the RCO does not agree with either the claim reason code, the alternative flight details given by the CRCO in the CLA request **or** the flight as originally billed.

Example

The CRCO sent a CLA request with claim reason code 12 and alternative aircraft type as B738.

If the RCO investigations show that the wrong aircraft type was billed, however, the aircraft type actually operated was an EA31 and not a B738 as suggested by the CRCO, the CLA reply would be claim reason code **12**, claim decision code **M** and the correct aircraft type entered in message field 16 if replying by Format 50 or, **CHG** with the correct aircraft type entered as a remark if using the listing. The flight will then be credited and re-billed by the CRCO with the new aircraft type.

OR

If the RCO investigations show that the aircraft type originally billed was correct, however, the airport of departure billed was wrong, the CLA reply would be claim reason code **13**, claim decision **M** and the correct airport of departure entered in message field 12 if replying by Format 50, or **CHG** with the correct airport of departure as a remark if using the listing. The confirmation details of the original claim reason code should be entered as a remark in both cases. The flight will then be credited by the CRCO and re-billed with the new routing.

This decision code cannot be used for claim reason codes 10, 15 or 40 where the whole flight is being queried and not just specific flight elements.

Special note conversion to circular flight

RCOs in whose State circular flights are charged should note that in the case of a CLA reply which changes an aerodrome of either departure or destination and thereby converts a flight into a circular flight, the CLA reply must contain details of the furthest point from the departure aerodrome. Without this information the CRCO is unable to process the claim.

Decisions regarding mixed VFR/IFR flights

Where a claim is submitted as a mixed IFR/VFR flight and the flight is operated in more than one State, the CLA request will be sent with a claim reason code 15 to each of the States which are claimed as VFR and not necessarily to the State responsible for reporting the flight message. The reply, therefore, must be based only on the flight rules operated in the specific airspace of the State receiving the claim. The CRCO will then take into consideration each reply and re-calculate the charge if necessary.

Example

A flight is billed as routing through ED/LS/LF/LE and a claim is submitted as IFR in ED and LS but changing to VFR at the Swiss/French boundary (crossing point PAS). The CRCO, therefore, sends a CLA request with claim reason code 15 to the French and Spanish RCOs.

The RCOs receiving the claim should check which flight rules under which the aircraft operated in their airspace only, and if they accept that it was exclusively VFR, they would reply with the decision code **A** if replying by Format 50, or **ACP** if using the listing. If they find that the flight operated IFR in **any** part of their airspace, the reply must be **R** or **CFM**.

For the example given, if LF find that the change over from IFR to VFR did not take place until after the Swiss/French boundary (for example reporting point TDP), they would reply **R** with the "Confirmed nature of IFR proof" and "Confirmed source of IFR proof" entered in message fields 29 & 30 if replying by Format 50 or, **CFM** with "VFR from TDP" as a remark if using the listing. If LE, however, finds that the whole flight within their airspace was conducted under VFR, they would reply with claim decision code **A** (or **ACP**). The CRCO will then credit the whole flight and then re-bill for only the ED/LS/LF part of the routing.

Experience has shown that unless a claim is being rejected, the RCOs usually agree with the claim reason code and alternative flight elements (if any) as suggested in the CLA request. The A/ACP decision code should, therefore, be the first consideration when completing the CLA reply.

The RCOs are entirely responsible for reaching a decision on the outcome of a claim and the CRCO will only act on their instructions.

Return of Completed Claims

Back-Up Particulars Required for CLA replies

The automated CLA reply message Format 50 enables the RCOs to enter most of the required claim information directly into the relevant formatted fields of the reply. Under normal circumstances the additional particulars requested (see Section CLA replies and supporting information above - also in Annexes G & H of the CRCO document "Route Charges System: Formats for Data Exchange") are sufficient to present to the users as back-up for the claim decisions.

RCOs replying by Format 50 are requested, therefore, not to send hard copies of back-up information (such as flight plans or flight strips) to the CRCO unless specifically requested to do so in the CLA request. However, the back-up information must be retained by the RCO for a minimum of 24 months and should be sent to the CRCO if a claim is resubmitted and subsequently rejected for a second time. RCOs replying on the YNT listing should attach to the listing any hard copies of the proof available.

How to return the completed Claims

Once all of the claimed flights within a claim number are completed:

- If replying by Format 50: if the CLA request data has been sorted in an order other than in claim number order, it should be resorted and the replies transmitted to the CRCO as described in Chapter 5 and Annex G of the CRCO document "Route Charges System: Formats for Data Exchange") or as agreed by the CRCO.
- If using the listing: the relevant page(s) should be signed and dated and the copy returned to the Claims & Stakeholder Relations Section at the CRCO.
- It should be noted that a specific flight month of a claim can only be closed (liquidated) when all the CLA replies from every RCO concerned have been received. **Therefore, all replies should be returned as soon as possible, and, at the very latest, within 21 days from the date that the CLA requests were made available by the CRCO for download by the RCOs.**

Elektronické podpisy

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Vec: Route Charges System Operations Manual

Parafa	Dátum/čas	Meno	Pozícia	Org.útvár	Funkcia	V zast.	Zastúpil	Poznámka
Odsúhlasujem	26.11.2024 11:53	Gelinger, Pavol, Ing.	vedúci	FIN	riaditeľ divízie ekonomiky	Nie		
Schvaľujem	28.11.2024 14:33	Gelinger, Pavol, Ing.	vedúci	FIN	riaditeľ divízie ekonomiky	Nie		