



API UAE Project

UAE General Civil Aviation Authority

General Aviation User Manual

Version: 1.1

Sep 2015

Copyright Notice

© SITA 2015

All rights reserved. Any use, republication or redistribution of content in this document is expressly prohibited without the prior written consent of SITA. The SITA name, the SITA logo and the following marks are trademarks, service marks or registered trademarks owned by the SITA group of companies around the world: Affinity, AirlineConnect, AirportConnect, AirportVision, Airport Management Solutions, CUTE, DesktopConnect, Maestro, WorldTracer.

Legal Notices

The relevant legal notices applicable to this document can be found in the Terms and Conditions between the UAE General Civil Aviation Authority and SITA Information Networking Computing B.V.

Document Versioning

Date	Author	Version	Change Reference
06 Sep 2015	Swati Bourai	1.0	First Draft for General Aviation Carrier Registration and Upload process
12 Sep 2015	Swati Bourai	1.1	Added Appendix-B for Cancellation of Records Updated Section 6

Figure 1: Change record and references for each document version

Table of Contents

Contents

1. Introduction	4
2. General Aviation Carrier Registration Process	5
3. Add New Service on Carrier Portal	10
4. Open New Schedule	12
5. Individual Check-in Process	14
6. APP Batch Upload Process	22
7. Verify/Enquire the Uploaded APP Batch	25
Appendix A - APP Batch format	27
Appendix B - APP Batch Cancellation	33
Appendix C - SUPPORT	34

1. Introduction

This document is intended to be a user guide for the Carrier Portal, which is a component of the API UAE Project as provided to UAE General Civil Aviation Authority (GCAA) by SITA INC.

The purpose of this document is to describe the registration process of General Aviation carrier.

The document will also describe various functions of Carrier Portal which can be used by General Aviation Carrier:

1. General Aviation Registration Process
2. Add/open a new service
3. Open a new Schedule
4. Individual Checkin Process of GA carrier
5. Batch Upload Process of GA carrier
6. Verify/Enquiring the uploaded batch

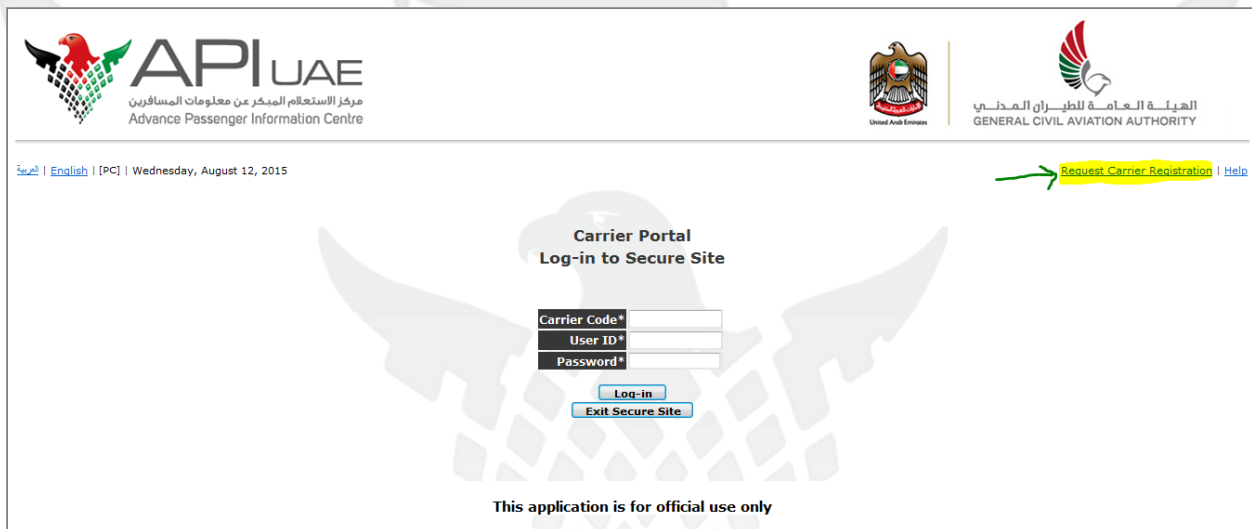
This volume is prepared and will be maintained by SITA on behalf of GCAA. Control of its release is the responsibility of GCAA.

2. General Aviation Carrier Registration Process

The Registration process will allow a new carrier to register details of their company, and of the administrator who will manage users within the company

1. Open Carrier Portal Website from your browser,
site: <https://carriers.apiuae.gov.ae/UCP/login.form>

And click on the [Request Carrier Registration](#) hyperlink as shown in below screenshot.



The screenshot shows the Carrier Portal login page. At the top, there are logos for API UAE, the United Arab Emirates, and the General Civil Aviation Authority. Below the logos, there is a navigation bar with links for 'English', 'PC', and the date 'Wednesday, August 12, 2015'. On the right side of the navigation bar, there is a link for 'Request Carrier Registration' highlighted in yellow, with a green arrow pointing to it. The main content area is titled 'Carrier Portal Log-in to Secure Site'. It contains three input fields: 'Carrier Code*', 'User ID*', and 'Password*'. Below these fields are two buttons: 'Log-in' and 'Exit Secure Site'. At the bottom of the page, there is a disclaimer: 'This application is for official use only'.

2. In the next Screen ,Specify the Carrier type of your carrier: **Air/General Aviation/Ship/Bus**
 - Select **Carrier Type: General Aviation** from the drop down menu for Private Airline/Jets as shown below.



API UAE
مركز الاستعلام المبكر عن معلومات المسافرين
Advance Passenger Information Centre



United Arab Emirates



الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

الرئيسية | [English](#) | [PC] | Friday, September 4, 2015 [Help](#)

Request Carrier Registration

Carrier Type*	Air
Carrier Code*	Air
Carrier Name*	Bus/Coach General Aviation
Data Capture*	Ship/Cruise Vessel ☐ APP Batch ☐ Individual CTA ☐ CTA Batch ☐ API Batch

[Next](#)
[Clear](#) [Back](#)

Copyright © SITA Technologies B.V. 2015. All rights reserved

Done Internet | Protected Mode: On 95%

Provide other details like **Carrier Code**, **Carrier Name** and **Data Capture** and click next.



API UAE
مركز الاستعلام المبكر عن معلومات المسافرين
Advance Passenger Information Centre



United Arab Emirates



الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

الرئيسية | [English](#) | [PC] | Saturday, September 5, 2015 [Help](#)

Request Carrier Registration

Carrier Type*	General Aviation
Carrier Code*	RAC
Carrier Name*	Rak Air Charter
Data Capture*	☒ Individual APP ☒ APP Batch ☒ Individual CTA ☒ CTA Batch ☒ API Batch

[Next](#)
[Clear](#) [Back](#)

Copyright © SITA Technologies B.V. 2015. All rights reserved

Kindly Note: Under **Data Capture** Field, tick mark all the check boxes as shown in above screenshot.

Fields Details:

Field/Button	Data Type	Description
Carrier Type	Input Field	Drop down list of carrier types which may be: - Air - General aviation - Ship/Cruise Vessel - Bus/Coach. Mandatory.

Field/Button	Data Type	Description
Carrier Code	Input Field	Carrier company code. Length: three alphanumeric characters. Mandatory.
Carrier Name	Input Field	Carrier company name. Length 30 alphanumeric characters. Mandatory.
Data Capture	Input Field	Data capture type that will be used by the carrier company. Options available are: - Individual APP - for carrying out individual APP transactions - APP Batch - for carrying out batch APP transactions - Individual CTA - for carrying out individual CTA transactions - CTA Batch - for carrying out batch CTA transactions - API Batch - for carrying out batch API transactions At least one option must be selected.

3. Provide your/Administrator's details. These details are of **Carrier user's** who is registering the new carrier or going to use the Carrier Portal.





[الرئيسية](#) | [English](#) | [PC] | Saturday, September 5, 2015
[Help](#)

Nominate Carrier Administrator

Family Name*	TEST
Given Name(s)*	TEST
Telephone Contact*	+97145455677
Facsimile Number	
Email Address*	abc@xyz.com

Copyright © SITA Technologies B.V. 2015. All rights reserved

Click on Register Button.

4. New Carrier is successfully registered and saved in Database.

Nominate Carrier Administrator

Carrier Type	G
Carrier Code	RAC
Carrier Name	Rak Air Charter
Transaction Type	Individual APP, APP Batch, Individual CTA, CTA Batch, API Batch
Family Name	TEST
Given Name(s)	TEST
Telephone Contact	+97145455677
Facsimile Number	
Email Address	abc@xyz.com

Carrier and Administrator are saved to the Database

[Back](#)

Copyright © SITA Technologies B.V. 2015. All rights reserved

Now the important step is to activate this Carrier and Administrator account created above.

5. Airline/Carrier needs to contact **UAE API Call center Team** to activate their Carrier and provide the Administrator account details by dropping mail to **callcenter@apiuae.gov.ae** mail id.

6. The API Call center team will provide the login credential for the carrier portal.

User can then be logged into the Carrier Portal Website with these login details and use the Carrier Portal's functionalities like submitting batches/opening schedule/creating new carrier user accounts.

CP login Details:

Carrier Code: RAC

User Id: RAC001

Password: ***** (Provided by **UAE API Call center Team**)



API UAE
مركز الاستعلام المبكر عن معلومات المسافرين
Advance Passenger Information Centre



United Arab Emirates



الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

Carrier Portal
Log-in to Secure Site

Carrier Code*	RAC
User ID*	RAC001
Password*	*****

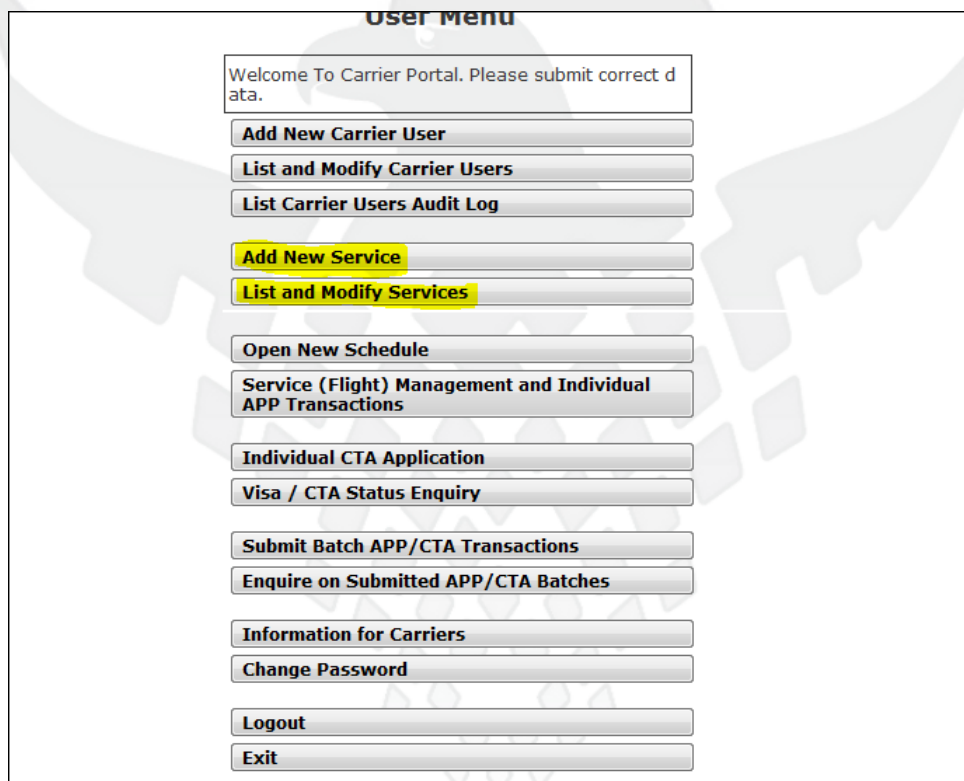
[Log-in](#)
[Exit Secure Site](#)

3. Add New Service on Carrier Portal

Before opening any schedule or to submit any APP records of either crew or Passenger, **User needs to open/add new Service first.**

To Add new Service:

1. Login to Carrier Portal website.
2. In the Main Menu Page. Click on **“Add New Service”** to register a GA carrier.



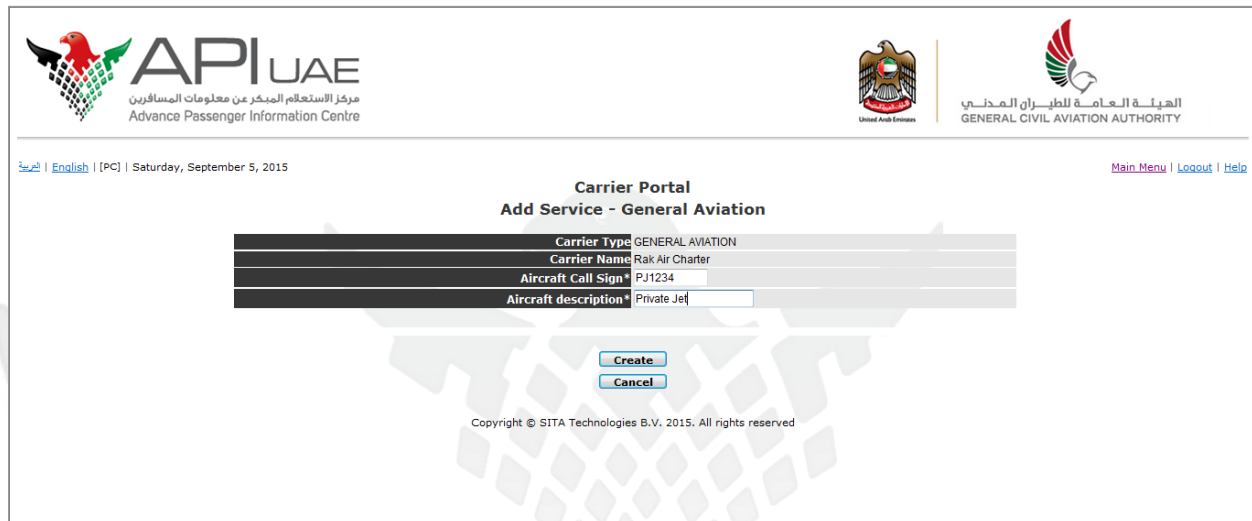
User Menu

Welcome To Carrier Portal. Please submit correct data.

- Add New Carrier User
- List and Modify Carrier Users
- List Carrier Users Audit Log
- Add New Service**
- List and Modify Services**
- Open New Schedule
- Service (Flight) Management and Individual APP Transactions
- Individual CTA Application
- Visa / CTA Status Enquiry
- Submit Batch APP/CTA Transactions
- Enquire on Submitted APP/CTA Batches
- Information for Carriers
- Change Password
- Logout
- Exit

Kindly Note: To understand the functions of all the Buttons under Menu Page in details please refer the API UAE Carrier Portal User Manual Guide.

3. Enter the unique **call sign** number (Aircraft number). Enter the Aircraft Description and click on “create” button.



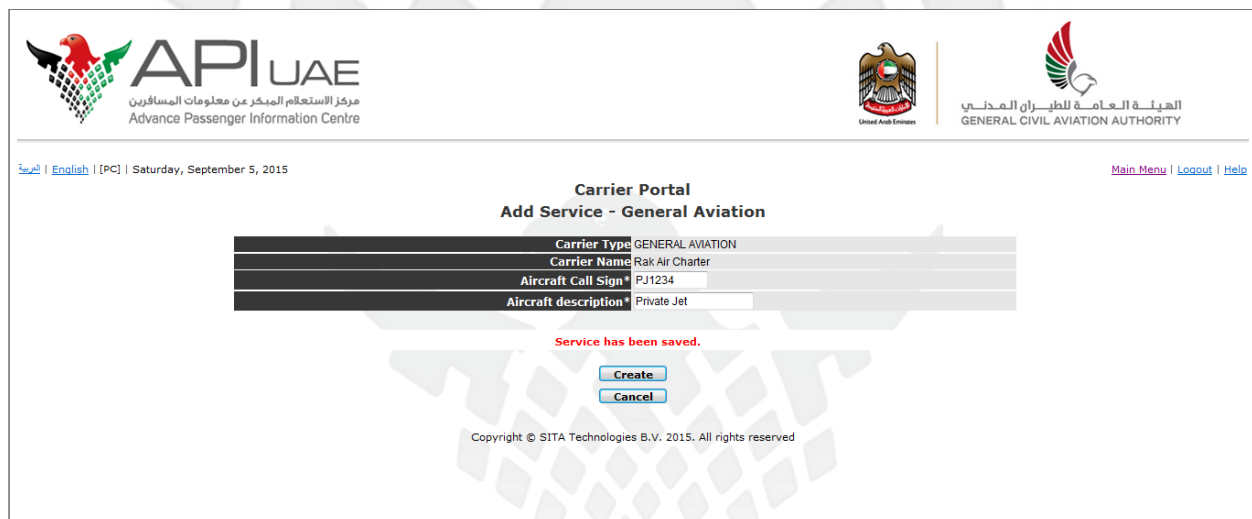
Carrier Portal
Add Service - General Aviation

Carrier Type	GENERAL AVIATION
Carrier Name	Rak Air Charter
Aircraft Call Sign*	PJ1234
Aircraft description*	Private Jet

[Create](#) [Cancel](#)

Copyright © SITA Technologies B.V. 2015. All rights reserved

4. Service is created .



Carrier Portal
Add Service - General Aviation

Carrier Type	GENERAL AVIATION
Carrier Name	Rak Air Charter
Aircraft Call Sign*	PJ1234
Aircraft description*	Private Jet

Service has been saved.

[Create](#) [Cancel](#)

Copyright © SITA Technologies B.V. 2015. All rights reserved

Service has now been opened.

1. If user now wants to do **individual APP check-in** of passenger via Carrier Portal, he may follow **Section 4 and Section 5** below i.e. To open a Schedule first and then submitting individual APP Records.

OR ELSE

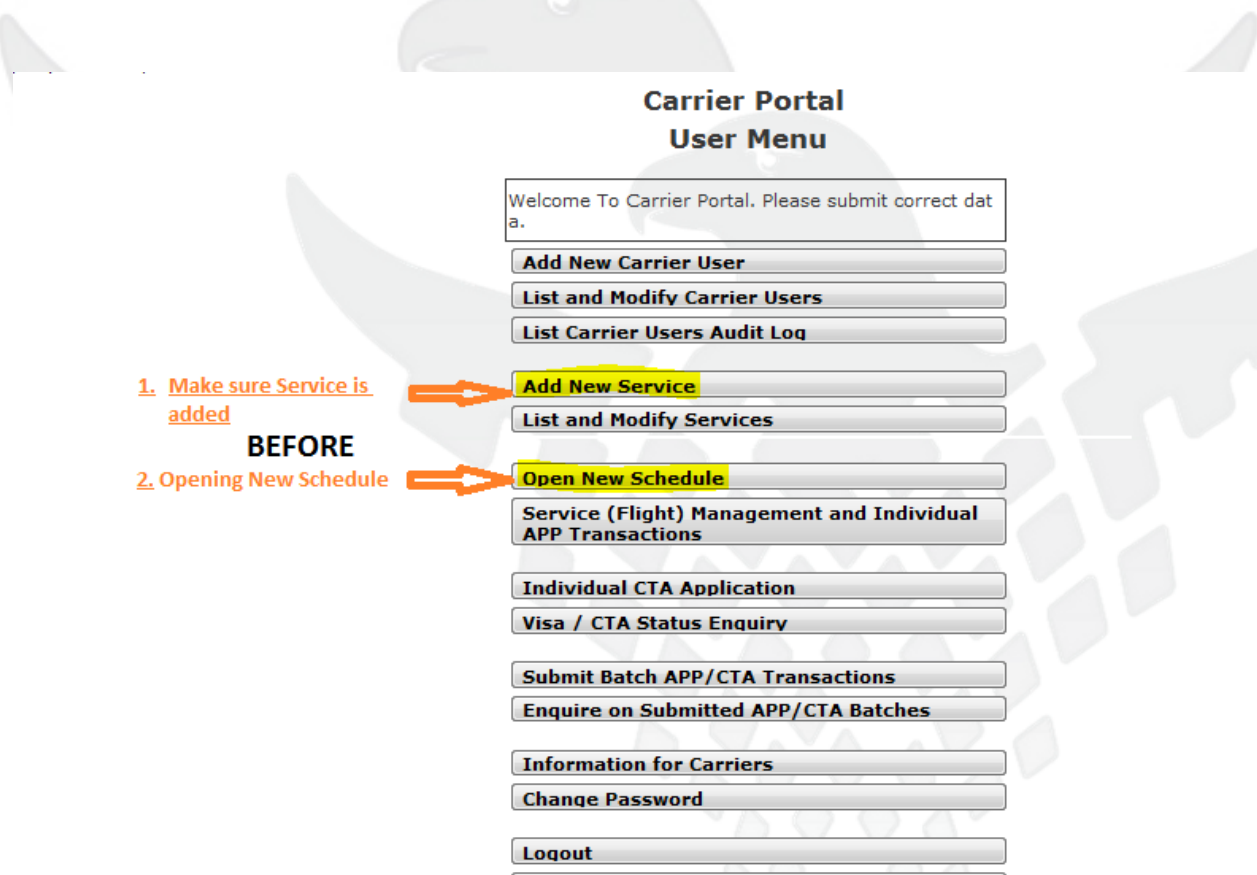
2. If user wants to perform **Batch APP check-in** i.e to upload Batch file containing many records, he may follow **Section 6(Page no 21)** below.

4. Open New Schedule

Please make sure before Opening new schedule, you have followed “**Add New Service**” process as shown in Section 3 above.

To open New Schedule please follow below steps.

1. Click on **Open New Schedule** to open a new schedule



2. Provide the Aircraft details as shown below and click on Open.

English | PC | Friday, September 4, 2015

[Main Menu](#) | [Logout](#) | [Help](#)

Carrier Portal
Open New Schedule

This is the unique call sign no, which was given at time of Opening New Service

Aircraft Call Sign*	PJ1234	
Direction	Inbound	
Departure Port*	DEL	
Departure Date*	04Sep2015	Format DDMMYYYY
Departure Time*	1111	Format hhmm
Arrival Port*	DXB	
Arrival Date*	04Sep2015	Format DDMMYYYY
Arrival Time*	2222	Format hhmm
Transborder Port		
Transborder Date		Format DDMMYYYY
Transborder Time		Format hhmm
Last Foreign Port*	ARE	

3. Schedule has been Opened.

4, 2015

Carrier Portal
Open New Schedule

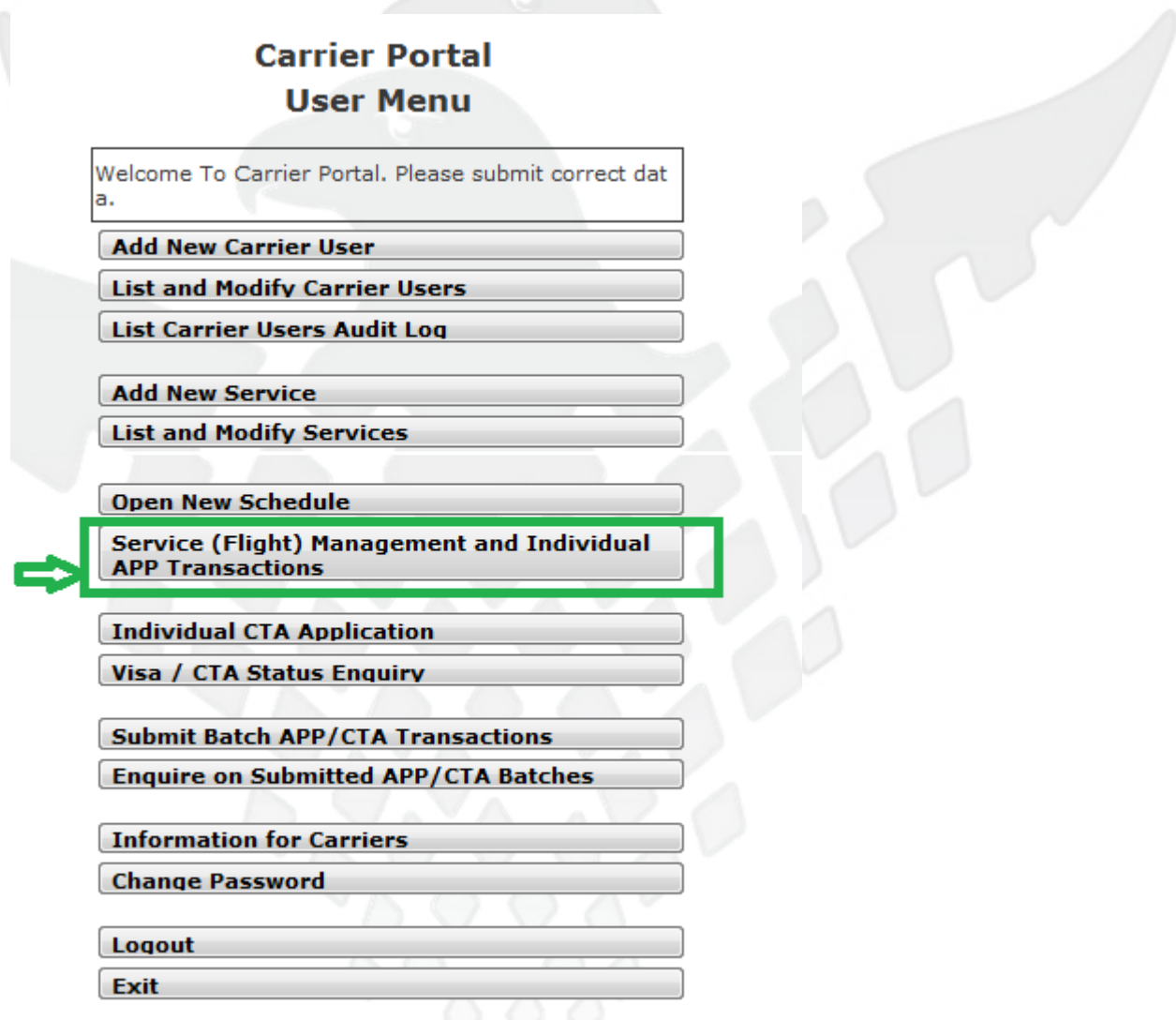
Direction	I - INBOUND
Aircraft Call Sign	PJ1234
Departure Port	DEL
Departure Date	04SEP2015
Departure Time	1111
Arrival Port	DXB
Arrival Date	04SEP2015
Arrival Time	2222
Transborder Port	
Transborder Date	
Transborder Time	
Last Foreign Port	ARE

Schedule has been opened

5. Individual Check-in Process

After the schedule has been opened as shown in Section 4 above, user can submit individual APP records on carrier portal

1. On Main menu page, click on “**Service(Flight) Management and Individual APP transactions**” as shown below.



2. Search for the schedule you have opened in Section 4.

Carrier Portal
Search For Schedules

Direction	All	
Aircraft Call Sign		
Service Status	Any	
Departure Port		
Departure Date Range		Format DDMMYYYY
Departure Time Range		Format hhmm
Arrival Port		
Arrival Date Range		Format DDMMYYYY
Arrival Time Range		Format hhmm

Click on radio button to select

	Aircraft Call Sign	Direction	Status	Departure Port	Arrival Port	Foreign Port	Departure Date/Time	Arrival Date/Time
☒	PJ1234	I - INBOUND	OPEN	DEL	DXB	ARE	04-09-2015 11:11	04-09-2015 22:22

Copyright © SITA Technologies B.V. 2015. All rights reserved

3. Select the schedule and click on “manifest” button as shown below.

Carrier Portal
Search For Schedules

Direction	All	
Aircraft Call Sign		
Service Status	Any	
Departure Port		
Departure Date Range		Format DDMMYYYY
Departure Time Range		Format hhmm
Arrival Port		
Arrival Date Range		Format DDMMYYYY
Arrival Time Range		Format hhmm

Click on radio button to select

	Aircraft Call Sign	Direction	Status	Departure Port	Arrival Port	Foreign Port	Departure Date/Time	Arrival Date/Time
☒	PJ1234	I - INBOUND	OPEN	DEL	DXB	ARE	04-09-2015 11:11	04-09-2015 22:22

Copyright © SITA Technologies B.V. 2015. All rights reserved

3. Click on "New Checkin" Tab to checkin the Record.



مركز الاستعلام المبكر عن معلومات المسافرين
Advance Passenger Information Centre



United Arab Emirates



الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

الصفحة | English | [PC] | Friday, September 4, 2015
[Main Menu](#) | [Logout](#) | [Help](#)

Carrier Portal
Service Manifest

Service Type	Service ID	Departure Date	Departure Port	Arrival Port	Direction
GENERAL AVIATION	PJ1234	04-09-2015 11:11	DEL	DXB	I - INBOUND

Traveler Type	Any
Family Name	
Given Name(s)	
Date of Birth	
Board Status	OK to Board
Document Type	P - Passport
Document Number	

No Record found.

Search
Back
New Check-in

4. Fill the details of the Passenger/Crew.

Carrier Portal
Check-in Traveller

Service Type	Service ID	Departure Date	Departure Port	Arrival Port	Direction
GENERAL AVIATION	PJ1234	04-09-2015 11:11	DEL	DXB	I - INBOUND

Traveler Type	P - Passenger
Document Type	P - Passport
Nationality*	or Select...
Document Number*	
Document Expiry Date	
Issuing State	or Select...
Family Name*	
Given Name(s)*	
Date of Birth*	
Sex	M - Male
Country of Birth	or Select...
Reservation System Code	
Record Locator	

Submit
Cancel
Print

Fill the required details

**Carrier Portal
Check-in Traveller**

Service Type	Service ID	Departure Date	Departure Port	Arrival Port	Direction
GENERAL AVIATION	PJ1234	04-09-2015 11:11	DEL	DXB	I - INBOUND

Traveler Type	P - Passenger	To submit Crew data click on drop down and select C-Crew option	
Document Type	P - Passport		
Nationality*	AUS or Australia		
Document Number*	1234567890		
Document Expiry Date	03SEP2016	Format DDMMYYYY	
Issuing State	AUS or Australia		
Family Name*	LIN		
Given Name(s)*	MARK		
Date of Birth*	17JAN1970	Format DDMMYYYY	
Sex	M - Male		
Country of Birth	AUS or Australia		
Reservation System Code	SYD		
Record Locator	SYD		

Complete the fields as follows:

Field Name	Description and Validation
Traveler Type	Traveler type: Passenger, Operating Crew, or Position Crew.
Document Type	The type of travel document. Valid values are: P: Passport O: Other Travel Document N: No Document
Nationality	Nationality as indicated on the travel document. You must enter a value in this field. May be typed directly or selected from the dropdown list. If you type in the Nationality, the drop-down list is automatically populated with the entered Nationality.
Document Number	Document Number of the travel document. You must enter a value in this field, unless the person has no travel document.

Field Name	Description and Validation
Document Expiry Date	The date on which the travel document will expire as indicated on the travel document. This is an optional field.
Issuing State	Issuing State as indicated on the travel document. Mandatory if Document Type is set to 'O' and the traveler is a passenger. May be typed directly or selected from the dropdown list. If you type in the Issuing State, the drop-down list is automatically populated with the entered Issuing State.
Family Name	Family name or surname of person as indicated on the travel document. You must enter a value in this field. Only letters, hyphens, apostrophes and spaces allowed. The name must start and end with a letter. You cannot enter combinations of hyphens and apostrophes.
Given Names	Given names of person as indicated on the travel document. Individual names must be separated by a blank. If the given names are not known, a hyphen may be entered. You must enter a value in this field. Only letters, hyphens, apostrophes and spaces are allowed. The name must start and end with a letter. You cannot enter combinations of hyphens and apostrophes.
Date of Birth	The date of birth of the person as indicated on the travel document. Must be a valid date. The entered date must be less than or equal to current date and no more than 120 years old. If the day of the month is not known, the day may be replaced by two hyphens. In addition, if the month is not known, the month may be replaced by three hyphens.
Sex	Gender of person as indicated on the travel document.

Field Name	Description and Validation
Country of Birth	Country of birth of the person as indicated on the travel document. May be typed directly or selected from the dropdown list. If you type in the Country of Birth, the drop-down list is automatically populated with the entered Country of Birth.
Reservation System Code	Reservation reference number as supplied by the carrier. This is an optional field.
Record Locator	Reference number. This is an optional field.
Type of Arrival	Type of Arrival is only requested if the user selected “P” for Passenger Type in the Crew/Passenger Type and Flight screen. The following options are available in the dropdown list: Normal Arrival in UAE: The passenger is leaving the aircraft and entering UAE. Transit on same aircraft out of UAE: The passenger is departing on the same aircraft and is not entering UAE. Transfer to other flight out of UAE: The passenger is departing on another flight, and is not entering UAE. For Land and Sea Carriers, this will be Normal Arrival in UAE.

Figure– Travel Document Details

5. Individual APP record has been submitted successfully and Passenger has received the positive **boarding Directive** as well.

Carrier Portal
Check-in Traveller

Service Type	Service ID	Departure Date	Departure Port	Arrival Port	Direction
GENERAL AVIATION	PJ1234	04-09-2015 11:11	DEL	DXB	I - INBOUND

Traveler Type	P - Passenger
Document Type	P - Passport
Nationality	Australia
Document Number	1234567890
Document Expiry Date	03SEP2016
Issuing State	Australia
Family Name	LIN
Given Name(s)	MARK
Date of Birth	17JAN1970
Sex	M - Male
Country of Birth	Australia
Reservation System Code	SYD
Record Locator	SYD

BOARD IF DOCS OK

6. Click on back button above. The injected record will be displayed under the service as shown below.

Carrier Portal
Service Manifest

Service Type	Service ID	Departure Date	Departure Port	Arrival Port	Direction
GENERAL AVIATION	PJ1234	04-09-2015 11:11	DEL	DXB	I - INBOUND

Traveler Type	Any
Family Name	
Given Name(s)	
Date of Birth	
Board Status	OK to Board
Document Type	P - Passport
Document Number	

Click on radio button to select

Pax/Crew	Family Name	Given Name(s)	Nationality	Sex	Date of Birth	Document Type	Document Number	Departure Port	Arrival Port	Board Status	
☒ 1	P	LIN	MARK	AUS	M	17-01-1970	P - PASSPORT	1234567890	DEL	DXB	OK TO BOARD

Kindly Note: The Boarding directive can be positive like OK TO BOARD, BOARD IF DOC OK or negative as well like DO NOT BOARD, CONTACT UAE GOVERNMENT.

The following figure provides a summary list of all the messages which may be sent in response to a check-in request and a description of what you should do in response to this message:

Message Group	Directive and Description
APP Communications Error	Error. An attempt was made to send a message to the AP, but no connection was able to be made. Revert to manual process.
	Error. An attempt was made to send a message to the AP and that was successful. However, no response was received back within the configured timeout period. Try again (within operations guidelines).
AP Error	Error. An attempt was made to send a message to the AP and that was successful. However, the message contained an error: the type indicated by the value of the 6 series error code.
Insufficient Data	Insufficient Data. If the AP does not receive all the data it requires for the check-in transaction it will return an 8516 message and an Insufficient Data directive. Complete the data.
Normal Response - Positive	OK to Board. Allow to travel.
	Board if Docs OK. Allow to travel if travel document is OK.
	Override accepted. Allow to travel.
Normal Response - Negative	Do not Board. Do not allow to travel.
	Contact Government. Contact UAE government operations centre.

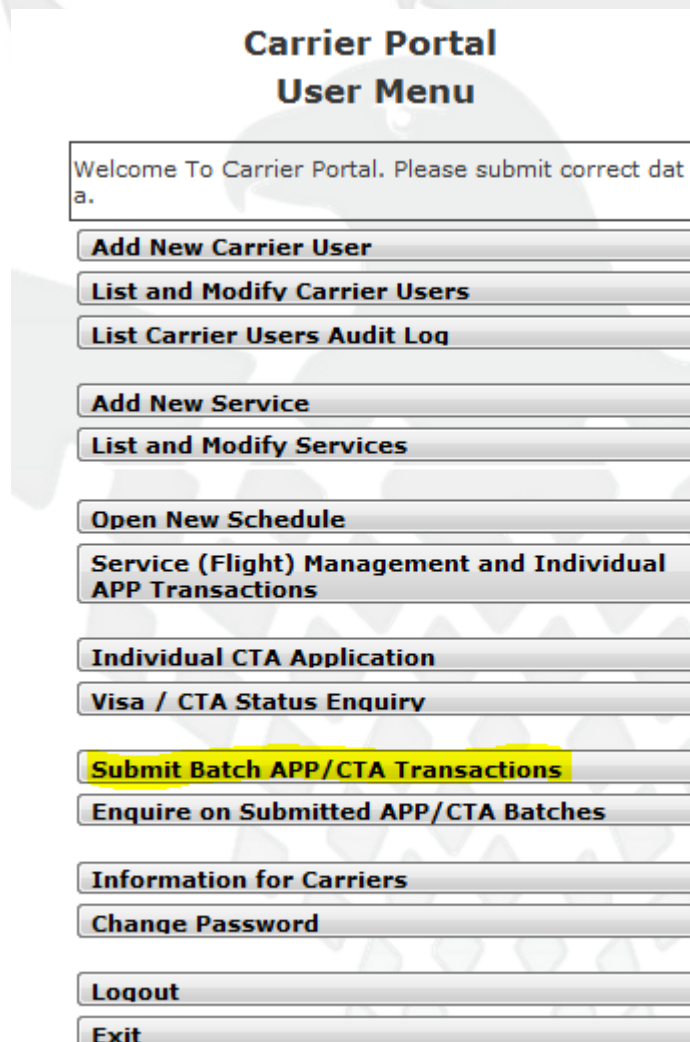
Please go through with the CP User Manual (APPENDIX D) to understand the error messages code in details.

6.APP Batch Upload Process

Please make sure before submitting APP batch, you have followed “**Add New Service**” process as shown in Section 3 above.

To upload APP Batch file:

1. In the Main menu page, Click on “**Submit Batch APP/CTA Transactions**”.



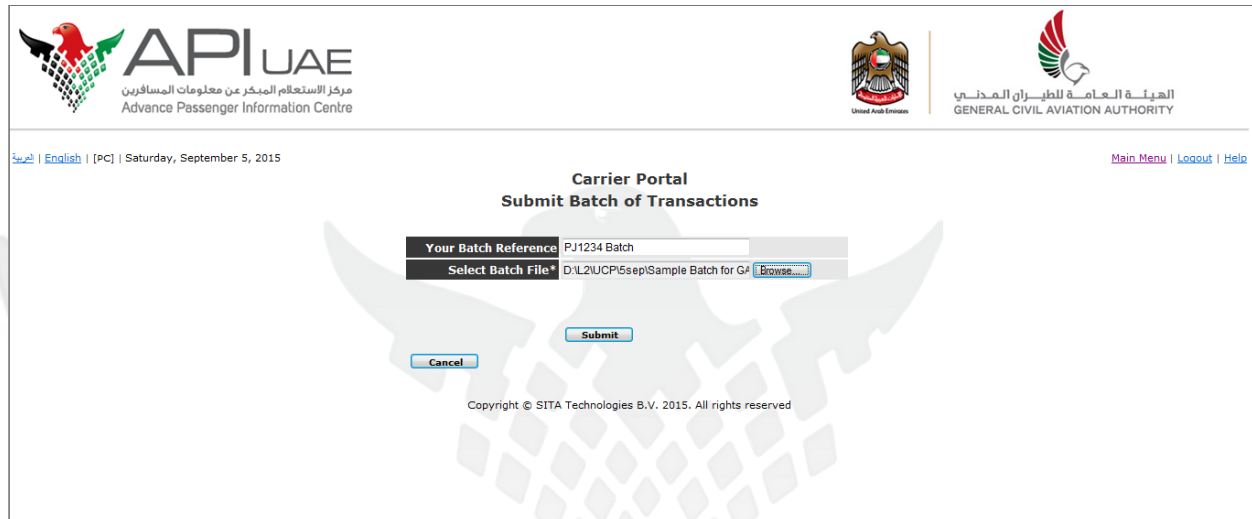
The screenshot shows the 'Carrier Portal User Menu' interface. It features a list of buttons for various functions. The button 'Submit Batch APP/CTA Transactions' is highlighted with a yellow background. The interface also includes a welcome message and a list of other available actions.

**Carrier Portal
User Menu**

Welcome To Carrier Portal. Please submit correct data.

- Add New Carrier User
- List and Modify Carrier Users
- List Carrier Users Audit Log
- Add New Service
- List and Modify Services
- Open New Schedule
- Service (Flight) Management and Individual APP Transactions
- Individual CTA Application
- Visa / CTA Status Enquiry
- Submit Batch APP/CTA Transactions**
- Enquire on Submitted APP/CTA Batches
- Information for Carriers
- Change Password
- Logout
- Exit

2. Provide **your batch reference** to the submitting batch. Click on **Browse** button and locate your batch file. Click submit.



The screenshot shows the 'Carrier Portal' interface for submitting a batch of transactions. It includes the API UAE and General Civil Aviation Authority logos at the top. The main heading is 'Submit Batch of Transactions'. There are two input fields: 'Your Batch Reference' with the value 'PJ1234 Batch' and 'Select Batch File' with the value 'D:\L2\UCP\5sep\Sample Batch for GA'. A 'Browse...' button is next to the file path. Below these fields are 'Cancel' and 'Submit' buttons. At the bottom, there is a copyright notice: 'Copyright © SITA Technologies B.V. 2015. All rights reserved'.

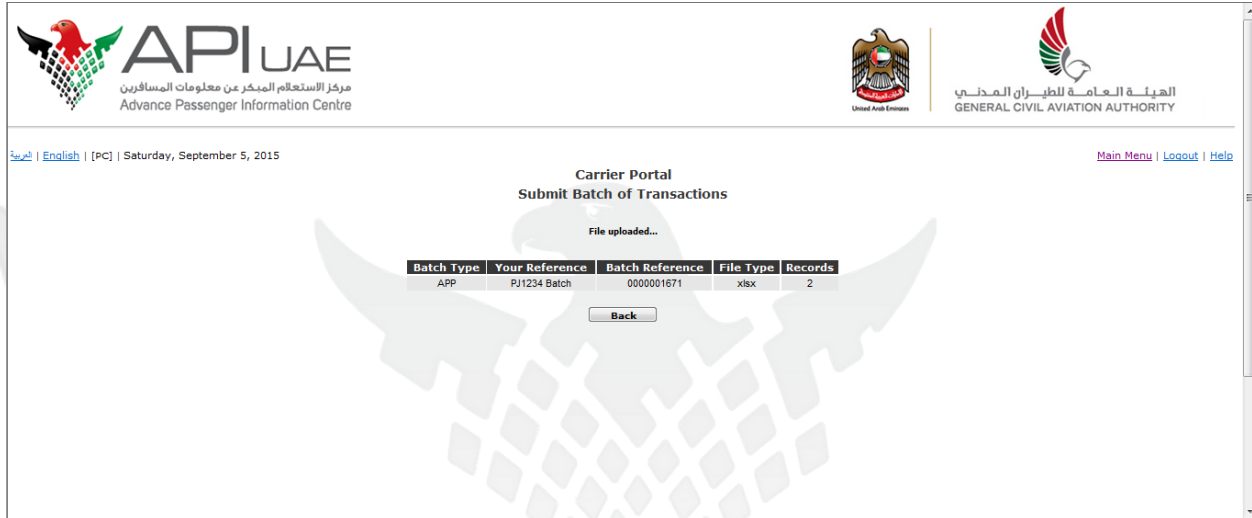
Complete the following fields:

Field Name	Description and Validation
Your Batch Reference	A description entered by you to identify the batch file This field is optional. You may enter any number or character combination.
Select Batch File	The file path location of the batch file. You may enter the file path directly or use the 'Browse' button to locate the required csv, xls or xlsx batch file.

Figure– Submit Batch of APP Transactions

To get a **sample batch file for GA carrier** .Please see **APPENDIX-A APP Batch Format** (Page 26)

3.If the batch file is in correct format, the file will be uploaded as shown below.



Carrier Portal
Submit Batch of Transactions

File uploaded...

Batch Type	Your Reference	Batch Reference	File Type	Records
APP	PJ1234 Batch	0000001671	xlsx	2

[Back](#)

Please note:

- In case there is last minute change in status of crew or passenger who is boarding the craft i.e if user wishes to cancel the movement of records after the upload, he can upload a cancellation batch again to cancel the crew/passenger's movement.
- Please refer **Appendix-B APP Cancellation batch format** (Page 32) for details.

7. Verify/Enquire the Uploaded APP Batch

1. To enquire regarding the submitting batch file, Click on “**Enquire Submitted APP/CTA Batch**” button as shown below

**Carrier Portal
User Menu**

Welcome To Carrier Portal. Please submit correct data.

Add New Carrier User

List and Modify Carrier Users

List Carrier Users Audit Log

Add New Service

List and Modify Services

Open New Schedule

Service (Flight) Management and Individual APP Transactions

Individual CTA Application

Visa / CTA Status Enquiry

Submit Batch APP/CTA Transactions

Enquire on Submitted APP/CTA Batches

Information for Carriers

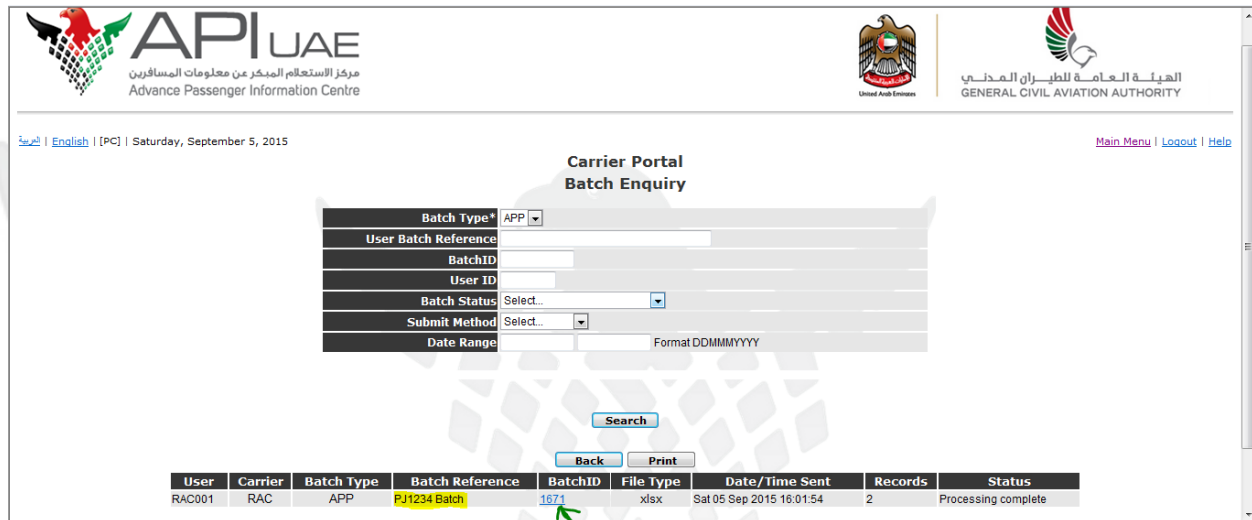
Change Password

Logout

Exit

2. Click on the search button. Identify **your batch reference** which you provided at time of upload.

Click on the hyperlink as shown in below screenshot.



Carrier Portal Batch Enquiry

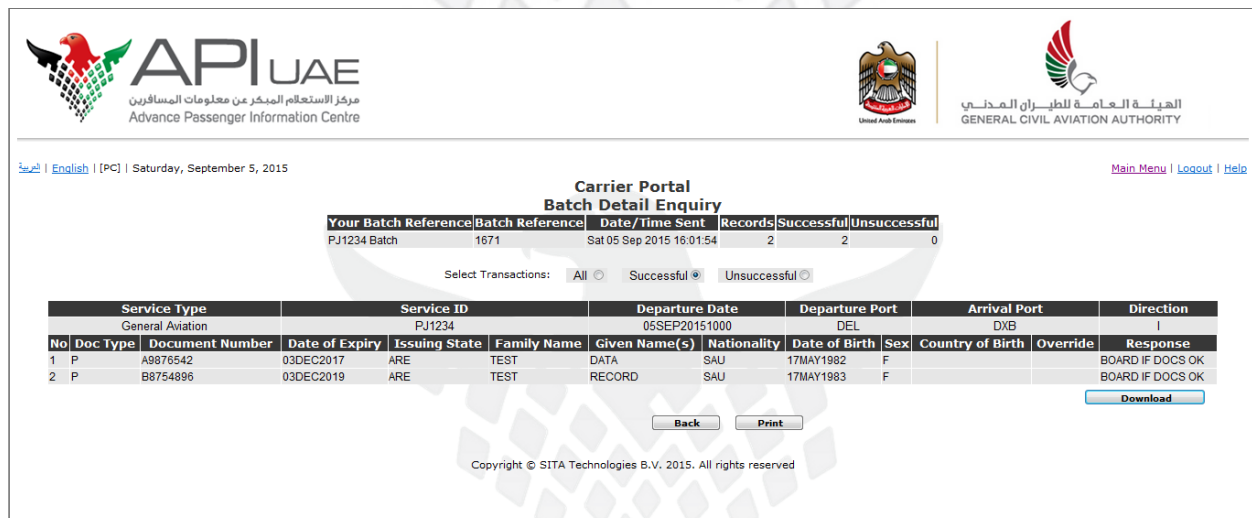
Batch Type* APP
User Batch Reference
BatchID
User ID
Batch Status Select...
Submit Method Select...
Date Range Format DDDMMYYYY

[Search](#)

[Back](#) [Print](#)

User	Carrier	Batch Type	Batch Reference	BatchID	File Type	Date/Time Sent	Records	Status
RAC001	RAC	APP	PJ1234 Batch	1671	xlsx	Sat 05 Sep 2015 16:01:54	2	Processing complete

3. You can see the uploaded records.



Carrier Portal Batch Detail Enquiry

Your Batch Reference	Batch Reference	Date/Time Sent	Records	Successful	Unsuccessful
PJ1234 Batch	1671	Sat 05 Sep 2015 16:01:54	2	2	0

Select Transactions: All ☐ Successful ☒ Unsuccessful ☐

Service Type		Service ID	Departure Date	Departure Port	Arrival Port	Direction
General Aviation		PJ1234	05SEP20151000	DEL	DXB	I

No	Doc Type	Document Number	Date of Expiry	Issuing State	Family Name	Given Name(s)	Nationality	Date of Birth	Sex	Country of Birth	Override	Response
1	P	A9876542	03DEC2017	ARE	TEST	DATA	SAU	17MAY1982	F			BOARD IF DOCS OK
2	P	B8754896	03DEC2019	ARE	TEST	RECORD	SAU	17MAY1983	F			BOARD IF DOCS OK

[Download](#)

[Back](#) [Print](#)

Copyright © SITA Technologies B.V. 2015. All rights reserved

Appendix A - APP Batch format

Please click on the icon below to download the Sample Batch File for GA Carrier you can refer.



Sample Batch for
General Aviation.xls:

Below is the sample batch format for General Aviation carrier.

	Document Number	Nationality	Document Type	Issuing State	Family Name	Given Names	Date of Birth	Sex	Country of Birth	Document Expiry Date	Travel Type	Override	Response
1	Document Number	Nationality	Document Type	Issuing State	Family Name	Given Names	Date of Birth	Sex	Country of Birth	Document Expiry Date	Travel Type	Override	Response
2	***VERSION 3S												
3	***HEADER												
4	*TYPE	C											
5	*DIRECTION	I											
6	*SERVICE	PJ1234											
7	*DEP PORT	DEL											
8	*DEP DATE	5-Sep-2015											
9	*DEP TIME	1000											
10	*ARR PORT	DXB											
11	*ARR DATE	5-Sep-2015											
12	*ARR TIME	2200											
13	*TB PORT												
14	*TB DATE												
15	*TB TIME												
16													
17	***START												
18													
19	A9876542	SAU	P	ARE	TEST	Data	17MAY1982	F		03DEC2017	N		
20	B8754896	SAU	P	ARE	TEST	Record	17MAY1983	F		03DEC2019	N		
21	***END												

Figure: Sample Batch for GA.xlsx

Fields Description:

Below is the description of the fields mentioned in above GA excel batch file.

No.	Data Label	Field Name	Data Type & Maximum Length	Mandatory/ Optional	Comments
1	***VERSION 3S			Conditional.	Version 3S can be used for general aviation, bus services and shipping with transit/transfer movements.
2	*** HEADER			Mandatory	
3	*CANCEL	Transaction Type	none	Conditional	The presence of this data label indicates a Cancellation sub-batch.
4	*TYPE	Crew/ Passenger Type	Alpha (1)	Mandatory	The Crew/Passenger indicator for the sub-batch. Permissible values are: • C = Operating crew • X = Positioning crew • P = Passenger.
5	*DIRECTION	Direction	Alpha (1)	Mandatory	The direction of the service. Permissible values are: • I = Inbound • O = Outbound.
6	*SERVICE	Service Identifier	Alphanumeric(8)	Conditional	For general aviation, the call sign of the aircraft. For shipping services, the IMO Number of the vessel. For bus services, the service number.

No.	Data Label	Field Name	Data Type & Maximum Length	Mandatory/ Optional	Comments
7	*DEP PORT	Departure Port	Alpha (5)	Conditional	For general aviation: - Three-character IATA airport code - Mandatory. For bus services: - Five-character UN/LOCODE - Mandatory. For shipping services: - Five-character UN/LOCODE - Mandatory for Outbound, Optional for Inbound.
8	*DEP DATE	Departure Date	Alphanumeric (11) Format DD-MON-YYYY	Conditional	Scheduled departure date from Departure Port The date separator may also be "/", "-", or "." or omitted completely. This applies to date fields in this format in the batch. Can be today, one day prior to today or up to 29 days after today. Mandatory if Departure Port is provided.
9	*DEP TIME	Departure Time	Numeric (4) Format HHMM with leading zeros.	Conditional	Scheduled departure time from Departure Port Mandatory if Departure Port is provided. Value must be 0 if time is not known.
10	*ARR PORT	Arrival Port	Alpha (5)	Conditional	For general aviation: - Three-character IATA airport code - Mandatory For bus services: - Five-character UN/LOCODE - Mandatory For shipping services: - Five-character UN/LOCODE - Mandatory for Inbound, Optional for Outbound

No.	Data Label	Field Name	Data Type & Maximum Length	Mandatory/ Optional	Comments
11	*ARR DATE	Arrival Date	Alphanumeric (11) Format DD-MON-YYYY	Conditional	Scheduled arrival date at Arrival Port The date separator may also be "/", "-" or "." or omitted completely. This applies to all date fields in this format in the batch. Can be today, one day prior to today or up to 29 days after today. Mandatory if Arrival Port is provided.
12	*ARR TIME	Arrival Time	Numeric (4) Format HHMM with leading zeros.	Conditional	Scheduled arrival time at Arrival Port Mandatory if Arrival Port is provided. Value must be 0 if time is not known.
13	*TB PORT	Trans-border Port	Alpha (5)	Conditional	The port at which the service will cross the border of the UAE. For general aviation: • Three-character IATA airport code For bus services: • Five-character UN/LOCODE For shipping services: • Five-character UN/LOCODE Mandatory for bus services. For other services, the Trans-border port will only be required if it is different from the Arrival Port for an Inbound service or different from the Departure Port for an Outbound service
14	*TB DATE	Trans-border Date	Alphanumeric (11) Format DD-MON-YYYY	Conditional	Scheduled arrival date at Trans-border Port for Inbound service, or scheduled departure date from Trans-border Port for Outbound service Only required if Trans-border Port is provided
15	*TB TIME	Trans-border Time	Numeric (4) Format HHMM with leading zeros.	Conditional	Scheduled arrival time at Trans-border Port for Inbound service, or scheduled departure time from Trans-border Port for Outbound service Only required if Trans-border Port is provided

No.	Field Name	Data Type & Maximum Length	Mandatory/Optional	Comments
1	Document Number	Alphanumeric (14)	Conditional	Travel document number Required unless the UAE Government has given permission to board a person with no travel document.
2	Nationality	Alpha (3)	Mandatory	Three-character ICAO nationality code.
3	Document Type	Alpha (1)	Conditional	Type of travel document. Permissible values are: • P = Passport (default if data item is blank) • O = Other • N = None (only if there is no travel document).
4	Issuing State	Alpha (3)	Conditional	Mandatory if Document Type = 'O'
5	Family Name	Alpha (24)	Mandatory	
6	Given Names	Alpha (24)	Mandatory	
7	Date of Birth	Alphanumeric (11)	Optional Format DD-MON-YYYY	The date separator may also be "/" or "." or omitted completely. This applies to all date fields in this format For date of birth ONLY, the day OR the day and the month may be omitted if not included in the travel document Examples: DEC-1975 or 1972.
8	Sex	Alpha (1)	Optional	Permissible values are: • M = Male • F = Female • X = Unspecified.
9	Country of Birth	Alpha (3)	Optional	Three-character ICAO country code of country of birth.
10	Document Expiry Date	Alphanumeric (11)	Optional Format DD-MON-YYYY	Document expiry date as shown in the travel document.

No.	Field Name	Data Type & Maximum Length	Mandatory/ Optional	Comments
11	Travel Type	Alpha (1)	Optional	Permissible values are: - N = Normal (Default) - T = Transit - X = Transfer.
12	Override	Alpha (1)	Conditional	Override code indicating that an earlier directive denying permission to board is being overridden after consultation with the UAE Government or assessment of the situation against published information. Only applies to Check-in transactions. Permissible values are: - A = Override based on a decision by the airline using published rules - G = Override based on specific advice from the UAE Government.
13	Response	Alphanumeric (May include a series of error messages)	Conditional	When a processed batch is downloaded from the APP System, the result of the APP transaction is placed into this column. Possible responses from the AP are described in detail in the <i>Airline/GG Interface Specification</i> , Version 6.76. For general aviation, bus and shipping services, the text of the responses differ from the standard airline responses because there is no check-in process as used for scheduled air services. The possible responses are: 'APP OK' (equivalent to 'OK to Board') 'APP Not OK' (equivalent to 'Do Not Board') 'Cancelled' 'No Record' 'APP OK If Docs OK' (equivalent to 'Board if Documents OK') 'Contact Government' 'Insufficient data' 'Override Accepted' or various validation error messages.

Appendix B - APP Batch Cancellation

In case there is last minute change in status of crew or passenger who is boarding the craft i.e if user wishes to cancel the movement of records which he uploaded earlier, he may use the below cancellation batch format and upload the file again on Carrier Portal website.

Please double click on the icon below to download the Sample Cancellation Batch File for reference.



Sample
Cancellation Batch.x

User should only include those records in the file whose movement he wants to cancel.

	Document Number	Nationality	Document Type	Issuing State	Family Name	Given Names	Date of Birth	Sex	Country of Birth	Document Expiry Date	Travel Type	Override	Response
1	***VERSION 3S												
2	***HEADER												
3	*CANCEL												
4	*TYPE	C											
5	*DIRECTION	I											
6	*SERVICE	RAC555											
7	*DEP PORT	LHE											
8	*DEP DATE	13-Sep-2015											
9	*DEP TIME	0900											
10	*ARR PORT	DWC											
11	*ARR DATE	13-Sep-2015											
12	*ARR TIME	1200											
13	*TB PORT												
14	*TB DATE												
15	*TB TIME												
16	***START												
17													
18	AA9801322	PAK	P	PAK	TEST	ZAHIR	01JAN1956	M	PAK	18DEC2018	N		
19	AC7591033	PAK	P	PAK	TEST	AHSAN	19SEP1971	M	PAK	13JAN2020	N		
20	***END												

Fig: APP Cancellation batch Format

Appendix C - SUPPORT

Technical Support

For any technical errors from the Carrier Portal the following SITA support contacts should be used.

SITA Contact Centre

In The United Arab Emirates contact phone number is **800-0441-4089**, then dial zero and enter the key **611**.

For other contact numbers please refer to www.sita.aero/content/call-us-support, then dial zero and enter the key 611.

For any other country not listed above, please call +1 514 282 6128, then dial zero and enter the key 611.

Email: ssd.amm.gsl@sit.aero.

What to do?

In the below cases, airlines should board passengers without completing check-in:

- If problems with Carrier Portal system are causing a flight delay
- If the Carrier Portal outage lasts for more than 20 min during the check-in time.

In such circumstances above the passenger information should be checked-in at the earliest possible time when the Carrier Portal System issues are resolved.

Login Support

For problems related to Usernames or Passwords please contact your Carrier Portal Administrator for your airline.

If you are a Carrier Portal Administrator and are experiencing problems with your Username or Password please contact API UAE Centre on the following:

Within UAE: **800-API-UAE** (800-274-823).

Outside UAE: **00971 800-API-UAE** (00971 800-274-823).

Registration Support

For any registration enquiries please contact API UAE Centre on the following:

Within UAE: **800-API-UAE** (800-274-823).

Outside UAE: **00971 800-API-UAE** (00971 800-274-823).

