NAI CENTER

المركز الوطني للإستعلام المبكر

National Advance Information Center

Carrier Portal User Manual

General Aviation

Version: 2.5

February 2021

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Document Versioning

Date	Author	Version	Change Reference
6-Sep-15	Swati Bourai	1	First Draft for General Aviation Carrier Registration and Upload process
12-Sep-15	Swati Bourai	1.1	Added Appendix-B for Cancellation of Records Updated Section 6
14-Sep-15	Chris George	1.2	Added Flight Close Procedure
28-Nov-16	Chris George	1.3	Minor change in screenshots
30-July-20	Rajesh Mishra	2	Updated all screenshots
16-Nov-20	Chris George	2.1	Updated Appendix A - APP Batch format and travel type description Updated the NAIC Logo
7-Feb-21	Chris George	2.5	Updated Version 5 batch details

Figure 1: Change record and references for each document version

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1. Introduction

This document is intended to be a user guide for the Carrier Portal, which is a component of the API UAE Project provided 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 Check-in Process of GA carrier

5. Batch Upload Process of GA carrier

6. Verify/Enquiring the uploaded batch

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2. General Aviation Carrier Registration Process

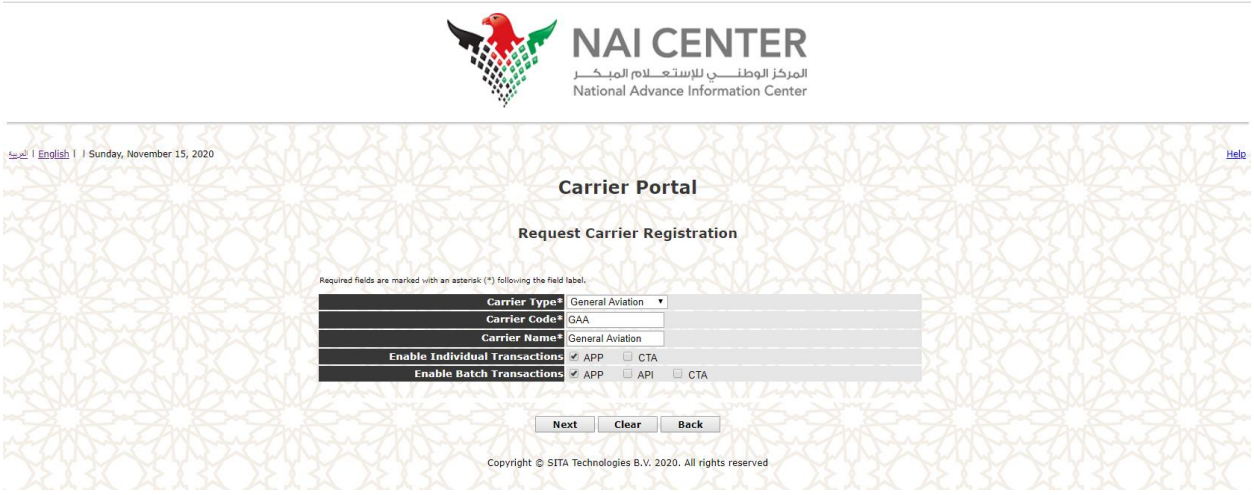
The Registration process will allow a new carrier to register details of their company, and of the administrator who will manage users within the company

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.

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.



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

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

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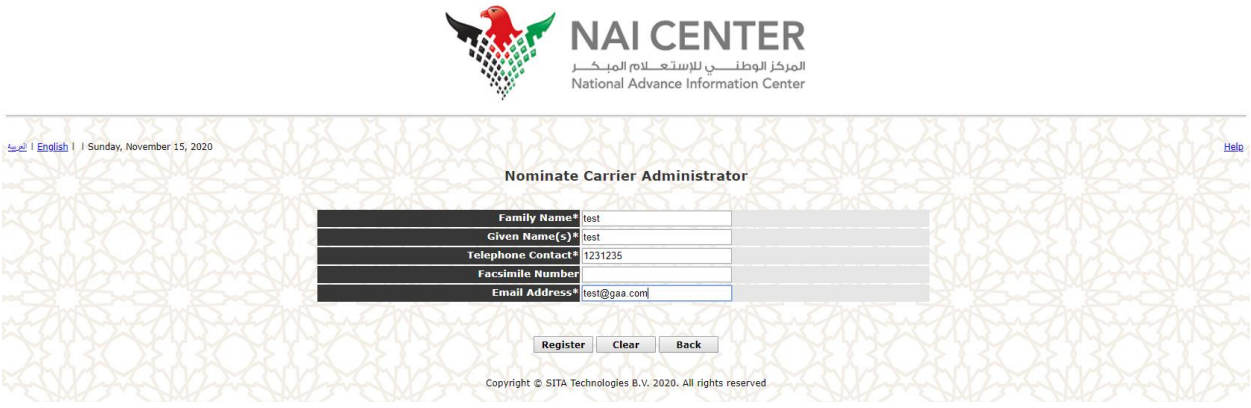
Fields Details:

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.
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.



Click on Register Button.

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

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

5.Airline/Carrier needs to contact **APIUAE Call center Team** to activate their Carrier and provide the Administrator account details by dropping mail to APIUAEcallcenter@manafth.ae mail id.

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

User can then be logged into to 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: GAA

User Id:GAA001

Password:******** (Provided by **APIUAE Call center Team**)

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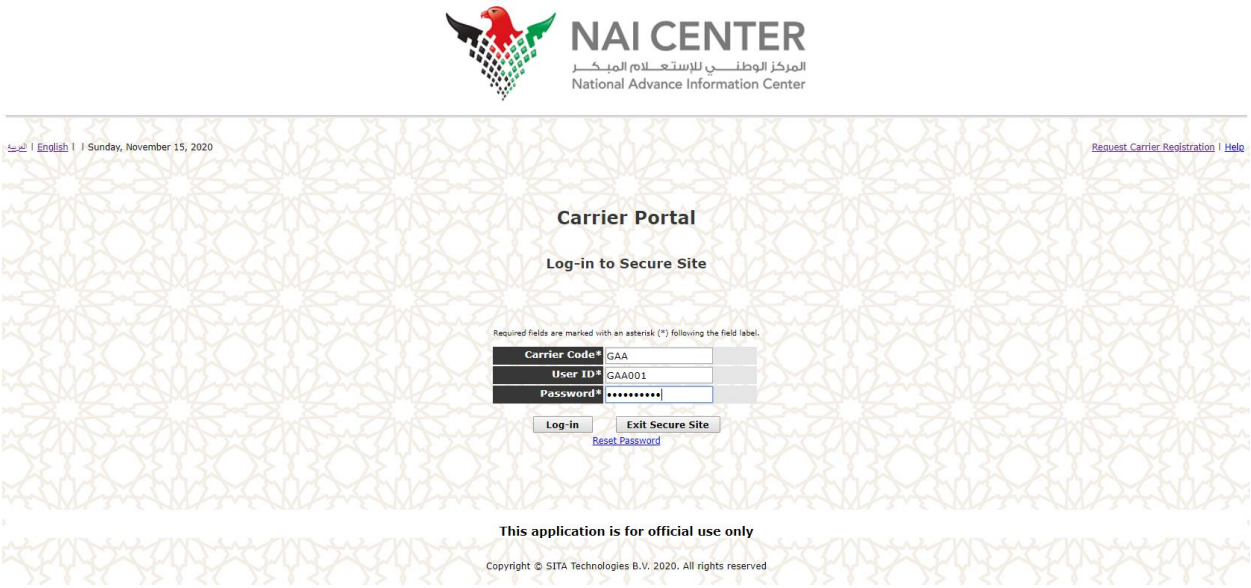

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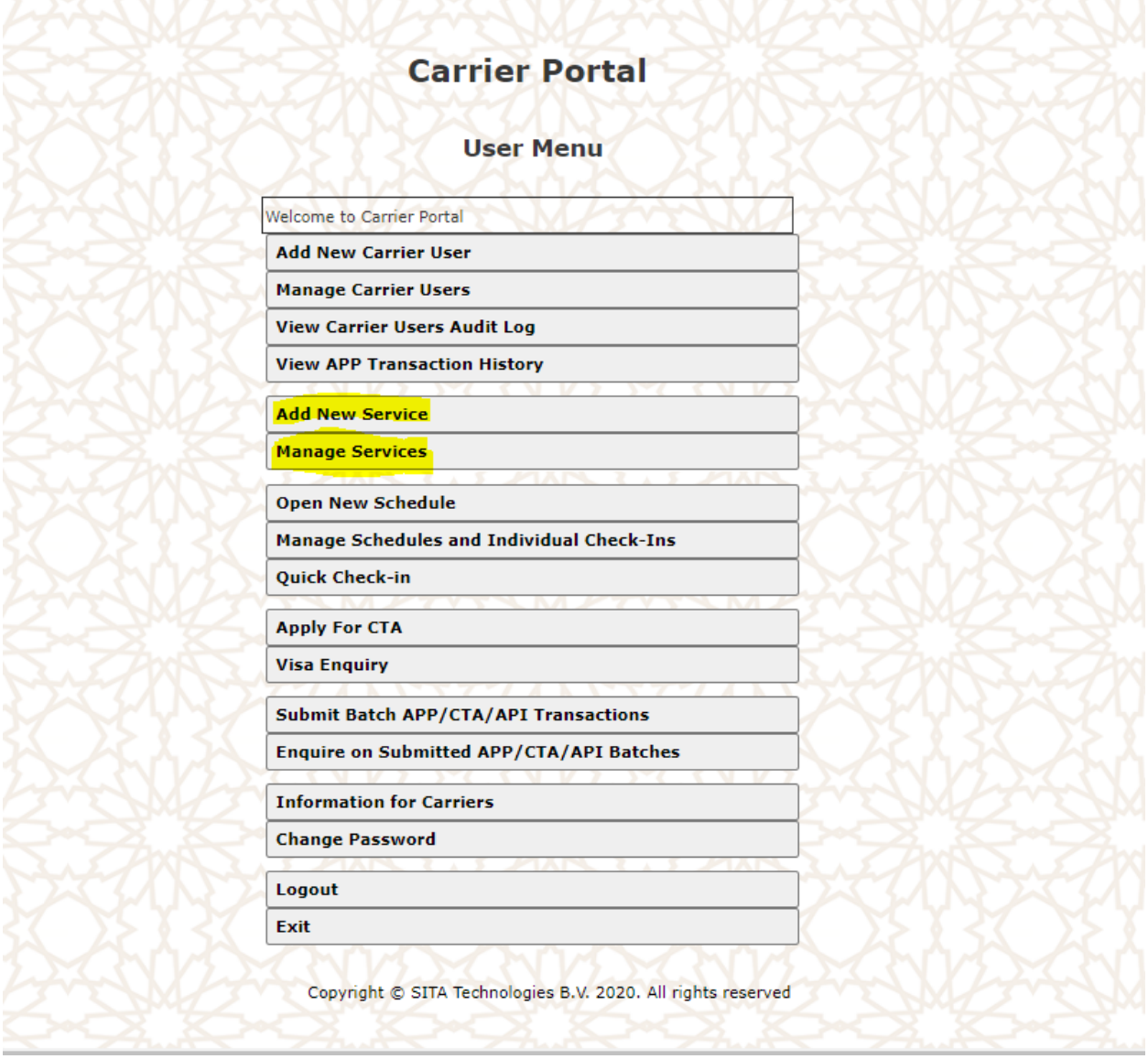
3. Add New Service on Carrier Portal

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.



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.

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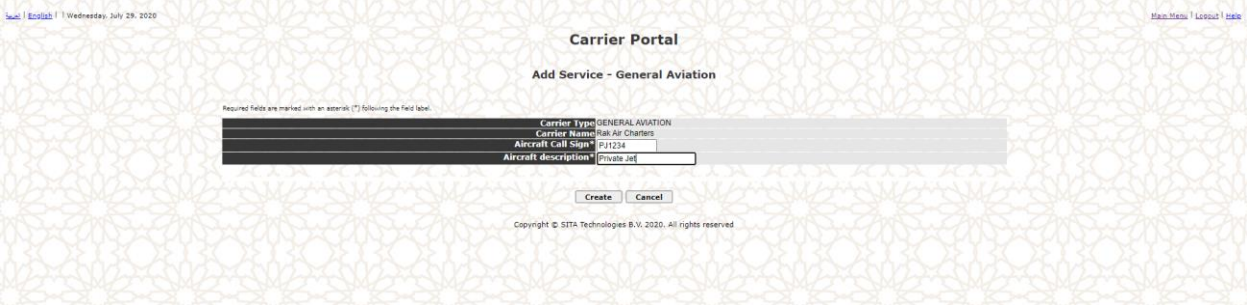
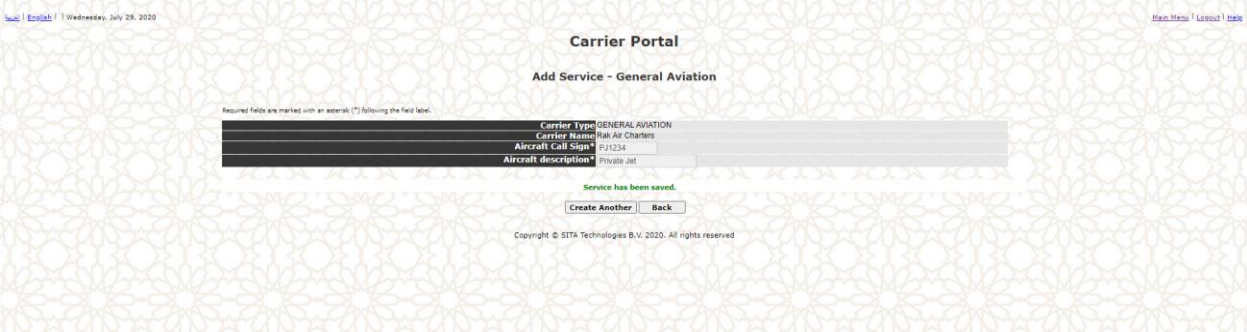
3.Enter the unique **call sign** number (Aircraft number). Enter the Aircraft Description and click on "create" button.



4.Service is created .



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**belowi.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.

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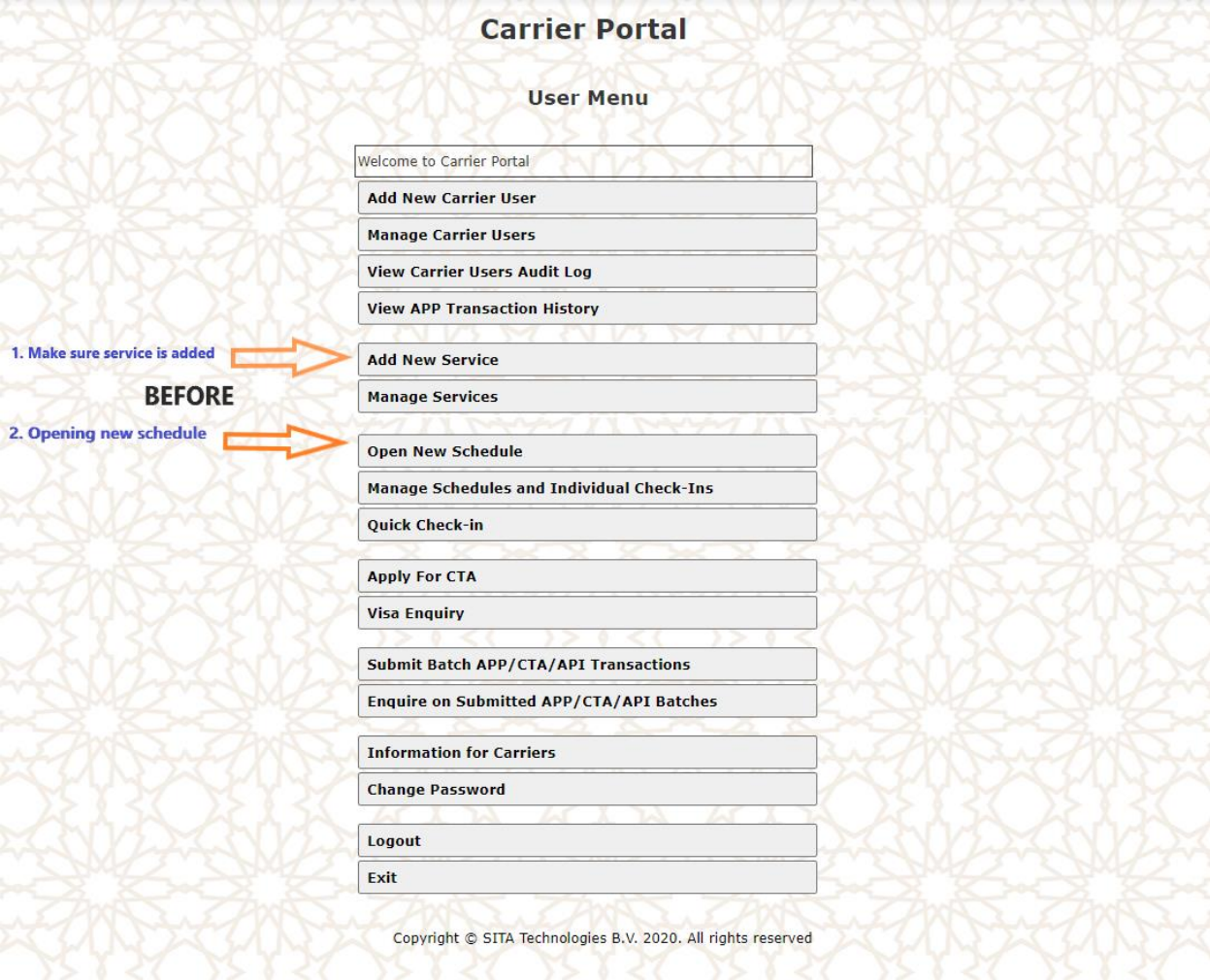
4.Open New Schedule

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



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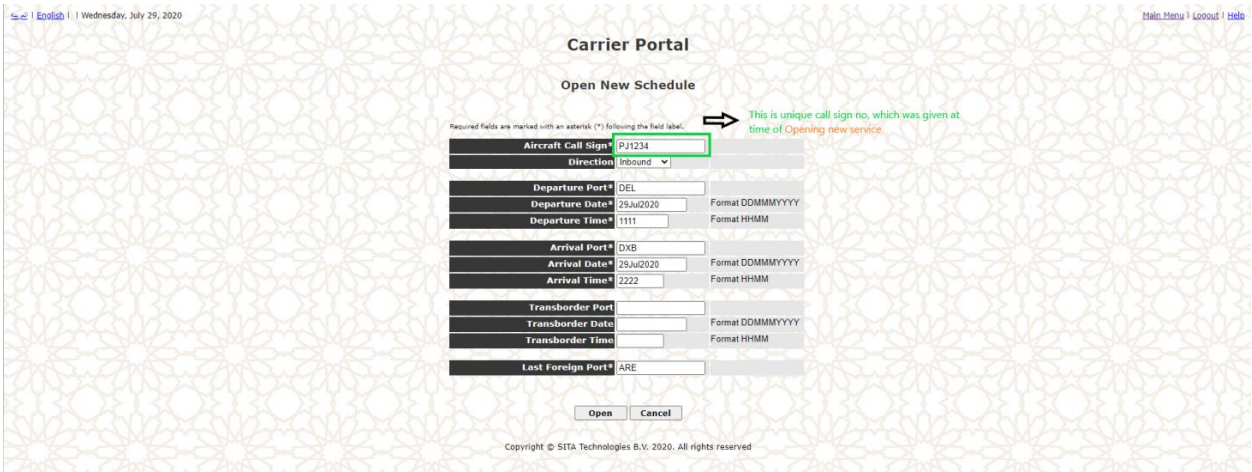
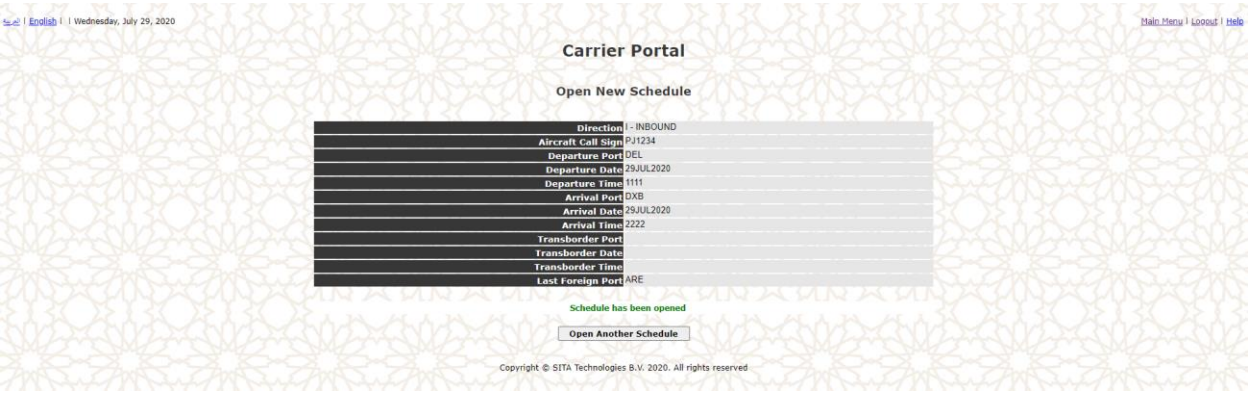
2.Provide the Aircraft details as shown below and click on Open.



3.Schedule has been Opened.



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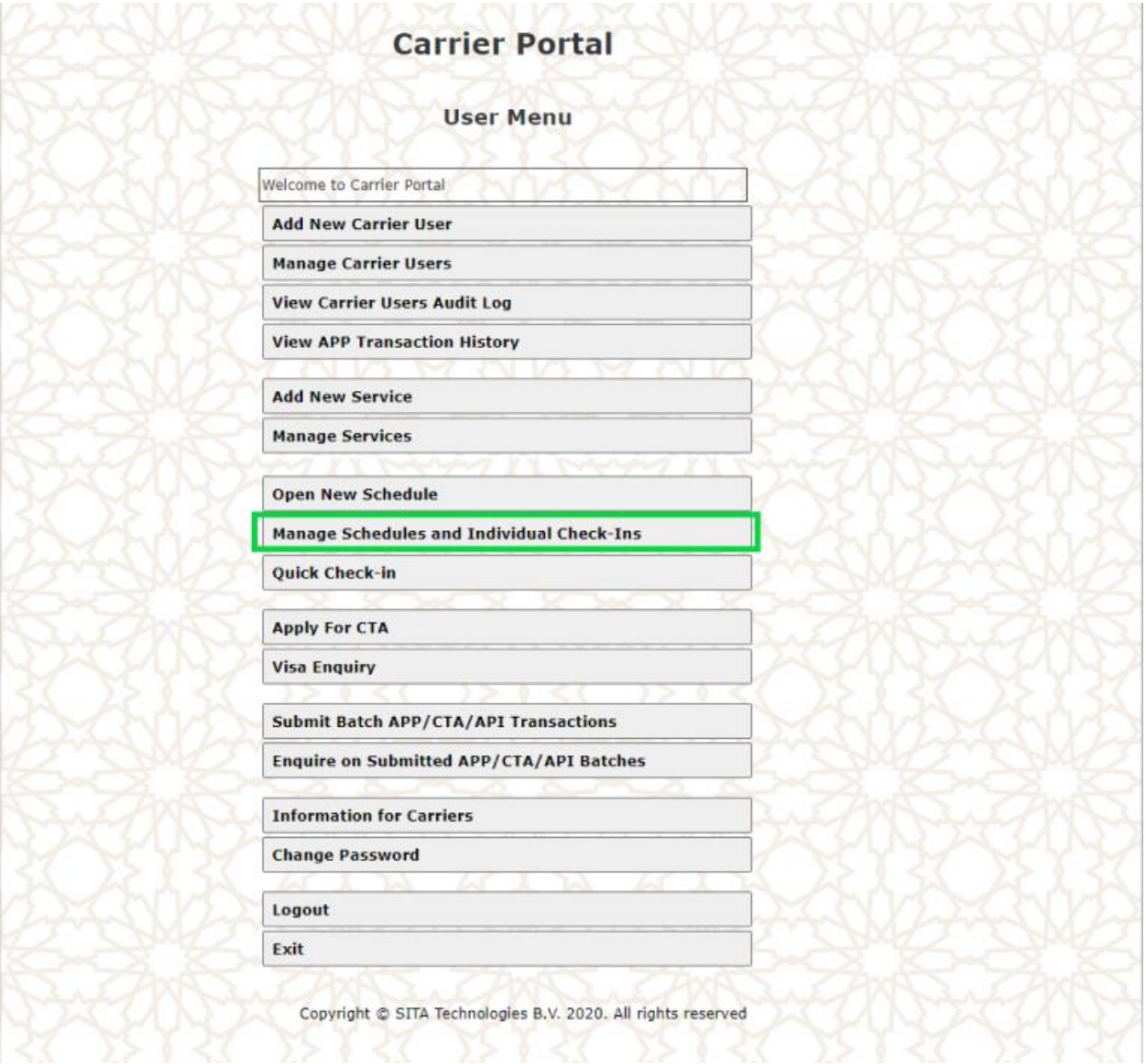
5. Individual Check-in Process

After the schedule has been opened as shown in Section 4above, 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.



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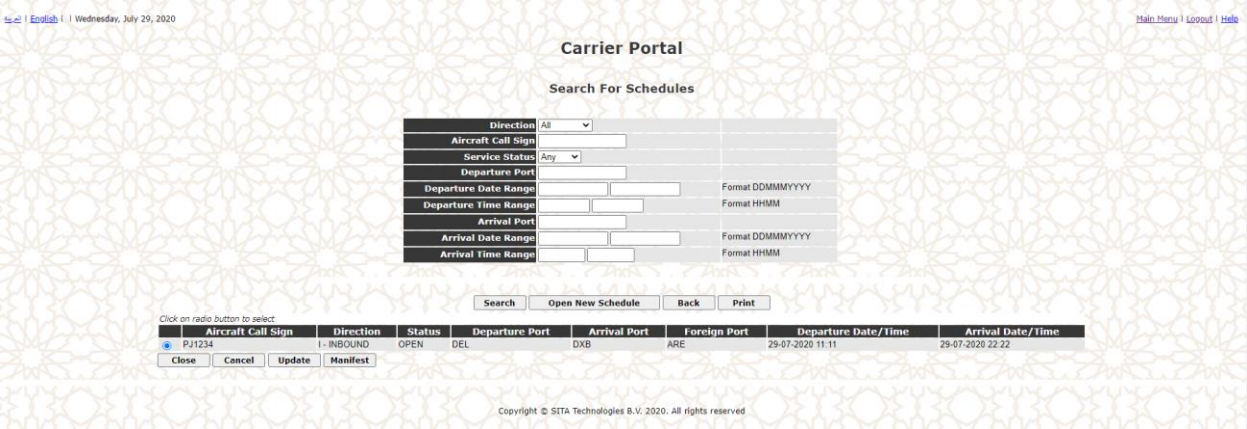
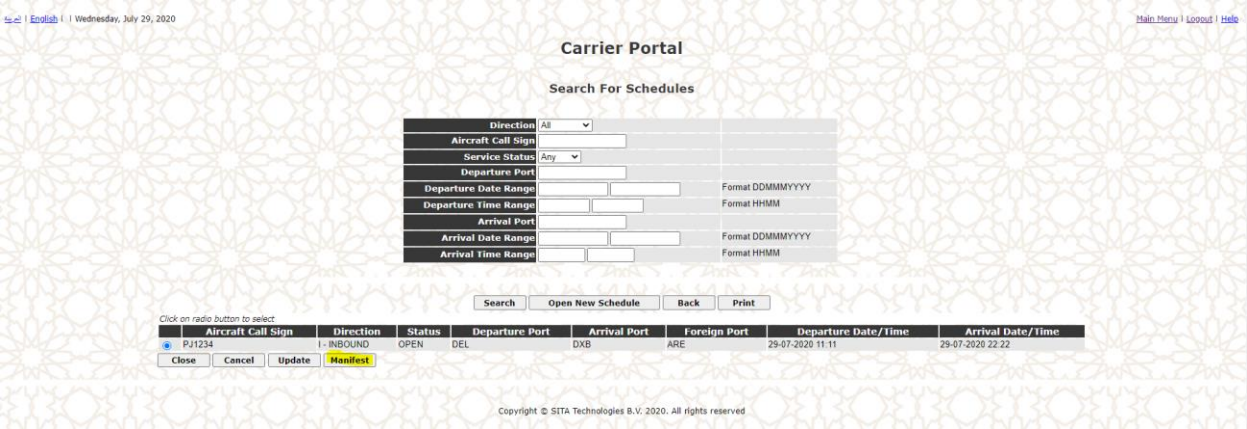
2.Search for the schedule you have opened in Section 4.



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



3.Click on “New Checkin” Tab to checkin the Record.

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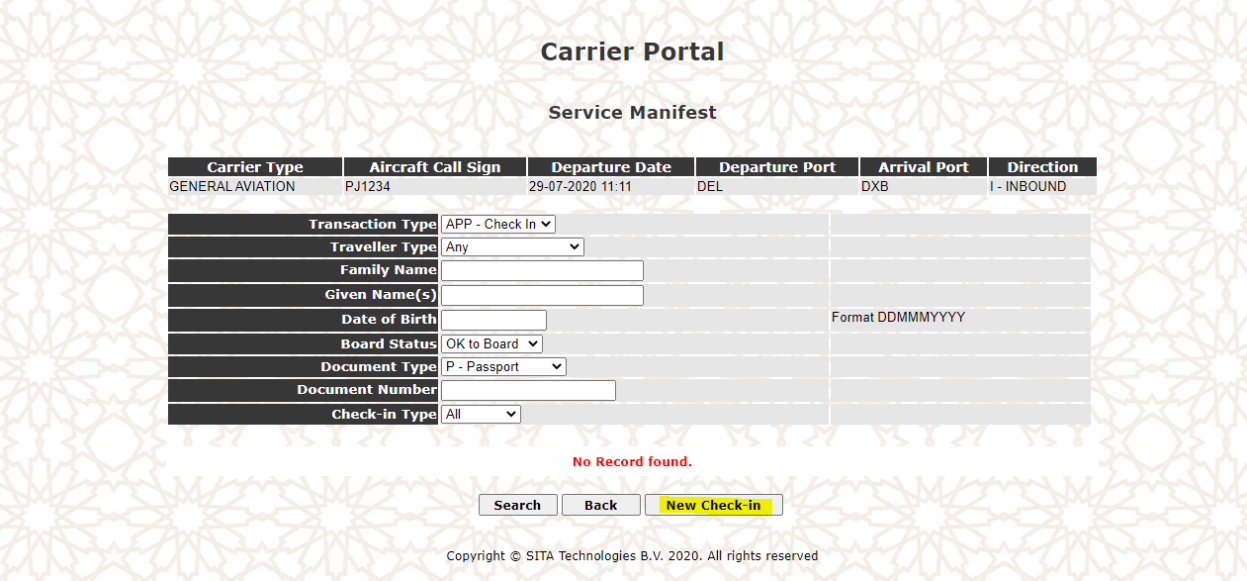
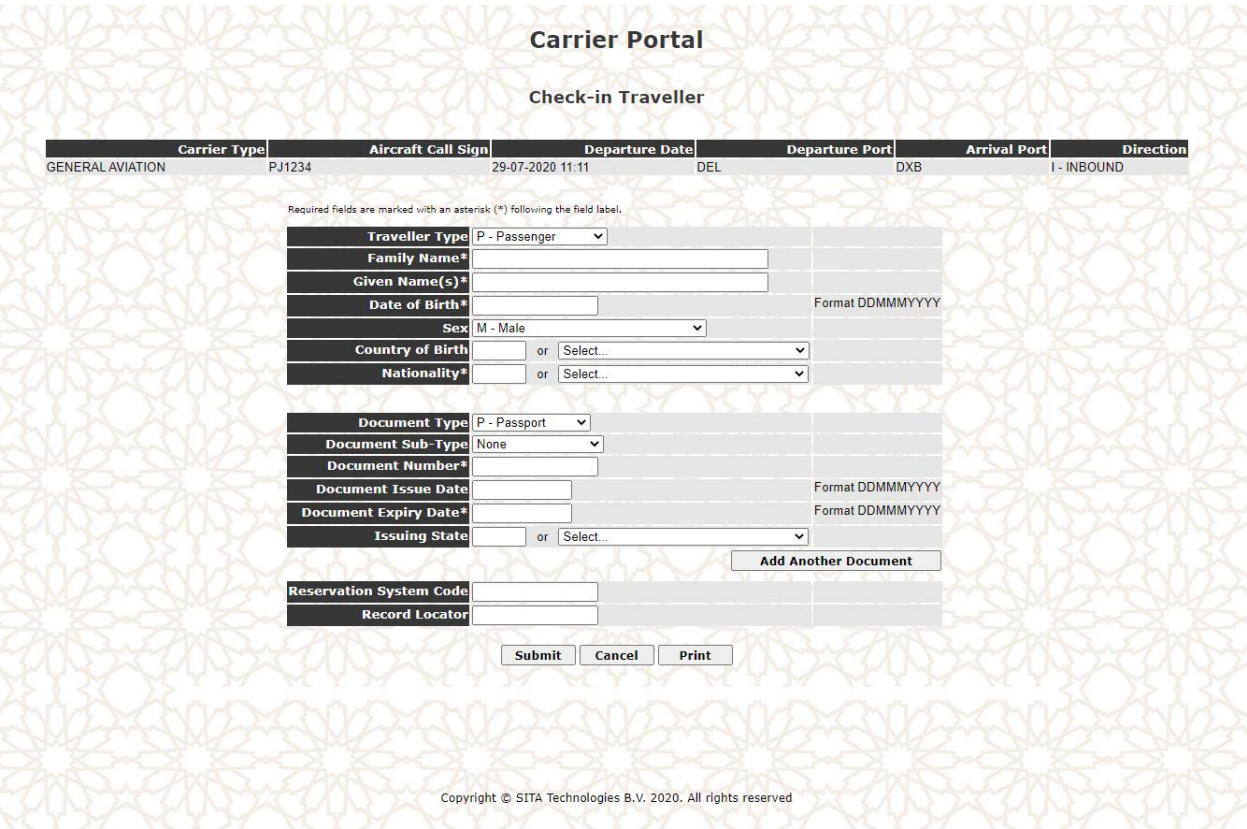


4.Fill the details of the Passenger/Crew.



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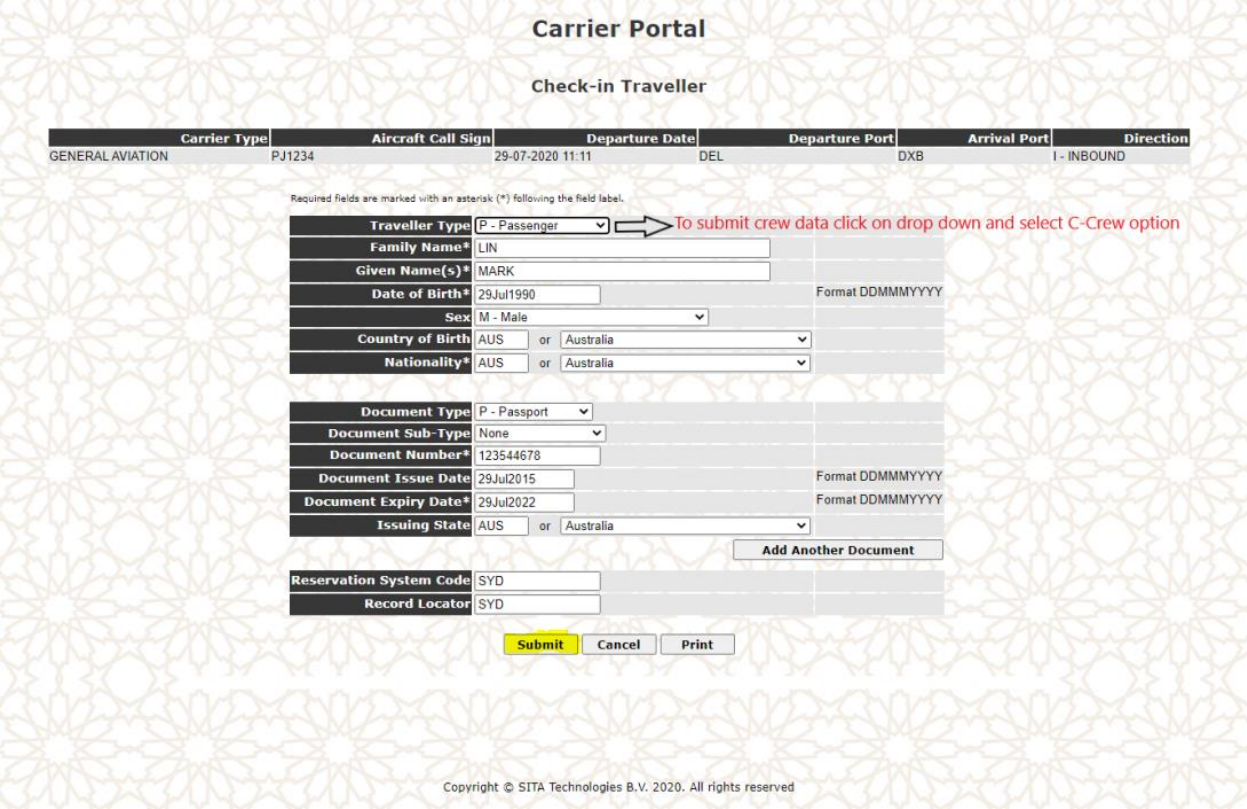
Fill the required details



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

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Field Name	Description and Validation
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.
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 IssuingState, the drop-down list is automatically populated with the entered IssuingState.
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.

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Field Name	Description and Validation
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 beentered. 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.
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.

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Field Name	Description and Validation
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.

Figure– Travel Document Details

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

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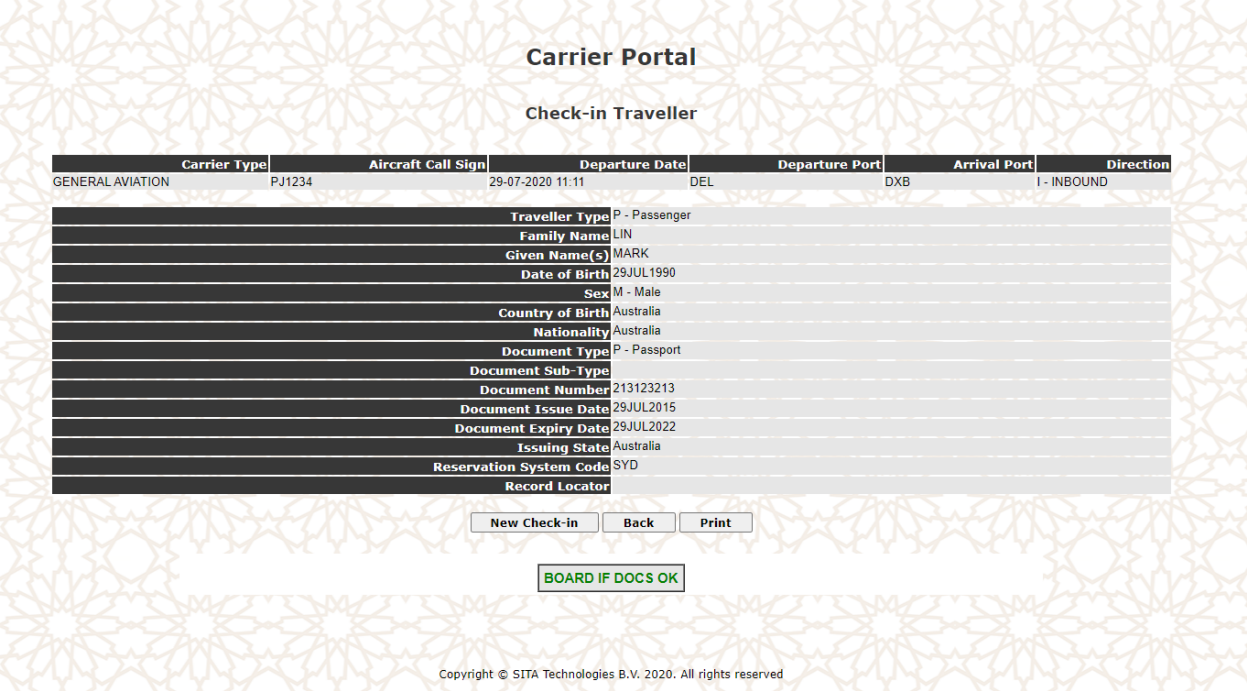

Carrier Portal

Check-in Traveller

Carrier Type	Aircraft Call Sign	Departure Date	Departure Port	Arrival Port	Direction
GENERAL AVIATION	PJ1234	29-07-2020 11:11	DEL	DXB	I - INBOUND

Traveller Type	P - Passenger
Family Name	LIN
Given Name(s)	MARK
Date of Birth	29JUL1990
Sex	M - Male
Country of Birth	Australia
Nationality	Australia
Document Type	P - Passport
Document Sub-Type	
Document Number	213123213
Document Issue Date	29JUL2015
Document Expiry Date	29JUL2022
Issuing State	Australia
Reservation System Code	SYD
Record Locator	

New Check-in | Back | Print

BOARD IF DOCS OK

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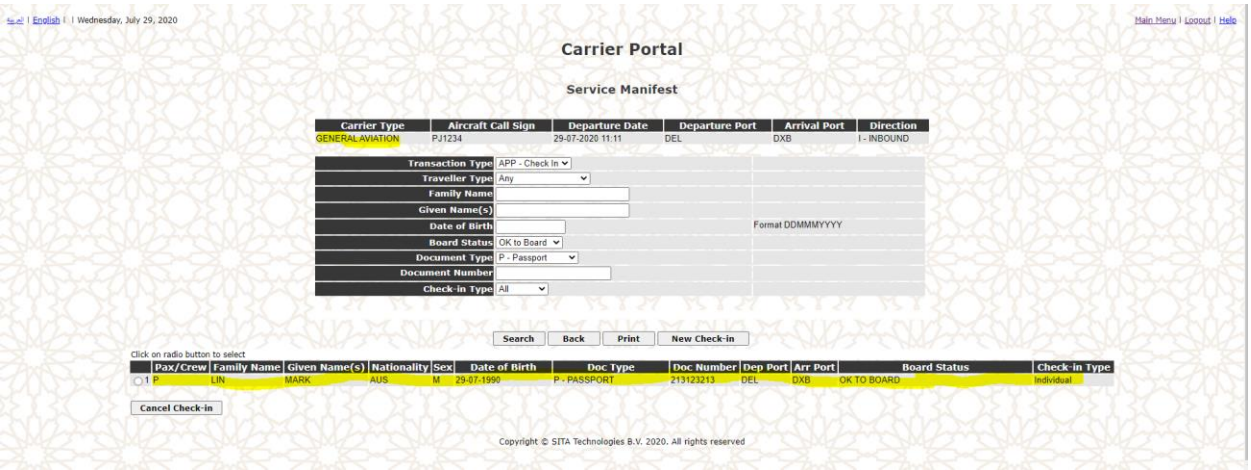
6.Click on back button above.The injected record will be displayed under the service as shown below.



Carrier Portal

Service Manifest

Carrier Type	Aircraft Call Sign	Departure Date	Departure Port	Arrival Port	Direction
GENERAL AVIATION	PJ1234	29-07-2020 11:11	DEL	DXB	I - INBOUND

Transaction Type	APP - Check In
Traveller Type	Any
Family Name	
Given Name(s)	
Date of Birth	Format DDMMMYYYY
Board Status	OK to Board
Document Type	P - Passport
Document Number	
Check-in Type	All

Search | Back | Print | New Check-in

Click on radio button to select

	Pax/Crew	Family Name	Given Name(s)	Nationality	Sex	Date of Birth	Doc Type	Doc Number	Dep Port	Arr Port	Board Status	Check-in Type
○ 1	P	LIN	MARK	AUS	M	29-07-1990	P - PASSPORT	213123213	DEL	DXB	OK TO BOARD	Individual

Cancel Check-in

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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 GOVERENMENT.

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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.

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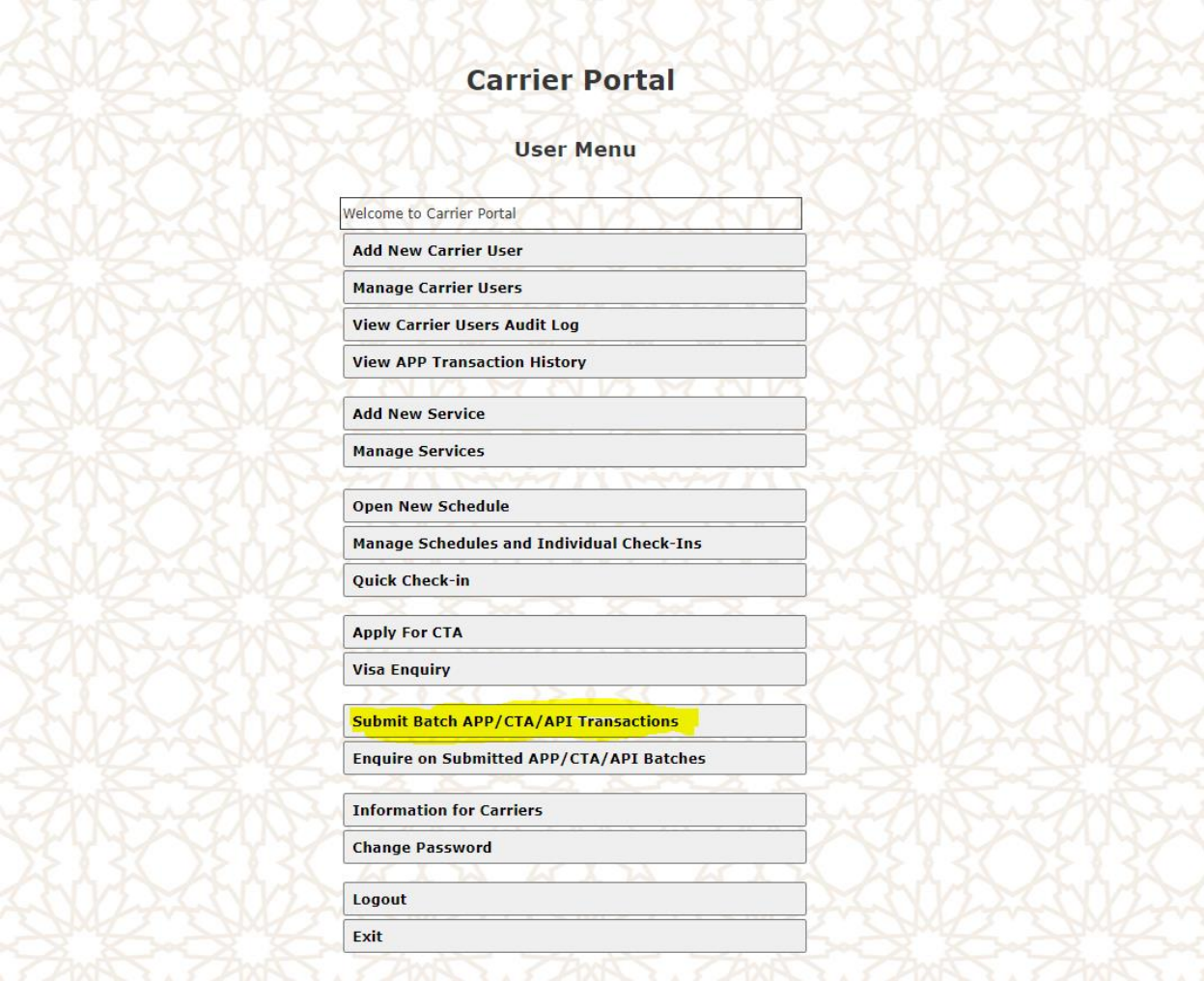
6.APP Batch Upload Process

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**".



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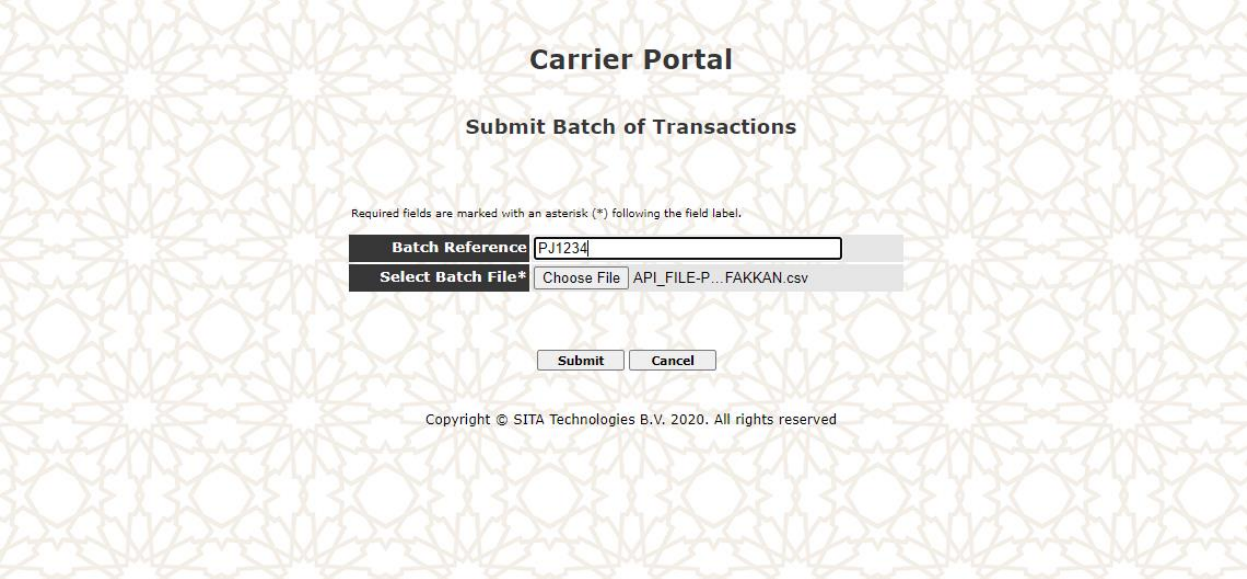
2. Provide **your batch reference** to the submitting batch.Click on **Browse** button and locate your batch file.Click submit.



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)

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

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 34) for details.

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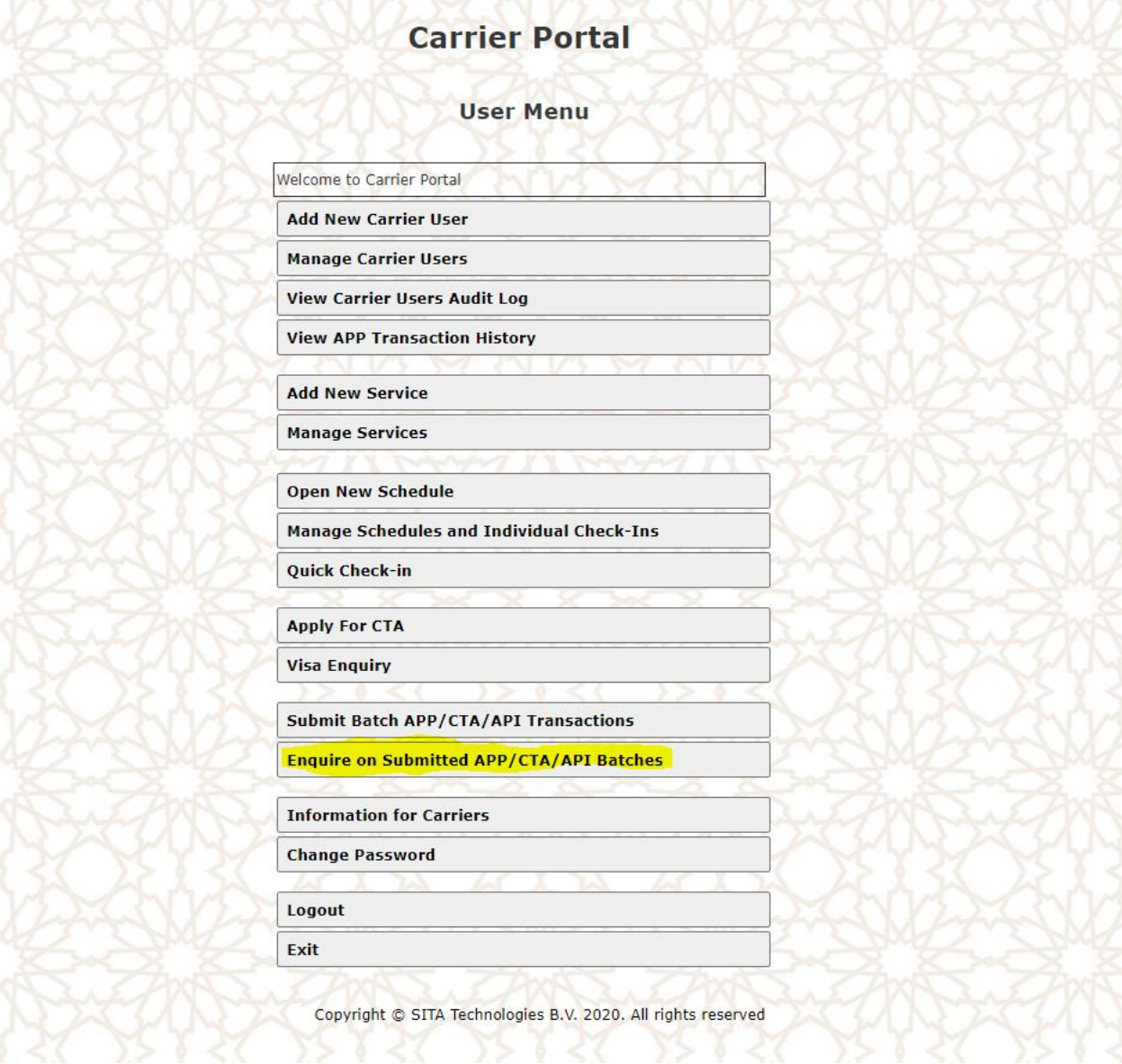
7.Verify/Enquire the Uploaded APP Batch

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



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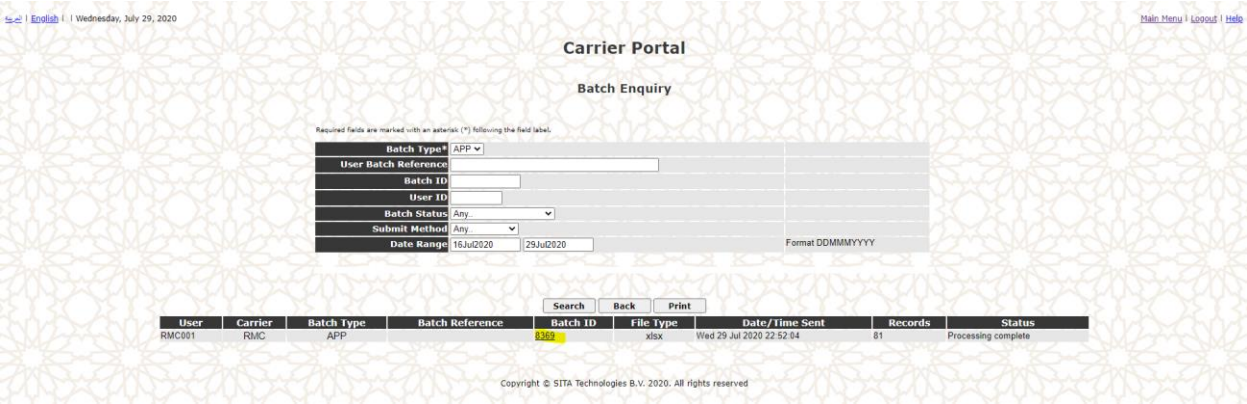
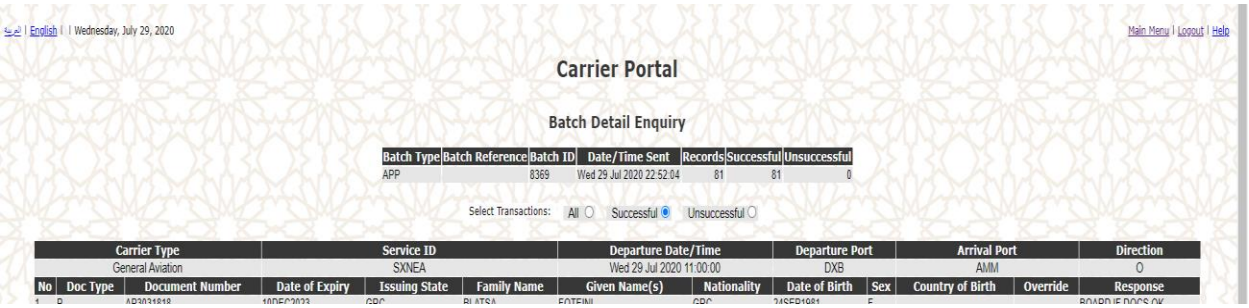
2.Click on the search button. Identify **your batch reference** which you provided at time of upload.

Click on the hyperlink as shown in below screenshot.



3.You can see the uploaded records.



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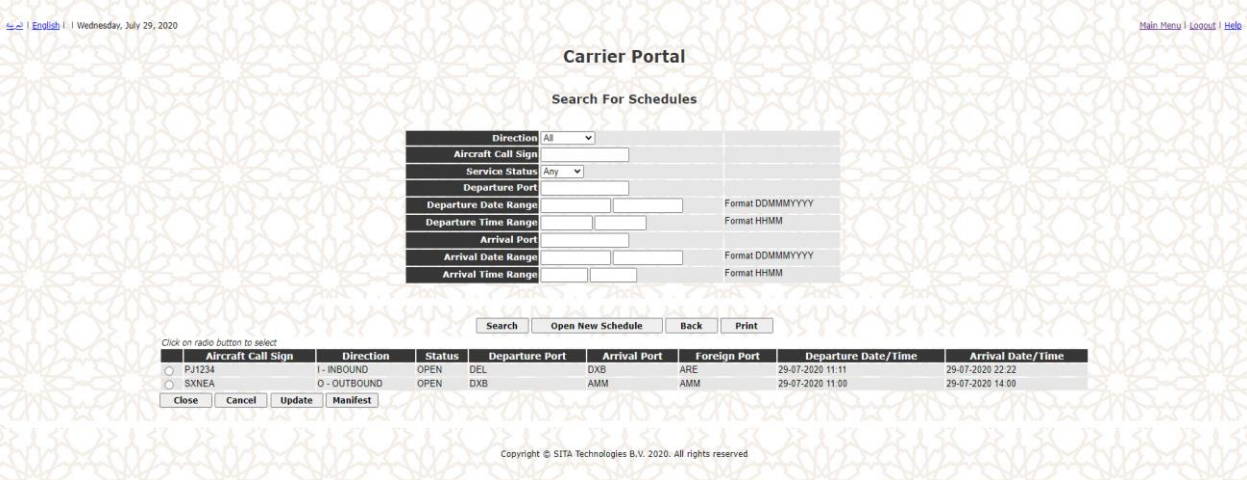
8. Flight Close Procedure

The Flight Close function allows you to request the generation of a manifest message for a flight, indicating that it is closed. There are two functions, one for inbound flights and one for outbound. The generation of the requested manifest message is performed on the Application Processor and will be transmitted to the appropriate government system in the required format without further involvement from you. A manifest request may be generated by directly selecting the Flight Close menu item or alternatively by selecting the 'Close Service' button after checking-in the last passenger on a flight.

To generate a Flight Close, perform the following:

1. From the APP Function Menu screen, click the "Service Management and Individual APP Transactions". The system displays the List Services screen.

2. Enter the flight service details then click the "Search" button. The search results will be displayed as follows:



3. Choose the flight to close by clicking the corresponding radio button on the screen.

4. Click on the "Close" button to send the request. Alternatively, click the "Menu" button to return to the APP Function Menu screen.

Upon submission the application commences processing the request. You may receive one of the following responses:

8.1 APP Communications Error

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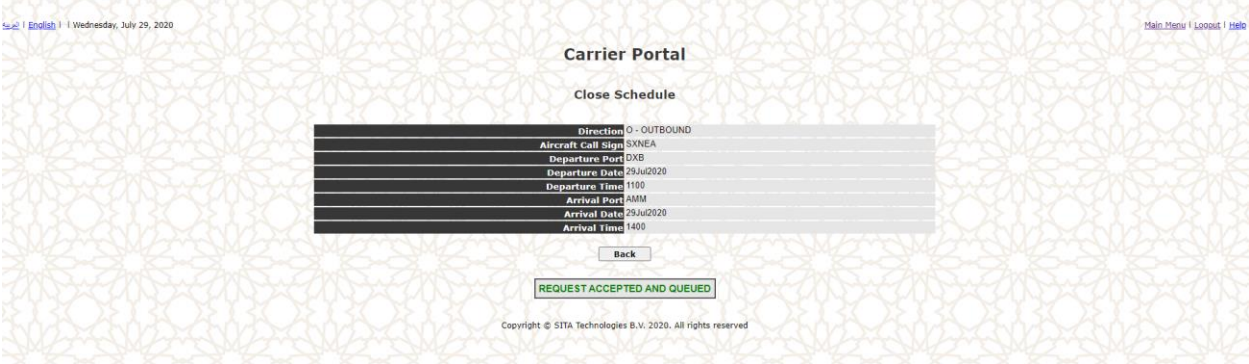
If there is no network communication, you can either attempt to perform another request by clicking on the 'Back' button, or alternatively click on the 'Menu' button to return to the APP Function Menu screen.

8.2 Request Accepted and Queued

If the system is able to successfully submit the Flight Close to the AP and there are unclosed expected movements for the submitted flight, the Flight Close is placed in the queue and the following screen is displayed:



The only option you have from this screen is to click the 'Back' button and return to the APP Function Menu.

8.3 No Movements Found

If the system is able to successfully submit the Flight Close to the AP but finds that there are no unclosed expected movements for the submitted flight

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Appendix A - APP Batch format

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

GAV_V5.xlsx

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	Mandatory/ Optional	Data type /Max length	Comments
1	***VERSION 5		Mandatory		
2	*** HEADER		Mandatory		
3	*** BATCH	Batch Type	Mandatory		The batch type indicator. Permissible values are: ▪ APP – Indicates APP batch
4	*TYPE	Traveller Type	Mandatory	Alpha (1)	The traveller type indicator for the sub-batch. Permissible values are: ▪ C = Operating crew ▪ X = Positioning crew ▪ P = Passenger
5	***CANCEL**	**Transaction Type**	**Conditional**		**The presence of this data label indicates a Cancellation sub-batch.**

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No.	Data Label	Field Name	Mandatory/ Optional	Data type /Max length	Comments
6	*DIRECTION	Direction	Mandatory	Alpha (1)	▪ O – Indicates Outbound ▪ I – Indicates Inbound
7	*<*Service Name*>	▪ Flight – for Airlines ▪ Aircraft – for General Aviation Carriers ▪ Vessel – for Maritime Carriers	Mandatory	Alphanumeric(8)	<*Service Name*> data label will depend on carrier type with following possible values: ▪ *FLIGHT – for Airlines ▪ *AIRCRAFT – for General Aviation Carriers ▪ *VESSEL – for Maritime Carriers
8	*DEP PORT	Departure Port	Mandatory	Alpha (5)	
9	*DEP DATE	Departure Date	Mandatory	Alphanumeric (11) Format DD-MON-YYYY	The date separator may also be "/" or "." or omitted completely. This applies to all date fields in this format in the batch.
10	*DEP TIME	Departure Time	Mandatory	Numeric (4) Format HHMM with leading zeros.	
11	*ARR PORT	Arrival Port	Mandatory	Alpha (5)	
12	*ARR DATE	Arrival Date	Mandatory	Alphanumeric (11) Format DD-MON-YYYY	The date separator may also be "/" or "." or omitted completely. This applies to all date fields in this format in the batch.
13	*ARR TIME	Arrival Time	Mandatory	Numeric (4) Format HHMM with leading zeros.	
14	*TB PORT	Trans-border Port	Conditional	Alpha (5)	
15	*TB DATE	Trans-border Date	Conditional	Alphanumeric (11) Format DD-MON-YYYY	The date separator may also be "/" or "." or omitted completely. This applies to all date fields in this format in the batch.
16	*TB TIME	Trans-border Time	Conditional	Numeric (4) Format HHMM with leading zeros.	

Transaction Batch 5– Header Data

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APP Transaction Batch – Body Data for GAV

No.	Field Name	Mandatory/ Optional	Data type /Max length	Comments
1	Document Type	Mandatory	Alpha (1)	
2	Nationality	Mandatory	Alpha (3)	
3	Document Number	Mandatory	Alphanumeric (14)	
4	Document Expiry Date	Optional	Alphanumeric (11) Format DD-MON-YYYY	The date separator may also be "/" or "." or omitted completely. This applies to all date fields in this format.
5	Issuing State	Optional	Alpha (3)	
6	Family Name	Mandatory	Alpha (24)	
7	Given Names	Mandatory	Alpha (24)	
8	Date of Birth	Mandatory	Alphanumeric (11) Format DD-MON-YYYY	The date separator may also be "/" or "." or omitted completely. This applies to all date fields in this format.
9	Sex	Mandatory	Alpha (1)	
10	Country of Birth	Mandatory	Alpha (3)	
11	Travel Type	Mandatory	Alpha (1)	Permissible values are: ▪ N = Normal ▪ T = Transit ▪ X = Transfer
12	Override	Conditional	Alpha (1)	Override code indicating that an earlier directive denying permission to board is being overridden after consultation with Border Control Agency or assessment of the situation against published information. Only applies to Check-in transactions.
13	Response	Conditional	Alphanumeric (May include a series of error messages)	When a processed batch is downloaded from the APP System, the result of the APP transaction is placed into this column.

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No.	Field Name	Mandatory/ Optional	Data type /Max length	Comments
14	Additional Document Type	Optional	Alpha (1)	Should be “V” for “Visa” for UAE.
15	Additional Document Sub Type	Optional	Alpha (1)	Not used for UAE
16	Additional Document No	Optional	Alphanumeric (14)	Must be provided if additional document type is provided.
17	Additional Document Issue Date	Optional	Alphanumeric (11) Format DD-MON-YYYY	The date separator may also be "/" or "." or omitted completely. This applies to all date fields in this format.
18	Additional Document Expiry Date	Optional	Alphanumeric (11) Format DD-MON-YYYY	The date separator may also be "/" or "." or omitted completely. This applies to all date fields in this format.
19	Additional Document Issuing State	Optional	Alpha (3)	Should be UAE for UAE visas.
20	Document Sub type	Optional	Alpha (1)	Should be one of: • D – Diplomatic • S – Special • M – Mission Indicates the type of passport used for travel.
21	Issuing Date	Optional	Alphanumeric (11) Format DD-MON-YYYY	The date separator may also be "/" or "." or omitted completely. This applies to all date fields in this format.

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Example Version 5 APP Batch File Containing a single additional document

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U
1	Document Type	Nationalit	Document Number	Document Sub type	Document Expiry Date	Issuing Da	Issuing St	Family Na	Given Nar	Date of Birth	Sex	Country o	Travel Typ	Additiona	Additiona	Additiona	Additional I	Additional Dc	Addit	Override	Respons
2																					
3	***VERSION 5																				
4	***HEADER																				
5	***BATCH	APP																			
6	*TYPE	P																			
7	*DIRECTION	I																			
8	*AIRCRAFT	123456																			
9	*DEP PORT	LHR																			
10	*DEP DATE	3-Feb-21																			
11	*DEP TIME	953																			
12	*ARR PORT	DWC																			
13	*ARR DATE	3-Feb-21																			
14	*ARR TIME	1353																			
15	*TB PORT																				
16	*TB DATE																				
17	*TB TIME																				
18																					
19	***START																				
20	P	IND	899000665	D	17-Nov-21		IND	ALI	DAN	12-Jul-93	M	IND	N	V		2126400	IND	17-Nov-21			
21	P	IND	EH388223	S	18-Nov-21		IND	ALAN	WEIN	12-Jul-93	M	IND	N	V		3482100	IND	18-Nov-21			
22	P	COL	COLOMBO56	M	21-Nov-21		COL	ALVIN	FIFA	1-Jan-88	M	COL	N	V		4482100	COL	21-Nov-21			
23	O	COL	FASR1225		20-Nov-21		COL	ALDO	JADE	18-Nov-90	M	COL	N	V		5482100	COL	20-Nov-21			
24	I	COL	RANTOSH12345		21-Nov-21		COL	ALFA	RIVA	8-Aug-88	M	COL	N	V		6482100	COL	21-Nov-21			
25	***END																				
26																					
27																					
28																					

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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.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	Document Type	Nationalit	Document Number	Document Sub type	Document Expiry Date	Issuing Da	Issuing St	Family Na	Given Nar	Date of Birth	Sex	Country o	Travel Typ	Additiona	Additiona	Additiona	Additiona	Additiona	Additiona	Override
2																				
3	***VERSION 5																			
4	***HEADER																			
5	***BATCH	APP																		
6	*TYPE	P																		
7	*CANCEL																			
8	*DIRECTION	I																		
9	*AIRCRAFT	123456																		
10	*DEP PORT	LHR																		
11	*DEP DATE	3-Feb-21																		
12	*DEP TIME	953																		
13	*ARR PORT	DWC																		
14	*ARR DATE	3-Feb-21																		
15	*ARR TIME	1353																		
16	*TB PORT																			
17	*TB DATE																			
18	*TB TIME																			
19																				
20	***START																			
21	P	IND	899000665	D	17-Nov-21		IND	ALI	DAN	12-Jul-93	M	IND	N	V		2126400				
22	P	IND	EH388223	S	18-Nov-21		IND	ALAN	WEIN	12-Jul-93	M	IND	N	V		3482100				
23	P	COL	COLOMBO56	M	21-Nov-21		COL	ALVIN	FIFA	1-Jan-88	M	COL	N	V		4482100				
24	O	COL	FASR1225		20-Nov-21		COL	ALDO	JADE	18-Nov-90	M	COL	N	V		5482100				
25	I	COL	RANTOSH12345		21-Nov-21		COL	ALFA	RIVA	8-Aug-88	M	COL	N	V		6482100				
26	***END																			
27																				
28																				

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

Fig: APP Cancellation batch Format

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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@sita.aero**.

Login Support

For problems related to Usernames or Passwords please contact your Carrier Portal Administrator of your carrier.

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).
Email: APIUAEcallcenter@manafth.ae

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).
Email: APIUAEcallcenter@manafth.ae

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