CORSIA CENTRAL REGISTRY (CCR)
Frequently Asked Questions (FAQs)

October 2021

INTERNATIONAL CIVIL AVIATION ORGANIZATION

The information included in the responses to the selected "Frequently Asked Questions" refers to the following documents:

- ✓ Annex 16 – *Environmental Protection*, Volume IV – *Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA)*, First Edition, October 2018. Available at https://store.icao.int/ and as freemium here: https://www.icao.int/environmental-protection/CORSIA/Pages/SARPs-Annex-16-Volume-IV.aspx

- ✓ *Environmental Technical Manual* (Doc 9501), Volume IV – *Procedures for demonstrating compliance with the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA)*, Second Edition, 2019. Available at https://store.icao.int/ and as freemium here: https://www.icao.int/environmental-protection/CORSIA/Pages/ETM-V-IV.aspx

- ✓ CORSIA Central Registry User Manual, First Edition, 2020. Available here: https://www.icao.int/environmental-protection/CORSIA/Pages/ccr-materials.aspx

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CORSIA CENTRAL REGISTRY - FREQUENTLY ASKED QUESTIONS (FAQs)

1.	General Questions
1.1.	What is the CORSIA Central Registry (CCR)?

The CORSIA Central Registry (CCR) is one of the five Implementation Elements of CORSIA and is the only way for States[1] to report CORSIA-related information and data to ICAO. The ICAO Secretariat will use the information and data submitted by States through the CCR to produce ICAO CORSIA documents that are referenced in Annex 16, Volume IV. The CCR has been implemented as an online web application supported by a database.

Reference: CCR User Manual, section 1.1.

1.2.	What information and data can I submit to ICAO through the CCR?

In accordance with Appendix 5 to Annex 16, Volume IV, a State can use the CCR to submit CORSIA-related information and data to ICAO on five reporting areas:

1. Aeroplane operators attributed to the State (Table A5-3, Field 1);
2. Verification bodies accredited in the State (Table A5-3, Field 2);
3. CO_2 emissions (Table A5-4 and Table A5-5);
4. CORSIA eligible fuels (Table A5-6);
5. Cancelled emissions units (Table A5-8).

Reference: Annex 16, Volume IV, Appendix 5.

1.3.	When do I have to submit information and data to ICAO through the CCR?

In accordance with the timeline in Appendix 1 to Annex 16, Volume IV:

- For aeroplane operators and verification bodies, information needs to be submitted by 30 November of each year;
- 2020 CO_2 emissions need to be submitted by 31 August 2021;
- For 2021 and beyond, CO_2 emissions need to be submitted by 31 July of each year for the previous year (for example, 2022 CO_2 emissions will be submitted by 31 July 2023);
- For States that opt to report annual information on CORSIA eligible fuels, the deadline is 31 July of each year for the previous year starting with reporting year 2021 (for example, 2022 data will be submitted by 31 July 2023). For States that wish to report once for all three years of a compliance cycle, the deadline is 31 July of the year following the last year of the compliance cycle (for example, for the pilot phase (2021-2023) the deadline is 31 July 2024).
- For cancelled emissions units, the deadline is 31 July of the second year after the end of a three-year compliance cycle (for example, for the pilot phase (2021-2023), information will be submitted by 31 July 2025).

Reference: Annex 16, Volume IV, Appendix 1.

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[1] Unless otherwise specified, the term "State" refers to an ICAO member State.

1.4.	Is there an offline version of the CCR or a mobile CCR application?

No. The CCR is a web application. There is no offline version or mobile application. The only way to access the CCR is through the website: https://ccr.icao.int.

Reference: CCR User Manual, section 1.2.

1.5.	How long will the information be stored on the CCR?

All CORSIA-related information and data will be stored on the CCR for the duration of the Scheme.

Reference: CCR User Manual, section 1.1.

1.6.	Can I change the layout of the CCR?

You can minimize or maximize the navigation menu, but no other layout changes are allowed.

Reference: CCR User Manual, section 2.4.3.

1.7.	Which language can I use on the CCR?

The CCR is implemented in English.

2.	**Users and User Roles**
2.1.	What is the difference between a 'State account' and a 'User account'?

Each State has one account on the CCR (referred to as 'State account') that is used to upload and store CORSIA-specific information and data. Authorized users have access to the CCR account of that State (see Question 2.2). For each authorized user, the ICAO Secretariat creates an account on the CCR (referred to as 'User account'), which can be accessed by the user using unique login details (username and password).

Reference: CCR User Manual, section 1.2.

2.2.	Who can use the CCR?

Only authorized users have access to the CCR. This includes CORSIA Focal Points (CFPs), who are officially nominated by States, and State Users who are authorized to use the CCR by the CFP of their State. Each user can perform certain functions on the CCR based on a pre-defined list of permissions (see Question 2.3).

Reference: CCR User Manual, section 1.2.

2.3.	What is the difference between a CORSIA Focal Point and a State User on the CCR?

Both the CORSIA Focal Point (CFP) and the State User (STU) can add, edit, and delete data and information on the CCR. However, only the CFP can start the reporting process for a specific year (by creating a new 'Year Record') and submit data to ICAO.

Reference: CCR User Manual, section 1.3.

2.4.	How can I nominate a CORSIA Focal Point (CFP)?

The CORSIA Focal Point (CFP) is officially nominated by his/her respective State through the State Letter ENV 6/6 – 18/1 process. If a State has nominated more than one CFP, only one of them will be assigned the role of CFP in the CCR; other nominated CFPs will be assigned the role of State User.

Reference: CCR User Manual, section 1.3.

2.5.	How can I nominate a State User for the CCR?

A CORSIA Focal Point (CFP) can nominate one or more State User (STU) for his/her State. To do this, the CFP can send a request to ICAO (ccr@icao.int) with the full name (first and last name) and an e-mail address of the STU.

Reference: CCR User Manual, section 1.3.

2.6.	How many CORSIA Focal Points and State Users are allowed on the CCR?

The CCR allows for one user per State to be assigned the role of CORSIA Focal Point. However, more than one State User can be nominated.

Reference: CCR User Manual, section 1.3.

2.7.	Can the role of a user in the CCR change from State User to CORSIA Focal Point and vice versa?

Yes, the roles can be reversed. However, before the change is made, the State User (STU) must be officially nominated as a CORSIA Focal Point (CFP) (see Question 2.3).

Note: If there is only one CCR user for a State (CFP) no change in the user's role (i.e., from CFP to STU) is allowed.

Reference: CCR User Manual, section 1.3.

2.8.	Can aeroplane operators use the CCR?

The purpose of the CCR is to assist States' reporting of consolidated CORSIA-specific data and information to ICAO based on reports submitted by aeroplane operators. Given that some of the data submitted by operators may be confidential, it is advisable that States do not authorize operators to have access to the CCR. However, the final decision on this is with the State concerned and has to be assessed taking into account the specific circumstances of the State and in accordance with any local/national legislative requirements.

Reference: CCR User Manual, section 1.3.

3.	Access to the CCR
3.1.	Who has access to my State's data on the CCR?

All authorized users of each State (CORSIA Focal Point and State Users) have access to all information and data in that State's account only.

Reference: CCR User Manual, section 1.3.

3.2.	How can I access the CCR?

To access the CCR, the ICAO Secretariat must first create an account for you. Once this is done, you can visit the website: https://ccr.icao.int; enter your username (issued by the ICAO Secretariat) and your password to log into your account.

Reference: CCR User Manual, section 2.2.

3.3.	Can I share my CCR username and password with my team?

No. You must not share your username and password with any other person(s) to avoid unauthorized access to your State's data on the CCR.

Reference: CCR User Manual, section 2.2.

3.4.	Can I change my CCR username?

No. You cannot change your CCR username, which has been provided by the ICAO Secretariat. If you need to change your assigned username, please send an e-mail to: ccr@icao.int

Reference: CCR User Manual, section 2.2.

3.5.	Can I change my CCR password?

Yes. You can change your CCR password as often as you want. In fact, it is recommended that you change your password at least every six months (see CCR Troubleshooting Guide (available here: https://www.icao.int/environmental-protection/CORSIA/Pages/ccr-materials.aspx) for guidance on how to change your password).

Reference: CCR User Manual, section 2.2.

3.6.	Can the CORSIA Focal Point monitor a State User's activity on the CCR?

The CORSIA Focal Point can monitor/track all activities in the State's account through the "Data Journal" tabs on the CCR. The "Data Journal" provides a complete record of all actions (add, edit, view, delete) by all users who have accessed the information and data of your State's CCR account over time.

Reference: CCR User Manual, section 2.4.2.	

3.7.	What control does ICAO have over CCR users' activity on the CCR?

The ICAO Secretariat is responsible for creating all user accounts (CORSIA Focal Point and State User) and for the management of the information and data on the CCR. The ICAO Secretariat checks the submissions by States for format correctness, and uses the submitted information and data to prepare and publish CORSIA-related documents in accordance with the provisions of Annex 16, Volume IV.

Reference: CCR User Manual, section 1.3.

4.	**Data Uploading, Data Status, and Data Submission**
4.1.	What is a 'Year Record'?

For each of the CCR five reporting areas (see Question 1.2), information and data are stored in individual 'Year Records'. A 'Year Record' is associated with a specific State, reporting area, and reporting year. Only a CORSIA Focal Point (CFP) can create a new 'Year Record' in the CCR and submit it to ICAO. Both the CFP and State User can add or edit information in a 'Year Record'.

Reference: CCR User Manual, section 1.2.

4.2.	How can I add information and data in a 'Year Record'?

There are two ways to add information and data in a 'Year Record':
1. **Manually** by entering one set of values at a time through pre-defined web forms; and
2. **Automated import process** by using comma separated values (CSV) files.

Reference: CCR User Manual, sections 3.4, 4.4 and 5.4.

4.3.	Can I upload data using an MS Excel file or other formats?

No, only comma separated values (CSV) files are supported. If your data is stored in an MS Excel file, see the CCR Troubleshooting Guide (available here: https://www.icao.int/environmental-protection/CORSIA/Pages/ccr-materials.aspx) for guidance on how to convert it into a CSV file.

Reference: CCR User Manual, sections 3.4.1, 4.4.1, 5.4.1, and Annex 3.

4.4.	Where can I find the CSV templates to upload data on the CCR?

You should have received the CSV templates as attachments to the welcome email message sent by the ICAO Secretariat when your CCR account was created. The CSV templates are also available from the ICAO website (https://www.icao.int/environmental-protection/CORSIA/Pages/ccr-materials.aspx). You can also request the templates from the ICAO Secretariat by sending an e-mail to: ccr@icao.int

4.5.	When I enter or upload data onto the CCR, is it automatically submitted to ICAO?

No. The data and information are submitted to ICAO only when the CORSIA Focal Point changes the 'Data Status' of a 'Year Record' to READY (see Question 4.6).

Reference: CCR User Manual, section 1.4.

4.6.	What is 'Data Status' of a 'Year Record' in the CCR?

The 'Data Status' indicates where in the reporting process a 'Year Record' currently is. Specifically:

- IN PROGRESS: the 'Year Record' can be populated by the CORSIA Focal Point (CFP) and the State User(s); new information and data can be added, and existing information and data can be edited or deleted.
- COMPLETE: the 'Year Record' is being reviewed/checked by the CFP; only the CFP can make changes.
- READY: the 'Year Record' has been submitted to ICAO.
- LOCKED: the 'Year Record' has been processed by ICAO.

Reference: CCR User Manual, section 1.4.

4.7.	Who can change the status of a 'Year Record'?

Different users have different access rights on the CCR. The following CCR users can make the following changes to the status of a 'Year Record':

- The State User (STU) can change the status from IN PROGRESS to COMPLETE.
- The CORSIA Focal Point (CFP) can change the status from IN PROGRESS to COMPLETE and then to READY to submit to ICAO. The CFP can also change the status from COMPLETE to IN PROGRESS if the STU needs to make further changes.
- The ICAO Super User (ISU) can change the status from READY to LOCKED. The ISU can also change the status from READY or LOCKED to IN PROGRESS at the request of the CFP.

Reference: CCR User Manual, section 1.4.

4.8.	Can I change/edit a 'Year Record' with status COMPLETE?

When the status is COMPLETE, only the CORSIA Focal Point (CFP) can add or edit data of the 'Year Record'. The CFP can change the status back to IN PROGRESS if the State User needs to make further changes.

Reference: CCR User Manual, section 1.4.

4.9.	Can I change/edit a 'Year Record' with status READY or LOCKED?

When the status is READY or LOCKED, the 'Year Record' is read-only for both the CORSIA Focal Point (CFP) and State User and both of these user groups cannot make any changes to the year record. If changes need to be made, the CFP can create a Service Request to ask the ICAO Secretariat to release (for READY status) or unlock (for LOCKED status) the 'Year Record' for further editing.

	Reference: CCR User Manual, section 1.4 and Chapter 9.
4.10.	Can I change the 'Data Status' of a 'Year Record' back to IN PROGRESS?

When the status of the 'Year Record' is COMPLETE, the CORSIA Focal Point (CFP) can change it back to IN PROGRESS. If the status is READY or LOCKED, the CFP can create a Service Request to ask the ICAO Secretariat to release (for READY status) or unlock (for LOCKED status) the 'Year Record' for further editing by changing the status to IN PROGRESS.

Reference: CCR User Manual, sections 3.5, 4.5, 5.5 and Chapter 9.

4.11.	Can I delete a 'Year Record'?

No. After creating a 'Year Record', you cannot delete it. If the record has to be deleted, please send an email message to ICAO (ccr@icao.int) or create a 'Service Request'.

Reference: CCR User Manual, sections 3.3, 4.3, 5.3 and Chapter 9.

5.	**Reporting Aeroplane Operators**
5.1.	Do I have to submit all aeroplane operators attributed to my State?

No. CORSIA covers aeroplane operators that produce annual CO_2 emissions greater than 10 000 tonnes from the use of aeroplane(s) with a maximum certificated takeoff mass greater than 5 700 kg conducting international flights, excluding humanitarian, medical, firefighting flights. Operators that do not meet these criteria do not need to be submitted to ICAO.

Other exemptions include operators that:

- Perform solely humanitarian, medical or firefighting flights;
- Have a fleet made out solely of helicopters;
- Perform solely domestic flights.

ICAO document *"CORSIA Aeroplane Operator to State Attributions"* (available here: https://www.icao.int/environmental-protection/CORSIA/Pages/CCR.aspx) contains the latest list of aeroplane operators submitted by States to ICAO.

Reference: Annex 16, Volume IV, Part II, Chapter 1, 1.1.2 and 1.2; CCR User Manual, Chapter 3.

5.2.	Do I have to submit a list of aeroplane operators every year?

Yes. You must use the CCR to submit a list of aeroplane operators attributed to your State every year even if there are no changes as compared to the previous year's submission. This is particularly important for reporting years 2021 and beyond because the list of submitted operators is linked to the reporting of CO_2 emissions (see Section 7 below).

Reference: CCR User Manual, section 4.4.1.

5.3.	What should I do if there are no aeroplane operators attributed to my State?

If there are no operators attributed to your State, you do not need to submit any information through the CCR. However, please inform ICAO by sending an email message to: ccr@icao.int.

5.4.	What information for aeroplane operators attributed to my State must I submit to ICAO?

The operator-specific information that must be submitted through the CCR is:
- Name of the operator, Attribution Method, Identifier
- Contact information: Address, City, Postal Code, and Country

Reference: Annex 16, Volume IV, Appendix 5, Table A5-3; CCR User Manual, section 3.1.

5.5.	What is the deadline to submit the list of aeroplane operators attributed to my State?

According to the timeline in Appendix 1 to Annex 16, Volume IV, the deadline for reporting on aeroplane operators attributed to your State is 30 November of each year.

Reference: Annex 16, Volume IV, Appendix 1.

5.6.	What should I do if an aeroplane operator ceases to exist due to bankruptcy or due to merger with another operator during a reporting year?

If an aeroplane operator's CO_2 emissions exceed 10 000 tonnes for the year when the bankruptcy or merger takes place, the operator falls within the applicability of CORSIA MRV requirements, and is required to submit an Emissions Report to the State Authority. Hence, the operator must be submitted as part of the list of aeroplane operators attributed to the State.

Reference: Annex 16, Volume IV, Part II, Chapter 2, 2.1; CCR User Manual, section 3.4.1.

5.7.	What happens when I have a new aeroplane operator?

For the proposes of CORSIA, a new entrant is a new operator that commences an aviation activity starting from the year after it meets the requirements in Annex 16, Volume IV, Part II, Chapter 2, 2.1.1 and 2.1.3 and whose activity is not in whole or in part a continuation of an aviation activity previously performed (or merger) by another operator. For any such operator, you must submit information using the CCR for the year after the operator meets these requirements (see Annex 16, Volume IV, Part II, Chapter 2, 2.1.4).

Reference: Annex 16, Volume IV, Part II, Chapter 2, 2.1.1, 2.1.3 and 2.1.4.

5.8.	On the CCR, what is the difference between 'Active' and 'Inactive' aeroplane operators?

It is expected that for all aeroplane operators (AOs) in a specific year, the status will be set to 'Active'. However, if the operator goes bankrupt in a specific year **and** it has no flight activity you can change its status to 'Inactive'. When you change the status of an AO to 'Inactive', the AO will not be part of your submission to ICAO.

Reference in CCR User Manual, section 3.4.1.

6.	Reporting Verification Bodies
6.1.	Do I have to submit all verification bodies accredited in my State?

For the purposes of CORSIA, you are required to submit information on those verification bodies that are accredited in your State to perform verification under CORSIA. Note that by "accredited in your State" means that the verification companies have successfully completed the accreditation process as established by the national accreditation body of your State. If any operator in your State uses a verification body that has been accredited in another State, and not in yours, you do not need to submit the name of this verification body through the CCR.

ICAO document *"CORSIA Central Registry (CCR): Information and Data for Transparency"* (available here: https://www.icao.int/environmental-protection/CORSIA/Pages/CCR.aspx) contains the latest list of verification bodies submitted by States to ICAO.

Reference: Annex 16, Volume IV, Part II, Chapter 1, 1.3.7.

6.2.	Do I have to submit a list of verification bodies every year?

Yes. You must use the CCR to submit a list of verification bodies accredited in your State every year even if there are no changes as compared to the previous year's submission.

Reference: CCR User Manual, section 4.4.1.

6.3.	What should I do if there are no verification bodies accredited in my State?

If there are no verification bodies accredited in your State, you do not need to submit any information through the CCR.

6.4.	What is the deadline to submit the list of verification bodies to ICAO?

According to the timeline in Appendix 1 to Annex 16, Volume IV, the deadline for reporting on verification bodies is 30 November of each year.

Reference: Annex 16, Volume IV, Appendix 1.

6.5.	On the CCR, what is the difference between 'Active' and 'Inactive' verification bodies?

It is expected that for all verification bodies (VBs), the status will be set to 'Active'. However, if the VB is no longer accredited or loses its accreditation from the NAB or does not provide CORSIA verification services you can change its status to 'Inactive'. When you change the status of a VB to 'Inactive', the VB will not be part of your submission to ICAO.

Reference: CCR User Manual, section 4.4.1.

6.6.	Can I use the same name multiple times in a 'Year Record', when the verification body has multiple offices that are accredited for CORSIA verification in my State?

No. You cannot use the same name for a verification body (VB) more than once in a specific 'Year Record'. If a VB has more than one offices with the same name in your State and these offices have been

accredited to provide CORSIA verification services, you can submit the names of these offices by specifying the location (e.g., name of city or state or province). For example, if VB with the name "ABC Verification" has one office in City A and one office in Province Z in your State and both offices provide verification services for CORSIA, then you can report the two offices on the CCR as "ABC Verification (City A)" and "ABC Verification (Province Z)". Similarly, if the VB has an office in another State and this office is accredited in your State, you can report it through the CCR by indicating the name of the State (or the name of the city/province in that State) that the VB is based in (e.g., "ABC Verification (State Name)").

6.7.	What should I do when a verification body no longer provides CORSIA verification services?

If a verification body has stopped providing verification services under CORSIA, you can either delete it from the 'Year Record' or you can change its status to 'Inactive'.

Reference: CCR User Manual, Chapter 4, section 4.4.1.

7.	**Reporting CO$_2$ Emissions**
7.1.	What CO$_2$ emissions information must I submit to ICAO?

Emissions for 2019 and 2020

For 2019 and 2020, States are required to submit total annual CO$_2$ emissions (in tonnes) per State pair aggregated for all aeroplane operators attributed to the State.

On the CCR, the following information must be submitted for each State pair:

- From (name of departing State);
- To (name of arrival State);
- CO$_2$ emission (in tonnes);
- Indication of whether the data is confidential (Yes or No).

Emissions for 2021 and beyond

For 2021 and beyond, States are required to submit:

- For each State pair:
  - Total annual CO$_2$ emissions (in tonnes) aggregated for all aeroplane operators attributed to the State, distinguishing between State pairs that are subject to offsetting requirements and State pairs that are not subject to offsetting requirements;
- For each aeroplane operator attributed to the State:
  - Total annual CO$_2$ emissions (in tonnes);
  - Indication of whether the ICAO CORSIA CO$_2$ Estimation and Reporting Tool (CERT) is used;
  - Total aggregated annual CO$_2$ emissions (in tonnes) for all State pairs, distinguishing between State pairs that are subject to offsetting requirements and State pairs that are not subject to offsetting requirements.

On the CCR, the information is divided into two parts:

I. For each State pair:

- From (name of departing State);
- To (name of arrival State);
- CO_2 emission (in tonnes);
- Indication of whether the data is confidential (yes or no).

II. For each aeroplane operator (based on the list of aeroplane operators submitted separately – see Section 5):
- Total CO_2 emissions subject to offsetting requirements;
- Total CO_2 emissions not subject to offsetting requirements;
- Indication on the use the CERT.

Notes:

➢ For each State pair, the CCR automatically determines whether CO_2 emissions are subject to offsetting requirements based on the list of States that participate in CORSIA as has been approved by the ICAO Council (ICAO document "*CORSIA States for Chapter 3 State Pairs*" available here).

➢ The CCR uses the list of aeroplane operators that have been submitted separately (see section 5 above) and prefills the name of each operator in the second part mentioned above. This means that you do not have to resubmit a list of aeroplane operators on the CCR.

Reference: Annex 16, Volume IV, Part II, Chapter 2, 2.3.2.2 and Appendix 5, Tables A5-4 and A5-5; CCR User Manual, section 5.1.

7.2.	What is the deadline to submit CO_2 emissions to ICAO?

The deadline for reporting CO_2 emission for 2020 was 31 August 2021. For reporting year 2021 onwards, the deadline is 31 July of the following year (i.e., 2021 CO_2 emissions must be submitted by 31 July 2022).

Reference: Annex 16, Volume IV, Appendix 1.

7.3.	What is the definition of 'Confidential Data'?

Annex 16, Volume IV provides for the classification of CO_2 emissions on specific State pairs as confidential. An operator can request (in writing) the State to which it is attributed not to publish such data at the aeroplane operator level if the disclosure of this data would harm its commercial interests. In particular, data can be classified as confidential if:

- An aeroplane operator operates a very limited number of State pairs that are subject to offsetting requirements, and/or a very limited number of State pairs that are not subject to offsetting requirements;
- Aggregated State pair data may be attributed to an identified aeroplane operator as a result of a very limited number of aeroplane operators conducting flights on a State pair.

For both of the above cases, the annual CO_2 emissions of an aeroplane operator on a given State pair are considered as commercially sensitive if they are determined using one of the five Fuel Use Monitoring Methods.

Reference: Annex 16, Volume IV, Part II, Chapter 2, 2.3.1.6 and 2.3.1.7.

7.4.	Should I report CO_2 emission from domestic flights?

No. For the purposes of CORSIA, only emissions from international flights must be reported through the CCR.

Reference: Annex 16, Volume IV, Part II, Chapter 1, 1.1.2, and Chapter 2, 2.1.

7.5.	Can I report CO_2 emissions per aerodrome pair through the CCR?

No. Although for the purposes of CORSIA, States can request their operators to submit their CO_2 emissions per aerodrome pair in their Emissions Reports, States must report CO_2 emissions per State pair through the CCR.

Reference: Annex 16, Volume IV, Appendix 5, 3.2.

7.6.	Do I have to report CO_2 emissions for each aeroplane operator for 2019 and 2020?

No. CO_2 emissions per aeroplane operator must be reported for reporting year 2021 onwards.

Reference: Annex 16, Volume IV, Appendix 5, Table A5-5.

7.7.	If two (or more) aeroplane operators provide CO_2 emissions for the same State pair(s), should I submit separate data for each operator?

No. You have to aggregate data from all operators on the same State pair(s) and upload on the CCR the total CO_2 emissions per State pair.

Reference: Annex 16, Volume IV, Appendix 5, Tables A5-4 and A5-5.

7.8.	What should I do if the CO_2 emission information from an aeroplane operator is incomplete?

If you determine that the CO_2 Emissions Report from an operator is incomplete and/or inconsistent with the approved Emissions Monitoring Plan, you should engage with the operator so that it fills all data gaps and corrects any systematic errors and misstatements. For more information, refer to the CORSIA FAQ 3.70 (available at: https://www.icao.int/environmental-protection/CORSIA/Pages/CORSIA-FAQs.aspx)

Reference: Annex 16, Volume IV, Part II, Chapter 2, 2.5.1.

7.9.	What should I do if an aeroplane operator does not submit its Emissions Report?

If an operator does not provide its annual Emissions Report in accordance with the timeline in Appendix 1 to Annex 16, Volume IV, then you must engage with the operator to obtain the necessary information. If this proves unsuccessful, then you have to estimate the operator's annual emissions using the best available information and tools, such as the ICAO CORSIA CO_2 Estimation and Reporting Tool (CERT). For more information, refer to the CORSIA FAQ 3.76 (available at: https://www.icao.int/environmental-protection/CORSIA/Pages/CORSIA-FAQs.aspx)

Reference: Annex 16, Volume IV, Part II, Chapter 2, 2.5.2.1.

8.	Reporting CORSIA Eligible Fuels
8.1.	What CORSIA Eligible Fuels information must I submit to ICAO?

The CORSIA Eligible Fuels (CEF) information that must be submitted through the CCR is:

- Production year of CORSIA eligible fuel claimed
- Producer of CORSIA eligible fuel
- Batch number(s) of each CORSIA eligible fuel claimed
- Total mass of each batch of CORSIA eligible fuel claimed (in tonnes)
- Fuel types (i.e., type of fuel, feedstock and conversion process)
- Total mass of the neat CORSIA eligible fuel (in tonnes) per fuel type being claimed by all the aeroplane operators attributed to the State;
- Total emissions reductions claimed from the use of a CORSIA eligible fuel (in tonnes)
- Total emissions reductions claimed by all aeroplane operators attributed to the State from the use of all CORSIA eligible fuel use (in tonnes)

Reference: Annex 16, Volume IV, Appendix 5, Table A5-6.

8.2.	What is the deadline to submit CORSIA Eligible Fuels information to ICAO?

States have the option to report information on CORSIA eligible fuels annually for each year of a three-year compliance cycle or once at the end of the three-year compliance cycle. The deadlines are as follows:

- For annual reporting: 31 July of each year for the previous year starting with the reporting year 2021. For example, the deadline for the year 2021 is 31 July 2022.
- For triennial reporting: 31 July of the year following the last year of the three-year compliance cycle. For example, the deadline for the pilot phase (2021-2023) is 31 July 2024.

Reference: Annex 16, Volume IV, Part II, Chapter 3, 3.3, and Appendix 1.

9.	Reporting Emissions Units Cancellation
9.1.	What information must I submit to ICAO regarding the cancellation of CORSIA Eligible Emissions Units?

The information regarding the cancellation of CORSIA Eligible Emissions Units must be submitted through the CCR as follows:

- Aeroplane operators attributed to the State with offsetting requirements in the reported compliance period;
- Years in the reported compliance period;
- Total aggregated aeroplane operators' final offsetting requirements;
- Total quantity of emissions units cancelled;
- For each batch of cancelled emissions units:
  - Quantity of emissions units cancelled;
  - Start of serial numbers;
  - End of serial numbers;
  - Date of cancellation;
  - Eligible emissions unit programme;
  - Unit type;

- o Host country;
- o Methodology;
- o Demonstration of unit date eligibility;
- o Programme-designated registry name.

Reference: Annex 16, Volume IV, Appendix 5, Table A5-8

9.2.	What is the deadline for reporting emission units cancellation to ICAO?

The deadline for reporting information on emission units cancellation is 31 July of the second year after the end of a three-year compliance cycle. For example, for the pilot phase (2021-2023), information must be submitted by 31 July 2025.

Reference: Annex 16, Volume IV, Part II, Chapter 4, 4.3 and Appendix 1.

10.	**Service Request**
10.1.	What is a Service Request?

A Service Request is a functionality of the CCR to facilitate the communication between a CORSIA Focal Point (CFP) and the ICAO Secretariat for specific issues. There are six types of Service Request:

- **Data Upload Request**: assistance to upload information and data
- **Release Data with Status READY**: release a 'Year Record' that was submitted to ICAO for further editing
- **Unlock Submitted Data**: unlock a 'Year Record' that has been processed by the ICAO Secretariat for further editing
- **Change CORSIA Focal Point**: for information purposes only
- **Change Participation Status**: for information purposes only
- **Other**: any other assistance required by the CFP.

Reference: CCR User Manual, section 9.1.

10.2.	Who can create a Service Request?

Only a CORSIA Focal Point can create and submit a Service Request.

Reference: CCR User Manual, section 9.1.

10.3.	Can I use a Service Request to get information about CORSIA or to communicate with the ICAO Secretariat?

The purpose of the Service Request is to support and assist a CORSIA Focal Point on CCR-related matters (see also question 10.1). If you want to get information on CORSIA, you can contact the ICAO Secretariat directly by sending an e-mail to: ccr@icao.int

Reference: CCR User Manual section 9.1.

10.4.	Can I ask ICAO to release or unlock a year record with status READY or LOCKED using an Service Request?

Yes. There are two types of Service Request you can use for this purpose: "Release Data with Status READY" and "Unlock Submitted Data" (see also question 10.1).

Reference in CCR User Manual sections 9.1 and 9.3.

10.5.	Can I use a PDF (Portable Document Format) file to upload information using the "Data Upload Request"?

No. If the CORSIA Focal Point (CFP) faces technical difficulties while trying to upload data and information in the CCR and needs assistance, the CFP can create a Service Request "Data Upload Request". However, the CFP must upload a file in CSV (Comma Separate Values), since the PDF format is not supported. Please check the CCR User Manual to get more information about adding data on the CCR.

Reference: CCR User Manual, section 9.1.

10.6.	Can I use the Service Request to nominate a new State User?

Yes. A CORSIA Focal Point can use the Service Request "Other" to nominate a new State User.

Reference: CCR User Manual, sections 1.3 and 9.3.

10.7.	Do I have to upload the CORSIA Focal Point nomination letter on the Service Request?

No. The purpose of the Service Request "Change CORSIA Focal Point" is to inform ICAO that there will be a change in the CORSIA Focal Point of your State. To change the CFP, your State must send the official nomination letter to the ICAO Secretariat through official communication means.

Reference: CCR User Manual, section 9.1.

11.	**Other Questions**
11.1.	What is the difference between 'Save' and 'Save & Stay'?

These are two options on the CCR that you can use to save the information entered, but with a slight difference:

- 'Save': store the updated data and close the data entry web form;
- 'Save & Stay': store the updated data but stay on the specific web form; the user can make further changes.

11.2.	What is the difference between 'Create', 'Create & Continue', and 'Create & add another'?

These are three options on the CCR to create a new record, but with a slight difference:

- 'Create': create a new record, save it, and close it;
- 'Create & Continue': create a new record, save it, and continue working on it;

	• 'Create & add another': create a new record, save it, and clear the web form so that you can create another record.

11.3.	How can I use the 'Help' function inside the CCR?

To access the 'Help' function on the CCR, click on the help icon '[?]' (top-right) on a specific page. When you click on the 'help icon', a popup window will appear on your screen displaying related information for a specific topic; you can use the help menu to access the help information on other topics.

Reference: CCR User Manual, section 2.5.

11.4.	Is it possible to print the 'Help' inside the CCR?

No. However, the CCR User Manual contains all information that is available inside the 'Help' function on the CCR. In addition, the ICAO Secretariat has created a series of leaflets (quick guides) to provide basic information on some specific functions of the CCR. All CCR-related materials can be found on the ICAO website (https://www.icao.int/environmental-protection/CORSIA/Pages/ccr-materials.aspx).

Reference: CCR User Manual, section 2.5.

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