

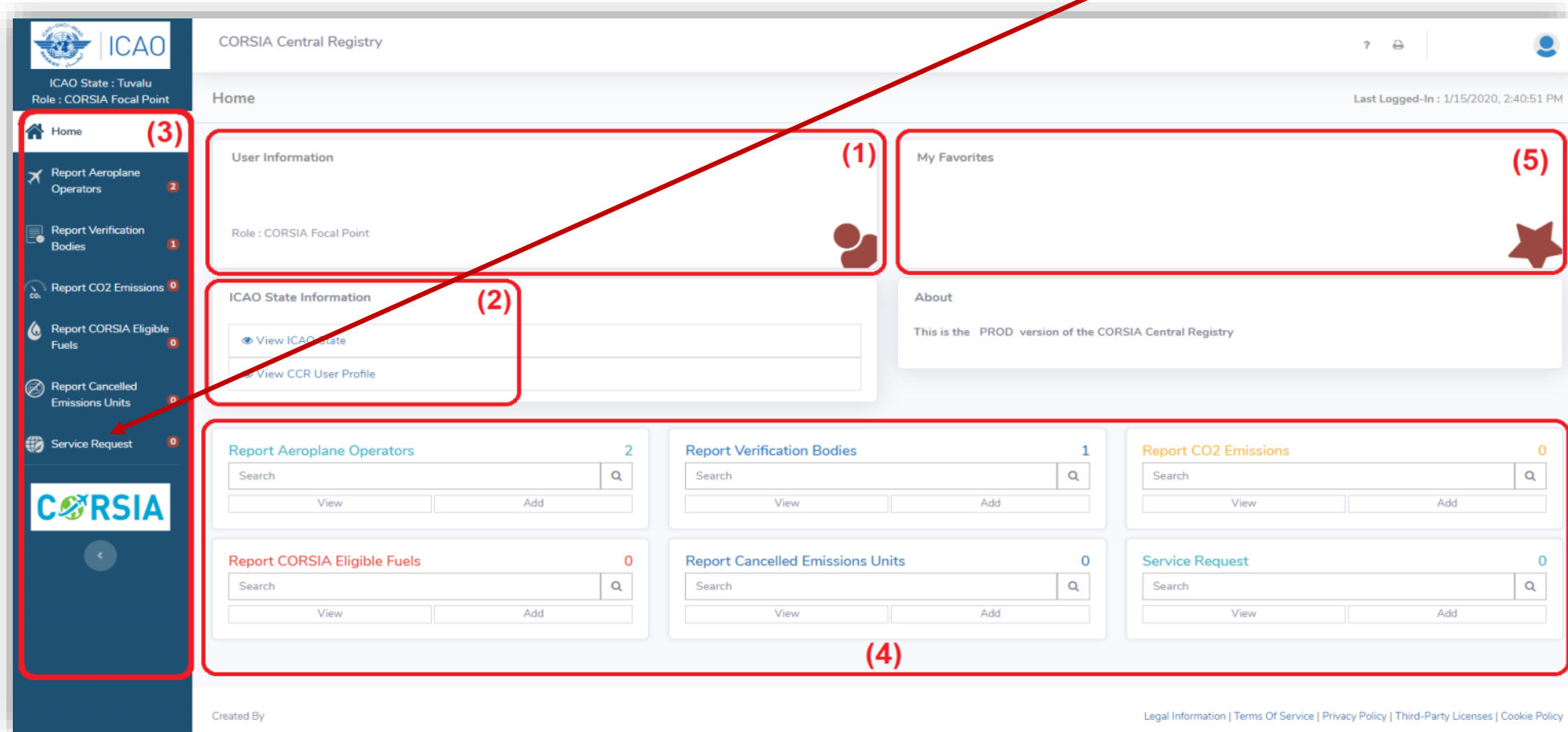
# Service Request

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ICAO Secretariat



Access 'Service Request' from the navigation menu (3) on the Home page



# Service Request on the CCR

- What is a 'Service Request'?
  - A set of pre-defined requests for assistance by ICAO related to the CCR
  - Provide information to ICAO
  
- Who can initiate a 'Service Request'?
  - Only a CFP can create a 'Service Request'

# Create a new Service Request

- Create a Service Request:
  - Sequence 'Add' => 'Full Add' or 'Quick Add' (pop-up)

The screenshot displays the CORSIA Central Registry interface. The top navigation bar includes the ICAO logo, the text 'ICAO ENVIRONMENT', and the title 'Create a new Service Request'. The main content area is titled 'Service Request List' and features a table with the following columns: Request Type, Summary, Document, Requesting User, ICAO State, Service Request Status, and Service Request Date. A single entry is visible in the table: 'Data Upload Request' with a summary of 'Upload Aeroplane Operator information' and a document named 'Import Aeroplane Operators\_Tuvalu.csv'. The interface also includes a sidebar with navigation options such as 'Home', 'Report Aeroplane Operators', 'Report Verification Bodies', 'Report CO2 Emissions', 'Report CORSIA Eligible Fuels', 'Report Cancelled Emissions Units', and 'Service Request'. A red box highlights the 'Add' dropdown menu, which contains 'Full Add' and 'Quick Add' options. A red arrow points to the 'Service Request' menu item in the sidebar.

# Create a new Service Request

- Select the type of the 'Service Request':

The screenshot shows the 'Create - Add Service Request' form in the CORSIA Central Registry. The form is divided into several sections:

- Basic Information:** Contains a dropdown for 'Service Request Type \*' (highlighted with a red box) and a 'Summary' field.
- Requested By:** Contains fields for 'Requesting User \*' and 'ICAO State \*'.
- Description:** A rich text editor with a toolbar containing bold, italic, underline, link, list, and other icons.

At the bottom of the form, there are four buttons: 'Cancel', 'Create', 'Create & Continue', and 'Create & Add another'. A red arrow points to the 'Create & Add another' button.

# Create a new Service Request

- The CCR has the option for the following types of ‘Service Request’:
  - **Data Upload Request:** the CFP can ask ICAO to upload any data/record at the CCR when the State is unable to do it
  - **Release Data with Status ‘Ready’:** the CFP can ask to “release” a data that was submitted to ICAO previously (READY to IN PROGRESS)
  - **Unlock Submitted Data:** the CFP can ask to UNLOCKED a data that was submitted and validated by ISU (LOCKED to IN PROGRESS)
  - **Change CORSIA Focal Point\*:** inform ICAO of a change in the CFP of the State
  - **Change Participation Status\*:** inform ICAO that the State volunteers to participate in CORSIA
  - Other (*not specified*)

*\* For information purposes only – ICAO will not take any action on the basis of these two requests – an official communication is required for both*

- Additional comments: all options
  - Additional notes/ comments can also be added on the 'Description' field inside the 'Service Request' record

# Service Request details

- Upload files: only for 'Data Upload Request'
  - the CFP can ask ICAO to upload a year record on the CCR when the CFP is unable to do it
  - An 'Upload File' button is available on the web-form

The screenshot shows a web form titled "Service Request" with the subtitle "Create - Add Service Request". The form is divided into sections: "Basic Information", "Summary", and "Document". In the "Basic Information" section, the "Service Request Type \*" dropdown menu is set to "Data Upload Request" and is highlighted with a red rounded rectangle. In the "Document" section, there is a dark blue "Upload File" button and a "Document" input field. A red arrow points from the right towards the "Upload File" button.



# Service Request status

- There are five status options for a ‘Service Request’:
  - ‘New’; ‘Closed’; ‘More information needed’; ‘Ongoing’; ‘Withdrawn’
  - CFP can change the Service Request status to ‘New’ or ‘Withdrawn’

The screenshot displays a web form for a Service Request. It is divided into two main sections: 'Requested By' and 'Status Information'.  
 In the 'Requested By' section, there are two dropdown menus: 'Requesting User \*' and 'ICAO State \*'. The 'ICAO State \*' dropdown is currently set to 'Tuvalu'.  
 In the 'Status Information' section, there is a blue notification box that says 'New' with a timestamp '1/16/2020 2:07:46 PM' and a user icon. Below this is a dropdown menu labeled 'Service Request Status \*' which is highlighted with a red rectangle. The dropdown menu is open, showing the following options: 'New', '--None--', 'New', and 'Withdrawn'. A red arrow points to the 'Withdrawn' option. Below the dropdown is a 'Service Request Date' field with a search icon. At the bottom left of the form, there is a link that says 'For Internal Use Only'.

# Service Request status

- More information of 'Service Request':
  - ICAO Super User can change the status of the Service Request to 'More Information Needed'
  - CFP will receive a notification of this change (by e-mail)

Service Request Edit  
Unlock Submitted Data-Canada-More information needed

Details Notes 0 Service Request Journal

**Basic Information**

Service Request Type \* Unlock Submitted Data

Summary

**Requested By**

Requesting User \*

ICAO State \* Canada

**Status Information**

New 1/23/2020 11:25:22 AM

More information needed 2/21/2020 2:41:47 PM

Service Request Status \* More information needed

Service Request Date 01/23/2020 11:25

# Service Request status

- Status 'Closed' by ISU:
  - the ICAO Super User changes the status to 'Closed', when the work on the Service Request has been completed
  - a 'Closed' Service Request is archived for future reference.

**Service Request Edit**  
Data Upload Request-Tuvalu-Closed

**Locked Record**  
Warning(#1171) : This record is read-only because the Status is 'Closed'.

Details | Notes 0 | Service Request Journal

**Basic Information**

Service Request Type \* : Data Upload Request

Summary : Upload Aeroplane Operator information

Document : [Upload File](#)  
Import Aeroplan...csv

**Requested By**

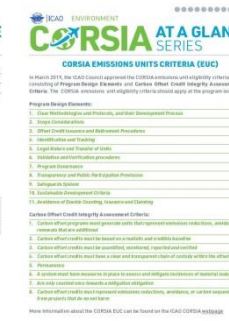
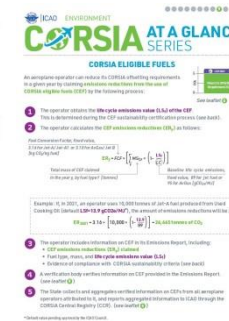
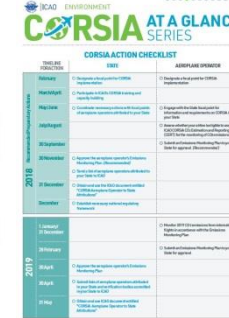
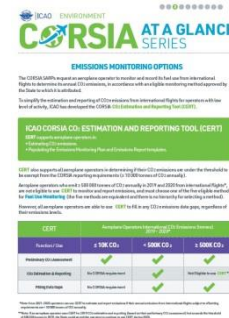
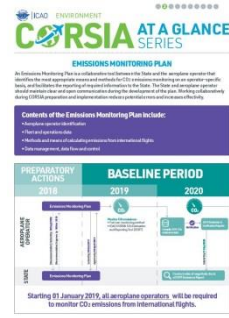
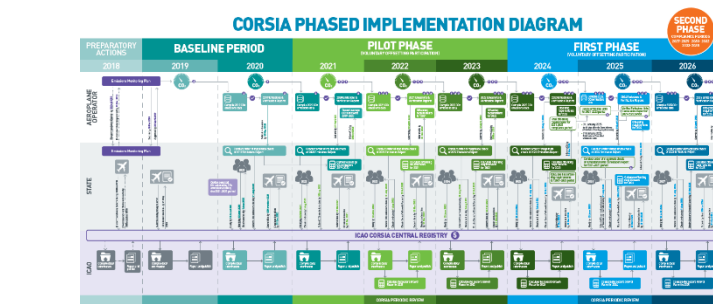
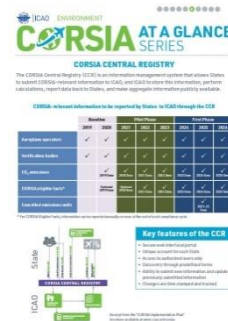
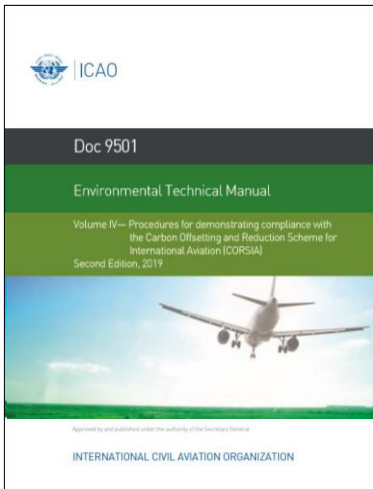
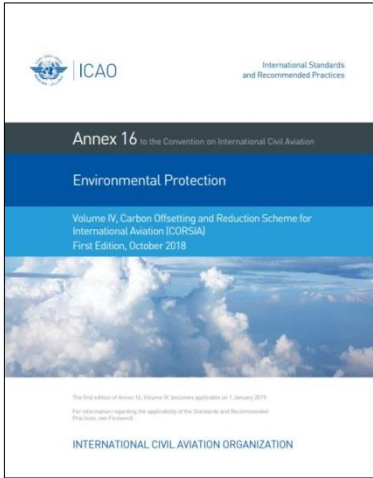
Requesting User \* : [Empty]

ICAO State \* : Tuvalu

**Status Information**

Timeline: New (1/16/2020 2:07:46 PM) → Closed (1/16/2020 2:46:41 PM)

Service Request Status \* : Closed



- ENV Homepage
- CORSIA Homepage
- CORSIA IMPLEMENTATION
- ACT CORSIA

## Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA)

CORSIA News (click here to consult the complete list)

January 2020

Colombia received training under Phase Two ACT-CORSIA Buddy Partnership with Italy

## CORSIA IMPLEMENTATION

- Assembly Resolution A40-19
- Reservation to Resolution A40-19
- SARP - Annex 16 Volume IV
- Environmental Technical Manual - Volume IV
  - » Templates
- ICAO CORSIA Implementation Elements
  - » CORSIA States for Chapter 3 State Pairs
  - » ICAO CORSIA CO<sub>2</sub> Estimation and Reporting Tool (CERT)
  - » CORSIA Eligible Fuels
  - » CORSIA Eligible Emissions Units
  - » CORSIA Central Registry (CCR)

## ACT CORSIA

- CORSIA Buddy Partnerships
- Model Regulations
- Frequently Asked Questions
- Brochure and Leaflets
- Videos
- Seminars
- Online Tutorials
- Background Information

Additional Material for CORSIA Implementation



For more information, please visit our website: <http://www.icao.int/corsia>