



## **Payment by Credit Card**

As explained in the Customer Guide to Charges, all payments to EUROCONTROL must be made to the bank accounts stated on the bills. Note that there are separate bank accounts for the Route Charges System and for each state under the Terminal Charges and Air Navigation Charges Systems. As this may necessitate several small payments to separate bank accounts, we also offer collection by credit card. At present, we can only accept Visa and Mastercard/Eurocard/Access.

EUROCONTROL issues four types of bill

- **Type 1**      **Route Charges** collected by the Organisation on behalf of all present and future member states, denominated in **Euro (EUR)**,
- **Type 2**      **Terminal charges** collected by the Organisation on behalf of Croatia, Greece, Hungary, Ireland, Italy, Lithuania, Moldova, the Netherlands and Slovenia, **Shanwick Communication Charges, Air Navigation Charges** collected by the Organisation on behalf of Belarus, Egypt, Morocco, Ukraine, and Uzbekistan, and any new states, denominated in **Euro (EUR)**,
- **Type 3**      Terminal charges collected by the Organisation on behalf of **Denmark**, denominated in Danish Krone (**DKK**).
- **Type 4**      Terminal charges collected by the Organisation on behalf of **Sweden**, denominated in Swedish Krone (**SEK**).

### **Procedure**

1. Complete the attached form and send it by post to EUROCONTROL CRCO (see address provided on the form). Once received, EUROCONTROL will take all reasonable steps to safeguard your card details.
2. You will continue to receive all billing documents as at present. For security reasons, your card details will not be reported.
3. Credit cards are charged twice a month, one week after the Billing Date (the main run) and three weeks after the Billing Date (the ancillary run).
  - On the main run, all amounts outstanding will be charged to your credit card. If there is nothing outstanding, there will be no charge. The timing is such that money will be received by EUROCONTROL before the due date, although you will not pay your card issuer until later.
  - Charges will only be made on the ancillary run if there was a problem with your card on the main run, or if you are a new user and your authorisation arrived after the main run.
4. The charge made will be the total amount due, plus an administration fee of 2.24%<sup>1</sup> to cover our costs.

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<sup>1</sup> You will actually be charged the amount of the bill divided by 0.9781

5. Interest on overdue invoices will continue to be accrued to your account until payment is received by EUROCONTROL, which may be up to ten days after your card has been charged.
6. If you provide an e-mail address, we will send you an e-mail each time we charge your card, with details of each bill charged. It is not possible to send this information by fax.
7. The statement from your card company will show the amount charged, including the administration fee, in the currency of the bill, and the conversion rate applied by them.
8. You pay your card company as usual, in the currency of your card.
9. **If your credit card number or expiry date has changed, please inform CRCO urgently by e-mail or by fax.**

You may choose to charge all bills or one or more of the Types above.

If your card company for whatever reason does not accept the charge, the transaction will be cancelled. We will attempt to charge your card on the ancillary run. However, you will be charged interest. You may avoid this by making a payment by bank transfer with value date on or before the due date. If the charges are persistently refused by your card company, we will remove you from the scheme.

You may cancel your authorisation at any time by mail to EUROCONTROL CRCO. Should EUROCONTROL decide to discontinue the scheme, we shall give you one month's notice of cancellation – after this time all unpaid bills would have to be paid by bank transfer or cheque as at present.

You should still register claims, if any, as at present. Any credits issued will be deducted from the next payment. The 2.24% administration fee on the amounts credited will be reimbursed.

#### **2012 credit card calendar ( 2 monthly credit card runs )**

Bill	Billing date	1st CC run	2nd CC run	Due date
2011/12	16/01/2012	23/01/2012	06/02/2012	15/02/2012
2012/01	14/02/2012	21/02/2012	06/03/2012	15/03/2012
2012/02	14/03/2012	21/03/2012	04/04/2012	13/04/2012
2012/03	16/04/2012	23/04/2012	07/05/2012	16/05/2012
2012/04	15/05/2012	22/05/2012	05/06/2012	14/06/2012
2012/05	18/06/2012	25/06/2012	09/07/2012	18/07/2012
2012/06	17/07/2012	24/07/2012	07/08/2012	16/08/2012
2012/07	14/08/2012	21/08/2012	04/09/2012	13/09/2012
2012/08	17/09/2012	24/09/2012	08/10/2012	17/10/2012
2012/09	15/10/2012	22/10/2012	05/11/2012	14/11/2012
2012/10	19/11/2012	26/11/2012	10/12/2012	19/12/2012
2012/11	17/12/2012	24/12/2012	07/01/2013	16/01/2013

# CREDIT CARD PAYMENT AUTHORITY

EUROCONTROL Central Route Charges Office (CRCO)



User reference number ( xx / xxxxxx / xx )
REF :

I authorise the EUROCONTROL Central Route Charges Office to charge my credit card <sup>(1)</sup>:

VISA	
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MASTERCARD / EUROCARD / ACCESS	
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Card number (16 digits) : \_\_\_\_\_

Name on card : \_\_\_\_\_ Expiry date : \_\_\_\_\_ / \_\_\_\_\_

Please select  either permanent or one shot authorisation

<p><b>Either</b>    <input type="checkbox"/>    <b>Permanent authorisation (until credit card expiry date)</b></p> <p>          <input type="checkbox"/>    <b>Route Charges</b></p> <p>          <input type="checkbox"/>    <b>Air Nav., Communication and Terminal Charges</b></p>
<p><b>Or</b>        <input type="checkbox"/>    <b>One shot authorisation (please quote the bill reference)</b></p> <p>                  <b>REF :</b></p> <p>                  <b>REF :</b></p> <p>                  <b>REF :</b></p>

I understand that a 2.24% administration fee will be added to any amount charged.

I understand that if my bank or my credit card company, for whatever reason, does not accept the charge, the transaction will be cancelled and I will pay EUROCONTROL by bank transfer or by cheque. If payment is not received by EUROCONTROL with value date before the due date, I will be charged interest.

Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

E-mail: \_\_\_\_\_

Fax: \_\_\_\_\_

Signed: \_\_\_\_\_

<sup>(1)</sup> It is not at present possible to use other types of card

**Please send by fax to :**

**EUROCONTROL  
Central Route Charges Office  
Rue de la Fusée, 96  
B-1130 Brussels (Belgium)**

**Fax : +32 2 729 9095**