

# EUROCONTROL

Central Route Charges Office



## Methods of Payment

As explained in the '*Conditions of Application of the Route Charges System and Conditions of Payment*' for the Route Charges System and the individual annual *Information Circulars* for the other Agreements, all payments to EUROCONTROL shall 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. However, you may combine certain payments as shown below.

You may pay by bank transfer, cheque or credit card. Separate cheques should be sent for each 'Type' below, payable to 'EUROCONTROL', to our office at 96 Rue de la Fusée, B-1130 Brussels, Belgium. If you wish to pay by credit card (Visa and Mastercard only), details are enclosed.

For payment by bank transfer, the bank accounts to be used for payments are shown on the bills. **Only make payments to bank accounts listed on official EUROCONTROL bills. Beware of fraudsters pretending that EUROCONTROL has changed its bank accounts. We have no plan to open new bank accounts in the foreseeable future.**

Please ensure that all payments are made in the correct currency and to the correct bank account, **quoting your User Number**.

Eurocontrol Bills have the following reference

System/User Number/Check Digits/Flight Month/Sequential Number

For example

HE/**1234**/56/1604/01

Egypt/**User 1234**/check digits 56/April 2016/First Bill

The *Conditions of Application-Annex 2-Clause 4* and the *Information Circulars-Appendix-Clause 3* state that in the absence of a remittance advice, EUROCONTROL will apply the payment

- first to interest, and then
- to the oldest bills unpaid.

If you wish your payment to have a different allocation, please ensure that you send a remittance advice to [r5.crco@eurocontrol.int](mailto:r5.crco@eurocontrol.int)

## **Type 1**

- Route Charges collected by the Organisation on behalf of member states (Euro).

	<b>Reference</b>
Route Charges	2/.. , I/..

**Payment shall be made to any of the Bank Accounts listed on the reverse of the bill.**

A national of a member state may pay their Type 1 bills (only) in local currency to the bank in their State listed on the reverse of the bill, if one exists.

## **Type 2**

- Terminal charges collected by the Organisation on behalf of the Albania, Canaries, Croatia, FYROM, Greece, Hungary, Ireland, Italy, Lithuania, Malta, Moldova, Netherlands, Slovenia, Spain
- Shanwick Communications Charges
- Air Navigation Charges collected by the Organisation on behalf of Morocco, Egypt, Belarus and Uzbekistan (Euro)

<b>State</b>	<b>Reference</b>
Albania	ALA/.. , 31/..
Canaries (2017-)	AGC/.. , 11/..
Croatia	ALD/.. , 26/..
FYROM	ALW/.. , 28/..
Greece	ALG/.. , 13/..
Hungary	ALH/.. , 18/..
Ireland	AEI/.. , 6/..
Italy	ALI/.. , 16/..
Lithuania	AEY/.. , 37/..
Malta	ALM/.. , 15/..
Moldova	ALU/.. , 29/..
Netherlands	AEH/.. , 5/..
Slovenia	ALJ/.. , 21/..
Spain (including Canaries) (2014-16)	ALE/.. , 10/..
Shanwick Communications Charges	IC/..
Morocco	GM/..
Egypt	HE/..
Belarus	UM/..
Uzbekistan	UT/..

**You may send a single payment to any of the bank accounts on any of these Type 2 bills (only) and we will credit the individual accounts without charges and with the Value Date of the payment. If you do this, you MUST send a [remittance advice](#) to [r5.crco@eurocontrol.int](mailto:r5.crco@eurocontrol.int) stating your User Number and the bills you are paying. Payment shall not be combined with payments for another Type.**

### **Type 3**

- Terminal charges collected by the Organisation on behalf of Denmark (DKK), Sweden (SEK) and Bulgaria (BGN)

<b>State</b>	<b>Reference</b>	
Denmark	AEK/.. , 20/..	
Sweden	AES/.. , 24/..	
Bulgaria	ALB/.. , 27/..	<b>See Note Below</b>

**Payment shall be made only in the currency and to the bank account stated on the bill.**

### **Bulgarian Terminal Charges**

Bulgarian Terminal Charges are denominated in BGN. Users who are unable to pay in BGN may pay in EURO to the (same) bank account stated on the bill, using the fixed exchange rate of BGN 1.95583

**Bank charges must be borne by the airspace users.** We sometimes find that, although a User has instructed his bank that he will pay the bank charges, the bank has used an intermediary bank, which has deducted its fee from the amount we receive. We credit the account with the amount that our bank has received. We have no details of and do not accept these deductions.

For increased security, we advise all airspace users to use our secured extranet system CEFA to download their billing documents and to consult their account's latest status. This facility is entirely free of charge and would allow you to download billing documents in PDF format and to consult your financial situation. You can also submit claims and monitor their status and can also look up and submit modifications of aircraft data.

All details on the CEFA extranet can be found on EUROCONTROL's CEFA website:

<http://www.eurocontrol.int/services/central-route-charges-office-extranet-airspace-users-cefa>

Should you have any queries, please do not hesitate to contact  
EUROCONTROL  
Central Route Charges Office  
Rue de la Fusée 96  
B-1130 Brussels  
Belgium

tel: +32 2 729 3857

fax: +32 2 729 9095

[r5.crco@eurocontrol.int](mailto:r5.crco@eurocontrol.int)

<http://www.eurocontrol.int/crco>

## **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 Route Charges and for each State's Terminal and Air Navigation Charges. As this may necessitate several small payments to separate bank accounts, we also offer collection by credit card. At present, we only accept Visa and Mastercard.

EUROCONTROL issues the following types of bills which can be paid by credit card :

- **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 Albania, Canaries, Croatia, FYROM, Greece, Hungary, Ireland, Italy, Lithuania, Malta, Moldova, the Netherlands, Slovenia and Spain; **Shanwick Communication Charges; Air Navigation Charges** collected by the Organisation on behalf of Belarus, Egypt, Morocco and Uzbekistan denominated in **Euro (EUR)**
- **Type 3**      **Terminal Charges** collected by the Organisation on behalf of Denmark and Sweden denominated in **local currency (DKK and 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.
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.

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

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.
10. We currently cannot offer you the possibility to pay the Bulgarian Terminal Charges by credit card as the billing currency (BGN) is not supported by our credit card company. Therefore, we only accept bank transfers in BGN to the bank account specified on the bill.

You may authorise us to charge only specific bills or give us a continuing authority to charge all future bills. In this case you may include or exclude the main Route Charges bills.

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.

#### **2019 credit card calendar ( 2 monthly credit card runs )**

Bill	Billing date	Main run	Ancillary run	Due date
2018/12	15/01/2019	22/01/2019	05/02/2019	14/02/2019
2019/01	12/02/2019	19/02/2019	05/03/2019	14/03/2019
2019/02	12/03/2019	19/03/2019	02/04/2019	11/04/2019
2019/03	15/04/2019	23/04/2019	06/05/2019	15/05/2019
2019/04	13/05/2019	20/05/2019	03/06/2019	12/06/2019
2019/05	11/06/2019	18/06/2019	02/07/2019	11/07/2019
2019/06	15/07/2019	22/07/2019	05/08/2019	14/08/2019
2019/07	13/08/2019	20/08/2019	03/09/2019	12/09/2019
2019/08	10/09/2019	17/09/2019	01/10/2019	10/10/2019
2019/09	14/10/2019	21/10/2019	04/11/2019	13/11/2019
2019/10	11/11/2019	18/11/2019	02/12/2019	11/12/2019
2019/11	10/12/2019	17/12/2019	-	09/01/2020

# 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	
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Card number (16 digits) : \_\_\_\_\_

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

Please select [ X ] either permanent or one shot authorisation

<b><u>Either</u></b> [ ] <b><u>Permanent authorisation (until credit card expiry date)</u></b> [ ] <b>Route Charges</b> [ ] <b>Air Nav, Communication and Terminal Charges</b>
<b><u>Or</u></b> [ ] <b><u>One shot authorisation (please quote the bill references)</u></b> <b>REF :</b> <b>REF :</b> <b>REF :</b>

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: \_\_\_\_\_

**Please send by post or by fax to :**

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

Fax : +32 2 729 90 95

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