EUROCONTROL

Central Route Charges Office

Customer Guide to Charges

April 2026

CONSORTIUM COORDINATOR sesar DEPLOYMENT MANAGER

FOUNDING MEMBER sesar JOINT UNDERTAKING

NETWORK MANAGER

Table of content

TABLE OF CONTENT **1**

THE MISSION OF EUROCONTROL'S CENTRAL ROUTE CHARGES OFFICE (CRCO) **3**

PART A. TYPE OF CHARGES **5**

A.1. Route charges 5

A.1.1. Participating States 5

A.1.2. Calculation 6

A.2. Terminal charges 8

A.2.1. Participating States 8

A.2.2. Calculation 8

A.3. Air navigation charges 10

A.3.1. Participating States 10

A.3.2. Calculation of route charges 10

A.3.3. Calculation of terminal charges 11

A.4. Communication charges 12

A.4.1. Participating States 12

A.4.2. Calculation 12

PART B. CRCO BILLING DOCUMENTS **13**

B.1. Statements 15

B.1.1. Statement of account (ST) 15

B.2. Invoices 15

B.2.1. Bill (FB) 15

B.2.2. VAT invoice (BT) 15

B.2.3. IOLP bill (FI) 15

B.2.4. Pro Forma statement (PF) 16

B.2.5. Bill & VAT breakdown (CB) 16

B.3. Credit notes 16

B.3.1. Credit note (NC) 16

B.3.2. VAT credit note (CT) 16

B.3.3. IOLP credit note (NI) 16

B.3.4. Credit note Pro Forma (NP) 17

B.3.5. Credit note & VAT breakdown (CN) 17

B.4. Information documents 17

B.4.1. Claim result (DN) 17

B.4.2. Claim Rejection Note 17
B.4.3. Fleet composition (FC) 17
PART C. PAYMENT OF CHARGES 19
C.1. General remarks 19
C.2. Payment by bank transfer 20
C.3. Payment by credit card 20
C.3.1. Procedure 20
PART D. LIABILITY OF CHARGES 22
D.1. Exemptions 22
D.2. Value Added Tax (VAT) 23
D.2.1. EU VAT 23
D.2.2. Other VAT 23
PART E. CLAIMS 24
PART F. TOOLS 25
F.1. CRCO CEFA portal 25
F.2. CRCO DATALINK 25
F.3. RSO distance tool 25
CONTACTS AT THE CENTRAL ROUTE CHARGES OFFICE 27
Billing, Claims and Stakeholder Relations 27
Collection of charges 27
Accounting and Treasury 27
ANNEX A. EUROCONTROL ROUTE CHARGE CALCULATION EXAMPLE 28
ANNEX B. RSO ROUTE CHARGES ESTIMATION 29
ANNEX C. ESTABLISHING THE DISTANCE FACTOR FOR INTERNATIONAL FLIGHTS 30

The Mission of EUROCONTROL's Central Route Charges Office (CRCO)

The Central Route Charges Office (CRCO) runs an efficient system for the cost recovery of air traffic services made available to aircraft operators. On behalf of EUROCONTROL's Member States, the CRCO bills and collects **route charges** that fund air navigation facilities and services and supports Air Traffic Management developments (see section A.1). As an aircraft operator, you will receive a single bill per month in EUR, no matter how many EUROCONTROL Member States were overflown.

The CRCO also bills and collects, on a bilateral basis, **terminal charges** on behalf of Member States (see section A.2), **air navigation charges** on behalf of non-Member States (see section A.3), as well as **communication charges** in the Shanwick area (see section A.4).

The billing and recovery of air navigation charges by EUROCONTROL is indispensable in ensuring that air navigation facilities and services are steadily financed and safely operated, paving the way for the future evolution of the pan-European Air Traffic Management (ATM) system in the context of the Single European Sky and the European ATM Master Plan (SESAR).

This Customer Guide to Charges provides information on the different charges levied by the CRCO, in particular the charge calculation methods, billing documents, methods of payment and submission of claims.

This document is published by EUROCONTROL for information purposes. While reasonable efforts have taken place to ensure the information is complete and accurate as the date of publication, EUROCONTROL does not make any warranties or representations as to the accuracy, completeness, or fitness for a particular purpose of the information contained herein. In the event of any conflict or discrepancy between the information in this guide and any official EUROCONTROL document, the users shall exclusively refer to the official document. Furthermore, this guide does not provide alternative interpretations of any terms or provisions found in official documents.

The CRCO pages on EUROCONTROL's public website give additional information and contain the latest updates for all items featured in the Customer Guide: http://www.eurocontrol.int/crco

FRAUD WARNING!

Fraudsters may attempt to contact you, claiming that EUROCONTROL bank accounts have changed, and try to persuade you to make payments to fake bank accounts.

Treat any communication with suspicion, especially if you are asked for financial information about your account or if a new bank account is communicated to you!

EUROCONTROL has no plan to open new bank accounts in the foreseeable future and **never communicates bank account numbers by e-mail, fax or telephone.**

Under no circumstances should you pay into any bank account other than those referenced on the official EUROCONTROL billing documents. Never accept any other source of information and, if in doubt, contact us immediately: **+32.2.729.38.38**.

For increased security, we strongly advise you to use our CEFA portal, which allows you to download your billing documents, consult your account's latest status, submit modifications of aircraft data or introduce claims and monitor their status. To enrol, please consult section F.1

https://www.eurocontrol.int/tool/cefa

Part A. Type of charges

A.1. Route charges

A.1.1. Participating States

The EUROCONTROL Member States have adopted the basic principles for a harmonised regional route charges system involving a single charge per flight.

The CRCO operates the Multilateral Route Charges System on behalf of Member States with due regard to the guidelines recommended by the International Civil Aviation Organisation (ICAO), in particular those concerning equity and transparency.

The EUROCONTROL Organisation is entrusted with the calculation, billing and collection of route charges on behalf of the following Contracting States to the Multilateral Agreement:

Albania (LA)	Germany (ED)	Norway (EN)
Armenia (UD)	Greece (LG)	Poland (EP)
Austria (LO)	Hungary (LH)	Portugal (LP) incl. Azores (AZ)
Belgium (EB)	Ireland (EI)	Romania (LR)
Bosnia-Herzegovina (LQ)	Italy (LI)	Serbia (LY)
Bulgaria (LB)	Latvia (EV)	Slovak Republic (LZ)
Croatia (LD)	Lithuania (EY)	Slovenia (LJ)
Cyprus (LC)	Luxembourg (EL)	Spain (LE) incl. Canaries (GC)
Czech Republic (LK)	Malta (LM)	Sweden (ES)
Denmark (EK)	Moldova (LU)	Switzerland (LS)
Estonia (EE)	Monaco (LN)	Türkiye (LT)
Finland (EF)	Montenegro (LY)	Ukraine (UK) incl. Ukraine South (U1)
France (LF)	Netherlands (EH)	United Kingdom (EG)
Georgia (UG)	North Macedonia (LW)	

A.1.2. Calculation

A route charge is levied for each flight performed in the EUROCONTROL airspace. The EUROCONTROL airspace is divided into route charging zones as defined by the Member States.

The EUROCONTROL route charge takes account of three basic elements:

- The distance factor (for each charging zone);
- The aircraft weight factor; and
- The unit rate of charge (for each charging zone).

The result obtained when multiplying these three elements is the route charge per charging zone. Please refer to Annex C for an example showing the calculation of the route charge for a flight.

A.1.2.1. Distance factor

The distance factor by charging zone is obtained by dividing, by one hundred (100), the number of kilometres in the great circle distance between the aerodrome of departure (or entry point of the charging zone) and the aerodrome of arrival (or exit point of the charging zone). This operation is repeated for each charging zone overflown. The distance factor is based on the **actual route flown as recorded by the Network Manager**.

For each take-off and for each landing, 20 km are deducted from the total distance within the impacted charging zone(s).

For flights terminating at the aerodrome from which the aircraft has taken off and during which no intermediate landing was made (circular flights), and for which the most distant point from the aerodrome lies in the charging zone, the distance factor is determined by reference to the most distant point from the aerodrome.

You will find additional details concerning the calculation of the distance factor in Article 5 of the Conditions of Application of the Route Charges System, which can be downloaded from our public website:

http://www.eurocontrol.int/crco

A.1.2.2. Aircraft weight factor

The calculation of the weight factor is based on the **certificated maximum take-off weight (MTOW) of the aircraft performing the flight**.

The weight factor is determined by dividing, by fifty (50), the certificated Maximum Take-Off Weight (MTOW) of the aircraft (in metric tonnes, taken to one decimal) and subsequently taking the square root of the result taken to the second decimal, i.e.

$$\sqrt{\frac{MTOW}{50}}$$

You are requested to notify the CRCO, before the last working day of the month, of any change in your fleet's composition (acquisitions, disposals and leasing of new aircraft) or in the highest certificated maximum take-off weight as shown in the Aircraft Flight Manual (AFM), together with the dates of change during the current month. If an aircraft is sold, the previous owner should report the sale (including the exact date of hand-over) before or within the same calendar month and identify the new owner so as to avoid being billed for flights performed by another operator.

If you intend to operate a flight with an aircraft of another operator (dry or wet lease), we invite you to confirm with the lessor that the highest certificated MTOW has been declared to the CRCO.

In order to easily submit or monitor your fleet composition and provide your AFMs, we invite you to make use of the Fleet Declaration module on CEFA.

Please note that in the event of no fleet declaration being received or no AFM provided, the weight factor will be calculated by taking the certificated maximum take-off weight of the heaviest aircraft of the same type known to exist. For additional details concerning the calculation of the weight factor, please refer to Article 6 of Conditions of Application of the Route Charges System and to the information circular on fleet declarations. Both documents can be downloaded from our public website:

http://www.eurocontrol.int/crco

A.1.2.3. Unit Rate of Charge

The unit rate of charge is the charge in euro applied in a charging zone to a flight operated by an aircraft of 50 metric tonnes (weight factor of 1.00) and for a distance factor of 1.00.

The unit rates are applicable as from 1st January of each year. To reduce the effects of exchange rate fluctuations, the unit rates are adjusted each month in line with the exchange rate of the euro against the national currencies concerned. The monthly adjustment does not apply to States participating in the European Monetary Union and to States establishing their cost-base in euro. You can download the "adjusted" unit rates from our public website: http://www.eurocontrol.int/crco

A.2. Terminal charges

A.2.1. Participating States

Charges for terminal air navigation services are billed and collected by EUROCONTROL on behalf of the following Member States.

Albania	Greece	Moldova
Bulgaria	Hungary	The Netherlands
Croatia	Ireland	North Macedonia
Denmark	Italy	Slovenia
Finland	Lithuania	Spain incl. Canarias
France	Malta	Sweden

Bills for terminal charges are sent out monthly in the middle of the month following the month in which the flights took place, at the same time as EUROCONTROL's route charges. Billing documents are raised for each State concerned and clearly indicate the State on behalf of which the charges are levied. Payment terms are the same as those for the EUROCONTROL route charges, i.e. 30 days from the date of the bill.

A.2.2. Calculation

Member States have defined terminal charging zones, i.e. aerodromes or groups of aerodromes, located within their respective territories, where they provide terminal services and for which a terminal unit rate of charge applies.

Terminal charges are levied upon the departing flight only. They take account of two basic elements:

- The aircraft weight factor; and
- The unit rate of charge for the aerodrome of departure.

The result obtained when multiplying these two elements is the terminal charge.

A.2.2.1. Aircraft weight factor

For terminal charges, two different formulas are used to determine the weight factor.

Albania, **Bulgaria**, **Croatia**, **Denmark**, **Finland**, **France**, **Greece**, **Hungary**, **Ireland**, **Italy**, **Lithuania**, **Malta**, **The Netherlands**, **Slovenia**, **Spain** and **Sweden** apply the following formula:

$$\left(\frac{MTOW}{50}\right)^{0,70}$$

Moldova and **North Macedonia** apply the following formula:

$$(MTOW)$$

For all terminal charges, the MTOW used is the same as the one used for the calculation of route charges (see section A.1.2.2).

A.2.2.2. Unit Rate of Charge

By default, the unit rate of charge is applied in EUR, except for Denmark and Sweden, for which the respective national currency is applied, namely DKK and SEK. It is worth highlighting that different Unit Rates may apply per airport. You can find the specific rules governing terminal charges in the latest Information Circulars downloadable from the "Key Documents" section of our public website:

http://www.eurocontrol.int/crco

A.3. Air navigation charges

A.3.1. Participating States

Air navigation charges are billed and collected on behalf of States that are **not member States** of EUROCONTROL. They may cover either route and terminal charges or route charges only, depending on the State's decision.

Bills for air navigation charges are sent out monthly in the middle of the month following the month in which the flights took place, at the same time as EUROCONTROL's route charges. Billing documents are raised for each State concerned and clearly indicate the State on behalf of which the charges are levied. Payment terms are the same as those for the route charges system, i.e. 30 days from the date of the bill. The CRCO is entrusted with the billing and collection of air navigation charges (the sum of route and, where applicable terminal charges) for the following States (in the currency indicated):

State	Route charges	Terminal charges	Currency
Egypt	✓	✓	EUR
Morocco	✓	✗	EUR
Uzbekistan	✓	✗	EUR

A.3.2. Calculation of route charges

A route charge is levied for each flight performed in the charging zones defined by the said States.

The EUROCONTROL route charge takes account of three basic elements:

- The distance factor (for each charging zone);
- The aircraft weight factor; and
- The unit rate of charge (for each charging zone).

The result obtained when multiplying these three elements is the route charge per charging zone. Please refer to Annex C for an example showing the calculation of the route charge for a flight.

A.3.2.1. Distance factor

The distance factor is the great circle distance expressed in kilometres, divided by one hundred (100) as calculated from the point of entry (or aerodrome of departure if within the State) to the point of exit (or aerodrome of arrival if within the State). For each take-off and for each landing on the territory of a State, 20km are deducted from the total distance for that State.

A.3.2.2. Aircraft weight factor

The MTOW used is the same as the one used for the calculation of route charges (see section A.1.2.2).

A.3.2.3. Unit Rate of Charge

The Unit Rate of charge is established at the beginning of the year and, normally, remains valid for a calendar year. You can find the current Unit Rates on our public website: http://www.eurocontrol.int/crco

A.3.3. Calculation of terminal charges

The said States have defined terminal charging zones, i.e. aerodromes or groups of aerodromes, located within their respective territories, where they provide terminal services and for which a terminal unit rate of charge applies.

Terminal charges are levied upon the departing flight only. They take account of two basic elements:

- The aircraft weight factor; and
- The unit rate of charge for the aerodrome of departure.

The result obtained when multiplying these two elements is the terminal charge.

A.3.3.1. Aircraft weight factor

The terminal charge, which is levied upon the departing flight only, is calculated according to the following formula where the MTOW is expressed in metric tonnes (taken to the first decimal). For all terminal charges, the MTOW used is the same as the one used for the calculation of route charges (see section A.1.2.2).

Egypt applies the following formula:

$$\left(\frac{MTOW}{50}\right)^{0,50}$$

A.3.3.2. Unit Rate of Charge

It is worth highlighting that different Unit Rates may apply per airport. You can find the specific rules governing terminal charges in the latest Information Circulars downloadable from the "Key Documents" section of our public website:

http://www.eurocontrol.int/crco

A.4. Communication charges

A.4.1. Participating States

The CRCO is entrusted with the billing and collection of communication charges in the Shanwick Oceanic Region, on behalf of AIRNAV IRELAND. A charge is levied for each flight performed in the airspace of the Shanwick Oceanic Region for the services provided by the Shanwick Aeronautical Radio Station.

Bills for the communication charges in the Shanwick Oceanic Region are sent out monthly in the middle of the month following the month in which the flights took place, at the same time as EUROCONTROL's route charges. Payment terms are the same as those for the route charges system, i.e. 30 days from the date of the bill.

A.4.2. Calculation

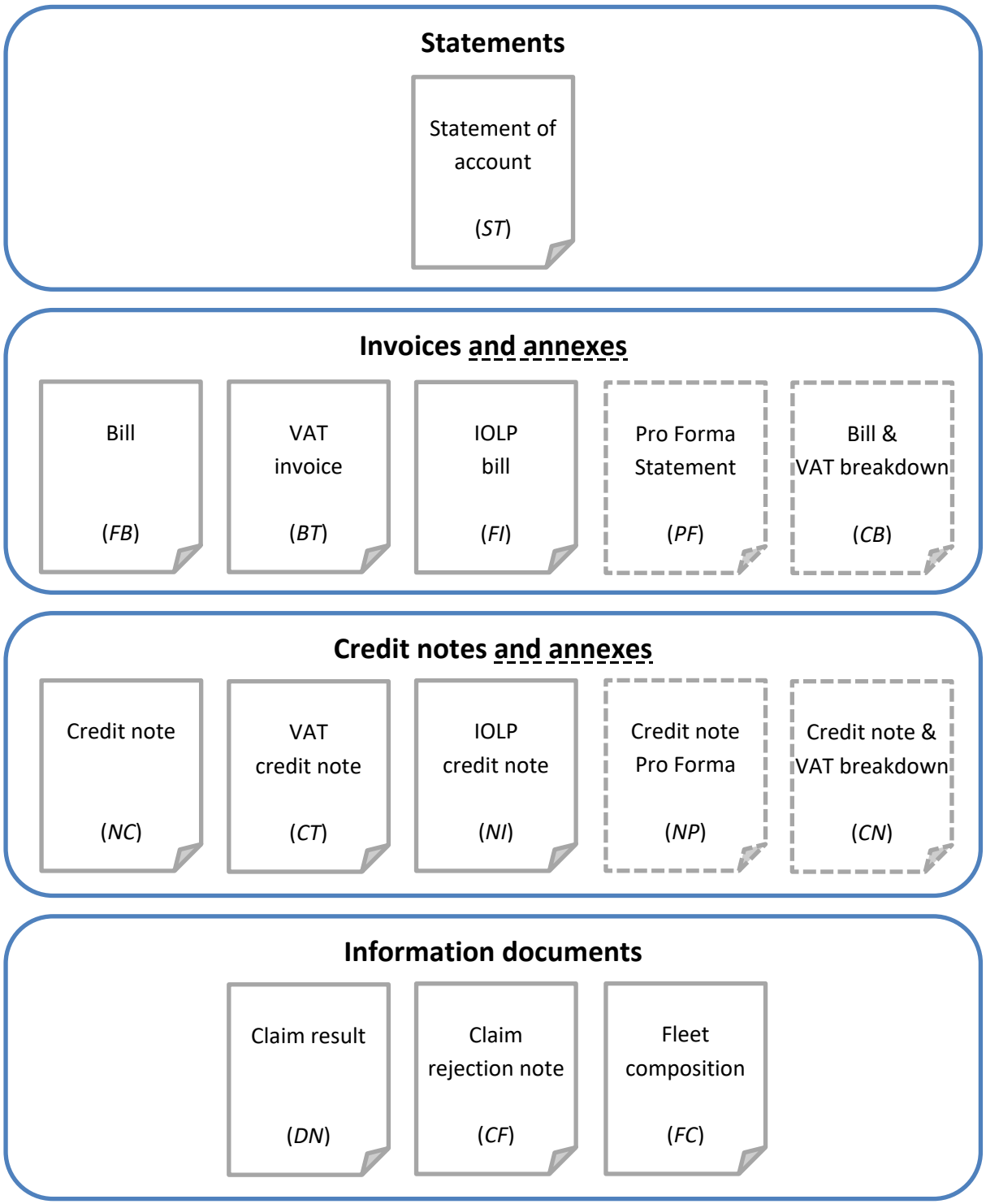
The charge is a flat rate (in EUR) per flight. You can find the current unit rate and VAT rate on our public website:

http://www.eurocontrol.int/crco

Part B. CRCO billing documents

We issue our billing documents in the middle of the month following the month in which the flights took place. You will find our billing calendar on our public website: https://www.eurocontrol.int/publication/central-route-charges-billing-calendar

At each billing, you will receive a set of billing documents structured around four main categories.



It is important to note that you will always receive a full set of Statements and Invoices (as well as Credit Notes, if applicable) per system of charge, i.e. 1 for route charges, up to 18 for terminal charges, up to 3 for air navigation charges and 1 for communication charges.

Understanding our references

Here is an example, explaining the structure of the reference of a document issued by EUROCONTROL.

For REFERENCE: 05 / 001776 / 30 / 2501 / 01

Bill sequence number for the flight month (01: Initial bill issued for flights performed in January 2025; 02: additional bill issued for flights performed in January 2025).

Calendar Month during which the flight was performed

CRCO **User Number**.

Two characters defining the **type of document**.

02 = Route charges

03 = Terminal charges France
05 = Terminal charges The Netherlands
06 = Terminal charges Ireland
10 = Terminal charges Spain Continental
11 = Terminal charges Spain Canarias
13 = Terminal charges Greece
15 = Terminal charges Malta
16 = Terminal charges Italy
18 = Terminal charges Hungary
20 = Terminal charges Denmark
21 = Terminal charges Slovenia
24 = Terminal charges Sweden
26 = Terminal charges Croatia
27 = Terminal charges Bulgaria
28 = Terminal charges North Macedonia
29 = Terminal charges Moldova
30 = Terminal charges Finland
31 = Terminal charges Albania
37 = Terminal charges Lithuania

IC = Communication charges

GM = Air navigations charges Morocco
HE = Air navigations charges Egypt
UT = Air navigations charges Uzbekistan

CN = Credit note
FI = Bill IOLP
NI = Credit note IOLP

FC = Fleet composition

B.1. Statements

B.1.1. Statement of account (ST)

The *Statement of account* records all accounting movements, i.e. charges and interest on late payment (IOLP) and is issued at least once a month at billing date. If you have a CEFA account, you also have the possibility to consult and download intermediate statements of account generated on a daily basis to reflect recent accounting movements (e.g. payments), if any.

When making payments in respect of the balance due on the statement of account, **you must quote the reference of this statement** together with the payment. Please refer to Part C for additional information on payment.

B.2. Invoices

B.2.1. Bill (FB)

The *Bill* indicates the total amount of charges (including VAT) to be paid for all flights performed during a given calendar month as well as the latest date by which payment is to be made (due date). You will find EUROCONTROL's main bank account details and payment instructions on the reverse side of the bill.

When making payments in respect of the balance due on the individual bills, **you must quote the reference of this bill** together with the payment. Please refer to Part C for additional information on payment.

B.2.2. VAT invoice (BT)

We will issue a *VAT invoice* for tax purposes whenever the CRCO invoices VAT on behalf of a taxable service provider of any Member State. The amount shown on the VAT invoice is already included in the bill and **must therefore not be paid separately**.

Furthermore, the criteria under which VAT is applied in the respective Member States are described on the reverse side of each VAT Invoice. Please refer to section D.2 for additional information on VAT.

B.2.3. IOLP bill (FI)

Any charge that has not been paid by the latest date for payment shall be increased, by means of the *IOLP bill*, by the addition thereto of interest.

B.2.4. Pro Forma statement (PF)

The *Pro Forma statement* lists, in chronological order, the flights for which charges have been billed (VAT included). The document shows for each flight the total amount of the route charge and the amount to be deducted in respect of applicable exemptions, if any. The net sum of the charges shown at the bottom of the pro forma statement (exempted flights already deducted) is equal to the amount of charges (including VAT) as shown on the bill.

The accuracy of the monthly billing can be established by verifying the flight details on the pro forma statement. The column headers describe the contents and further explanations are given on the reverse side of the document.

We always issue a pro forma statement with the corresponding bill. Only users connected to CEFA do not receive the paper versions of the pro forma statements.

B.2.5. Bill & VAT breakdown (CB)

The *Bill & VAT Breakdown* presents a breakdown of the total amount of route charges billed (VAT included) for all flights performed during a given calendar month, per charging zone and per entity on behalf of which the bill was issued. We always issue a bill & VAT breakdown together with the corresponding bill.

B.3. Credit notes

B.3.1. Credit note (NC)

The *Credit note* indicates the total amount of charges (including VAT) to be credited for a given calendar month based on the list of claimed flights.

B.3.2. VAT credit note (CT)

We will issue a *VAT credit note* for tax purposes whenever the CRCO credits VAT on behalf of a taxable service provider of any Member State. The amount shown on the VAT credit note is already included in the corresponding credit note and **must therefore not be accounted separately**.

Furthermore, the criteria under which VAT is applied in the respective Member States are described on the reverse side of each VAT Invoice. Please refer to section D.2 for additional information on VAT.

B.3.3. IOLP credit note (NI)

Any credit note issued in respect of a bill will be taken into account in the interest calculation. If needed, an IOLP credit note will be issued.

B.3.4. Credit note Pro Forma (NP)

The *Credit note Pro Forma* lists, in chronological order, the flights for which charges have been credited (VAT included). The document shows for each flight the total amount of the route charge and the amount to be deducted in respect of applicable exemptions, if any. The net sum of the charges shown at the bottom of the Credit note pro forma (exempted flights already deducted) is equal to the amount of charges (including VAT) as shown on the credit note.

The accuracy of the credit can be established by verifying the flight details on the credit note pro forma. The column headers describe the contents and further explanations are given on the reverse side of the document.

We always issue a credit note pro forma with the corresponding credit note. Only users connected to CEFA do not receive the paper versions of the credit note pro forma.

B.3.5. Credit note & VAT breakdown (CN)

The *Credit note & VAT breakdown* presents a breakdown of the total amount of route charges credited (VAT included) for all flights performed during a given calendar month, per charging zone and per entity on behalf of which the credit note was issued. We always issue a credit note & VAT breakdown together with the corresponding credit note.

B.4. Information documents

B.4.1. Claim result (DN)

The CRCO decision on whether a claim is accepted or not is communicated by means of the *Claim Result* document.

When the claim is accepted, the related flights are credited in full (VAT inclusive) and, where necessary, re-billed as appropriate. This entails the issuing of a Credit Note followed with a Credit Note Pro Forma. If necessary, a new invoice for the corrected flight(s) may be issued, i.e. Bill and corresponding Pro Forma Statement.

B.4.2. Claim Rejection Note

When a claim is rejected, i.e. after our investigations confirm that the flights were correctly billed, a Claim Rejection Note will be issued. This note provides information as to why the claimed charge was billed correctly and therefore why the claim is not accepted. For flights appearing on claim rejection notes, there will be no financial transaction.

B.4.3. Fleet composition (FC)

The *Fleet composition* document aims at informing you about the composition of the aircraft fleet as known by the CRCO with the purpose of establishing the weight factor for billing. The aircraft information displayed in the list shows the situation on the last day of the previous month (reference date). Any new declarations or updates done after this reference date are not reflected in the document.

You are required to notify the CRCO of any change in the certificated Maximum Take-Off Weight (MTOW) within the month of effectivity of the change, and to declare their fleet composition at least once a year.

You can easily consult the fleet data we have on record and declare any change in your fleet composition or certificated MTOW via the CEFA portal.

Part C. Payment of charges

All charges billed by EUROCONTROL are issued on the same date, on a monthly basis, and the latest date for payment is the same for all charges. **Payment of the charges must be received at the latest 30 days from the issue date of the bill**. You will find this date on the bill together with EUROCONTROL's bank details.

To assist you in your financial planning, a "billing calendar", showing the planned dates of bills, latest dates for payment and the corresponding dates by which claims are to be received by the CRCO, is available on CEFA and our public website:

https://www.eurocontrol.int/publication/central-route-charges-billing-calendar

C.1. General remarks

Pay only into a bank account that is listed on the bill or statement of account downloaded from CEFA or received by post on our secured paper bearing the EUROCONTROL logo.

EUROCONTROL **does not** communicate bank account numbers by e-mail, fax or phone.

If you suspect that you have received a fraudulent request for payment, please contact us immediately: **+32.2.729.38.38**.

There are separate bank accounts for the route charges system and for each State under the terminal charges, air navigation charges and communication charges systems. However, you may combine certain payments as shown below.

All bank charges are to be borne by the users, i.e. EUROCONTROL will credit the users' accounts with the net amount received on its bank accounts.

Payments shall be deemed to have been received by EUROCONTROL on the value date on which the payment was credited into its bank account.

C.2. Payment by bank transfer

Please ensure that all payments are made in the correct currency and to the correct bank account, **quoting the reference of the statement of account or bill** (see Part B).

Please note that no bill reference is required for payments of interest bills. You simply need to indicate the word "Interest". Interest payments are allocated to the oldest interest bill first.

In the absence of a remittance advice, EUROCONTROL will apply the payment **first to the oldest outstanding bills and then to the interests**. If you wish your payment to have a different allocation, please ensure that you send a remittance advice to r5.crco@eurocontrol.int.

C.3. Payment by credit card

To simplify the payment process, we also offer the option to pay by credit card. Currently, we accept Visa and Mastercard only.

Note that Interests On Late Payments (IOLP) bills **cannot** be paid by credit card.

C.3.1. Procedure

To pay your bills using a credit card, please follow the steps below:

1. **Log in to your CEFA account.**

2. **Register a Credit Card**
   Please go to the "Billing Information" screen.

   - At the bottom of this screen, you will find the "Credit Cards linked to your account" box.
   - Click "Register a new credit card" and follow the prompts to complete your card registration.

   Please note that:

   - *You can review the Terms & Conditions via the link provided in the "Credit Card registration" box. Before registering your credit card, you will need to approve them.*
   - *A temporary test transaction of 0.01 EUR will be processed to verify your card. This amount will not be charged to your account.*
   - *Each airspace user has the right to register up to 3 credit cards.*
   - *You can delete your registered Credit Card(s) and access the Recurrent payment instruction via "Manage credit card payment".*

3. **Navigate to Detailed Financial Situation**
   In the "Detailed Financial Situation" section, locate the "Pay by Credit Card" button at the top right of the screen.

4. **Select Payment Option**
   Click the "Pay by Credit Card" button. You will be presented with two options:

   - Pay Individual Bills:
     Select this option to pay any individual bill by credit card. You can then select the charges you would like to pay in the column of the credit card you would like to use, and click on "Confirm payment instructions" in the bottom right corner. The bills will then remain greyed out until the transaction is fully processed.

   - Introduce Recurring Payment Instructions:
     Select this option to set up recurring payments. Simply choose which credit card should be used for which charge system and confirm your instruction for future payments. Credit cards will be charged twice a month (around the 6th and the 28th) to ensure the payment is made to EUROCONTROL before the due date.

   Please note that:

   - *Once the payment instructions have been set, you will be notified by e-mail.*
   - *If you have not yet registered a credit card, you will be redirected to the "Billing Information" screen. It may take up to 5 working days for credit card payments to be reflected on your statement of account.*
   - *The amount charged will be the total amount due, plus an administration fee of 3% to cover the costs charged by the third-party payment provider.*
   - *If your card company does not accept the charge, the transaction will be cancelled. If the charges are persistently refused by your card company, we will also cancel your instructions.*

Part D. Liability of charges

The person/company liable to pay the charge shall be the person/company who was the operator at the time the flight was performed. If the identity of the operator is not known, the owner of the aircraft shall be regarded as the operator unless he/she proves that another person/company was the operator.

The operator is identified:

- By the ICAO designator entered in Field 7 "Aircraft Identification" of the flight plan. Operators should not use ICAO designators that have not been officially allocated to them.
- By the Aircraft registration entered in Field 7"Aircraft Identification" of the flight plan, in other cases.

You are invited to provide us with the relevant information required for billing purposes, in particular:

- Your legal (fiscal) name and address;
- Your billing address (if different from the legal address);
- Your Value Added Tax (VAT) status (Business or Consumer):
    - EU VAT Identification Number if you are a business (VAT taxable person) established in the European Union;
    - Original, duly certified and stamped document from the National Tax Authority confirming the VAT registration number, or equivalent fiscal registration number or tax payer number, if you are a business (VAT taxable person) established outside the European Union.

Should you prefer to rely on Handling Agencies for the payment of your charges, you may request the CRCO to send the billing documents directly to the handling agent (billing address with the mention "care of").

If you are already connected to CEFA (see page 25), you can easily update this information online. In any case, you must notify us of any change in the above-mentioned information without delay.

D.1. Exemptions

Certain categories of flights may qualify for exemption from charges. These categories are detailed in Article 8 of the Conditions of Application of the Route Charges System. You can find the latest version on our public website:

https://www.eurocontrol.int/publication/conditions-application-route-charges-system-and-conditions-payment

D.2. Value Added Tax (VAT)

Air navigation services made available by taxable providers in the charging zones of the EUROCONTROL Member States may be subject to Value Added Tax (VAT). EUROCONTROL invoices VAT on behalf of the taxable service providers under the conditions and in accordance with the procedures agreed with the States concerned.

For more information about VAT applicable on air navigation charges billed by EUROCONTROL please refer to the latest Information Circular on Value Added Tax (route charges system) or to the latest Information Circulars on terminal or communication charges that can be found on our public website:

http://www.eurocontrol.int/crco

D.2.1. EU VAT

The "place of supply of services" for VAT purposes determines the applicable VAT rules and rates.

For taxable air navigation service providers established in EU States, in accordance with the European Union VAT Directive 2006/112/EC effective from 1 January 2010, the place of supply of services is:

- For business to consumer (B2C) transactions, the place where the service provider is established;
- For business-to-business (B2B) transactions, the place where the taxable customer is established.

In accordance with the EU VAT Directive and the reverse charge mechanism, EUROCONTROL does not invoice VAT on behalf of "taxable air navigation service providers (ANSPs) established within the EU", for charges incurred by a "taxable person" (business), established in an EU State which is different from that of the taxable ANSP.

For business-to-business (B2B) transactions between "taxable air navigation service providers (ANSPs) established within the EU" and "taxable persons (business) established outside the EU fiscal territory", the place of supply of services being the place where the taxable customer is established, no EU VAT is applied.

D.2.2. Other VAT

For taxable air navigation service providers established outside the EU, the place of supply of services is the place where the taxable service provider is established.

Part E. Claims

If you believe that you have been incorrectly billed, you should submit a claim using our claim module on CEFA, which facilitates the submission of billing correction requests. See section F.1 for more information about CEFA.

Please remember that, in order to be eligible, your claims must be submitted before the claim due date mentioned on the invoice, which is 60 days from the date of the bill, and that the submission of a claim does not entitle you to make any deduction from the relevant bill unless authorised to do so in writing by the CRCO. When such deductions are made and interest has been billed against the amount deducted, this interest will be credited if the claim is accepted by the CRCO.

When a particular element of a given flight is found to be erroneous, the charge for the flight is credited in full and a new charge, with the correct flight elements, will be billed subsequently (partial credits are not made).

Claims raised against route charges (see Part A) will be applied automatically to the terminal and communication charges (see A.2 and A.4) billed by the CRCO. Claims against air navigation charges (see A.3) must be introduced separately.

Claims received by the CRCO are registered and analysed. You will then receive an *Acknowledgement of Receipt* within the following days, indicating the total disputed amount of the claim and the number of flights involved.

Part F. Tools

F.1. CRCO CEFA portal

CEFA is a secured portal which makes exchanging air navigation billing information between airspace users and the Central Route Charges Office simple and efficient.

With CEFA, you can:

- download your billing documents and flight details
- pay your bills via credit card.
- consult your online statements of account
- consult, declare and modify your fleet data
- request changes to your billing address, fiscal information or delivery method of invoices
- submit and monitor your claims, and have them processed faster

To get your secured and confidential online access to CEFA, visit:

https://www.eurocontrol.int/tool/cefa

F.2. CRCO DATALINK

If you have a CEFA account, you can request to obtain the monthly billing information on all EUROCONTROL charges in electronic format. In order to do so, simply send an e-mail to: crco.cefa@eurocontrol.int.

The billing documents are available in two file formats: txt and xls.

1. The text files with the list of flights contain more information than the respective pro forma statements and credit notes (also available in PDF format), such as charge and distances per charging zone, coordinates of the crossing points, weight factor, registration (if available), etc.

   This service is called CRCO*DATALINK and gives you the possibility to verify you bills electronically. The CRCO*DATALINK Technical Handbook is available on CEFA and describes the format and structure of the transmitted data.

2. In addition to this comprehensive version in txt format, a simplified version in xls format is also available. It is readily available, directly exploitable and is especially useful for users with smaller operations.

3. Datalink files are available exclusively for charges billed in subsequent billing cycles after operator's request.

F.3. RSO distance tool

The Route per State Overflown (RSO) distance tool helps you estimate the amount of a route charge for a given flight. The software is available for download from the CRCO pages on EUROCONTROL's public website:

https://www.eurocontrol.int/online-tool/route-state-overflown-distance-tool

Please refer to Annex B for an example of the final printout from the RSO Distance Tool for the charge.

Several route charge calculation systems are available on the public market. However, the CRCO wishes to emphasise that some of these programs will only provide approximate charges, which cannot be used for the verification of the actual amounts billed.

Contacts at the Central Route Charges Office

For any question you may have, please visit the EUROCONTROL public website: http://www.eurocontrol.int/crco or contact the relevant department.

Billing, Claims and Stakeholder Relations

- I have a question concerning my invoice;
- I want to report a change to my aircraft fleet;
- I want to lodge a claim about flights which were wrongly billed;
- I want to report a fraud attempt;
- I need to update my general information (address, contact, e-mail, VAT number, AOC, etc.);
- I want to know which tariffs or exemptions are applied.

For these items, please contact the Unit "Billing, Claims and Stakeholder Relations":

Phone: + 32 2 729 3838
Fax: + 32 2 729 9093
E-mail: r3.crco@eurocontrol.int

Collection of charges

- I want to know how much I owe EUROCONTROL;
- I have a question about a reminder regarding arrears received from EUROCONTROL.

For these items, please contact the Unit "Collection of Charges":

Phone: +32 2 729 3296
Fax: +32 2 729 9094
E-mail: r4.crco@eurocontrol.int

Accounting and Treasury

- I have a question about my statement of account;
- I made a mistake when paying (wrong currency, wrong amount);
- I have sent a payment, but I am not sure it reached EUROCONTROL's bank account;
- I need a bank account certificate to proceed with my payment;
- My auditors want an official statement of account.

For these items, please contact the Unit "Accounting and Treasury":

Phone: +32 2 729 9164 / 0020 / 4642 +32 2 730 2501
Fax: +32 2 729 9095
E-mail: r5.crco@eurocontrol.int

Annex A. EUROCONTROL route charge calculation example

Flight connection:	LEBL (Barcelona BCN)	EKCH (Copenhagen CPH)
Aircraft MTOW:	77.0 metric tonnes	
Flight Date:	11 December 2024	

Route as described in field 15 of the ICAO Flight Plan:

> LEBL SIDOKABI UN861 FISTO UY156 ADABI UN858 VANAD UN874 VEKIN UN873 ADUTO/N0450F350 UN873 HELEN/N0448F360 UN873 SPY/N0448F350 UN873 GRONY/N0445F370 UN873 JUIST UP729 BATOB/N0439F390 UP729 DOSUR P729 TUDLO STAR EKCH

Point profile (NAV Aids, Waypoints) established with the route in Field 15 of the ICAO FPL:

> OKABI TOU FISTO PERIG FOUCO ADABI BOKNO DEVRO VANAD VADOM BAMES KOPOR MTD NURMO PERON CMB VEKIN ADUTO FERDI HELEN TOLEN STD EKROS SPY BETUS ANDIK KEKIX GRONY BEDUM LABIL JUIST DHE BATOB DOSUR TALSA TUDLO

All points from the point profile can be loaded into the RSO Distance Tool but the points close to either side of the State borders are sufficient to establish a correct route charge calculation (see Annex C).

Based upon this routing, the following distances are established in the charge areas concerned:

Spain (LE):	115 km	Distance factor	1.15
France (LF):	905 km	Distance factor	9.05
Belgium (EB):	87 km	Distance factor	0.87
Netherlands (EH):	322 km	Distance factor	3.22
Germany (ED)	219 km	Distance factor	2.19
Denmark (EK)	214 km	Distance factor	2.14

Taking the highest certificated MTOW of the aircraft concerned, 77.0 metric tonnes, the weight factor of 1.24 is calculated (see section A.1.2.2).

The Unit Rates used in this example were those valid for December 2024.

Calculation:

State	Distance Factor		Weight Factor		Unit Rate Dec 2024 (Euro)		Charge (Euro)
Spain	1,15	X	1,24	X	62,73	=	89,45
France	9,05	X	1,24	X	70,99	=	796,65
Belgium	0,87	X	1,24	X	112,19	=	121,03
Netherlands	3,22	X	1,24	X	95,26	=	380,35
Germany	2,19	X	1,24	X	80,25	=	217,93
Denmark	2,14	X	1,24	X	67,53	=	179,20
Total Charge						=	**1.784,61**

Annex B. RSO route charges estimation

Central Route Charges Office
Service Central des Redevances de Route

RSO Route Charges Estimation

Route Information

	IATA	Aerodrome Name
Departure aerodrome: LEBL	BAR	
Arrival aerodrome: EKCH	KOB	

Route reference: Customer Guide

Charge Information

Date: 11/12/2024

Aircraft weight (MTOW): 77,0 **Metric Tons** **Weight coefficient:** 1,24 $(\sqrt{MTOW} / 50)$

Total CRCO Distance: 1.862 **Km** **Total charge:** 1.784,61 **EURO**

Route details

Point Type	Identification	Latitude	Longitude	Zone	Published
Aerodrome	LEBL	41 17 49 North	002 04 42 East	LE	
Labeled Point	OKABI	42 36 58 North	001 29 01 East		
Labeled Point	TOU	43 40 51 North	001 18 35 East		
Labeled Point	CMB	50 13 41 North	003 09 05 East		
Labeled Point	VEKIN	50 24 15 North	003 16 30 East		
Labeled Point	ADUTO	50 30 54 North	003 21 42 East		
Labeled Point	FERDI	50 54 45 North	003 38 13 East		
Labeled Point	HELEN	51 14 07 North	003 52 11 East		
Labeled Point	BEDUM	53 20 53 North	006 35 20 East		
Labeled Point	LABIL	53 29 45 North	006 48 59 East		
Labeled Point	JUIST	53 33 46 North	006 55 12 East		
Labeled Point	DOSUR	54 51 31 North	009 11 39 East		
Labeled Point	TALSA	55 06 25 North	009 41 11 East		
Labeled Point	TUDLO	55 16 33 North	010 38 52 East		
Aerodrome	EKCH	55 37 05 North	012 39 22 East	EK	

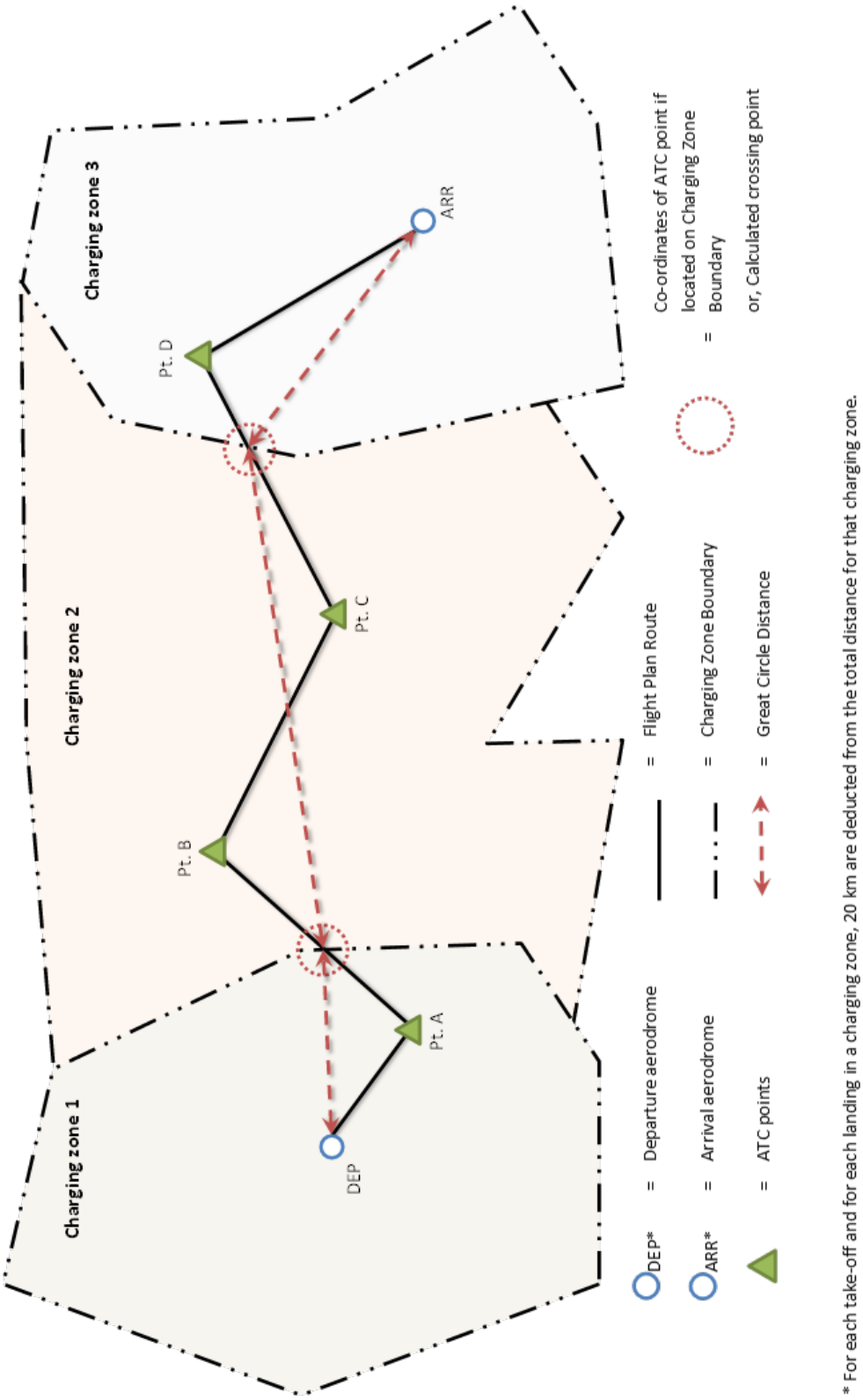
Charge Calculation Details

Point type	Identification	Latitude	Longitude	From	To	Distance Km	Zone	Charge EURO
Departure aerodrome	LEBL	41 18 00 North	002 05 00 East	LE	LE	0	LE	0,00
Crossing point	$LELF	42 27 00 North	001 34 00 East	LE	LF	115	LE	89,45
Crossing point	$LFEB	50 30 00 North	003 21 00 East	LF	EB	905	LF	796,65
Crossing point	$EBEH	51 13 00 North	003 51 00 East	EB	EH	87	EB	121,03
Crossing point	$EHED	53 29 00 North	006 48 00 East	EH	ED	322	EH	380,35
Crossing point	DOSUR	54 52 00 North	009 12 00 East	ED	EK	219	ED	217,93
Arrival aerodrome	EKCH	55 37 00 North	012 39 00 East	EK	EK	214	EK	179,20

The Route Charges are calculated by reference to Unit Rates applicable to Dec 2024

EUROCONTROL RSO Distance Tool 3.0 Page 1 of 1 11/12/2024

Annex C. Establishing the distance factor for international flights



SUPPORTING
EUROPEAN
AVIATION

© EUROCONTROL - April 2026

This document is published by EUROCONTROL for information purposes. It may be copied in whole or in part, provided that EUROCONTROL is mentioned as the source and it is not used for commercial purposes (i.e. for financial gain). The information in this document may not be modified without prior written permission from EUROCONTROL.

www.eurocontrol.int