

مطارات دبي

DUBAIAIRPORTS

AOCC



PASSENGER CHARGES DATA SUBMISSION SHEET USER GUIDE

21TH March `2024

V1.0

Table of Contents

Table of Contents	2
Introduction.....	3
Instructions.....	3
1.0 Arrival To DXB/DWC Leg:	4
1.1 Part A – Arrival To DXB/DWC Leg:	4
1.2 Part B - Arrival Passenger:.....	4
1.3 Part C - No input required on any field:.....	5
1.4 Part D - Number of operating Crew / Dead Head & PAX:	5
2.0 Departure From DXB/DWC Leg:.....	6
2.1 Part A – Departure From DXB/DWC Leg:	6
2.2 Part B – Ticket Purchased After Mar 1, 2024:	6
2.3 Part C – Ticket Purchased Before Mar 1, 2024:.....	7
2.4 Part D – Number of operating Crew / Dead Head & PAX:	7

Introduction

This is a step by step user guide for the Airline to follow the correct procedure and format to fill the passenger service charges spread sheet and send it to passenger billing team email address.

- For DXB: paxbilling.dxb@dubaairports.ae
- For DWC: paxbilling.dwc@dubaairports.ae

This will lead to automate the Passenger Service charges through flight parser.

IMPORTANT: This document does not replace any parts of the Conditions of Use. Instead this is a user guide only. For details on the terms, timelines and other conditions pertinent to passenger charges data submission or other conditions to operate at Dubai Airports, please consult the Conditions of Use available on www.dubaairports.ae

Instructions

1. Use only Microsoft Excel to input data/info.
2. Maximum 10 attachment per email.
3. All time and date in UTC as per the approved slots.
4. SIBT & SOBT of DXB/DWC Airport to be update in excel sheet.
5. Use alphabets only in CAPS.
6. DO not use any formula.
7. Please DO NOT enter any special characters (like comma, full stops, hyphens).
8. Please follow the instruction messages provided for each editable cell once it is selected.
9. Do not copy-paste data into or within the sheet, instead use individual numbers every time so not to corrupt the file.

1.0 Arrival To DXB/DWC Leg:

1.1 Part A – Arrival To DXB/DWC Leg:

ARRIVAL TO DXB/DWC LEG	
Flight Number:	5J14
Aircraft registration no.:	RPC3347
Airport (DXB or DWC):	DXB
Scheduled operation date:	16-Jan-19
Scheduled operation time:	17:45:00
Actual operation date:	16-Jan-19

Step – 1:

Arrival flight no. (Two letter A/L code in CAPS) - Flight no. as per slot approval

Step – 2:

Arrival A/C registration

Step – 3:

Airport (DXB/DWC)

Step – 4:

Arrival flight date (**Format 01-Jan-19**) (DXB/DWC) as per slot approval

Step – 5:

Arrival flight time in **UTC** (DXB/DWC) STA / SIBT (**Format HH:MM:SS**) as per slot approval

Step – 6:

Actual operated date (**Format 01-Jan-19**) (DXB/DWC) (In case of delay within 24H of the approved slot)

1.2 Part B - Arrival Passenger:

Step – 1:

Total disembarking passengers include infants and Exclude transfers, transit

Step – 2:

Total transfer passengers less than 12 hours including infants

Step – 3:

Total passengers more than 12 hours & less than 24 hours including infants

Step – 4:

Total transfer PAX more than 24 hours including infants

Step – 5:

Transit with same flight number including infants

Total Passengers Onboard (include infants, exclude crew)	416	0	0	0	0
Infants	4	0	0	0	0
Total chargeable for API	412				0

Step – 6:

Total infants onboard

Step – 7:

Total infants Transfer less than 12 hours

Step – 8:

Total infants more than 12 hours & less than 24 hours

Step – 9:

Total transfer infants more than 24 hours

Step – 10:

Transit infants with same flight number

1.3 Part C - NO INPUT REQUIRED ON ANY FIELD:

NO INPUT REQUIRED ON ANY FIELD

Total Passengers Onboard (include infants, exclude crew)	0	0	0	0	0
Infants	0	0	0	0	0
Total chargeable for API	0	0	0	0	0

1.4 Part D - Number of operating Crew / Dead Head & PAX:

Number of operating crew	13
Number of deadhead crew	0
Total pax on flight	329
Total pax on flight	329
Data entry check	OK to Proceed
Total chargeable for API	328
Total chargeable for API	0

Step – 1:

Total Crew onboard

Step – 2:

Total Deadhead crew includes airline staff and security

Step – 3:

Total passenger on flight as per airline (including deadhead crew)

Step – 4:

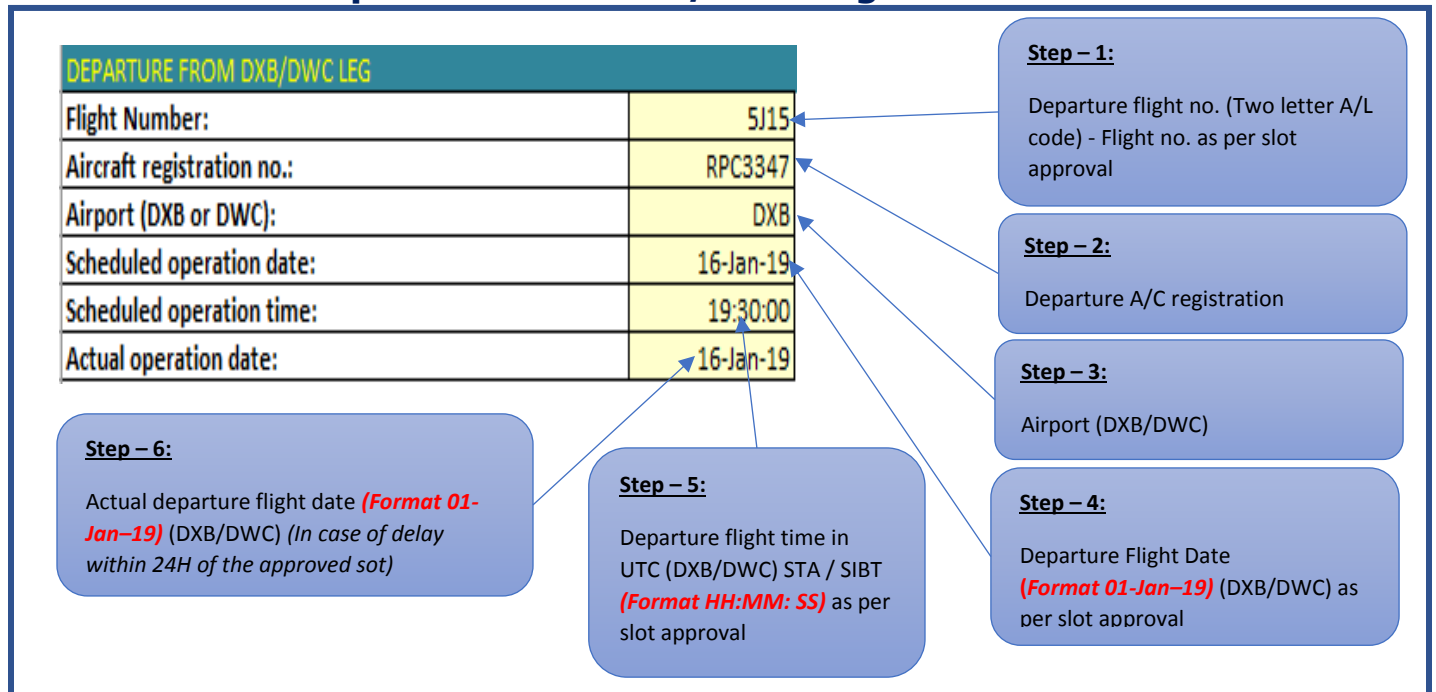
Total passenger on flight as per airline calculation. Ensure should match the LDM

Step – 5:

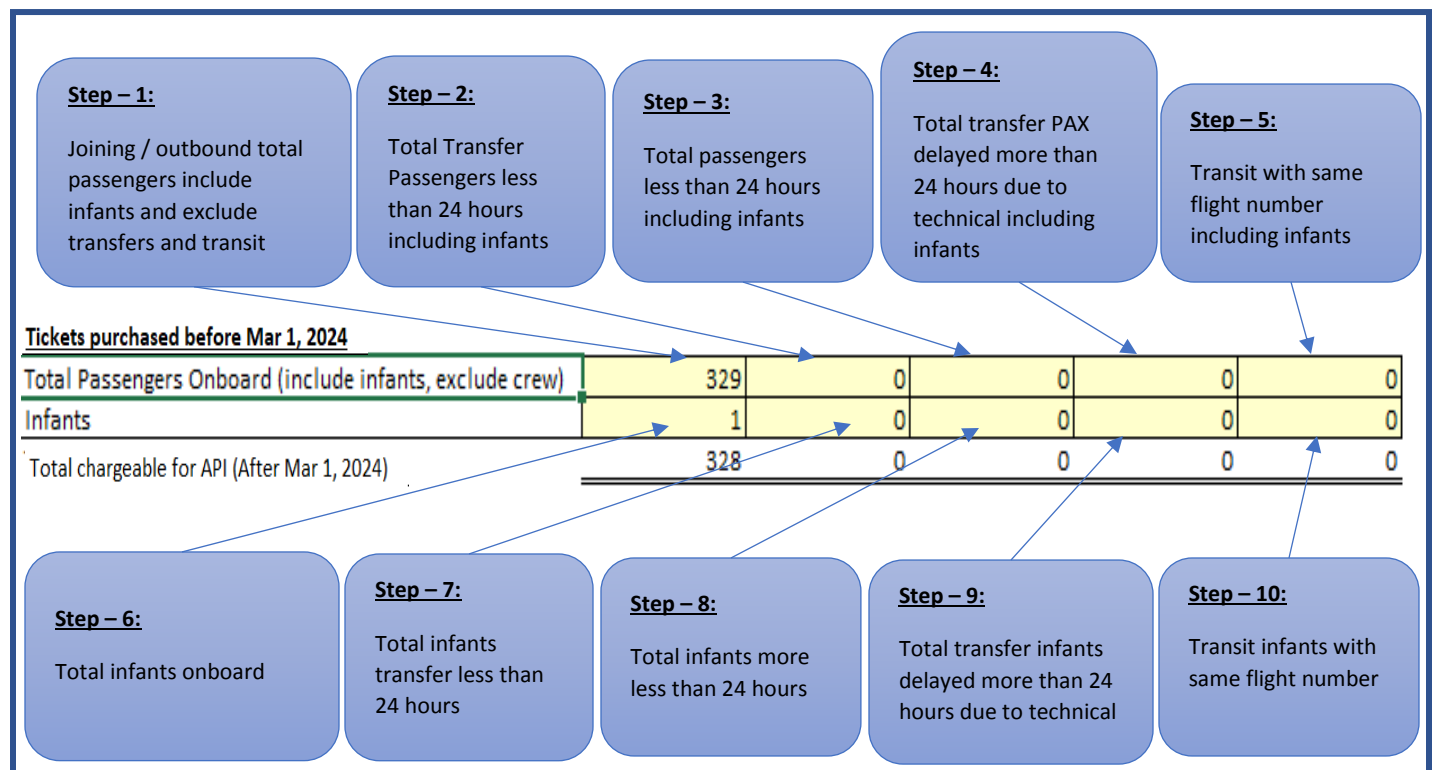
Any wrong entry will give a "Recheck Input" error

2.0 Departure From DXB/DWC Leg:

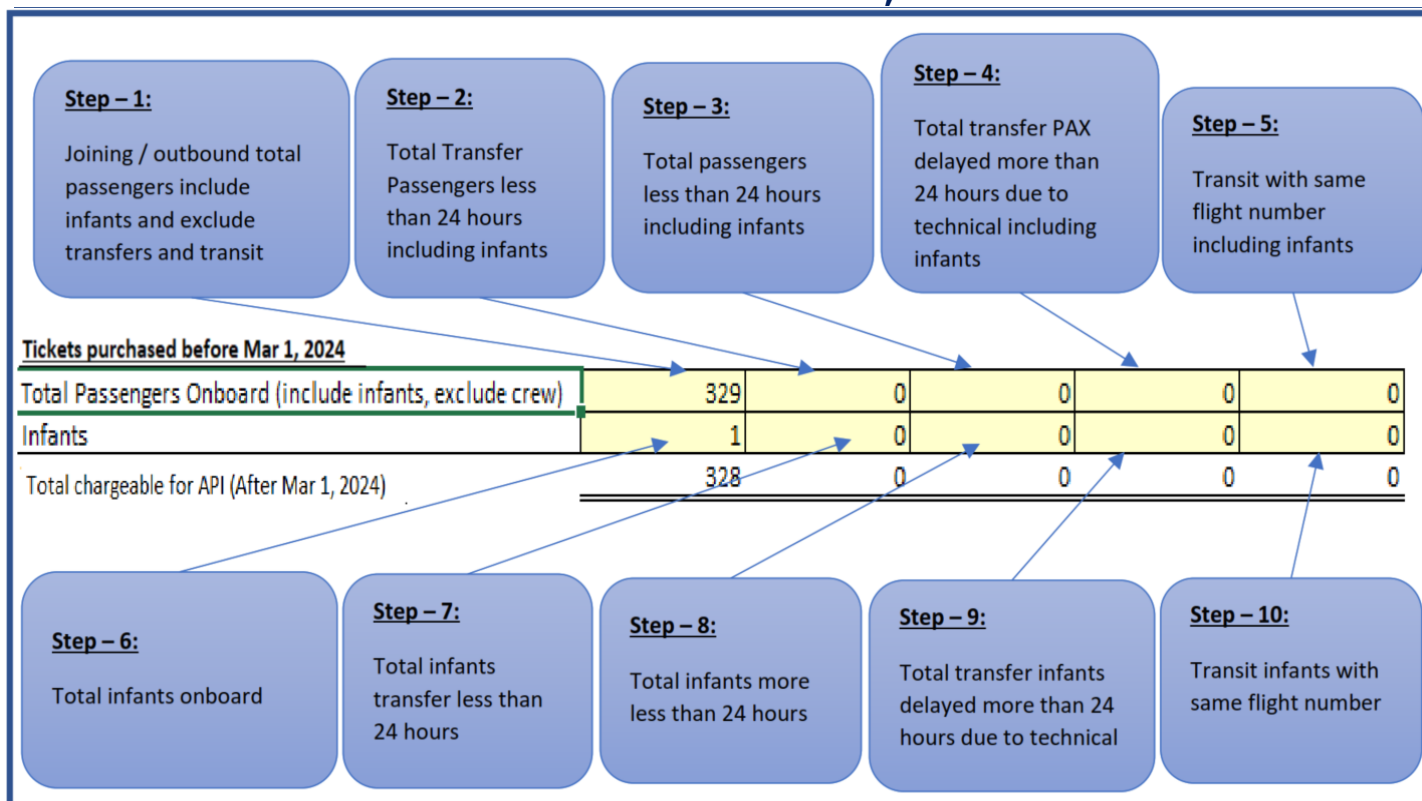
2.1 Part A – Departure From DXB/DWC Leg:



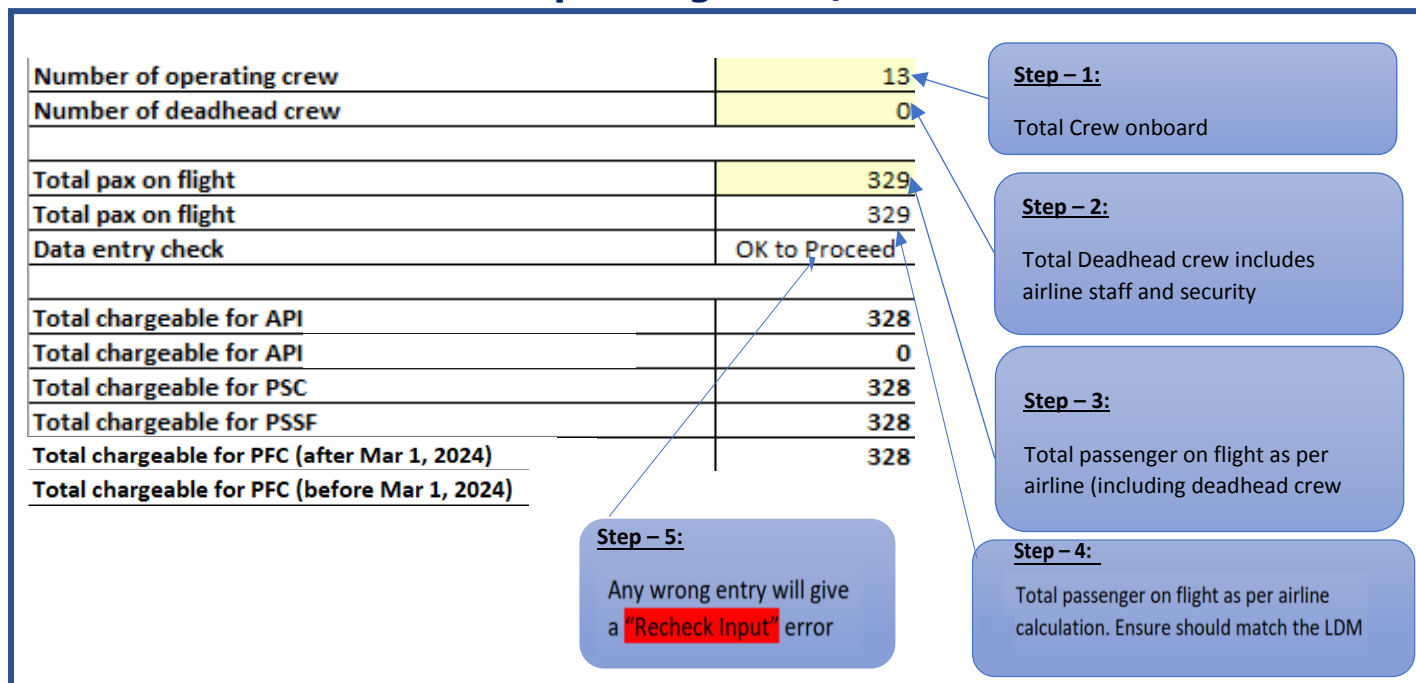
2.2 Part B – Ticket Purchased After Mar 1, 2024:



2.3 Part C – Ticket Purchased Before Mar 1, 2024:



2.4 Part D – Number of operating Crew / Dead Head & PAX:



-----END OF DOCUMENT-----