

The AeroFile logo is displayed in white text on a blue rectangular background. The background of the slide features a blue sky with white clouds, a small airplane flying in the distance, and the blurred silhouettes of people in the foreground.

# AeroFile

# AeroFile Operator Registration

Prepared by:

Lava Protocols Sdn Bhd



# Registration Process

First visit the **CAAM website**:

<https://www.caam.gov.my/industry/filing-for-approval-of-services/aerofile-registration/?std>

User will land on the **AeroFile Registration** page

caam.gov.my/industry/filing-for-approval-of-services/aerofile-registration/?std

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**AeroFile Registration**

AeroFile Login

Aeronautical Information Circular (AIC)

Scheduled services (Passenger and Cargo)

Non-scheduled services (Passenger and Cargo)

## Registration

Effective 1st August 2018, all airlines intending to overfly Malaysia's airspace as well as operate scheduled and non-scheduled commercial flights to/from Malaysia, are required to obtain overflight/landing permits via the AeroFile portal. Please note that the portal does not cater for the application for slots and airlines are required to apply for slots with the National Slot Coordination Malaysia ("NSCM").

AeroFile acts as a single-entry point by integrating the Civil Aviation Authority of Malaysia ("CAAM") and NSCM, the agencies responsible for overflight and landing permit applications. This portal aims to facilitate airlines' operations to/from Malaysia by providing a one-stop web-based application system that will reduce the need for paperwork and processing periods.

We have a short step-by-step user guide on how to register for AeroFile access, kindly click [here](#) to view the guide.

\* – Please fill out all the required fields

### Step 1. General Information

\*Company

\*Airline Code (IATA)  eg: MH

\*Airline Code (ICAO)  eg: MAB

\*Home State  --None--

# General Information

- Complete the details in **Step 1. General Information**, Fields marked with the red asterisk (\*) are mandatory.
- After completing this step, click the **Next** button.

### Step 1. General Information

*Company	<input type="text" value="Lava Airlines"/>
*Airline Code (IATA) ⓘ	<input type="text" value="LA"/>
*Airline Code (ICAO) ⓘ	<input type="text" value="TGW"/>
*Home State	<input type="text" value="United States of America"/>
*Type of Operations	<input type="text" value="Passenger"/>
*AOC Serial Number	<input type="text" value="AOC 1"/>
*AOC Country of Issuance	<input type="text" value="United States of America"/>
*AOC Expiry Date	<input type="text" value="30/06/2019"/>

Next

# Main Office Address

- Next, fill in the details in **Step 2. Main Office Address**.

Fields marked with the red asterisk (\*) are mandatory. Once completed, please click the **Next button**

### Step 2. Main Office Address

*Phone	60	234567865
Fax	60	234567865
AFTN (Main Office)		
*Main Office Street	6th Floor, <u>Menara</u> Hap <u>Seng</u> , Jalan P <u>Ramlee</u>	
*Main Office City	Kelana Jaya	
*Main Office State/Province	Selangor	
*Main Office Postal Code	50200	
*Main Office Country	Malaysia	

Next

# Local Correspondence

- Complete the details in **Step 3. Local Correspondence**. Once completed, please click the **Next** button

### Step 3. Local Correspondence

Phone

60

021358697

Fax

60

021358697

Email

rose@lavaprotocols.com

AFTN

☐ Billing Address same as main office address

Street

6th Floor, Menara Hap Seng, Jalan P Ramlee

City

Kelana Jaya

State/Province

Selangor

Zip/Postal Code

50200

Country

Malaysia

Next

# General Sales Agent

- Please fill in the details in **Step 4. General Sales Agent** (if any). Once completed, click the **Next** button

### Step 4. General Sales Agent

Name Salutation	<input type="text" value="Mr."/>
Full Name	<input type="text" value="Ali Ahmad"/>
Phone	<input type="text" value="60"/> <input type="text" value="123456778"/>
Fax	<input type="text" value="60"/> <input type="text" value="5886974664"/>
Email	<input type="text" value="ali@lavaairlines.com"/>
Street	<input type="text" value="6th Floor, &lt;u&gt;Menara Hap Seng&lt;/u&gt;, &lt;u&gt;Jalan P Ramlee&lt;/u&gt;"/>
City	<input type="text" value="Kelana Jaya"/>
State/Province	<input type="text" value="Selangor"/>
Zip/Postal Code	<input type="text" value="59200"/>
Country	<input type="text" value="Malaysia"/>
<input type="button" value="Next"/>	

# Primary Contact at Main Office

- Complete the details in **Step 5. Primary Contact at Main Office**. Fields marked with the red asterisk (\*) are mandatory. Once completed, please click the **Next** button.

**Step 5. Primary Contact at Main Office**

\*Grant Access to Primary Contact at Main Office

\*Name Salutation Mr.

\*Full Name Abu Bakar

Designation Director

\*Email abu@lavaairlines.com

Phone (General) 60 9586395053

Phone (Direct) 60 550022422

Fax 60 345XXXXXX

Website lavaairlines.com

☐ Contact person address same as main office address

Street 6th Floor, Menara Han Seng, Jalan D...

City Kelana Jaya

State/Province Selangor

Zip/Postal Code 59200

Country Malaysia

**Next**

# Primary Contact at Local Office

- Please fill in the details in **Step 6. Primary Contact at Local Office**. Once completed, please click the **Next** button.

**Step 6. Primary Contact at Local Office**

Name Salutation	Mr.
Full Name	Jhon
Designation	Manager
Email	jhon@lavaairlines.com
Phone (General)	60 2356730
Phone (Direct)	60 4572854
Fax	60 3XXXXXX
<input checked="" type="checkbox"/> Local office address same as local corresponding office address	
Street	6th Floor, <u>Menara Hap Seng</u> , <u>Jalan P Ramlee</u>
City	Kelana jaya

State/Province	Selangor
Zip/Postal Code	59200
Country	Malaysia
<b>Next</b>	



# Attach Supporting Document

Please submit the required documents in  
**Step 7. Attach Supporting Document**

## Notes:

- Airlines are expected to download the documents listed on the CAAM website.
- Prepare all required documents with authorised signatures in the prescribed format.
- Each attachment must not exceed 10MB
- Supported file formats include: **.docx, .doc, .pdf, .jpg, .png & .tiff**

### Step 7. Attach Supporting Document

#### Supporting Documents Required

- **For Malaysian AOC holders wishing to file for landing permits:**

1. Copy of valid Air Operator Certificate (AOC);
2. Copy of Air Service Licence / Permit ("ASL" / "ASP");
3. Copy of Certificate of Registration (CoR);
4. Copy of Certificate of Airworthiness (CoA); and
5. Copy of Insurance Coverage;
6. Appointment letter to third party handler / aviation management service provider filing on behalf (if applicable).

- **For foreign AOC holders wishing to file for landing permits:**

1. Copy of valid Air Operator Certificate (AOC);
2. Copy of valid Designation Letter (for scheduled operations); and
3. Copy of the Foreign AOC Validation (refer to: AIC 03/2019);
4. Copy of Insurance Coverage.
5. Appointment letter to third party handler / aviation management service provider filing on behalf (if applicable).

- **For AOC holders wishing to file for overflight ONLY:**

1. Copy of valid Air Operator Certificate (AOC)
2. Appointment letter to third party handler / aviation management service provider filing on behalf (if applicable).

- max of 10MB per attachment

- file extensions formats supported are: .docx, .doc, .pdf, .jpg, .png and .tiff

# Attach Supporting Document (Cont.)

- Once the documents have been uploaded, please click the **Submit** button to complete the registration

Attachment #1  No file chosen

Attachment #2  No file chosen

Attachment #3  No file chosen

Attachment #4  No file chosen

Attachment #5  No file chosen

- Please verify and correct any errors if an error message is displayed by the Web Form.
- If there is no error message, your submission is complete. The Airline will receive an acknowledgement email shortly, confirming the receipt of your submission.

# Thank You



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