



Guidance on Registration and Filing of Landing Permits on AeroFile System

LPAS

Civil Aviation Authority of Malaysia

Issue 01

Revision 00 – 4th August 2026

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Introduction

This Civil Aviation Economic Guidance Material (CAEGM) is issued by the Civil Aviation Authority of Malaysia (CAAM) to provide guidance on the implementation of the AeroFile System. The AeroFile serves as a single-entry point by integrating CAAM and National Slot Coordination Malaysia ("NSCM"), the agencies responsible for overflight and landing permit applications. AeroFile serves as a platform for all local and foreign airlines to file for their scheduled and non-scheduled commercial flights, as well as overflight applications.

This CAEGM sets out the standards, requirements and procedures relating applications for overflight and landing permits application in accordance with Aviation Business Licensing ("BBL") and Flight Operations ("BFO"). It aims to enhance and streamline the permit application process through the integration of CAAM and NSCM.

Any failure to comply with the provisions of this CAEGM may be taken into consideration by CAAM, at its discretion, when assessing an application for an overflight or landing permit.



(Dato' Captain Norazman bin Mahmud)
Chief Executive Officer
Civil Aviation Authority of Malaysia



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Record of Revisions

Revisions to this CAEGM shall be made by authorised personnel only. After inserting the revision, enter the required data in the revision sheet below.

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Summary of Changes

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Table of Contents

1	GENERAL	11
1.1	CITATION	ERROR! BOOKMARK NOT DEFINED.
1.2	APPLICABILITY	11
1.3	REVOCATION	12
2	REGISTRATION AND FILING OF LANDING PERMITS ON AEROFILE SYSTEM	12
2.2	AEROFILE USER/OPERATOR REGISTRATION	12
2.3	FILING FOR LANDING PERMIT.....	13
3	TIMELINE SUBMISSION OF FLIGHT APPLICATION	16
3.1	TIMELINE	16
3.2	APPROVAL PROCESS.....	16
4	FLOW CHART PROCESS	17



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1 General

1.1 Citation

- 1.1.1 This Guidance is the Civil Aviation Economic Guidance Material 102 (CAEGM 102) – Guidance on Registration and Filing of Landing Permits on AeroFile System (LPAS). The AeroFile acts as a single-entry point by integrating the Civil Aviation Authority of Malaysia (“CAAM”) and National Slot Coordination Malaysia (“NSCM”), the agencies responsible for overflight and landing permit applications.
- 1.1.2 This CAEGM 102 – Guidance on Registration and Filing of Landing Permits on AeroFile System (LPAS), Issue 01/Revision 00 shall come into operation on 4 August 2026 and will remain current until withdrawn or superseded.

1.2 Applicability

- 1.2.1 AeroFile, an automated filing system for all flight permit (scheduled, non-scheduled, extra flight/additional flight and ad-hoc) and overflight permit applications. This system 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.
- 1.2.2 AeroFile is a collaborative effort among the CAAM and NSCM, the agencies responsible for overflight and landing permit applications. It is also supported by the Ministry of Transport Malaysia (“MOT”).
- 1.2.3 The objectives and applicability of the AeroFile are as follows:
- a) Serves as a platform for all local and foreign airlines to file for their scheduled and non-scheduled commercial flights, as well as overflight applications
 - b) All airlines’ information will be stored in the system and will trigger various automated filters to facilitate airlines’ application process. This also means, airlines are no longer required to repeatedly submitting supporting documents for each of its applications, as per required under current process flow.
 - c) System will also trigger several reminders to both airlines and regulators on the validity of all airline’s operational documents which include the validity of their Air Operator Certificate (“AOC”).
 - d) AeroFile also provides various references and information crucial for airlines’ operations such as an updated list of licensed ground handlers for all aerodromes/airports in Malaysia, aerodromes operating hours; and
 - e) Listing of aircraft certified by the International Civil Aviation Organisation (“ICAO”), and list of aerodromes world-wide registered under ICAO. With

AeroFile, airlines are now able to monitor the status of their application submitted through the system.

1.3 Revocation

- 1.3.1 This CAEGM revokes the guidelines issued pursuant to the Malaysian Aviation Commission Act 2015 [Act 771].

2 Registration and filing of landing permits on AeroFile System

- 2.1 This guidance material defines the standardised process for registering and filing landing permit applications through the AeroFile System for Commercial Scheduled, Non-Scheduled (Charter either passenger, cargo or both) and Overfly Scheduled operations. It aims to streamline workflow efficiency, reduce administrative errors, and enhance coordination among operators, service providers, and regulatory bodies. The objective is to ensure timely and accurate submission of landing permits while maintaining full compliance with aviation regulatory requirements.

2.2 AeroFile User/Operator Registration

- 2.2.1 To register, the user shall visit the official Civil Aviation Authority of Malaysia (CAAM) website at <https://www.caam.gov.my/industry/filing-for-approval-of-services/aerofile-registration> to be directed to the AeroFile Registration page.
- 2.2.2 The user is required to complete all the information under Step 1 (General Information).
- 2.2.3 The user is to enter the organisation's main office details under Step 2 and ensure all mandatory fields are accurately completed before proceeding to continue.
- 2.2.4 The user should provide the relevant contact details under Step 3 (Local Correspondence) and complete Step 4 (General Sales Agent) information, if applicable. If not applicable, the user shall proceed directly to the next step.
- 2.2.5 The user must enter the required details of the primary contact person at the main office under Step 5 (Primary Contact at Main Office) and provide details of the primary contact person at the local office under Step 6 (Primary Contact at Local Office). The user should review all entries for accuracy before proceeding.
- 2.2.6 The user is required to upload the necessary supporting documents under Step 7 (Supporting Document). The user must:
- a) Download the list of required documents from the CAAM website;
 - b) Ensure all documents are duly signed by the authorised personnel and conform to the prescribed format;



- c) Ensure each attachment does not exceed 10 MB; and
- d) Upload files only in the following supported formats: docx, doc, pdf, jpg, png, tiff.

- 2.2.7 After all documents have been uploaded, the user shall click submit to complete the registration process.
- 2.2.8 If the web form displays an error message, the user should verify the information provided and correct the identified errors before re-submitting the form.
- 2.2.9 If no error message is displayed, the submission is deemed successful.
- 2.2.10 An acknowledgement email confirming receipt of the registration will be sent to the user's registered email address.
- 2.2.11 The user must wait until the registration is approved, in order to get the login credentials and reset password link to AeroFile System.

2.3 Filing for Landing Permit

- 2.3.1 This guidance material provides detailed instructions for users and/or operators to submit flight schedules and manage flight applications within the AeroFile System. It outlines the proper workflow from accessing the flight applications and flight schedule modules ensuring accuracy, compliance, and consistency for flight data management. Users are required to follow these procedures when submitting flight applications, completing all mandatory fields, maintaining accurate records, and properly tracking any updates.
- 2.3.2 Filing for Landing Permit process flow:



Step	Procedure	Responsibility
1	Flight Search Overview Flight Application User must go to the “Flight Search” tab located next to the “Home” tab. User must select “Flight Application” to search flight applications. User should filter by Year/Season, Operator, Application Type, Operation Type, or Service Type. Flight Schedule User must select “Flight Schedules” to search schedules. User should filter by Origin/Destination, Effective From/To, or Aircraft ICAO. The user can sort results using “Sort By” button or order them by ascending/descending order. User must click “Search” located below the “Order” options.	Users/Operators
2	Create New Flight Application User must click the “Flight Application” tab to navigate to the Flight Application page. User must click the ‘New’ button located on the top- right. User should select “New” from the pop-up options (“New”, “Cancellation”, “Retiming”, “Revision”) and click “Next”. User must fill in all mandatory fields (*) and click “Save” to save the record or ‘Save & New’ to save and create another application. User can click “Cancel” to cancel editing.	Users/Operators
3	Edit Flight Application In a flight application, the user must click the “Edit” button located on top-right and fill mandatory fields (*). User must click “Save” to save the record or “Save & New” to save and create another application. User can click ‘Cancel’ to cancel editing. Submit Flight Application User must select the saved flight application and proceed to submit for approval. User can write additional details in the pop-up field. User must click “Submit” button to submit the application and a green “pop-up message” will indicate that the application is submitted for approval. Revise Flight Application User must click the drop-down arrow in the selected Flight Application and click the “Revise” button. User must follow the Revision instructional pop-up. User must click “Revise” to confirm or “Close” to cancel. Upon clicking “Revise”, a new Revision Flight Application record is created with a new Application ID and retains the same CAAM Approval No. The record type is now displayed as “Revision”.	Users/Operators

Step	Procedure	Responsibility
4	Retiming Flight Application User must click the “Schedules” tab in the Flight Application. User must click the “Retiming” button to change schedule date and time. User must follow the instructional pop-up for retiming. If the application meets conditions for retiming, user can modify schedule details (Origin/Destination, Effective From/To, STD/STA). User must click “Save” after entering all mandatory fields.	Users/Operators
5	Copy Flight Application User must click “Copy” to create a carbon-copy of the Flight Application and all associated schedules. Copy instructional pop-up will display steps for copying. User should click “Copy All” to copy all schedules or “Copy Rejected” to copy only rejected schedules. User can click ‘Close’ to cancel copying.	Users/Operators
6	Flight Schedule – Add/Remove/Copy Rows Within the selected Flight Application, user must click the “Schedules” tab. Red values indicate original/previous values and black values indicate current values. User should click the ‘Show/Hide Alternative Route’ button and enter alternate ATS Routes (if any) across multiple lines. Approved schedules are marked by a green tick and rejected schedules by a red cross. User can click “Add” to add schedules, specify the number, and click “Save”. User can click “Remove” to remove schedules, specify the number, and click “Save”. User must select a schedule row to copy and click “Copy This Row”. Note: Only new Flight Applications have this feature. Upon clicking, the first row is the original schedule, and the second row is the copied schedule. Required fields must be filled for copying to succeed.	Users/Operators
7	Partial Approval of Application User should understand that Flight Applications can be partially approved. Any stakeholder agency (NSCM/CAAM) can reject specific schedule records. Approved schedules are marked by a green tick and rejected schedules by a red cross.	Users/Operators

3 Timeline Submission of Flight Application

3.1 Timeline

Airlines are required to submit applications for flight permits based in the following deadlines:

a) Scheduled services;

A month prior to the change of IATA Schedule Seasons for scheduled operations. However, there are also instances where filing is done as and when there are changes to the current schedule or when new/additional services are introduced.

b) Non-scheduled services;

Three (3) working days prior to a charter service.

c) Commercial business jet operations;

Three (3) working days prior to the proposed flight

d) Ad-hoc operations;

Three (3) working days prior to the ad-hoc operation

e) Overfly Scheduled operations;

Three (3) working days prior to the proposed flight

3.2 Approval Process

All application (Applicable for landing scheduled / charter landing either passenger or cargo) shall comply with the applicable provisions, regulatory requirements by the Civil Aviation Authority of Malaysia (CAAM), as well as all other applicable laws, directive, regulations, and requirements of Malaysia.

This process applies to flight permits application:

a) Scheduled services;

- 1) Normal scheduled services by domestic and foreign operators (passenger, mail and cargo);
- 2) Additional frequency;
- 3) Extra flights;
- 4) Ad hoc flights;
- 5) Code share operations

- b) Non-Scheduled Services (Charter / hire reward operation):
 - 1) Normal charter (ITC, MICE, Affinity Group);
 - 2) Ad hoc flights;
 - 3) Humanitarian;
 - 4) Special purpose charter (which would require other agencies' approval)
 - 5) Umrah/Hajj;
 - 6) Special Events

4 Flow Chart Process

4.1 The process for evaluation of flight permit applications is set out in the diagram below:

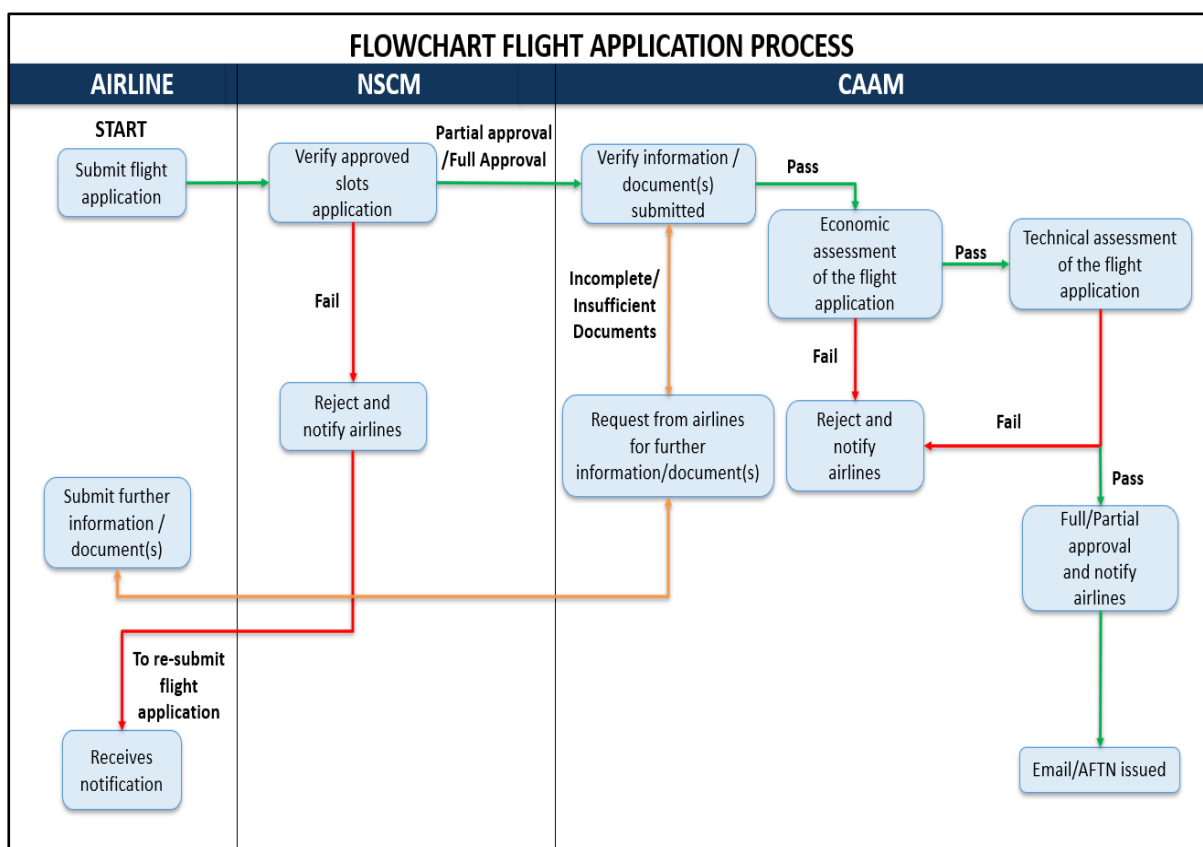


Figure 4.1 shows flowchart of AeroFile process



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