

Quick Guide for the use of the Airline Portal



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1. INTRODUCTION

Contributing to the protection of passenger rights through oversight of compliance with applicable regulations is one of the strategic objectives of the **Spanish Aviation Safety Agency (AESA)**. To achieve this, AESA operates on two fronts: on the one hand, by supervising the level of compliance with passenger rights regulations through inspections, sanctions, and the handling of claims; and on the other, by improving information and communication channels with citizens, airlines, and other stakeholders in the air transport system.

In relation to claims management, AESA receives complaints from passengers who, having experienced an incident during their journey, consider that their rights as air passengers have not been respected. AESA, acting impartially and transparently between the parties, analyzes the claim based on the information provided by both sides. To this end, it requests the airline to submit a report on the incident reported by the passenger, along with any other relevant documentation.

This **“Quick Guide for the Use of the Airline Portal”** aligns with the second objective, helping airlines to submit the necessary information in response to claims filed by passengers related to flights dated on or after June 2, 2023, thereby allowing them to exercise their right of defense. To this end, the document outlines the phases of the procedure, the deadlines to be met, the required documentation, and the tools made available to the airlines.

Proper claim management is also essential to ensure the enforcement of the rights granted to passengers.

Highlighting AESA's work in the field of user protection also serves the objectives of **Law 19/2013 on transparency**, access to public information, and good governance.

2. PURPOSE AND SCOPE

The **Spanish Aviation Safety Agency (AESA)** has been designated as the National Enforcement Body (NEB) in Spain, responsible for supervising compliance with European Union regulations concerning the protection of air transport users:

- **Regulation (EC) nº 261/2004** of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to

passengers in the event of denied boarding, flight cancellations or long delays, and repealing Regulation (EEC) nº 295/91 (hereinafter referred to as Regulation 261); and

- **Regulation (EC) nº 1107/2006** of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (hereinafter referred to as Regulation 1107).

AESA's role in handling claims under these Regulations pursues the following objectives:

1. **To advise and inform air passengers** about their rights and the available channels for submitting claims; and
2. **To protect and mediate** in disputes that may arise between passengers and air operators and, where applicable, with the airport managing body, within the scope of the aforementioned Regulations.

Through Ministerial Order TMA/469/2023 of 17 April, the Ministry of Transport, Mobility and Urban Agenda (MITMA) accredited AESA as an **alternative dispute resolution (ADR) body** in the field of air transport. AESA's activities under this accreditation apply to incidents occurring on or after 2 June 2023, inclusive, and are carried out through the air transport user alternative dispute resolution procedure (hereinafter referred to as the ADR procedure), as established by Order TMA/201/2022 of 14 March. The decision issued by AESA as a result of the ADR procedure is binding on the airline.

This **"Quick Guide for the Use of the Airline Portal"** aims to provide practical guidance on the process that airlines must follow to submit the information requested by AESA in relation to claims filed by passengers before the Agency and processed through the ADR procedure. In addition, the guide includes information on the phases of the ADR procedure applicable to airlines, along with the deadlines, formal and material requirements of the information to be provided, and the channels enabled for its submission.

AESA is competent to ensure compliance with the obligations set out in Regulation (EC) 261/2004 for flights that:

- Depart from an airport located within **Spanish territory**.

- Depart from an airport in a third country and are bound for an airport located in Spanish territory, when operated by an **EU-based airline**.

This guide applies to all airlines operating flights under AESA's jurisdiction for which passengers file claims before AESA. The relationship between the airlines and AESA for the submission of requested information in the context of the ADR procedure shall be conducted via the electronic headquarters, through the Airline Portal.

3. DEFINITIONS

For the purposes of this document, the following definitions shall apply:

- **Simultaneous hearing:** A phase of the procedure in which both the airline and the passenger may submit their arguments simultaneously in relation to the case.
- **Business Secret Certification:** The trade secret certification is the summary that must be submitted by the airline when providing documentation classified as a trade secret. This certification includes a general description of the submitted content, allowing the passenger to understand the existence and general subject matter of the documentation without disclosing any protected confidential information. The trade secret certification shall be shared with the passenger as part of the procedure.
- **Cl@ve:** The Cl@ve system is intended exclusively for airlines legally established in Spanish territory and holding a Spanish tax identification code (CIF), allowing them to authenticate using the electronic identification methods enabled by the public administration.
- **Airline:** An operating air carrier subject to European and national regulations concerning passenger rights.
- **Business Secret Documentation:** Confidential information submitted by airlines containing sensitive data related to their operations, technical structure, or commercial activity. Documentation classified as a trade secret will not be disclosed to the claimant passenger during the processing of the case.

- **e4F (eSignature for Foreigners):** An access and authentication system managed by AESA, intended for representatives of foreign airlines without a Spanish CIF, to facilitate access to the DCTA portal.
- **Electronic signature:** A mandatory process to officially validate actions carried out in the system, certifying the authorship and integrity of the submitted documentation.
- **Report 1 – Flight:** Supporting document prepared by the airline, containing technical or operational information about the flight related to the claim. It must not include confidential or personal data.
- **Report 2 – Passenger:** Supporting document specifically concerning the claimant passenger. It must not include information about third parties, and if such information is present, it must be duly anonymized.
- **Airline portal:** AESA's digital platform for the electronic processing of passenger claims by airlines.
- **Claim:** A formal request submitted by a passenger to AESA alleging a possible violation of their rights in connection with an air transport service.
- **Representative:** A person appointed by an airline to act on its behalf before AESA, with access to the airline portal to manage claims.

4. PHASES AND DEADLINES OF THE ADR PROCEDURE

In accordance with the ADR procedure, airlines are subject to specific deadlines depending on the phase of the case file.

- During the **report request phase**, the deadline to respond is **20 working days** from the date of notification of the request.
- If a **simultaneous hearing phase** is initiated, the airline will have **10 working days** to submit its statements.
- **Once AESA has issued and notified its decision**, and if said decision is unfavorable to the airline, a period of **30 natural days** is established to submit proof of the bank transfer made to the affected passenger.

5. AIRLINE PORTAL

The **claims management platform** is an electronic tool provided by **AESA** to enable airlines to manage, respond to, and submit documentation related to claims filed by passengers, within the framework of the ADR procedure.

Access to the platform is restricted to **representatives designated by each airline**, who **must be previously registered and validated** by AESA.

Please note that AESA's Virtual Assistant is currently not operational.

5.1. Registration in the Airline Portal

Airlines operating flights under the jurisdiction of AESA, and whose claims are processed through the ADR procedure, must interact with AESA **exclusively via the airline portal**.

To do so, the airline must formally designate its **authorized representatives**, who will act on its behalf within the platform. These representatives must provide proof of their status to AESA by submitting a **formal application** through the General Registry, indicating the required identification and contact details.

Once the representative is registered in the system, **AESA will notify the airline of the completion of the registration process**. From that moment on, **the representative will be authorized to access the platform** and manage claims on behalf of the airline:

- If the airline has a **Spanish tax identification code (CIF)**, access to the portal will be granted through the **Cl@ve** electronic identification system.
- If the airline does not have a Spanish CIF, the representative must register in the **e4F system** ([Access - eSignature for Foreigners](#)), through which they will obtain the necessary credentials to access the portal.

Note: Each airline may register a **maximum of five representatives** in the system.

5.1.1. Procedure for changing a representative

Airlines wishing to change their representative for the alternative dispute resolution procedure in the field of air transport user protection must follow the procedure outlined below.

The required information for the new representative is as follows:

- **Type of Identification Document: National ID (NIF) or Passport**

- **In case of Passport: Issuing country**
- **Identification Document Number**
- **Full Name**
- **Email Address**
- **Signed power of attorney/authorization**

The application process is detailed below:

1. Envío de Información:

The airline must submit the information of the new representative via AESA's Virtual Office, using the "General Application" procedure available at the following link: <https://sede.seguridadaaerea.gob.es/sede-aesa/catalogo-de-procedimientos/solicitud-general>

The application must be submitted with the following format:

- **Subject:** "Update of representative data for electronic processing of the alternative dispute resolution procedure."
- **Reference File:** SAU-ADR Airlines
- **Statement:** "We request an update of the representative's data."
- **Request:** "Update representative data"

2. Accreditation and Effectiveness of the Change:

- The change of representative will not become effective until the date of receipt and entry in AESA's Registry..

5.1.2. e4F system

The **e4F system (eSignature for Foreigners)** is the platform provided by **AESA** to allow **representatives of foreign airlines without a Spanish CIF** to identify themselves and operate electronically through AESA's Electronic Headquarters, including **access to the airline portal for claim management**.

This system is designed for users who **do not possess electronic certificates recognized in Spain**, such as the Spanish electronic ID (DNIe), FNMT certificate, or NIE. Through e4F, representatives can obtain a **one-time coordinated password** linked to their passport number, enabling them to **sign and identify themselves electronically** with full legal validity.

This system is mandatory for:

- Representatives of foreign airlines that do not have a Spanish NIF/CIF
- Foreign individuals who need to interact with AESA without having national electronic identification means

To use e4F, the representative must follow these steps:

1. Submit the representative's details to AESA through a request via the General Registry, including full name, passport number, email address, and the airline they represent.
2. Once validated by AESA, access the e4F registration portal through the following link:
 - [Official AESA e4F registration Guide](#)
3. Follow the instructions to obtain the **access key**.
4. Log in to the airline portal by entering the passport number and the generated key.

Note: The e4F key is personal and non-transferable, and has a limited validity period. It must be stored securely while in use.

5.2. Claim Management in the Airline Portal

5.2.1. Access to the Airline Portal

Airlines have two ways to access the Airline Portal:

- Directly via the following link: [Virtual Office](#)
- Through AESA's Virtual office, under the *Restricted Applications* section, by selecting the corresponding option

- **Resolución Alternativa de Litigios (RAL) – Compañías Aéreas / Alternative Dispute Resolution (ADR) – Airlines**

Acceso donde las compañías podrán presentar documentación para el procedimiento de resolución alternativa de litigios en el ámbito de los usuarios del transporte aéreo. / Link where air carriers can submit the required documentation for the alternative dispute resolution procedure of air transport users.

In the upper right corner of the page, you can change the language before logging in. Click on the British flag  |  to access the platform in English. You may need to click on the flag each time you access a new page on the application.

Access to the Airline Portal requires identification via the appropriate method: **Cl@ve** or **e4F**.

To access the Virtual Office you must identify yourself with some of the following methods



Access

Access with Cl@ve system through digital certificate or electronic DNI, Claves PIN, permanent Cl@ve and citizens of the European Union.



e4F

eSignature For Foreigners

Access

Access through the e4F system for foreign people that cannot use Cl@ve.

To access it is necessary to [register](#)

Once the representative has been identified, they will be directed to the section titled “Air Carriers ADR Access.”

Virtual Office



My applications

Licencias y certificados

Air carriers ADR Access

Organizaciones de formación: gestión de alegaciones y PAC

5.2.2. Selecting the claim to submit documentation

To facilitate the search, the following filters are available:

- **Claim No.:** Claim number assigned by the AESA system: 202X/ADR02/XXXXXX
- **Flight Code:** Flight number and code.
- **Flight Date From/To:** Date range to locate the flight departure date.
- **Passenger Claim Ref.:** Reference number of the initial claim submitted by the passenger to the airline.
- **Internal Ref.:** Internal reference number assigned by the airline's system, if applicable.
- **Representing:** List of airlines represented by the logged-in user. If a representative acts on behalf of multiple airlines, they may select the specific airline for which they wish to consult or manage claims before accessing the list of cases.
- **Filters by Status:**
 - **Pending Allegations** displays requests awaiting submission of a report
 - **Pending Payment:** displays requests awaiting a payment requirement
 - **Pending Additional Information:** displays requests requiring submission of further information

- **AESA pending:** displays requests currently being processed by AESA
- **Pending Simultaneous Hearing:** displays requests currently under simultaneous hearing by the airline and the passenger
- **Closed:** displays requests that have been resolved and therefore require no further action by AESA, the airline, or the passenger

Claims to companies

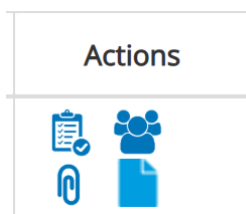
Nº claim:	Flight code:
	-
Flight date desde:	Flight date hasta:
	
Comp. claim ref.:	Internal ref.:
Representing:	
VUELING AIRLINES	
☐ Pending allegations ☐ Pending payment ☐ Pending additional information ☐ AESA pending ☐ Pending simultaneous hearing ☐ Closed	
Clean Find	

By clicking the **“Search”** button, the system will display all claims that match the criteria entered in the search filters. If no filters are applied, the system will return the full list of claims associated with the airline that has accessed the system.

5.2.3. Actions to be taken at each stage

Once a claim has been selected from the list generated by the search, the system will indicate the current phase of the case.

Depending on the phase of each claim, the system will display different icons corresponding to the available actions. These icons allow the airline to quickly and visually identify the status of the case and the options enabled for action. The following illustration shows the icons that may appear:



The actions associated with each icon are as follows:

1.  See Requirement Detail:

Depending on the phase of the case file, this may refer to:

Según la fase del expediente significará:

- a. Pending Statement (Request for Report), see section **¡Error! No se encuentra el origen de la referencia.**
 - b. Pending Payment (Request for Proof of Payment), see section **¡Error! No se encuentra el origen de la referencia.**
 - c. Pending Additional Information, see section 0
2.  Other Requests, section **¡Error! No se encuentra el origen de la referencia.**
 3.  Simultaneous Hearing, section **¡Error! No se encuentra el origen de la referencia.**
 4.  See Documentation: By clicking this icon, the airline can view all documentation submitted in the claim to date, as shown in the following image. Clicking the arrow icon allows the attached documents to be downloaded.

Documentation provided by the company

File description	File name ↕	Date ↕	Register number ▾	Actions
INFORME OPERADOR AÉREO 2	PRUEBA_informe2.pdf	04/06/2020	2020002105	
INFORME OPERADOR AÉREO 2	PRUEBA_informe2.pdf	04/06/2020	2020002105	
INFORME OPERADOR AÉREO 1	PRUEBA_informe1.pdf	04/06/2020	2020002105	
INFORME OPERADOR AÉREO 2	PRUEBA_informe2.pdf	04/06/2020	2020002105	
INFORME OPERADOR AÉREO 2	PRUEBA_informe2.pdf	04/06/2020	2020002105	
INFORME OPERADOR AÉREO 2	PRUEBA - copia.pdf	04/06/2020	2020002105	

Exit

5.3. AESA Requirements

Depending on the status of the claim, AESA may issue different types of requests, each requiring specific actions from the airline. To access each of these actions, the representative must enter the claim through the corresponding button: 

- Request for Statements: the airline may submit any reports it deems necessary.
- Simultaneous Hearing
- Request for Payment
- Other

All airline representatives accredited by AESA will receive an email notification informing them of AESA's request. Using their credentials, they will be able to access the claim in question and carry out the required action.

The following screenshot shows the statuses that may involve submitting specific reports or performing certain actions within the system:

☒ Pending allegations ☒ Pending payment ☒ Pending additional information ☐ AESA pending ☒ Pending simultaneous hearing ☐ Closed

5.3.1. Request for statements

Once a claim submitted by passengers has been formally admitted, AESA forwards it to the airline, requesting relevant information.

This marks the beginning of the "Request for Report" phase, and the airline will see that the claim is marked with the status: "Pending Statement". The airline must respond to AESA's request within **20 working days**.

This screen displays the key details of the claim (dates, current status, and information about the claimant), as well as the details of the affected flight.

Claim data

State's date:	State:	End date:
02/02/2021	Pending payment accreditation	02/03/2021

Interested parties of the claim

Interested identifier	Interested name	Interest reason
12345678Z	ESPAÑOL ESPAÑOL, PEDRO	INTERESADO
15411539K	MATEOS JIMENEZ, JULIAN	INTERESADO (INTERESADO PRINCIPAL)
99999972C	EIDAS CERTIFICADO, PRUEBAS	INTERESADO

Flights

Flight code	Home airp.	Dest. airport	Flight date	Loc.	Flight incid.
VY-0102	San Pablo	Barajas	01/02/2021	VYR0102	☒

1 entries Show 10 entries Previous 1 Next

Based on this information, the next step is to select one of the following options regarding the reported flight code, as shown in the screenshot:

- Confirm that the claim will be answered

Upon selecting this option,

- A section titled “*Causas de los motivos*” will be displayed, featuring a predefined dropdown list.
 - The field for the airline’s internal reference will be enabled, where the reference number for the claim and, if applicable, the associated reports must be provided.
- Indicate that the flight code is incorrect (and submit supporting documentation).
- Declare that the flight code is unknown and, therefore, no response will be submitted.

Regarding the flight code informed VY-1234:

- ☐ I answer
- ☐ The actual code is and I provide documentation that proves it.
- ☐ I don't know the code and I don't answer

If the airline confirms that it will respond to the request, it will then be allowed to upload different types of supporting documentation, organized by content type:

- **Report 1 – Flight** (non-confidential):
Description of the information that must be provided (this applies to all the following document types as well).
- **Report 2 – Passenger** (non-confidential).
- Documentation containing personal data foreign to the claimant.
- Business Secret Certification
- Business Secret Documentation.

An option is available to download a PDF document with detailed instructions on the expected content for each type of file (“*Download explanations*”).

If there is a **previous claim concerning the same flight code and date**, and the airline has already submitted **Report 1 – Flight**, that document will be **automatically preloaded** into the new claim. In the case of multiple previous claims, the system will preload the

most recently submitted Report 1 from the airline, to **streamline the processing of multiple files related** to the same flight.

If Report 1 – Flight appears preloaded in the case file, the airline **must explicitly accept its inclusion** using the corresponding button. Otherwise, the document will not be recorded or considered during the processing.

However, the airline **may submit an updated Report 1**, which will replace the preloaded version.

Important: This report will be forwarded to the claimant passenger and therefore **must not contain confidential and/or personal information**. If such information is necessary, it must be **properly anonymized** in accordance with current data protection regulations.

Report 2 – Passenger must not contain confidential information relating to other passengers not listed in the claim.

If the airline needs to submit documentation that includes confidential data of third parties, such information **must be anonymized** in accordance with applicable data protection laws. This report will also be sent to the claimant.

Causes of the reasons for:

Flight cancellation

- ☐ TECHNICAL FAILURE
- ☐ BIRD IMPACT
- ☐ CREW ACTIVITY TIME LIMITATION AND REST REQUIREMENTS
- ☐ CONTROLLERS STRIKE
- ☐ PERSONAL STRIKE OF THE COMPANY OWN
- ☐ PERSONAL STRIKE OUTSIDE THE COMPANY
- ☐ LIGHTNING IMPACT
- ☐ METEOROLOGY
- ☐ FOD ON TRACK
- ☐ REGULATION OF AIR TRAFFIC
- ☐ AIRCRAFT ROTATION
- ☐ OTHERS

Internal company reference:

* Claim:

Reference Report 1:

Reference Report 2:

You can then incorporate the necessary documentation for the processing of the file

[Download explanations](#)

Report 1 will be preloaded to claims with the same flight code and date

Report 1 - FLIGHT (Non-confidential documentation)	Choose...	Upload
<< Document not incorporated >>		
Report 2 - PASSENGER (Non-confidential documentation)	Choose...	Upload
<< Document not incorporated >>		
COMPLETE DOCUMENTATION CONTAINING PERSONAL DATA FOREIGN TO THE CLAIMANT	Choose...	Upload
<< Document not incorporated >>		
BUSINESS SECRET CERTIFICATION	Choose...	Upload
<< Document not incorporated >>		
BUSINESS SECRET DOCUMENTATION	Choose...	Upload
<< Document not incorporated >>		

Exit

Previous

Next

It is recommended to upload the documents in the specified order. Once the corresponding document has been uploaded (for example, Report 1), it is necessary to click the **“Incorporate”** button so that the file is properly registered in the system.

INFORME 1 - VUELO (Documentación no confidencial)	
Nombre: ADR02_QUEJA RECLAMACION (2).pdf Tipo: application/pdf	Descargar Eliminar

Important: When uploading the reports, the airline must enter an **internal reference** in the corresponding field. This is mandatory.

Finally, once all documents have been incorporated, the system will display a summary of the uploaded files, allowing the user to review them before proceeding with the **signature and submission** of the response.

After this step, no modifications to the documentation will be possible.

Manipulación de datos
Signature and Registration

Signature and Registration

hen will proceed to sign the documents that are displayed. After this step may not modify any of these documents. Please check that all data correspond to those given by you and click 'Submit application'.

Documentation to submit

Description	Name
FIRMA REQUERIMIENTO COMPAÑIA :	ADR02_FIRMA REQUERIMIENTO COMPAÑIA.pdf This document is a draft, and will not take effect until your application is signed and submitted.

Asistente virtual de

Exit
Previous
Submit application

5.3.2. Simultaneous Hearing

In cases where AESA considers it necessary to **gather additional information from either the passenger or the airline** to properly resolve the claim, a *simultaneous hearing* procedure may be initiated. Through this procedure, **information is requested from both parties in parallel.**

If the information provided by one of the parties is **deemed relevant** to the resolution of the case, **it will be shared with the other party** in order to uphold the principle of adversarial proceedings and ensure a fair assessment by AESA.

To submit new statements related to the ongoing case, the airline must access the corresponding section using the appropriate icon  and select the option **“Submit new statements.”**

Description :

Application:	Title:	Date:	Type of application:
2021/ADR02/000085	Incidente: 01/02/2021 08:00 (VY-010;	02/01/2021	RESOLUCIÓN ALTERNATIVA DE LITIG

Actual state:

PENDING TO PROVIDE DOCUMENTATION

Actions
Interested
Documentation
Progress

Actions

Contact medium

Access to your contact medium associated with the file.

MEDIUM CONTACT ACCESS

In the “Actions” tab of this phase, the airline may choose to:

- **Not submit statements**
- **Submit statements** → This will open the form to upload the required documentation. This information must be electronically signed in order to continue with the process.

Finally, if it is necessary to update or complete the contact information of the airline’s representatives, the corresponding form can be accessed via the “**Contact Method Access**” button. This section allows updates to means of contact such as mobile phone, email address, or postal address, and the selection of the preferred notification method for official communications.

Means of contact:

Phone number:	Land Line:
Email (*):	Fax:

☐ Check this option if you want to indicate a postal address

Means of notification:

The State Aviation Safety Agency (AESA) informs all Spanish companies and entities or those based in Spain that, from May 18, 2020, only the procedures carried out electronically, in compliance with Law 39/2015, of October 1, of the Common Administrative Procedure of Public Administrations.

Appearance in electronic office

Asistente virtual de A

[Back](#) [Save](#)

In the “**Interested**” tab of this phase, the contact information of the airline associated with the case can be viewed. This information may be useful to verify previous communications or to confirm whether any changes have occurred in the registered contact details.

Actions Interested Documentation Progress

Interested

Interested	Reason for interest	Code
VUELING AIRLINES, S.A.	INSPECCIONADO (NO VISIBLE EN SEDE)	
PRUEBAS EIDAS CERTIFICADO	STAKEHOLDER	
PEDRO ESPANOL ESPAÑOL	STAKEHOLDER	
JULIAN MATEOS JIMENEZ	STAKEHOLDER (MAIN STAKEHOLDER)	

In the “**Documentation**” tab of this phase, all documentation submitted by the claimant, along with the corresponding registration dates, can be viewed. In addition, documentation provided by AESA during the case handling process—such as **decision corrections or hearing notifications sent to the passenger**—will also be displayed.

Actions Interested Documentation Progress

Documentation provided by the interested

File description	File name	Date	Register number	Actions
RESUMEN DOC. PRESENTADA	Documento Resumen.pdf	02/01/2021	2021000430	↓
ADDITIONAL DOCUMENTATION	Prueba.pdf	02/01/2021	2021000430	↓
RESUMEN DOC. PRESENTADA	Documento Resumen.pdf	02/01/2021	2021000429	↓
SOLICITUD DE CAMBIO DEL MEDIO ELEGIDO POR EL INTERESADO PARA LAS COMUNICACIONES (ART. 14 LPACAP)	Prueba.pdf	02/01/2021	2021000429	↓
WRITTEN COMMUNICATION AGREEMENT	ADR02 ESCRITO COMUN ACUERDO	02/01/2021	2021000428	↓

Documentation provided by AESA

File description	File name	Date	Register number	Actions
CORRECCIÓN DE LA DECISIÓN	121445_9_CORRECCION DE LA DECISION.pdf	02/18/2023		↓
COMUNICACIÓN TRÁMITE DE AUDIENCIA SIMULTÁNEA AL PAX	S43P-DJHS-VH0G-NLHX.pdf	02/01/2021		↓
RECEIPT	recibi_2021000430.pdf	02/01/2021		↓
RECEIPT	recibi_2021000429.pdf	02/01/2021		↓
RECEIPT	recibi_2021000428.pdf	02/01/2021		↓

At any time, the “**Progress**” tab allows access to the complete timeline of the case, detailing the various phases, their respective dates, and any associated comments.

Actions Interested Documentation **Progress**

Progress

Phase	Date of entry	Comments
Finalize	02/02/2021	
PENDING TO PROVIDE DOCUMENTATION	02/02/2021	
Finalize	02/02/2021	
PENDING TO PROVIDE DOCUMENTATION	02/01/2021	
IN ADMISSION	02/01/2021	
ADR02_SUBSANACIÓN MEJORA DEL INTERESADO (PENDING TO PROVIDE DOCUMENTATION)	02/01/2021	
Finalize	02/01/2021	
IN ADMISSION	02/01/2021	
PENDING TO PROVIDE DOCUMENTATION	02/01/2021	

5.3.3. Payment Request

Once AESA has issued a decision in favor of the claimant, the airline is required to comply with the decision within **one month** and submit proof of execution.

At this stage, the airline will see that the case status indicates **Pending Proof of Payment** and must provide confirmation that the financial obligation has been fulfilled. To do so, the payment **date** must be entered along with the **amount and concept**, using the designated form.

[* List of amounts:](#)

Amount: (€) E.g.:9.999,99

Concept:

Add amount

After completing these fields, the **method of payment must be selected**. The system offers several options: cash, bank transfer, cheque, travel voucher, card refund, or other methods. More than one option may be selected if applicable.

* Payment has been made as follows:

- ☐ CASH
- ☐ BANK TRANSFER
- ☐ CHECK
- ☐ TRAVEL BONUSES
- ☐ CARD CREDIT
- ☐ OTHER MODES

The airline may offer the passenger different payment methods. However, if compensation is offered in the form of **vouchers** or **travel credits**, the **passenger must expressly accept** this form of payment. If the passenger does not accept a voucher, the airline is obliged to process the refund via **card, bank transfer, or cash**, as appropriate.

In addition, proof of payment must be uploaded using the **document upload form**. This step is **mandatory**, and the system will not allow progression unless at least one document is attached.

Important: Once the documentation has been uploaded and the **Next** button is clicked, the system will proceed to the electronic signature phase. After signing, **it will no longer be possible to modify the information or go back**. It is highly recommended to carefully review all data before finalizing.

Airlines are reminded that, while a claim remains open—regardless of its current phase—all proof of payment **must be submitted exclusively through the Virtual office**, using the "**Payment Accreditation**" button within the specific case file.

If it is not possible to use the designated button, the documentation must be uploaded via the "**Other Actions**" section, ensuring that it is properly linked to the relevant case.

Important: Payment confirmations must not be submitted via the General Registry while the case remains open, as this prevents proper processing and automatic association with the case file. Only **if the case is closed** may payment proof be submitted via the General Registry.

5.3.3.1. Obtaining Passenger Contact Details

In cases where the airline is unable to contact the passenger to make the payment required by an AESA decision, it must provide evidence that it has attempted to obtain the necessary contact details through the following three communication channels:

- **Email**
- **Telephone**
- **Registered post**

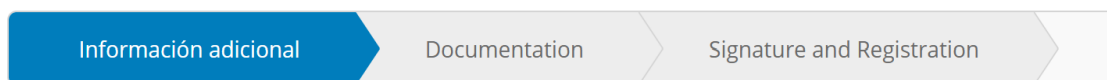
Evidence of each attempt (e.g., email screenshots, call logs, proof of postal delivery, etc.) must be retained and submitted so that AESA can assess the actions taken.

Proof of these attempts must be uploaded within the **30-working-day** deadline given to the airline to complete the payment. During this period, the documentation must be uploaded through the “**Other Actions**” section of the case file.

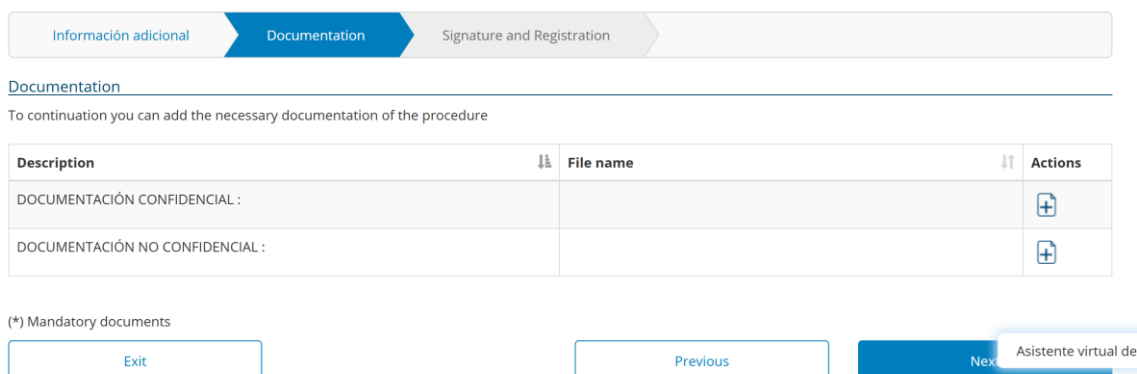
Only if the documentation is submitted **after** this deadline may it be sent via the General Registry

5.3.4. Additional Information

When a claim is marked as **Pending Additional Information**, the airline must provide specific supplementary documentation related to the ongoing case. The required information will be detailed in the associated request.



In the **Additional Information** section, the user can view the full details of the request and access relevant contextual information from the case. A document upload area will then be enabled, allowing for the submission of the required files, which may be classified as **confidential** or **non-confidential**. Uploading at least one document is **mandatory** in order to proceed.



Documentation

To continuation you can add the necessary documentation of the procedure

Description	File name	Actions
DOCUMENTACIÓN CONFIDENCIAL :		
DOCUMENTACIÓN NO CONFIDENCIAL :		

(*) Mandatory documents

[Exit](#) [Previous](#) [Next](#) [Asistente virtual de](#)

To upload the documentation, the user must select the appropriate file, enter a short description (*optional, up to 250 characters*), and click the **Incorporate** button. The documents must meet the specified requirements in terms of **file formats** (ZIP, PDF, DOC, XLS, etc.), **file size**, and **naming conventions**.

Documentation

To continuation you can add the necessary documentation of the procedure

DOCUMENTACIÓN CONFIDENCIAL	Elegir archivo No se ha seleccionado ningún archivo The maximum size is 100 MB. Only ZIP, RAR, 7Z, PDF, TXT, DOC, ODT, DOCX, XLS, XLSX, MSG and DWG documents are accepted. The maximum file's name size is 100 characters. The file's name to upload must not contain accents or the following characters: \ / : * ? " < > -
	Description: The maximum number of characters for description is 250 characters.

Cancel

Upload

Important: After uploading the documentation, the system will proceed to the **Signature and Registration stage**, where the uploaded content must be electronically signed. Once this step is completed, no changes can be made to the submitted documentation.

5.4. Other actions

At any point during the procedure, the airline may upload additional documentation. To do so, the user must click the corresponding icon  to access a specific section that allows the uploading of necessary files for case processing.

The screen will show whether any documentation has already been uploaded and will allow new files to be added. In order to proceed correctly, at least one document must be submitted; otherwise, the system will not allow progression to the next phase.

The documents to be uploaded must meet certain requirements:

- Accepted formats : ZIP, RAR, 7Z, PDF, TXT, DOC, ODT, DOCX, XLS, XLSX, MSG and DWG.
- Maximum file: 100 MB
- File Naming: avoid prohibited characters such as \ / : * ? " < > | and accented characters.
- Brief description of the file: limited to 250 characters.

The system will **not allow the process to continue** unless at least one document is uploaded.

Once the documentation has been incorporated, the system will allow the process to continue by proceeding to the **Signature and Registration** screen. At this stage, a summary of the documentation to be signed and electronically registered will be displayed.

It is essential to verify that all data and files are correct, as no changes can be made once the signature has been completed.

5.5. Procedure for Review/Correction of the decision

If the decision issued by AESA **requires payment by the airline**, the airline will have a period of **one month** to either **comply with the decision or request its review or correction**.

The request for review or correction must be submitted through the **“Other Actions”** section of the application, within the relevant case file. Once received, AESA will evaluate the request and issue the appropriate response.

Important: If the one-month period elapses without the request being submitted through the specified channel, the airline may only request a review or correction of the decision **via external electronic means**, using the **General Registry**.

6. RELEVANT CHANGES IN THIS EDITION/REVISION

This is the first edition of the Guide