

4.1 Incoming Correspondence

The *TRIM Training Guide and Records Management Manual* should be complied with and referred to at all times. Where conflict between these procedures and the *TRIM Training Guide or the Records Management Manual* occurs, the *TRIM Training Guide or Records Management Manual* takes precedence.

4.1.1 Objectives

To ensure that:

- All mail is date stamped and passed to the officer responsible for scanning documents within half a working day of arrival within the office.
- The mail is scanned and attached to AIRS and distributed on the same day, where possible.
- All 'urgent' mail is scanned and attached to AIRS and placed on file and assessed within one working day of distribution.
- All other mail is scanned and attached to AIRS within one working day of distribution and that paperwork is placed on file and assessed within three working days of distribution.
- When handing files over to someone else, the files are moved to the new current location in TRIM.

4.1.2 Receipt Procedure

1. Date stamp all correspondence with the date of receipt, using the 'CASA USE' box where applicable. Where an original certificate of registration is received, it stamp it on the back.

Application forms that were returned to the applicant for amendment and submitted to the Australian Civil Aircraft Register a second time must be date stamped a second time.

2. Discard guidelines, envelopes etc unless they are deemed to supply additional relevant information to the process.
3. Pass all incoming correspondence, including faxes, to the officer responsible for scanning.



4.1.3 Scanning Procedure

1. Sort documents to identify any that should be distributed to other areas, eg a Form 025 should be passed to the Part 47 Transition Team without any further action.
2. Sort the remaining documents according to form number or type to enable all documents requiring the same file name in the scanning/AIRS process to be processed in one batch.
3. Scan the document and apply the 'Scanned CLARC' stamp to each page.
4. Attach the scanned document to AIRS. All documents should be attached to an appropriate record in AIRS as the primary entity. They may also be attached to additional records, as applicable.
5. If the document is Form 029 and no Aircraft Registration History file exists then create one.
6. Attach a checklist, where applicable, to the original document and distribute as required for further processing.

4.1.4 Filing of Correspondence

Filing of correspondence is normally only required after the receipt and scanning procedures have been completed and documents have been distributed for assessment and further processing. To file correspondence, follow the procedure below.

1. Retrieve or create the Aircraft Registration History file, as required.
 - o If the file is being retrieved from someone's work tray, ensure you inform the officer that you have removed the file in order to place additional correspondence on the file. The file may require re-assessment as a result.
 - o If a file is to be created, do so in accordance with the CASA Aircraft Registration Section's File Creation Procedures and the *TRIM Procedures Manual*. This may have already been done by the CLARC processing team.
2. Place correspondence on the appropriate file.

Note: Not all correspondence should go on the Aircraft Registration History file. If, for example, a letter is received from a finance company asking for information on who is noted as registration holder for VH-ABC, the query should go on the "Liaison with Financial Institutions" file. However, if the letter led CASA to believe that some change was required to the registration record, the query would go on the Aircraft Registration History File. If in doubt, ask a Team Leader or Manager.

Remember that there are times when it is better to cross-file (place a copy of the correspondence, including the reply, on several files).



If the Registration History File already exists, locate it and place a new print out of aircraft details report from AIRS, and the correspondence on the file. All papers on the file should be in date of receipt/sent order. Do not place papers on a file out of date order.

If necessary, create an Aircraft Registration History File. This may have already been done by the CLARC processing team.

3. Print the aircraft details report from AIRS and place on the file. If the file is being raised for an initial registration, print a copy of reservation screen instead.
4. Create the file title using the aircraft profile details for manufacturer, model, and serial number and include the VH mark:
 - o Owner Location is always Canberra Office
 - o Home Location should be 'PLET Aircraft Register' (this is subject to change, depending on Records Management directions)
 - o Current Location should always be yourself.
5. Ensure the Aircraft Registration History File is 'related' to previous Aircraft Registration and Aircraft History Files, if appropriate.
6. Write the new file number in the barcode spot on the cover.
7. Make up a file cover (print and attach file label and barcodes; complete 'date opened', 'previous file', 'related to' etc; insert tube clips).
8. Place the paperwork in the file.
9. Correspondence that is classed as 'urgent' (eg, mark reservations, de-registrations, initial registrations etc) should be assessed and processed or followed up immediately, if possible.



4.2 Outwards Correspondence

4.2.1 Objectives

To ensure that:

- Outwards correspondence is faxed and/or mailed on the day of issue/signature, if at all possible. Failing this, that they are faxed and/or mailed within one working day.
- Paperwork is placed on the file and attached to AIRS on the same working day as faxed/mailed.
- Register entries are filed within three working days of issue.

4.2.2 Forwarding and Filing Correspondence

Where possible, fax outwards correspondence and follow-up by mailing the original document. Where this has been done, the original document must be stamped 'faxed' so that the recipient is aware that it is a second copy that is being received through the mail. This helps prevent confusion for the recipient.

Where outwards correspondence is only a covering letter and new certificates (eg, certificate of registration, mark reservation etc), do not fax the documents unless the registration holder has specifically requested that this be done. **Under no circumstances should the certificate of registration be faxed.** However, if confirmation of the registration is required, a copy of the Register of Australian Aircraft document may be faxed. There are no restrictions on faxing other certificates.

Place a copy of all outwards correspondence, including any fax confirmation or 'no go' advice, on the appropriate file.

4.3 Returned Mail

The CASA Licensing and Aircraft Registration Centre (CLARC) receives all returned mail associated with registration holders or registered operators, certificate of registration holders, property interest holders. It is important to note that, whilst it is CLARC's responsibility to follow up on address matters, staff of CLARC should not take responsibility for deciding what to do with the contents of the envelope unless the mail originated from CLARC or the Australian Civil Aircraft Register Section. Depending on the contents, other mail may need to be returned to the originator with a brief note of explanation. This applies particularly to matters such as airworthiness etc. General mail, such as the Flight Safety Magazine, does not need to be returned to the originator.

Date stamp all incoming returned mail upon receipt and process as normal mail.



4.3.1 Follow-up Procedure

If the envelope is not empty, check the contents to ascertain importance—if it involves a matter of aviation safety, etc, bring it to the attention of a Team Leader or Manager. Keep a photocopy of the envelope but return original envelope and contents to the original sender. If the returned mail is a Flight Safety Magazine, remove the cover displaying the address and any relevant comments but dispose of the remaining pages.

If in doubt about the importance of an envelope's contents, check with a Team Leader or Manager.

1. Check the returned mail for an ARN.
 - If an ARN is not included in the address block or contents of the envelope, check for an aircraft mark.
 - If an aircraft mark is provided, in most cases the ARN can be found through the aircraft record in AIRS.
 - If an aircraft mark is not available, search the AIRS ARN System using the addressee's name. If the ARN is found use that number to search for any associated aircraft.
 - If no aircraft are associated with the ARN forward the returned mail to the appropriate section within CASA for action.

Note: Additional property interest holders entered in 'free text' screens in the old registration system are not linked to an ARN—while it is possible that no ARN exists, a thorough search of the ARN System should still be made.

2. If any aircraft are found to be associated with the ARN, retrieve the Aircraft Registration History File for each affected aircraft.
3. Place a copy of the Aircraft Details Report from AIRS on the file.
4. If the aircraft is still registered under Part 3 of CAR 1988 search the ACR Interim Solution (ACRI – available only to CASA staff via the CASA Intranet) to obtain the aircraft registration details. Print an Aircraft Details Report from ACRI and place a copy on the file.

CAR Part 3

CAR Part 3

LARP will be read-only from 23 December 2005, and cannot be used to print any documents or certificates. ACRI has been developed with a limited capability to cater for the requirement to issue details and certificates for aircraft registered under Part 3 of CAR 1988.

ACRI is accessed via a Web Browser and has the following functions:

- A menu system
 - Enquiry menu available to all CASA users
 - Display Aircraft Details
 - Aircraft Details Report (for printing)



- Manager menu with restricted access
 - Print Certificate of Registration
 - Print Deregistration Certificate
 - Update owner address.
- 5. Arrange with the responsible officer for the source document to be scanned and attached to the relevant aircraft records in AIRS, and place a copy of the returned mail on each file.

Note: If the affected aircraft is a glider, as well as taking the above action you must forward the original of the returned mail to the GFA for their advice and action. Pass the file to the Aircraft Registration Section for further action.

6. Take the appropriate steps in the following list to try and locate the concerned entity:
 - Ring phone numbers listed in AIRS.
 - Search the Internet White Pages.
 - Check with other parties recorded in the registration system such as registered operator, registration holder. (Aircraft still registered under Part 3 of CAR 1988 may have property interest holders who are a source for contact information.
 - Check with the CASA Field Office holding the Aircraft History File to see if there are any new address or phone details in the file.
 - If the entity concerned is the registration holder or registered operator, check with the CASA Field Office holding the Aircraft History File to see if they can provide contact details for the maintenance organisation. Then check with the maintenance organisation, as they may be able to provide contact details.
 - If the entity concerned is an organisation, request a search of the ASIC records through a Team Leader or Manager.
7. If new contact details are obtained, forward a letter to the entity requesting formal change of details notification.
 - Changes must not be made to the ARN until the appropriate written notification is received (see [Chapter 12](#)).
8. Re-issue certificates as appropriate. If a new certificate is required for an aircraft still registered under Part 3 of CAR 1988, use the ACRI system to generate the certificate.

Note: If no new contact details can be found, the file should be passed to a Team Leader or Manager and a request made that the record be included on CASA's web site listing of 'uncontactable' registration holders. This request should be made through the Aircraft Register Section by Email to 'aircraft.data'.

4.4 Closing Procedures

1. At the completion of each procedure, complete a green 'closure' sheet and place it on the Aircraft Registration History File. This sheet signifies the beginning and end of a particular process as well as serving as a final check sheet for the Administrative Officer.
2. Update the location of the file in TRIM.
3. Where an aircraft is de-registered, the Aircraft Registration History File is also to be 'closed' in TRIM (refer to the TRIM Procedures Manual) and the date closed written in the appropriate section of the file cover.

4.5 Aviation Reference Numbers

An Aviation Reference Number (ARN) is a unique number given to each CASA client. The ARN System in AIRS stores all details associated with each client, including name, date of birth, ACN, addresses, phone and fax numbers, email details etc. Various areas within CASA use these details extensively to support their business. Because of the fact that many CASA business areas have high requirements in relation to identification and security, extreme caution should be exercised when amending the details of an ARN. When creating ARNs or updating ARN details, the user should always be mindful of the effect the change could have on records linked to the ARN, for example, a change to the address details on the Qantas ARN could force the reissue of the Qantas Air Operator's Certificate as well as the reissue of over 100 certificates of registration. For this reason, it is essential that the rules and guidelines governing ARN changes (which can be found in the AIRS Home Page (available only to CASA staff via the CASA Intranet) – access the User Procedures, Job Aids and Business Process Flows) be complied with at all times.

4.6 Solicitor Claiming to be Acting on Behalf of Clients

Notifications received from solicitors for the purpose of claiming to be acting on behalf of someone are deemed to be reliable and provided in good faith (eg, "*We are acting on behalf of our client ABC Pty Ltd*" or "*We are duly-appointed to represent A B Smith*").

Solicitor's code of ethics has very robust rules in relation to representative powers and false statements are subject to hefty penalties.

Refusal to accept these claims shall be restricted to those cases where there are suspicions as to the origin or the authenticity of the documents or CASA is already in possession of information that contradicts a claim from the lawyers.

These cases should be discussed with a Team Leader or Manager and may require legal advice from CASA's Legal Services Group (LSG).

4.7 De-registration Power of Attorney

CASR Part 47 **De-registration Powers of Attorney only apply to aircraft registered under the old regulations; they do not apply to aircraft registered under [Part 47](#).**

The CASA Licensing and Aircraft Registration Centre must acknowledge De-registration Powers of Attorney provided by solicitors representing financiers with interests in Australian aircraft where the aircraft is still registered under the old Regulations.

De-registration Powers of Attorney are normally signed by the certificate of registration holder and they entitle the financier to de-register the aircraft if certain conditions are met.

On receipt of a De-registration Power of Attorney, CLARC must:

1. Scan the documents and attach to AIRS.
2. All documents associated with this process should be attached to the aircraft record in AIRS as the primary entity. They may also be attached to the ARN record of the RH and RO, as applicable.
3. Acknowledge the receipt of the documents as requested by the sender.
4. Insert in the respective Aircraft Registration File.
5. Staple an "Attention" tag on the inner cover of the aircraft file for future reference.
6. If the aircraft's registration is transferred to [Part 47](#) at a later date, the "Attention" tag must be removed as the De-registration Power of Attorney will no longer be applicable.

If an aircraft is registered under the old regulations and if the holder of a De-registration Power of Attorney invokes their right and requests CASA to cancel the aircraft's registration, the following actions must take place before proceeding with the cancellation:

1. Review the document to ascertain whether the De-registration Power of Attorney is still current and that the entity entitled to do so is the one applying. If necessary seek OLC advice.
2. Request in writing, by fax if possible, that the certificate of registration holder confirms in writing where the aircraft is at that particular point in time: Is it operating or on the ground? If it is en-route, **do not cancel** until notification is received confirming that the aircraft is on the ground.

If the aircraft is on the ground, inform LSG and Compliance/Airline Division, then de-register the aircraft in accordance with [Chapter 20](#) (of this manual) and inform the certificate of registration holder immediately.

4.8 Letters of Authority

4.8.1 General

Where applications/notifications are being lodged on behalf of an organisation, someone with the proper authority must sign the application/notification. If a Director, Company Secretary, CEO, President or Vice President does not sign the application/notification, the paperwork must be accompanied by a letter of authority.

The letter of authority must be on company letterhead, be dated, be signed by someone holding one of the above positions and name the person authorised to sign on behalf of the organisation.

The letter should also include a statement to the effect that the authority is valid until CASA is supplied with a written notice by the organisation revoking the letter. If the letter of authority does not include this statement, it should only be accepted if lodged within one month of the date on the letter.

A letter of authority, which refers to authority to act on behalf of an entity in relation to particular aircraft, must only be accepted in relation to those aircraft. If the reference to the aircraft is made by reference to the aircraft mark, that letter is no longer acceptable if the aircraft undergoes a change of aircraft mark.

A letter of authority, which refers to authority to act on behalf of an entity without referring to a particular aircraft, will be accepted for all aircraft associated with that entity.

Acceptance of the letter of authority is at the discretion of CASA and will depend, upon other things, on the wording of the letter.

A copy of the letter of authority must be supplied every time the organisation lodges paperwork signed by that person.

Applications/notifications signed by someone stating (in the appropriate section of the form) that their position is that of Director, Company Secretary, CEO, President or Vice President do not require a letter of authority.

Similar requirements apply where the applicant is an individual and another party is signing on the individual's behalf.



4.8.2 Letters of Authority where Only the Owner/Registered Operator is Permitted to Sign

Some processes do not allow for letters of authority to be accepted by anyone other than the registration holder or registered operator. These situations are outlined in the appropriate sections of this manual and in the guidelines and/or instructions pertaining to the relevant form.

If the owner/registered operator is an organisation, a Company Secretary, Director, CEO, President or Vice President must sign the form and tick the appropriate box in the signature block.

Alternatively, the Company Secretary, Director, CEO, President or Vice President can give **another employee of the organisation** written authorisation (on company letterhead) to sign the form on behalf of the organisation. In this case the 'Other' check box in the signature block should be checked and a copy of the letter of authority must be forwarded with the form. The letter of authority must specifically refer to the process being undertaken.

If the applicant is a Government body or a foreign corporation, a person filling an equivalent position to that of Company Secretary, Director etc, must sign the form and the same conditions apply to letters of authority.

No letter of authority will be accepted if an individual is the owner/registered operator. ■

4.9 Access to the Australian Civil Aircraft Register

CASR 47.025 Under the provisions of CASR 47.025, CASA is the custodian of the Australian Civil
CASR 47.030 Aircraft Register. Under the provisions of CASR 47.030, CASA is responsible for making the Australian Civil Aircraft Register available for inspection by members of the public at reasonable times and places, and subject to reasonable conditions.

CASA may comply with this requirement by making the information in the Register accessible on the Internet or by another suitable electronic means.

The Australian Civil Aircraft Register records are available for inspection by members of the public as follows:

- **In person:** By visiting the Australian Civil Aircraft Register Section, at the CASA Building, corner of Northbourne Avenue and Barry Drive, Canberra ACT, on a day where the Register is open for business. The day and time of the visit must be prearranged to ensure that staff are available to supervise the visit.
- **From CASA's web page:** Weekly reports about aircraft registration activity and the aircraft register data files, containing registration, certification and continuing airworthiness information are also available from CASA's web page <http://www.casa.gov.au/casadata/register/index.asp>.

4.10 The Freedom of Information Act 1982

Under section 15 of the *Commonwealth Freedom of Information Act 1982* any person is entitled to apply for access to documents that fall within its scope.

Persons requiring registration information that is not classified as public information or those wishing to lodge a formal request for information under the *Freedom of Information Act 1982*, must contact CASA's Freedom of Information Coordinator at:

Civil Aviation Safety Authority
GPO Box 2005,
Canberra ACT 2601
Telephone 131 757
Facsimile 02 6217 1607

A request under the *Freedom of Information Act 1982* must be made in writing, be accompanied by the applicable fee, include a request for a particular document and state an address in Australia to which notices under the Act can be sent.

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