

Number 030  
16 April 2018  
Pages 1

## **New Customer Account Facility**

On Monday 23 April 2018, enhancements to online services will be introduced to provide customers with access to a number of new functions relating to fees payable on account with IOMAR.

### **Overview**

The new facility will enable Aircraft Client Administrator (ACA) and Aircraft Client User (ACU) customers to:

- View their invoices online;
- Pay invoices by card through their online services account (for invoices up to £5000); **or**
- Submit a BACS reference for verification where payment is arranged through a bank or financial institution;
- View updated customer account balance via online services once payments have been receipted in the system.

### **Additionally:**

- Customers will be allocated a new customer number with an AR prefix which will replace existing \*SA numbers;
- Aircraft Client Administrators (ACA) will be able to provide access to invoices and account balances to the appropriate parties;
- The number of Aircraft Client Users (ACU) has been increased to allow ACA to have the facility to add an additional 'payee' user if they wish to do so;
- New look invoice template will be introduced to make it easier to identify invoices as being issued by IOMAR.

Detailed guidance on using the new facility will be emailed to customers prior to go live on 23 April 2018.

Please note that **only invoices issued by the IOMAR on or after 23 April 2018 will be available for viewing and payment via the new facility.**

Balances displayed via online services will therefore **not include amounts outstanding prior to 23 April, or show payments made to settle the corresponding invoices.**

To request confirmation of the current balance of your account please contact the Registry at [aircraft@gov.im](mailto:aircraft@gov.im).

\*To enable us to distinguish payments on old "SA" customer numbers, please make sure when making payments the customer number **displayed on the invoices you are paying** is quoted.