Technical Aspect

1. What information should the airlines actually transmit?

   The manifest is specified in Articles 12-14 of Administrative Regulation No. 47/2022 "Complementary Regulations on Advance Passenger Information System" and includes:

   (1) Flight information: flight identification, expected date of departure, expected time of departure, expected date of arrival, expected time of arrival, code of last airport / transfer of aircraft, code of arrival airport, code of subsequent airport / transfer inside the Macao Special Administrative Region, number of passengers.

   (2) Basic passenger information: Document number, name of country or organ responsible for the issue of the document, type, validity, name, nationality, date of birth, gender.

   (3) Additional passenger information (if any): designated seat, baggage information, visa, number of other document used for travelling, type of other document used for travelling, residence information (country of residence, address), information of address of destination, and general information (place of birth, type of passenger, code of first embarkation airport, control place or control point, code of next airport outside the territory, locator code in reservation).

2. Generally, how should inbound passenger information be transmitted to the Public Security Police Force?

   According to Administrative Regulation No. 47/2022 "Complementary Regulations on Advance Passenger Information System", such information should be transmitted to the Public Security Police Force by means of passenger list message (PAXLST) in the format of United Nations/Administrative, Commercial and Transport electronic data exchange (UN/EDIFACT) or by filling in the form on the designated website (https://apis.fsm.gov.mo) of the Public Security Police Force website.

3. The Public Security Police Force distributes corporation ID and initial password of APIS to scheduled commercial flight operators. After login to the system, complementary information should be provided. What should be filled in the enterprise corporation and contact person fields?

   In the enterprise corporation field, the company representative should be filled in. The contact person should be the person who deals with the relevant matters.

4. What should be filled in the space of the personnel representing the transportation operator in dealing with infraction matters?

For the personnel representing the transportation operator in dealing with infraction matters, information of an employee in Macao should be provided, including his/her duties and position. For 'Enclosure', his/her staff card or relevant documentation should be uploaded. If there is no employee in Macao, the airline can provide the information and contact means of an employee whom we can easily contact, or provide the information of the Macao agency and the contact means to assist in handling any infraction of the transportation operator.

5. What is meant by service operator? Who should be responsible for applying for an operator ID? What should an operator do?

The transportation operator corporation can apply for a number of service operator IDs through the corporation ID. The corporation can also apply for changes to the approved service operator IDs. After the application is approved, the service operator can login with the username and password sent by the system. Then the operator can report or check the information of the passengers of the flights he/she administers.

6. What can be done to change the information of an approved flight route or add an operator?

If there is a need to change an approved flight route, you should login the corporation ID and click 'Route Record Apply'. When 'Application for Recording Route' is shown, look for 'Application Type' and choose 'Update'. Then at 'Route Record', click 'Select Route' and check the right box to choose a recorded route. Click 'Submit' to submit the application.

If there is a need to add an operator of an approved flight route, you should choose 'Update' from the 'Application Type' in 'Route Record Apply'. Then click 'Select Route' from 'Route Record' and choose the flight route you need to change. After that, choose the flight route shown below 'Route Record' and choose 'Edit' to add an approved service operator to the flight route. Click 'Submit' to submit the application upon completion of the setting.

7. Where can the details and progress of the applications pending approval be found?

After login to APIS, choose 'Done' to access the information of the list of applications. At this page, you can check the approval record and approval time of the applications but not make amendments. Rejected applications are sent back to 'To Do' for follow-up. The types of applications that are to be approved by the Public Security Police Force include: ID application, route record application, transportation operator information record, etc.

8. Why can't a service operator import data when inputting flight and passenger information at the API set-up page?

    Service operators should fill in all the fields in 'Flight Information' of 'Create API' and click 'Save' first. Then the operator can move on to input data manually or import the passenger information template.

9. If an application is rejected, where can it be found and what can be done?

    Rejected applications can be found at 'To Do'. The applicant can click a particular rejected application, make amendments and then submit it.

10. What should a service operator do when errors are found in the information transmitted?

    Air transportation operators can transmit passenger information of a scheduled flight a couple of times and the last report prevails. Therefore, corrections should be made as soon as possible and sent to the Public Security Police Force.

11. How can owners/agents of air transportation not for commercial use apply for an APIS account?

    They should click 'Register for Business Jet/Special Flight' on the homepage of APIS. Then they have to input and submit the relevant information on the 'Account Register' page. After the application is approved, the system will send the username and initial password by email to the mailbox they provide. They can then login APIS with the username and initial password.

12. Will it be considered an infraction if information cannot be transmitted promptly because of system or network failure? What should be done?

Transportation operators and service operators should immediately report to the Airport Checkpoint of the Public Security Police Force (Duty Office: +853-88981318 or failure report email: apis@fsm.gov.mo) and explain the reason for the failure. The designated website https://apis.fsm.gov.mo/ will then serve as the first alternative for information transmission when technical or logistics problems arise. If the website also fails, Commercial entrepreneurs operating air transport services or owners of air transport means not for commercial operations should temporarily transmit information to apis@fsm.gov.mo, the email address designated in advance by the Public Security Police Force. As soon as the system is restored, the information should be transmitted to APIS in the way when there is no failure to perfect the system record.

13. How can information be transmitted from small airports where there are non-scheduled flights but no computer system?

We suggest airlines or possessors of aircrafts authorize a Macao agent to assist in the transmission of information. The registration stipulated in Article 9 of Administrative Regulation No. 47/2022 should still be followed if an agent is authorized to transmit information.

14. How would airlines know if there is any input error, omission or technical reason which results in the system not sending the advance passenger information to the Public Security Police Force?

Advance passenger information can be transmitted a couple of times. In other words, there is no restriction that information can only be transmitted once. The enquiry function in the system allows service operators to check the information they have transmitted.

15. Is there any tutorial on the operation of APIS?

Relevant laws and regulations, the API Compliance and Implementation Guide and relevant instructions can be found on the Public Security Police Force website and the first page of APIS.

16. What are the channels for enquiry if we have questions about APIS operation?

Transportation operators can make enquires by sending email to admin_apis@fsm.gov.mo, using the online enquiry service at APIS, or calling the duty office at the Airport Checkpoint of the Public Security Police Force directly at +853-88981318.

17. What should be done when the data cannot be electronically intercommunicated owing to technical or logistics failure?

If data cannot be electronically intercommunicated owing to technical or logistics failure, according to Administrative Regulation No. 47/2022,

1. Transportation operators and owners registered at the system should notify the Public Security Police Force immediately, explain the reason for the failure in communication and transmit the relevant information in an alternative method.

2. Transportation operators registered at the system should use the designated website as the first alternative for information transmission when there is technical or logistics failure.

3. When there is an emergent situation of designated website failure, transportation operators and owners should use the email address designated in advance by the Public Security Police for this purpose or other alternative methods.

Please see the following table for the concrete solutions to failures:

Failures	Airline Solutions
Situation 1: Failure arises when scheduled commercial flight operator transmits information via the designated website for airlines. Message can be generated but cannot be delivered for the time being.	(1) Notify the Airport Checkpoint of the Public Security Police Force immediately (Tel: +853-88981318) and explain the reason for the failure. (2) Operators designated by the scheduled commercial flight operator obtain the complete Message. They login the designated website (APIS) with the registered username and password and upload information with the designated buttons or input information manually. According to the law, information of the cabin crew and information of the passengers should be sent separately in different emails. (3) Send the Message to APIS again via the designated website for airlines after the system is restored.
Situation 2: Scheduled commercial flight operator cannot generate Message, or the system	(1) Notify the Airport Checkpoint of the Public Security Police Force immediately (Tel: +853-88981318) and explain the

is not able to analyze and show the Message; Situation 3: Non-scheduled commercial flight operator or owner of air transportation not for commercial use cannot upload information via the designated website.	reason for the failure. (2) Commercial entrepreneurs operating air transport services or owners of air transport means not for commercial operations should send the information to apis@fsm.gov.mo, the email address designated in advance by the Public Security Police Force. According to the law, information of the cabin crew and information of the passengers should be sent separately in different emails. A system failure statement should be attached. (3) After the system is restored, scheduled commercial flight operator should send the information again using Message whereas non-scheduled commercial flight operator or owner of air transportation not for commercial use should send the information again via the designated website.
Situation 4: APIS fails and cannot receive or handle Message	(1) Notify the Airport Checkpoint of the Public Security Police Force immediately (Tel: +853-88981318) and explain the reason for the failure if Commercial entrepreneurs operating air transport services or owners of air transport means not for commercial operations knows the situation. The Checkpoint will proactively contact the person in charge of the airline if a problem is discovered. (2) Information of the arriving flight is to be transmitted in the form of passenger manifest to the designated email address apis@fsm.gov.mo, or via any other provisional alternative provided by the Checkpoint. (3) After the system is restored, scheduled commercial flight operator should send the information again using Message

	whereas non-scheduled commercial flight operator or owner of air transportation not for commercial use should send the information again via the designated website.