



Pilot Launch of ATOL Online

January 2018

As part of our drive for service excellence, the CAA has been working to develop an online portal for ATOL services, which will provide a more efficient and convenient service for everyone. The new ATOL Online system will be rolled out as a pilot to a selection of ATOL holders in January 2018, for the renewal of their ATOL which is due to expire on 31 March 2018.

This document provides an outline of the ATOL Online system and some initial advice to ATOL holders, consultants and ATOL Reporting Accountants on how it will work, in advance of the full user guide and online demonstrations, which will be issued in January 2018.

ATOL Online

ATOL Online is designed for individuals to access ATOL services, via the CAA Portal, ultimately enabling them to:-

- Apply for a new ATOL
- Apply for ATOL renewal
- Receive and view application update notifications
- Apply for licence variations
- Notify change of ownership
- Update other records
- Submit ATOL Protection Contribution (APC) Returns
- View current licence authorisations and actual licence returns against authorisation

However, for the pilot launch, only the renewal application process will be enabled in the ATOL Online system.

It will also permit designated ATOL Reporting Accountants (ARA) to access and verify Annual Accountant Reports (AARs) and ATOL Consultants, authorised by the CAA, to complete applications on behalf of ATOL holders/applicants.

Please note that the licensing criteria remains unchanged and is as published on our [website](#).

Accessing the CAA Portal

In order to access ATOL services as described above, individuals must be registered for a CAA Portal Account and the permissions and views will vary depending on each role, as outlined below. Individuals will have a relationship associating them to an organisation and it is possible for an individual to hold roles connected to more than one organisation, all of which will be visible to the individual when logging into the portal.

Accountable Persons

ATOL holder Accountable Persons (AP) will be automatically set up with a CAA Portal Account and e-mailed their log-in details.

ATOL Consultants

ATOL Consultants will be able to complete application forms on behalf of their clients, until the point of the declarations and submissions, which must be completed by the AP.

For the initial launch in January 2018, the system will be set up so that if an ATOL holder used an ATOL Consultant for their last application, this will be recorded on the system. The ATOL Consultants will be automatically set up with a CAA Portal Account and e-mailed their log-in details. This will enable them to be associated with any number of ATOL holders and view their clients' information and access application forms.

These relationships will continue on the system until such time as an ATOL holder advises otherwise. ATOL holders (including those renewing for the first time) will be able to deselect/select an ATOL Consultant at any time by logging into the ATOL Portal.

ATOL Reporting Accountants (ARA)

Existing accountants designated as ARAs will be automatically set up with a CAA Portal Account and this will enable them to be associated with any number of ATOL holders, where specified by the ATOL holder.

Upon initial launch, the system will be set up so that if an ATOL holder used a particular ARA for their last application, this will be recorded as such and the ARA will be able to access their Annual Accountants Reports when submitted by the AP.

These relationships will continue on the system until such time as an ATOL holder advises otherwise or the CAA is informed by the professional accounting body that the accountant ceases to be a designated ARA. ATOL holders (including those renewing for the first time) will be able to deselect/select an ARA at any time by logging into the ATOL Portal.

Other Users

AP roles will carry the same rights of access and permissions to the full range of services for the organisation(s) that they have a relevant relationship with, which is controlled by the CAA.

There are other roles that can be assigned within an ATOL holder such as APC Submitter or AP Admin but these will have limited rights of access and permissions associated with that particular role.

ATOL Renewals

ATOLs will continue to expire either at the end of March or end of September and in most cases, will be renewed on an annual basis.

Once we have opened the renewal process, an email will be sent to the AP advising that they can log into the ATOL Portal. Upon doing so there will be the option to select 'Renew'.

If there is a relationship with an ATOL Consultant recorded in the system, the ATOL Consultant will be able to log into their ATOL Portal account and select the ATOL holder from the view of their clients and also select 'Renew'.

Selecting 'Renew' will launch access to a pre-populated form and blank sections relating to licence projections, analysis of turnover and a new section relating to finances. The prepopulated information should be checked and amendments, deletions and additions made as appropriate.

There are some additional questions on the new form and in some cases, not all previously recorded information will be pre-populated into the form. Consequently, completing the

online form for the first time may take a little longer than in future, but thereafter this information will be recorded and prepopulated in the form.

The ATOL Online system will enable the upload of required supporting information such as copies of relevant accounts and fitness and identity documents for any new personnel. Please note that where these are mandatory requirements, the form cannot be submitted without them. However, progress can be saved at any point, to return to at a later date.

Finance Section

There will be no requirement for ATOL holders to submit a separate Annual Accountant's Report (AAR) Part 2. The online renewal application form will include a finance section which will request all the required information, and will present it as an AAR Part 2 to the ARA for sign-off. The information requested will be as per the current AAR Part 2 form.

We recommend that ATOL holders discuss the finance section with their accountant or ARA, prior to completion, to ensure that the correct figures are entered. If the figures are incorrect, it will result in the form not being approved by the ARA and will therefore be returned to the ATOL holder for correction and resubmission.

The ATOL Self-Assessment Tool will also continue to be available on our [website](#), which provides ATOL holders with an indication of the results of the financial assessment, in advance of the renewal.

Application fees

Once the form has been completed and all mandatory documents uploaded, the final stage of submission is completion of the declarations by the AP and payment of the application fee.

The current scheme of charges continues to apply, with reductions available based on the payment and reporting arrangements in place and the early submission of a 'complete application' by the applicable date. The scheme of charges can be viewed on our [website](#). For those ATOL holders involved in the pilot launch of ATOL Online, the applicable date by when complete applications should be received will be 1 March 2018.

A 'complete application' will consist of the following:-

- An application form, which must include all required mandatory supporting documents (e.g. accounts, fitness documents for new directors/shareholders as required in the form); and
- Submission of an approved AAR Part 2 from a designated ARA.

If an ATOL holder has a direct debit in place for ATOL charges the relevant fee will be collected automatically after receipt of a 'complete application'.

For those that do not have a direct debit in place for ATOL charges, there will be options to pay by credit/debit card or bank transfer when the application is submitted by the AP. If the application is submitted before the applicable date, it will request the early submission fee. However, if the AAR Part 2 is not submitted by the registered ARA by the applicable date, this will require an additional payment from the ATOL holder as the application would not have been considered complete.

Direct debits and credit/debit card payments will receive immediate confirmation of successful payment but confirmation of successful payment by bank transfer will take longer. Consequently, we would not recommend BACS as a form of payment for renewal applications, which are being made within two weeks of a current licence being due to expire.

An outline of the renewal process to submit an application is at Appendix A.

Annual Accountants Report (AAR) Part 1

When logging into the ATOL Portal, in addition to seeing the 'Renew' button, the AP will also see a button to 'Review AAR Part 1'. This can be submitted independently, either before or after the submission of the renewal application, although this must be before the licence expires, in order for the ATOL to be renewed.

Selecting "Review AAR Part 1" presents the AP with an Annual Accountants' Report Part 1 populated with the actual APC Returns submitted for the required period. The ATOL holder should check these figures and if they are satisfied that they are correct, they should complete the ATOL holders declaration and then 'Submit to ARA'.

This will send a notification to the ARA associated with the ATOL holder advising them that an AAR Part 1 is ready for review. The ARA can then log into the ATOL Portal and select the particular ATOL holder from the view of their clients.

An outline of the process to submit an AAR Part 1 is at Appendix B.

Groups

If the ATOL holder is part of a group containing other ATOL holders, please note that your application will not be processed until all ATOL applications within the group have been submitted.

Further Q & A

Full guidance on the ATOL Online system will be published in January for the selected ATOL holders. In the meantime, we have included some additional questions and answers below.

What does this mean and what's different for me?

As part of our drive for service excellence, the CAA has been working to develop an online portal for ATOL services, which will provide a more efficient and convenient service for everyone.

Previously, ATOL holders have been required to submit their applications to renew or vary their licence via a paper application. The introduction of the new system is a modernisation of our services and will ultimately enable all applications to be accessed online and provide a real time update of the status of the application.

We expect that after the first renewal, it will reduce the administrative burden for ATOL holders and will enable them to access ATOL services more easily and in most cases, will receive quicker decisions on their renewal and variation applications.

The online system will also free up our own resources, enabling us to focus on identifying and working with businesses where there are specific compliance issues or increased risks.

Why have I been selected?

We have selected a representative sample of ATOL holders in order to conduct a full review of the new ATOL Online system across all categories of licence holders.

Is it optional for me to be part of it?

The ATOL holders that have been selected to take part in the launch will be required to submit their application to renew via the new ATOL Online system. We will not be issuing paper applications, if you have any queries about this, please feel free to contact us at the details at the end of the page.

Why isn't the system being launched to all ATOL holders?

To ensure a smooth transition, sufficiency of CAA resource to deal with queries and to benefit from feedback before a full launch, the CAA has decided to launch this only as a pilot to conduct a full review of the capabilities of the platform. Once the pilot is successfully completed and feedback incorporated ATOL Online will be made available to all ATOL holders.

How will this impact my renewal?

We expect ATOL holders selected to take part in the pilot launch to experience a more efficient process in applying for their renewal online and in many cases, ATOL holders will receive an instantaneous decision on their renewal application (assuming all other requirements from ATOL Reporting Accountants have been signed off).

The application form does not have to be completed in one go, progress within the form can be saved at any point. The form is accessed via the email link sent to the registered email on first set up.

You will receive an automatic email to confirm your application form has been received by the CAA. If you have not received an email within 24 hours please contact us. You will continue to receive email updates as your application is processed.

Will this change the licensing criteria for my ATOL renewal?

The licensing criteria has not changed and remains as published on our [website](#).

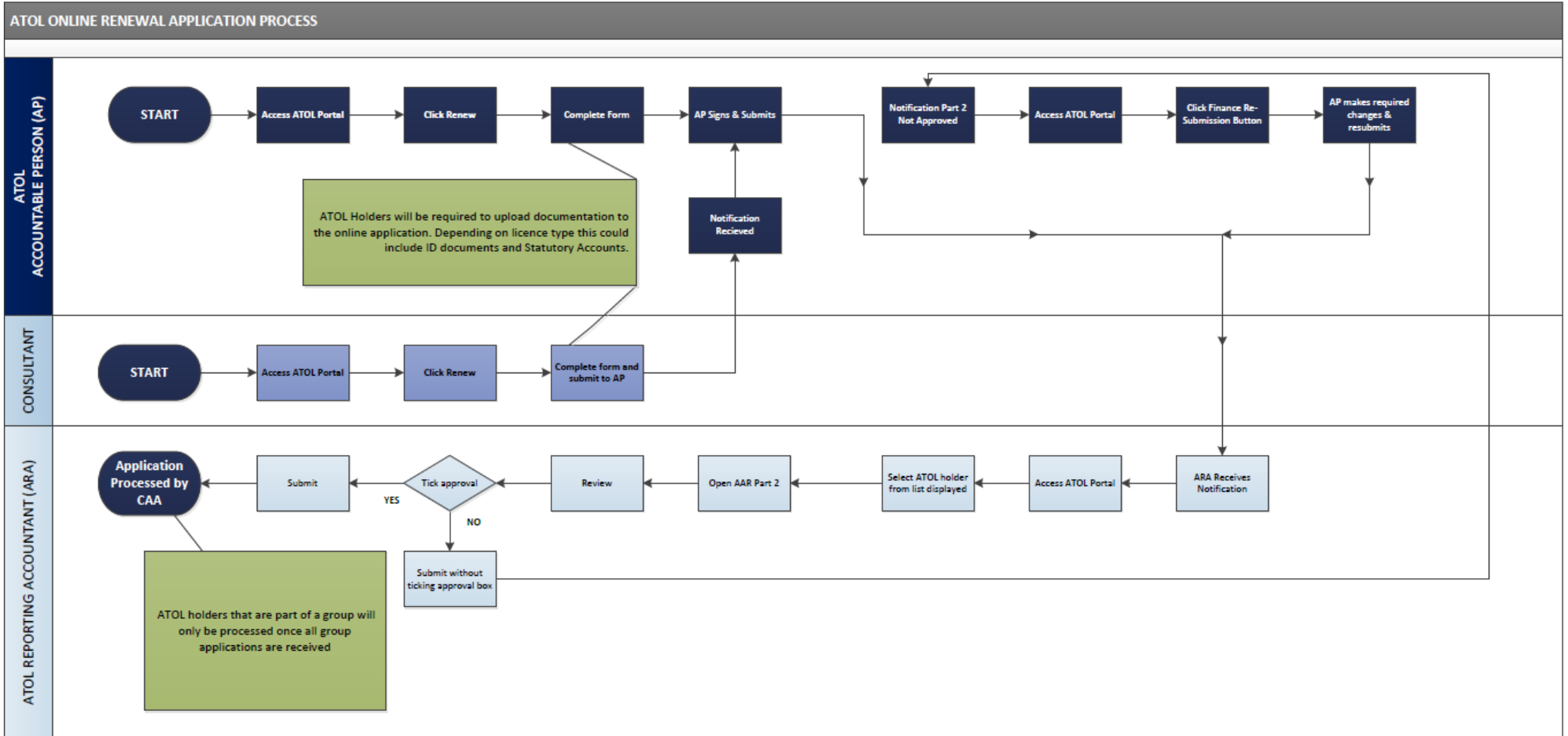
How do I contact someone if I have any queries?

We have a team dedicated to handling queries on the ATOL Online system and would ask you to e-mail: ATOLOnline@caa.co.uk.

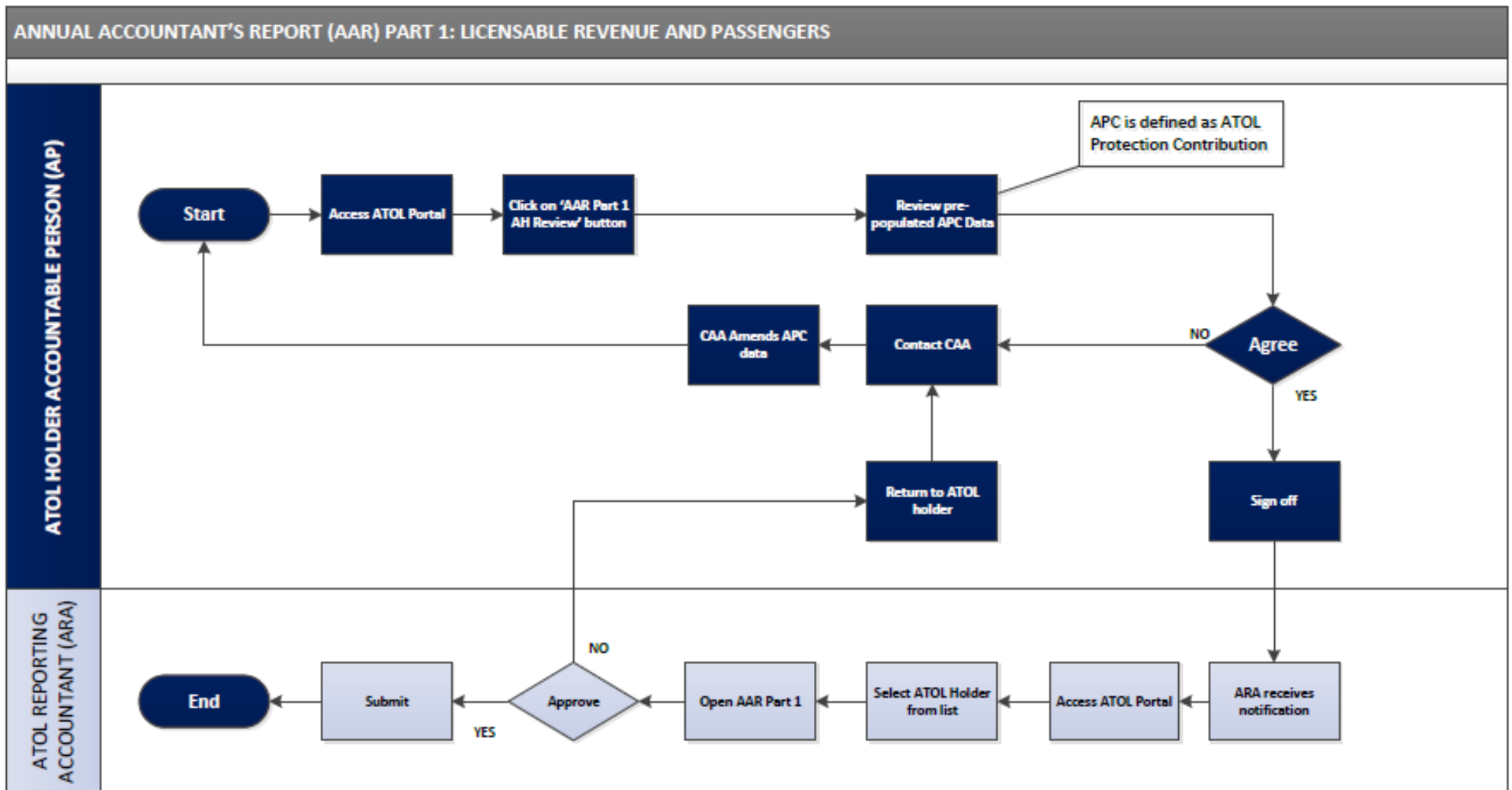
We will circulate a survey in April 2018 to evaluate ATOL Online but if you have any feedback in the meantime, please e-mail us at the above address.

However, if you have any queries in relation to the renewal in general, please call your usual ATOL contact.

Appendix A



Appendix B



The licensable revenue and passenger data that will be presented on AAR Part 1 is populated from submitted APC returns for the required period. If the ARA does not approve the report this suggests that the revenue and/or passenger numbers were reported incorrectly to the CAA. This requires the ATOL holder to provide revised APC returns to the CAA who will then reset the AAR Part 1 process