Jamaica Civil Aviation Authority

"Committed to the Safe and Orderly
Development of Aviation in Jamaica"

Permits & Licence Management System

Customer Login Page

Admin Login Page

Ministry of Transport & Mining Login Page

Ministry of Foreign Affairs Login Page

Commercial Overflights and Landing Requests

PALMS User Manual

JCAA IT Department

1/29/21

Version 1.0

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BACKGROUND

The Permits and Licences Management System (PALMS) was developed to ensure that the Jamaica Civil Aviation Authority (Authority) can consistently provide quality service to all our stakeholders in the permits and licence application process. Consequently, PALMS was developed to allow stakeholders to submit applications for service after being registered. The client is allowed to enter service, route, aircraft information and supporting documents.

An application could be started and returned to later, when all the information is available once the relevant sections are saved. In addition, an inventory of aircraft can be maintained within PALMS which is pre-approved making it easy to use any aircraft within the fleet for an operation. An advisory will be placed on the system when aircraft documents are nearing dates of expiry.

A range of service exist including: application for scheduled service; non-scheduled service; overflights addition of aircraft and routes; wet lease and codeshare.

This user manual is produced to assist Air Operators and Handling Agents, to navigate the system and gain the benefits of efficient processing, status updates of an application and the automatic production of the final document at the end of the application process. However, please free to call and sent an email should you require further information.
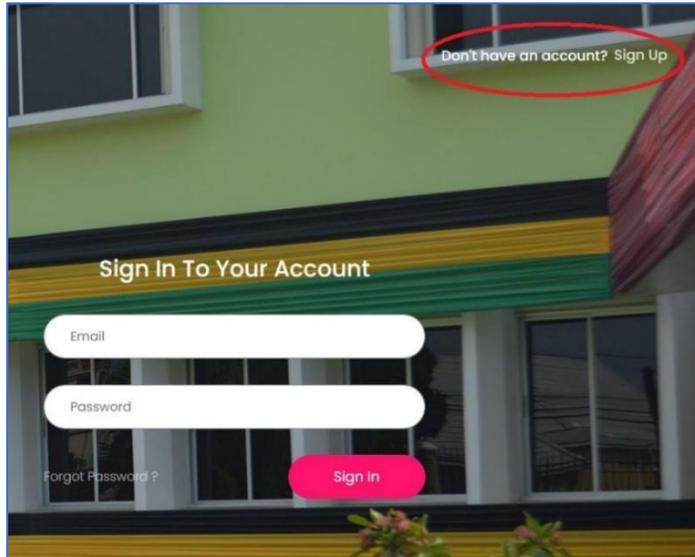

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https://www.jcaa.gov.jm/index.php/contact/

REGISTRATION

1. Browse to the PALMS home page at https://palms.jcaa.aero
2. Click "Customer Login Page"
3. In the upper right-hand corner click sign up.

4. Complete Step 1 (General Information) and Step 2 (Address) of the registration process and click "Submit" for both steps. For aircraft operator kindly indicate the name as written on the Air Operators Certificate (AOC). This name will be displayed on the air service permit or licence.

5. An email will be sent to you confirming your account has be successfully approved.
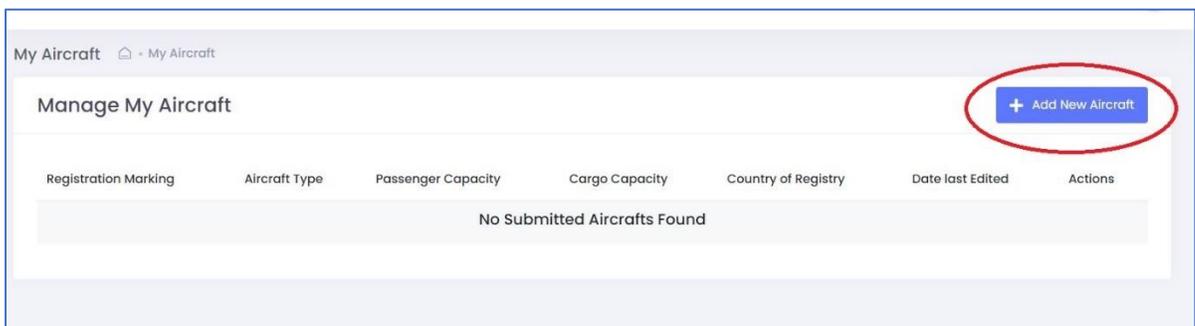6. Upon confirmation you may proceed to login.

AIRCRAFT INVENTORY

This feature allows the client to build an inventory of their aircraft to be use later in the application process. It also allows the client to use any aircraft within the inventory for a flight.

1. Located on the main menu under the heading Utilities click the item "Manage My Aircraft".
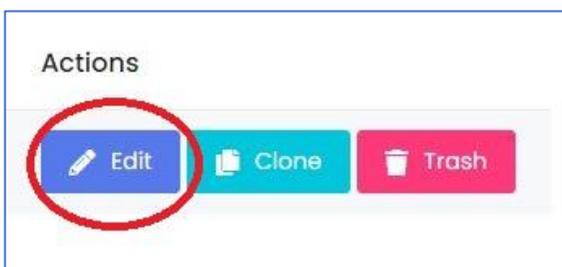

2. On the My Aircraft page click "Add New Aircraft".

3. Fill out the necessary information and click "Save".

Edit Aircraft

A user can edit the details of an aircraft after it has been added to the inventory. **Aircraft specific documents and facts must be updated accordingly before use in an application.**
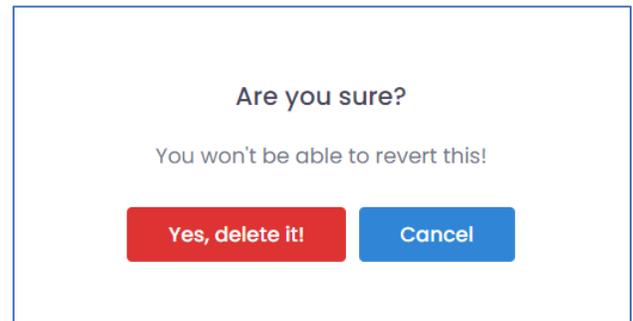
Clone aircraft

A user can clone an aircraft with similar specifications from their inventory to add a new aircraft. Aircraft specific documents and facts must be updated accordingly.

Trash aircraft

A user can Trash an aircraft (Remove) from their inventory. To do this click Trash then confirm the action to be taken.

Toggle Fleet Mode

During the application process, you are allowed to select from the list of aircraft in the inventory that will be used for the upcoming flight operation. The feature is at section 5 of the application form.
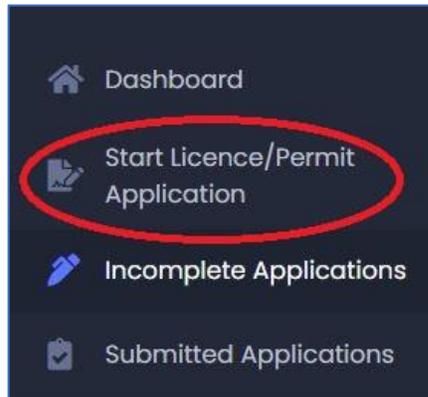

You are now ready to enter the details of an application for scheduled or non-scheduled operations
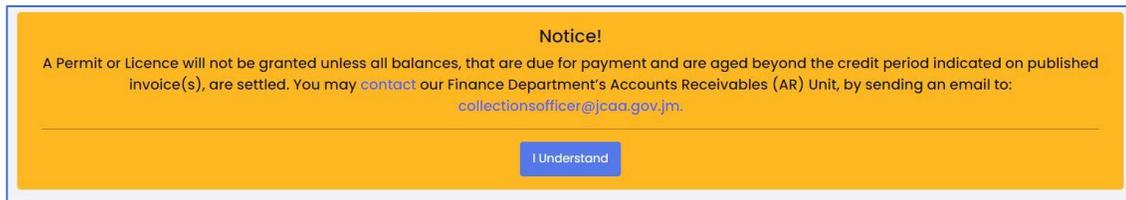
SCHEDULED APPLICATION

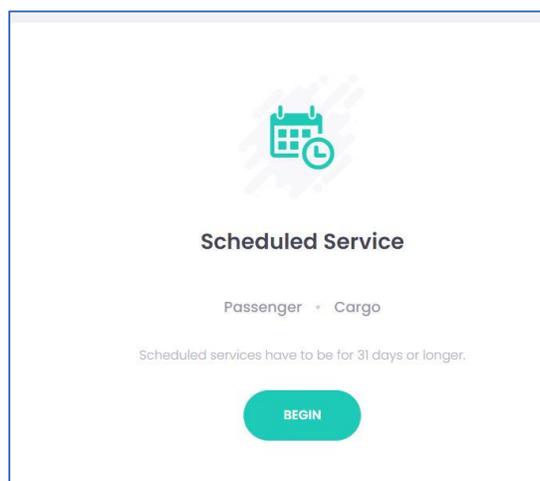To apply for a Scheduled Operation, follow the steps below:

1. From the main menu located to the left of the window, click "Start Licence/ Permit Application".

2. The notice highlighted at the top of the screen must be read and understood before selecting the desired option.

3. Click "Begin" under the option Schedule Service to start the application.

4. The application form comprises of seven (7) sections, please complete all. Note you must click "Save" at each section to ensure your data is saved before starting the next section.
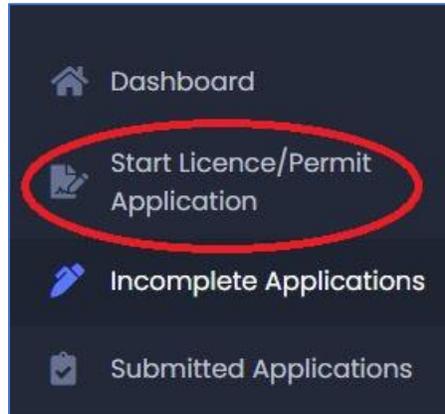
1 – Applicant Information ✔	
2 – Operator Information	
3 – Service Information	
4 – Route Information	
5 – Aircraft Information	Toggle Fleet Mode
6 – Documents	
7 – Conditions	

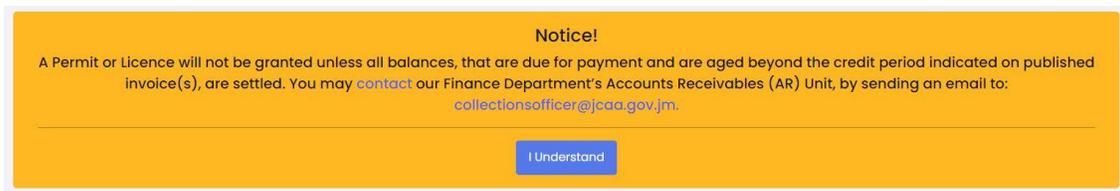5. Click "Submit" at the end of the application.

NON-SCHEDULED APPLICATION

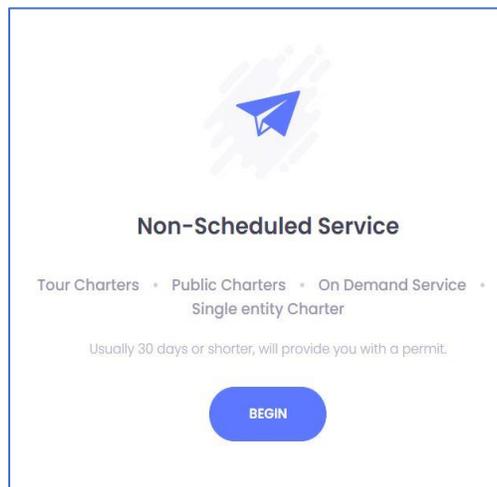To apply for a Non-scheduled operation, follow the steps below:

1. From the main menu located to the left of the window, click "Start Licence/ Permit Application".

2. The notice highlighted at the top of the screen must be read and understood before selecting the desired option.

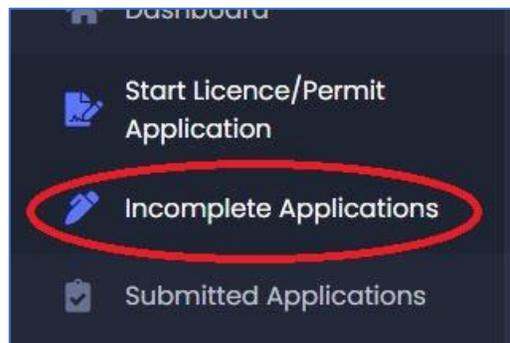3. Click "Begin" under the option Non-Schedule Service.

4. Complete the seven (7) sections of the application form. Note you must click "Save" at each

   section.

5. Click "Submit" at the end of the application.
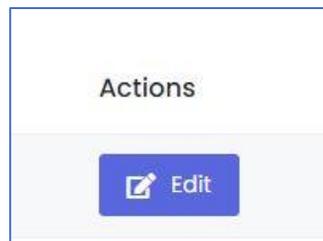
INCOMPLETE APPLICATIONS

The PALMS system allows an applicant to save unfinished applications. Once a section is properly saved, i.e., the applicant clicked submit at the end of the sections. They will then be able to leave the application and return it. Once an application is submitted an applicant will not be allowed to edit further unless requested by an Economic Regulation Officer at the Jamaica Civil Aviation Authority.

Steps

1. To view incomplete applications, click "Incomplete Application" on the main menu located to the left of the screen.

2. Click "Edit" on the application you intend to update. This button will be located at the end of each row.
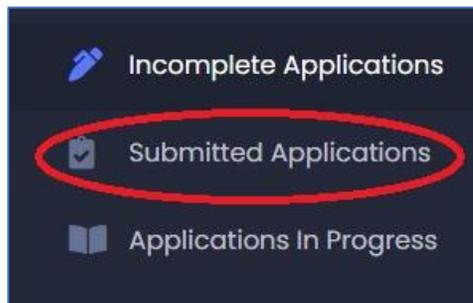

3. Click "Save" at each section once you have completed your edits.
4. Click "Submit" when complete.

SUBMITTED APPLICATIONS

Applicants will be able to see all applications submitted within PALMS. To view this list follow the steps below.

Steps

1. To view submitted applications click "Submitted Applications" on the main menu located to the left of the screen.

2. A list will be populated showing all applications submitted to the Jamaica Civil Aviation Authority for processing.

3. If an issue was identified during processing, the JCAA Officers will submit an email through the PALMS portal that will allow you to access the submitted application for editing (A note detailing what is required to be edited will also be provided in the email notification).

    Note: You should locate the application through the Submitted Application window and edit the area requested, then resubmit for processing.

4. When completing an application, the manage inventory feature can be utilized to add all aircraft for the flight operation. We recommend that you add all aircraft data to the Manage Inventory Section of the portal before starting an application (**see Aircraft Inventory for more**

information). This data will also be available on section 5 of the application (**Toggle Fleet Mode**) w will allow you to select all aircraft that forms part of the flight operation being requested.

Additionally, all updated data related to the aircraft can also be updated in the inventory section such as certificates.

5 - Aircraft Information ✔		Toggle Fleet Mode		20201022_BWGZ ⌄	
Registration Marking	Aircraft Type	Passenger Capacity	Cargo Capacity (kg)	Country of Registry	Select/Deselect All
jba5543	B737	287	876543	United States of America	☐ Select
ABC-123	BOEING 650	100	893	United States of America	☐ Select
4445BBG	BOEING 563	120	3000	United States of America	☐ Select

5. Once an application has been submitted, processed, and approved, no changes can be made unless you are requesting an addition to route and/or aircraft. Any other change will require that you cancel the application and submit a new one depicting the new changes.

   - Example: If you submitted an application for a flight on March 1, 2021 and after approval, the flight operation will start on March 5, 2021. You will be required to cancel the application and submit a new one for approval.

APPROVED APPLICATIONS

An applicant will be allowed to view all applications approved on their behalf in PALMS, including a copy of the approved document. To do this follow the steps below.

Steps

1. To view approved applications, click "View Approved Licences/Permits" on the main menu located to the left side of the portal.

2. A populated list of all completed application will be shown for reviewing, the view Licence/Permit allow you to see the final signed document for operation
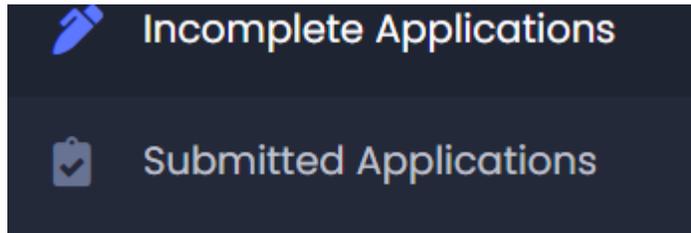
CANCELLED APPLICATIONS

Applicants will be allowed to view all applications cancelled in PALMS. Applications can be cancelled due to the following reasons:

1. Submitted Application that you no longer want the JCAA to process.
2. Incomplete applications that you have started and wish to cancel and not submit.

To do this follow the steps below.

Steps

1. On the menu bar, click on submitted applications or incomplete applications depending on what application you wish to cancel.

2. From the populated list, select the application you wish to cancel by clicking the "Edit" button.

3. Scroll to the end of the application and click "Cancel"

4. To view cancelled applications, click "View Cancelled Applications" on the main menu located to the left of the screen.

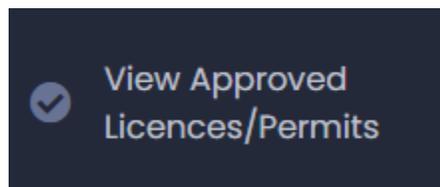5. A populated list showing all cancelled application will be available for viewing.

Cancelled Applications						

Cancelled Applications

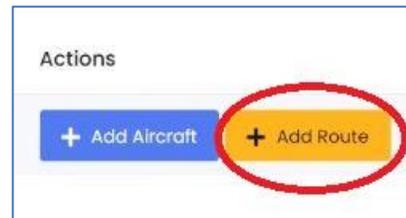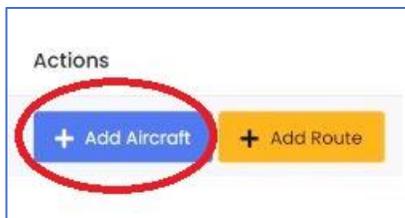| Application ID	Name	Status	Type of Operation	Business Name	Last Updated Date	Actions
20201019_CEVZ	Dejah Hylton	Dismissed	Scheduled	JetBlue Airways Corp.	18-Nov-2020 03:27pm	
20201019_WCRY	Dejah Hylton	Dismissed	NonScheduled	JetBlue Airways Corp.	19-Nov-2020 11:09am	

ADD ROUTE/ AIRCRAFT TO APPLICATION

Once a licence or permit has been approved by the Authority, an Air Operator can request the addition of a New Route and/or Aircraft to the application. To do this, follow the steps below

1. On the menu bar, select the option Add New Route/Aircraft to Licence/Permit.

2. All approved licence/permit will be displayed, search for the appropriate licence/permit and click on the add route or add aircraft option.
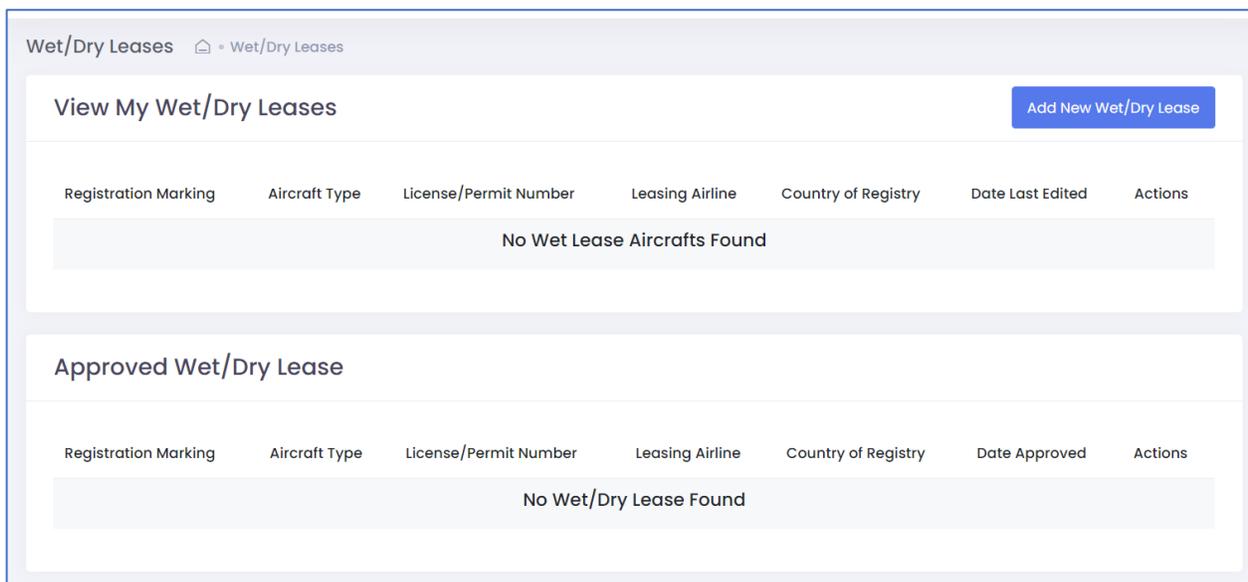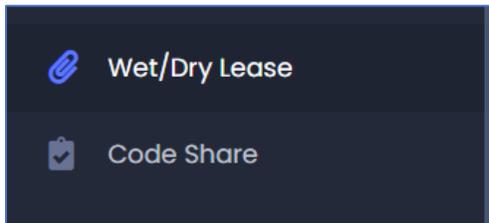

3. Once the desired option is selected, the add route or add aircraft section of the application form will be available for update and submission.

DRY/WET LEASE & CODESHARE

TO BE LAUNCHED SOON

This feature is not yet available for use. Once it is you will be duly notified and this document updated.

OVERFLIGHT

TO BE LAUNCHED SOON

This feature is not yet available for use. Once it is you will be duly notified and this document updated.

DOCUMENT EXPIRY NOTICES

The feature provides Air Operators the opportunity to view all Aircraft and company documents that have expired or will be expiring shorty. The features can be viewed at the Dashboard as well as on the main menu.