

The 'Submit a GAR' service has

Partner
information pack

June 2019



Border Force



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Dear Partner,

General Aviation (GA) pilots, operators and aircraft owners making Common Travel Area and international journeys are required to report their expected journey to the Police and/or Border Force. This report is made by aircraft pilots or a delegated responsible person using a General Aviation Report (GAR). The GAR collects details of the aircraft, its route and the persons onboard to enable frontline officers engaged in GA operations to undertake assessment of the flight before arrival.

Border Force have developed a new method for pilots, operators and aircraft owners to submit General Aviation Reports (GAR). The new online 'Submit a GAR' service provides them with a free and easy way to report their expected journey to Border Force and the Police, at the same time.

The new service can be found by visiting: gov.uk/submit-gar

We would be grateful for your support with promoting the new service. You could do this by:

- mentioning the service during your conversations with pilots, operators and aircraft owners, explaining how it is quicker and easier than sending a GAR by email or fax
- where possible, downloading and displaying/distributing our posters and wallet cards
- using our social media assets and suggested posts to help promote the service
- contacting the Border Force Strategic Communications Team on: portinformation@homeoffice.gov.uk if you would like us to contribute to a newsletter or magazine article, promoting the service to pilots, operators and aircraft owners.



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Why have we developed the new service?

The new 'Submit a GAR' service helps to maximise border security, whilst making it quicker easier for pilots, airfield operators and aircraft owners to submit a General Aviation Report.

The benefits to the new service include:

- the ability to register online, with the GAR form remembering details previously entered
- as information is remembered, GAR submission is faster than sending an email or a fax
- you only need to submit a GAR once, as the data entered is sent to both Border Force and the Police.



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Download your free promotional posters

To help promote the new service, we've created some promotional posters which could be displayed in areas where pilots, airfield operators or aircraft owners gather. You can download your poster [here](#).

The
'Submit a GAR'
service
has

- Register online for fast and easy GAR submission
- It's free to use
- You only need to submit one GAR.

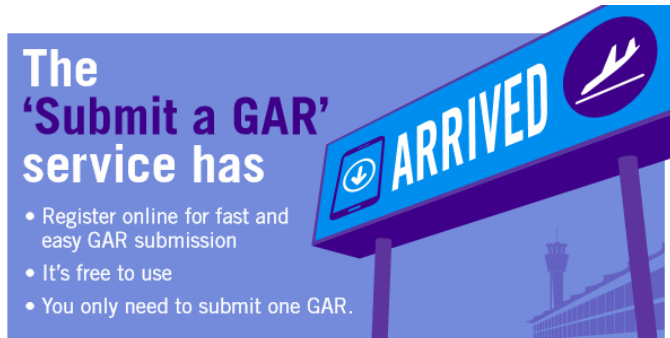
Register for free: gov.uk/submit-gar

Project Pegasus is a joint law enforcement operation tackling aviation border crime in the UK.



Order your wallet cards

To help promote the new service, we've created some double sided wallet cards which could be distributed to pilots, airfield operators or aircraft owners. By being wallet sized, these cards can be easily kept by those who complete GARs and used when needed.



The
'Submit a GAR'
service has

- Register online for fast and easy GAR submission
- It's free to use
- You only need to submit one GAR.



Register for free: gov.uk/submit-gar

In an emergency, call +44 (0) 845 723 1110 to amend your GAR. Please note, this line should only be used for a flight that is:

- Not required to report under the Terrorism Act 2000; and
- Is outside the GAR reporting timescales.

You can get support with the Submit a GAR service by emailing us at: GARSupport@homeoffice.gov.uk or by calling: 0845 468 0084 or +44 (0) 845 468 0084 (overseas).

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You can download your wallet cards [here](#).

If you would like to order a box of wallet cards, please contact the Border Force Strategic Communications Team: portinformation@homeoffice.gov.uk


Download your free email banner

To help promote the new service, we've also created an email banner, which could be used at the bottom of your emails.



You can download your email banner [here](#).

How to add the banner to your email signature (using Microsoft Outlook):

1. In Microsoft Outlook, select File, Options, Mail and Signatures
2. Click on this icon:  and insert the banner into your email signature. To move the banner, simply click on it and drag it to where you'd like it placed. Press 'OK'.



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Social media assets and suggested posts

To help you promote the new online service, we've developed some social media assets which could be used on your channels.

You can access a static social media image, and an animation [here](#).

Some suggested social media posts can be found below:

Border Force have launched an online, free 'Submit a GAR' service. It's a quick and easy way to submit your GARs. To register, visit: [@UKHomeOffice](https://gov.uk/submit-gar)

Border Force's new online 'Submit a GAR' service is now live. Use the new service for a quick and easy way to submit your GAR. Visit: [@UKHomeOffice](https://gov.uk/submit-gar)

Border Force have developed a new way to submit a General Aviation Report (GAR) – the submit a GAR service is quick, easy and free. Visit: [@UKHomeOffice](https://gov.uk/submit-gar)

We are also looking to film a short case study film clip with a pilot or airfield operator who has used the new service. This film clip would be used on the [@UKHomeOffice](#) social media channels. If this is something you would like to be involved with, please get in touch with the Border Force strategic communications team: portinformation@homeoffice.gov.uk



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Pilots, airfield operators or aircraft owners can get support with the 'Submit a GAR' service by:

Email: GARSupport@homeoffice.gov.uk

Phone: 0845 468 0084 or +44 (0) 845 468 0084 (overseas).

What if the GAR needs amending in an emergency?

In an emergency, those amending the GAR should continue to call +44 (0) 845 723 1110. As previously, this line should only be used for a flight that is:

- Not required to report under the Terrorism Act 2000; and
- Is outside the GAR reporting timescales.

Am I able to provide feedback?

If you would like to provide feedback on the 'Submit a GAR' service, please email: GARSupport@homeoffice.gov.uk or visit our [feedback webpage](#).



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Frequently Asked Questions 1 (FAQs)

1. How do I make amendments to a GAR that has been submitted?

The only way you're currently able to do this is to cancel a GAR and create a new one with the necessary changes. Once the changes have been made, the GAR should be re-submitted.

2. Do I need to submit a separate GAR for a return journey?

A GAR should be submitted for each journey made.

3. Why do I have to fill out customs declarations? I didn't have to do this before?

There is no requirement for a customs declaration to be made in advance of arrival into the UK, however, doing so may make the process quicker.

4. Why do you need to know who is the responsible person and what is this section for?

Someone is required to be responsible for the data submitted. This will automatically default to the Captain if another person on board is not nominated.

5. How do I / can I upload a spreadsheet with GAR details?

You need to select "upload a GAR" and download the template. Once the sections have been filled, the spreadsheet will need to be uploaded using the "upload a GAR" option and submitted.

6. How do I / why can't I use a previously submitted GAR?

Assuming everything in your GAR is the same, the best way to do this is to re-use the same Excel spreadsheet every time, making sure that you change the arrival/departure times and the port.

7. How do I / can I save passenger, aircraft details etc so I can re-use them?

People and aircraft can be saved using the 'Submit a GAR' navigation bar; they can then be selected to create future GARs.

Frequently Asked Questions 2 (FAQs)



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8. Could a FBO use the 'Submit a GAR' service?

Depending on business operations, this application could be used by FBOs. There are added features that would help a FBO submit data and this can be found in the 'Submit a GAR' navigation bar under 'Organisation'. For further information if you are a FBO please email Sonali.desilva2@homeoffice.gov.uk

9. Will I receive confirmation that my data has been submitted?

Any API in respect of your GA service, uploaded via 'Submit a GAR' will receive an email receipt that will confirm your data has been submitted. This reference number should be retained as proof of submission to show Border Force is requested.

10. How do I submit a GAR if the 'Submit a GAR' service is not working?

In the event that the service is offline for a planned or unplanned outage, there will be a notice advising users of the process to follow. This will be a submission of GARs to the NCU via email until the service is back online.

11. What if I have not got enough time to make amendments/cancel a GAR before arrival using the 'Submit a GAR' service?

Only in an emergency, those amending the GAR should continue to call +44 (0) 845 723 1110. As previously, this line should only be used for a flight that is not required to report under the Terrorism Act 2000 and is outside the GAR reporting timescales.

12. I already use/pay a membership for an app which includes GAR submission to Border Force and Police – will I no longer be able to use this method?

All data will still be received by Border Force and Police if you are using a 3rd party application that provides this service. However in using these services you may incur a charge for GAR submission. The 'Submit a GAR' service is free to use.

Frequently Asked Questions 3 (FAQs)

13. When will new GA regulations be introduced?

There is no definitive date at the moment but Border Force will be looking to introduce new GA regulations at some point in the future. The GA community and all GA partners will be consulted when further timescales are known.

14. Will this new 'Submit a GAR' service be a compliant method of electronic submission if and when new regulations are introduced?

Yes, this is a Border Force owned service and will be compliant with any new requirements for electronic submission in respect of GA services.



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