



How to complete the AIDU 'Service Request' Form

[General Guidance](#)

This guidance document is intended to assist in the completion of the AIDU 'Service Request' Form for the submission of notifications of changes or amendments, discrepancy reporting, suggestions, and customer orders. Submission of the 'Service Request', and if applicable attachments, is now purely an 'on-line' (electronic) process. The submission process is web and email based with no other methods of submission being accepted unless from theatres of operations where no other methods are available. One single 'Service Request' should be raised for each individual submission and are not to be used for multiple inputs. If you have any queries regarding the completion or submission of the form please contact servicerequestmail@aidu.mod.uk.

[Your Personal Details](#)

The first few fields of the Service Request form concern your personal and contact details where particular attention should be given to the email address, as this is where your confirmation receipt will be sent. Failure to receive your emailed confirmation would indicate an incorrect address has been entered here. Only your name, contact telephone number and email address are mandatory in this section. As stated not all fields are mandatory, but we would ask all data originators and customers to fill in as much detail where appropriate to help with processing your request.

[Product / Services](#)

A drop down menu is available to choose the product or service that the Service Request refers to if applicable. There are generic headings that cover the range of AIDU products and services including separate 'Fault Reporting', 'Customer Orders' and 'Miscellaneous' options.

[Subject - Mandatory](#)

Please add a brief title for the information you are supplying. This should be kept to a minimum as full details are added in the main text.

[Full Details of Service Request Form - Mandatory](#)

Full and comprehensive details of the Service Request should be added here. Information can be (copied from external sources and) pasted into this field, however, please be aware that formatting of the text may be lost. There is a restriction on the amount of information you can add but it should be sufficient for most cases. Please tick the check box if you are sending attachments as part of

the Service Request. Attachments can be in any standard Windows MS Office format and are to be sent separately to servicerequestmail@aidu.mod.uk quoting the Service Request number that you are sent.

Aeronautical Information Regulation and Control (AIRAC)

Adherence to the AIRAC ensures that the co-ordinated publication of safety-critical information is assured using a common set of internationally agreed dates. In order to accomplish this, data must be submitted well in advance of the target AIRAC date to permit enough time for processing and distribution, thereby affording reasonable notice to end users.

Due to the large amount of data being managed, priority is given towards data considered as 'operational' against other data that would be considered as 'administrative', such 'administrative' data being inserted into the various Aeronautical Information products when capacity and practically allows.

Full details of AIRAC dates and submission dates can be found on the AIDU website under AIDU catalogue/tables.

Upon submission:

A validation check is run on all the fields to ensure they have been completed, and are in the correct format. You will be told if any require attention.

If you ticked the attachments box you will be reminded that you need to send attachments (no message is shown if the box is left unchecked).

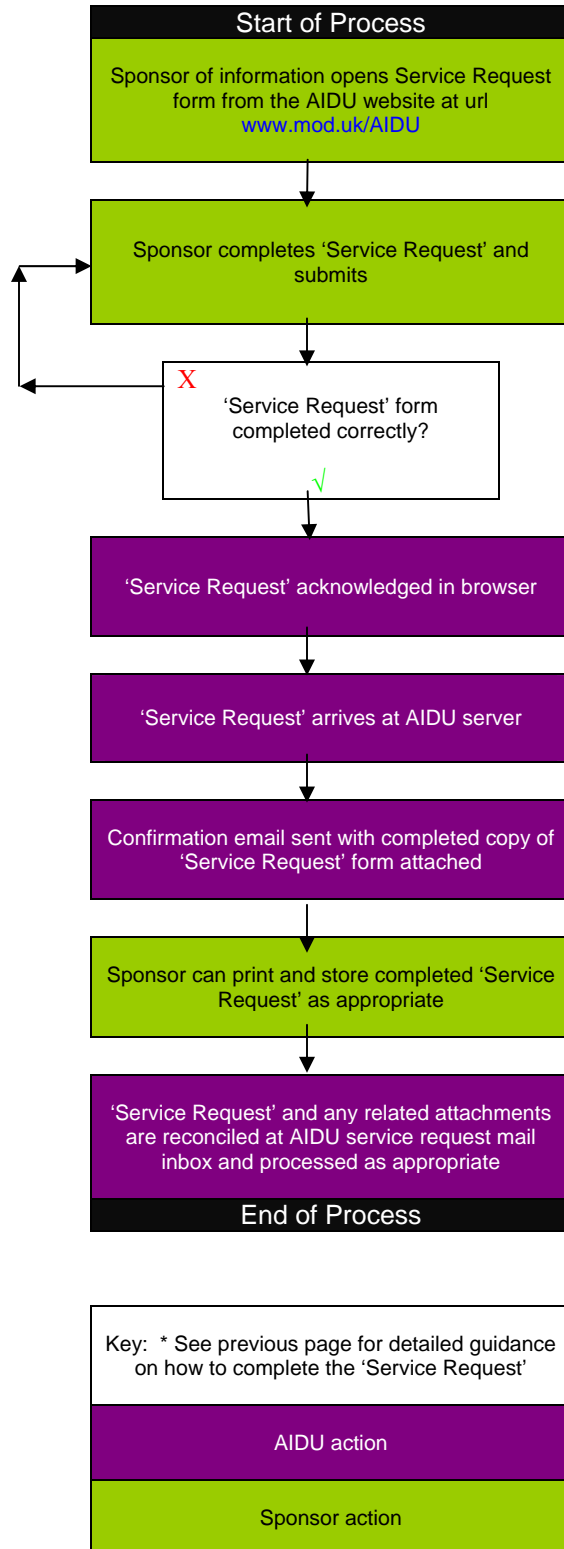
Notification that the form has been sent appears.

You will receive an email from AIDU (sent to the email address specified on the Service Request Form) containing your completed service request form submission. Note that you will also receive an automatically generated unique reference number for tracking purposes. If you need to contact AIDU with regard to your service request submission please quote the reference number.


The submission process is then complete.

Appendix A

No 1 AIDU 'Service Request' - the submission process.




Appendix B



No 1 Aeronautical Information Documents Unit

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Service Request Form

Please use the form below to fill in the applicable fields.

* Name:

Rank/Title:

Job Title:

Organisation:

Customer No:

* Contact Tel No:

* Email:

Products/Services:

Edition:

AIRAC:

* Subject:

* Comments/Feedback:

Please tick here if you are sending an attachment.
Send all attachments to servicerequestmail@aidu.mod.uk quoting your reference number which will be sent to you on submission of this form.
Click [Here](#) to view Price List 2010/11.

* Required Fields: