Registration-ID issues and how to solve them

I see a yellow banner when creating my operation

> From now on you will be required to provide a valid registration-ID if not your operations will be rejected. If you encounter any issues please contact drones@skeyes.be.

This banner is solely present to inform all operators about the new update and the requirement to provide a valid registration-ID to your account. Even if the information in your account is correct this banner will remain visible.

My operation is rejected due to an incorrect registration-ID

If you receive this negative restriction it means that your organisation either doesn't contain a valid registration ID or you have not provided the 3 verification digits.

Restrictions
Negative

> ❌ The Registration ID of the Operator you have assigned to your mission is not recognised as a Registration ID issued by an EASA member National Aviation Authority.
> Please check whether the Registration ID of the Operator (in your Organisation asset list) is correct.
> Don't forget to assign the updated Operator to a new or duplicated Operation before submission!
>
> Please contact skeyes Drone Support in case of further questions.

Where do I update this information?

Open DSA Planner and in your account go to the Assets tab:

Update the registration ID for (all) your organisation(s).
As long as the red line and text are visible the field hasn't been updated correctly.

Where do I find these 3 verification digits?

This information is not available on your PDF certificate but you can find it in your personal information on the website from BCAA (drone portal DGLV/DGTA).
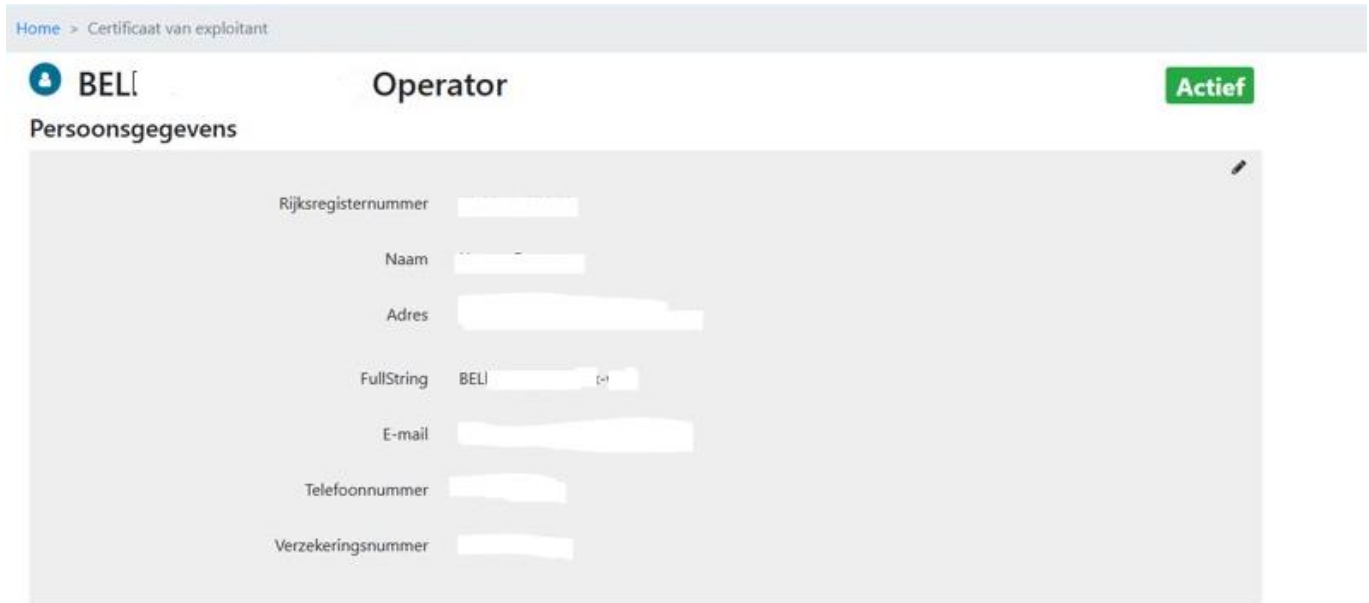
You will need the FullString value including the last 3 digits in -xxx format.

I already provided this information but my operations still get rejected

Make sure that in the overview of your organisations the last 3 verification digits are not visible in the list. If they are visible, modify your organisation and remove the value and then add it again. Once saved the 3 verifications digits should no longer be visible. They are only required to check for a valid registration-ID, they are not saved.

Note❗

If you duplicate operations that were in your account before the modification of the registration-ID, they will still get rejected. For these operations the old value was used and will be copied into the duplicated operations hence the rejection.

How to avoid this:

- Create a new operation.
  Once the new correct values are linked to an operation you can duplicate them again. They will now contain the correct data.
- If you must duplicate an operation, make sure to change the operator in the operation before submitting your operation.