

Information Classification: **PUBLIC**  
Available to: **PUBLIC**

# SERVIÇO DE ESTRANGEIROS E FRONTEIRAS

## SISTEMA DE INFORMAÇÃO DE BOLETINS DE ALOJAMENTO (SIBA)

## ACCOMMODATION BULLETINS INFORMATION SYSTEM

### USER MANUAL (Manual do Utilizador)

**Data:** 21<sup>st</sup> December 2021  
**Versão:** 1.0

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## 1. INTRODUCTION

To enter SIBA you can use Internet Explorer or Google Chrome: <https://siba.sef.pt/>

If you use Google Chrome, you have the advantage to be able select the option to translate to English.

This document features some screens in Portuguese and others in English to extend help.

## 2. REGISTRATION OF NEW HOTEL OR SIMILAR UNIT ( INSCRIÇÃO DE UNIDADE HOTELEIRA OU SIMILAR)

You must access the Reserved Area of the SIBA Portal: <https://siba.sef.pt>.



In the Reserved Area (Área Reservada), you will have access to the following options:

- Accommodation Bulletins/Newsletter delivery (Entrega de Boletins);
  - Registration of Bulletins through the Portal (Registo de Boletins pelo Portal);

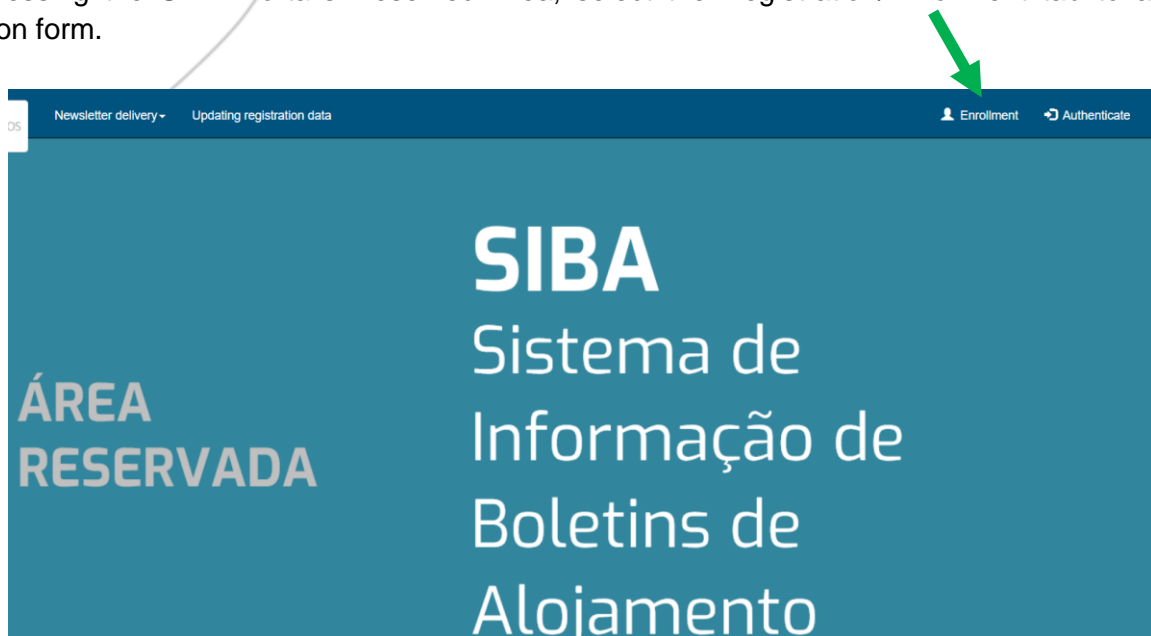
- File Upload (Carregamento de Ficheiros);
- Consultation of Issued Official Letters (Consulta de Ofícios Emitidos).
- Updating registration Data (Atualização dos Dados de Inscrição);
- Enrollment (Inscrição);
- Authenticate (Autenticar).

**After entering the "Reserved Area" of the SIBA Portal and if you need to go back to the previous page**

**SIBA Portal, you can do so using the button**



After accessing the SIBA Portal's Reserved Area, select the Registration/Enrollment tab to access the registration form.



## 2.1. Registration - Form

The registration form must be filled in and sent, and the method of sending by which the entity intends to communicate the Accommodation Bulletins (sending newsletters by) must be selected, before sending the form.

### Hotel and Similar Unit Registration

This page is intended for the registration of hotel and similar units for the attribution of access data to the reserved area of the SIBA Portal, within the scope of the delivery of Accommodation Bulletins by electronic means.

The form must be completed respecting the mandatory fields, marked with (\*).  
To proceed with the registration, click on " Send ".

Tax ID No.:

C. Activity Economic (\*):

Typology/Classification(\*): (Select) / (Select Typology first)

Unit Name(\*):

Exploration Entity(\*):

Address (\*):

Location (\*):

Postal Code (\*):

Telephone (\*):

Fax (\*):

Contact Name (\*):

Email Contact(\*):

Sending newsletters by (\*):  file upload  
 web service  
 Portal page

### Inscrição de Unidade Hoteleira e Similares

Esta página destina-se ao registo das unidades hoteleiras e similares para a atribuição dos dados de acesso à área reservada do Portal SIBA, no âmbito da entrega de Boletins de Alojamento por via eletrónica.

O formulário deve ser preenchido respeitando os campos obrigatórios, assinalados com (\*).  
Para proceder à inscrição clique em "Enviar".

N.º Id. Fiscal:

C. Ativid. Económica(\*):

Tipologia/Classificação(\*): (Selecione) / (Selecione primeiro a Tipologia)

Nome da Unidade(\*):

Entidade Exploradora(\*):

Endereço (\*):

Localidade (\*):

Código Postal (\*):

Telefone (\*):

Fax (\*):

Nome Contacto (\*):


Email Contacto(\*):

Envio boletins por (\*):  Upload de ficheiros  
 Web Service  
 Página no Portal

(\*) Campos Obrigatórios

**Please note: Entities must confirm that the contact email is correct, as it will be to this email that the activation key will be send and emails with proof of receipt of the Accommodation Bulletins.**

### 2.1.1. Economic Activity Code field (CAE)


If you do not know the Code of Economic Activity, you can select, through the option , the code, according to the economic activity that you carry out.

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O formulário deve ser preenchido respeitando os campos obrigatórios, assinalados com (\*). Para proceder à inscrição clique em "Enviar".

N.º Id. Fiscal:

C. Ativid. Económica(\*):  

SEF Seleção de Códigos de Actividade Económica - SIBA - Sistema de Informação de Boletins d...  
<https://sibadev.sef.pt/s/an/PickCAE.aspx>

**SEF** SERVIÇO DE ESTRANGEIROS E FRONTEIRAS

Seleção de Código de Actividade Económica(R3)

Pesquisa concluída com 29 registo(s).

Código:  Designação:

Código	Designação
55	Alojamento
551	Estabelecimentos hoteleiros
5511	Estabelecimentos hoteleiros com restaurante
55111	Hotéis com restaurante
55112	Pensões com restaurante
55113	Estalagens com restaurante
55114	Pousadas com restaurante
55115	Motéis com restaurante
55116	Hotéis-Apartamentos com restaurante
55117	Aldeamentos turísticos com restaurante
123	

(\*) Campos Obrigatórios

## 2.1.2. Typology/Classification

When filling in the Typology/Classification (Tipologia/Classificação), you must first fill in the Typology and then the Classification.

Examples:

- If the Typology is a Hotel, there will be a classification by stars, 1, 2, 3, 4 or 5 stars.
- But however, if it is the case of local accommodation or apartment (Alojamento local/Apartamento) then the classification is (not applicable).

Inscrição de Unidade Hoteleira e Similares

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O formulário deve ser preenchido respeitando os campos obrigatórios, assinalados com (\*). Para proceder à inscrição clique em "Enviar".

N.º Id. Fiscal:	<input type="text"/>	
C. Ativid. Económica(*):	<input type="text"/>	<input type="text"/>
Tipologia/Classificação(*):	<div style="border: 1px solid black; padding: 5px;"> <p>(Seleção)</p> <ul style="list-style-type: none"> <li>Agroturismo</li> <li>Alojamento turístico</li> <li>Alojamento Local/Apartamento</li> <li>Alojamento Local/Estabelecimento de hospedagem</li> <li>Alojamento Local/Moradias</li> <li>Apartamento turístico</li> <li>Casa de campo</li> <li>Colónia de férias</li> <li>Estalagem</li> <li>Hóteis rurais</li> <li>Hotel</li> <li>Hotel apartamento</li> <li>Motel</li> <li>Parque de campismo</li> <li>Pensão</li> <li>Plusada</li> <li>Plusada da juventude</li> <li>Residência Universitária</li> <li>Turismo de aldeia</li> <li>Turismo de habitação</li> <li>Turismo de natureza</li> <li>Turismo rural</li> </ul> </div>	<div style="border: 1px solid black; padding: 5px;"> <p>1 estrela</p> <ul style="list-style-type: none"> <li>2 estrelas</li> <li>3 estrelas</li> <li>4 estrelas</li> <li>5 estrelas</li> </ul> </div>
Nome da Unidade(*):	<input type="text"/>	
Entidade Exploradora(*):	<input type="text"/>	
Endereço (*):	<input type="text"/>	
Localidade (*):	<input type="text"/>	
Código Postal (*):	<input type="text"/>	
Telefone (*):	<input type="text"/>	
Fax (*):	<input type="text"/>	
Nome Contacto (*):	<input type="text"/>	
Email Contacto(*):	<input type="text"/>	
Envio boletins por (*):	<input type="radio"/> Upload de ficheiros <input type="radio"/> Web Service <input type="radio"/> Página no Portal	

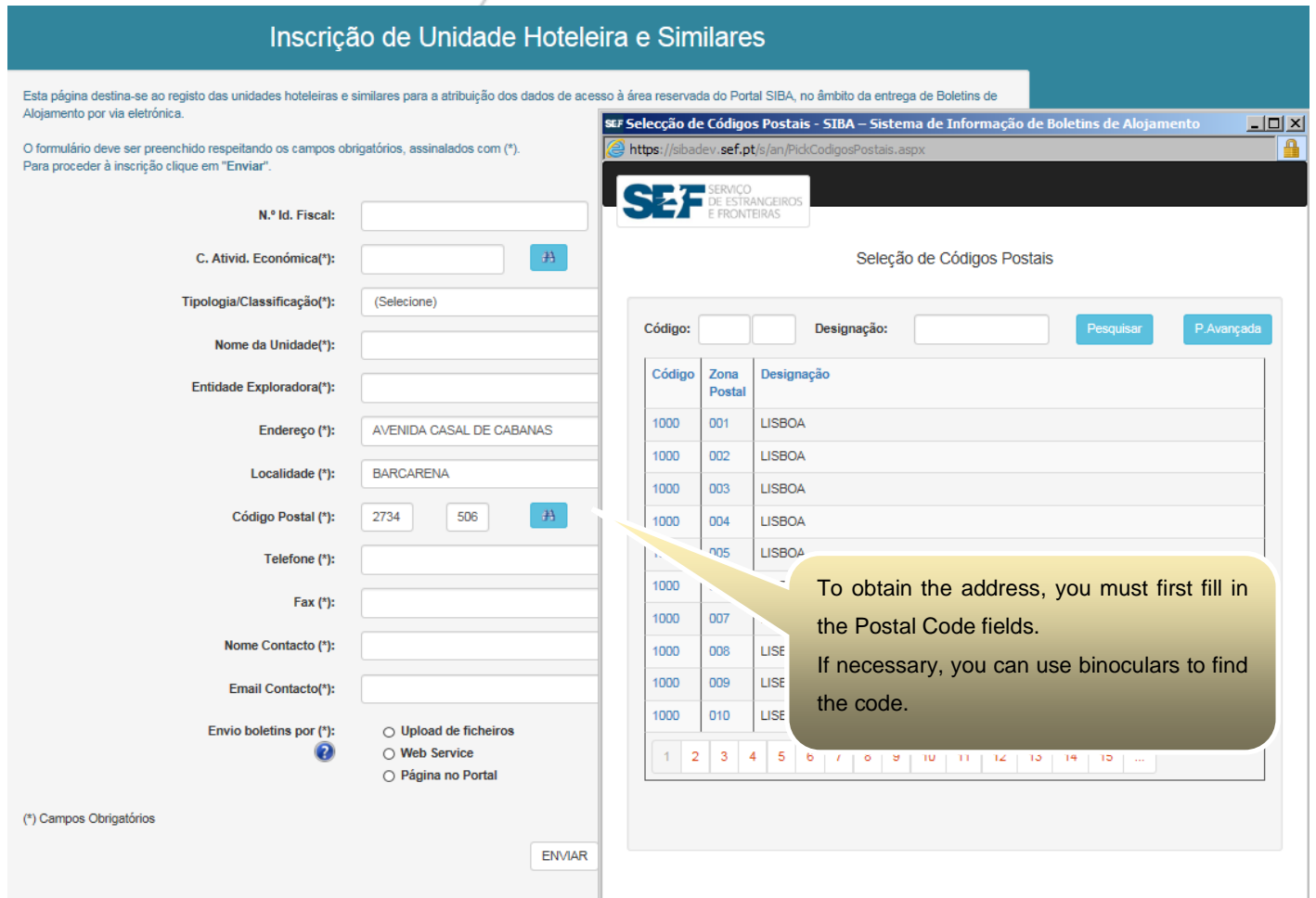
(\*) Campos Obrigatórios

### 2.1.3. Address (Endereço)

The Address and Location fields will only be available after completing the Postal Code and Postal Zone fields.

The address that will automatically appear has to be confirmed, as well as the street number (door), floor, letter and/or fraction added, if applicable.

**Please Note: PO Box Postal Codes are not valid.**



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O formulário deve ser preenchido respeitando os campos obrigatórios, assinalados com (\*). Para proceder à inscrição clique em "Enviar".

**SEF Seleção de Códigos Postais - SIBA - Sistema de Informação de Boletins de Alojamento**  
<https://sibadev.sef.pt/s/an/PickCodigosPostais.aspx>

**Seleção de Códigos Postais**

Código:  Designação:

Código	Zona Postal	Designação
1000	001	LISBOA
1000	002	LISBOA
1000	003	LISBOA
1000	004	LISBOA
1000	005	LISBOA
1000	006	LISE
1000	007	LISE
1000	008	LISE
1000	009	LISE
1000	010	LISE

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 ...

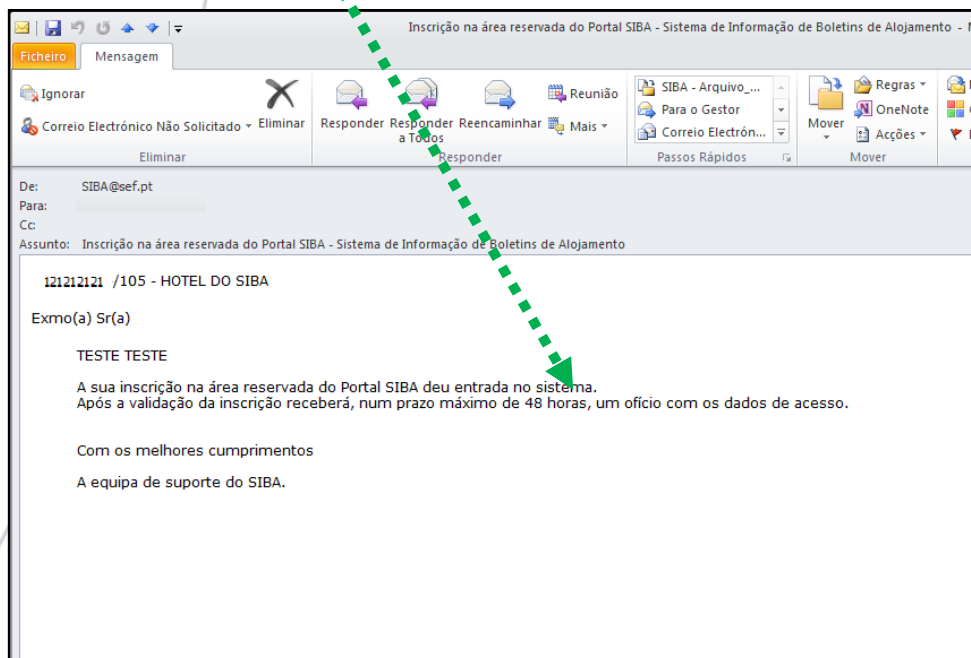
**To obtain the address, you must first fill in the Postal Code fields.  
If necessary, you can use binoculars to find the code.**

(\*) Campos Obrigatórios

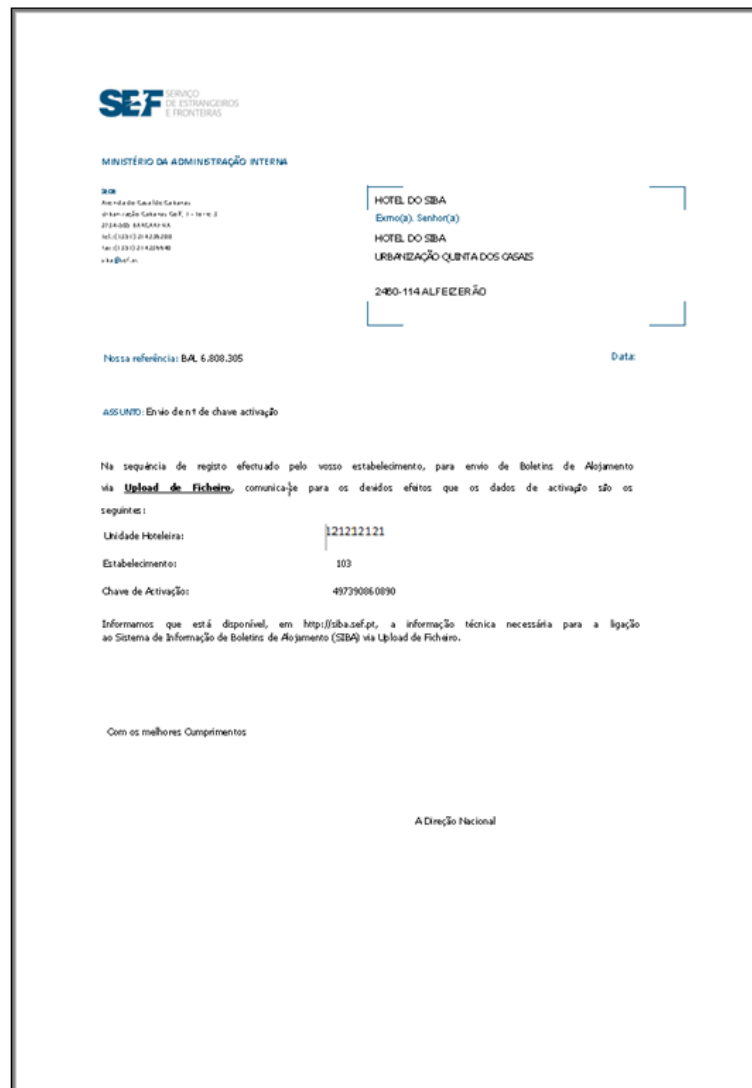


## 2.1.4. Receiving authentication data

After filling out and sending, the New Unit form, the system will automatically send an e-mail confirming the registration, informing that the activation key will be sent within 48 hours.

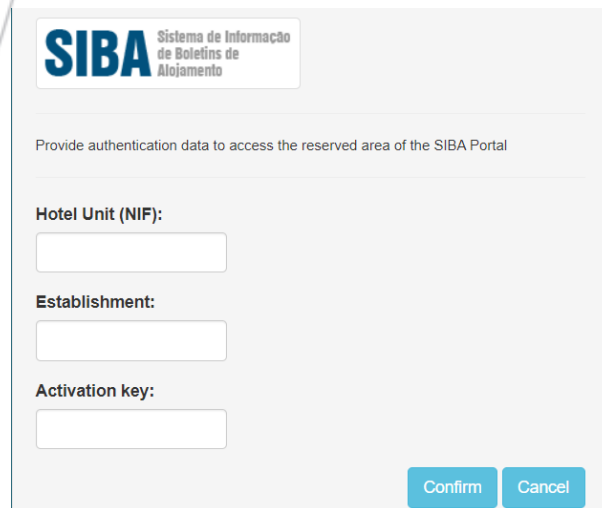
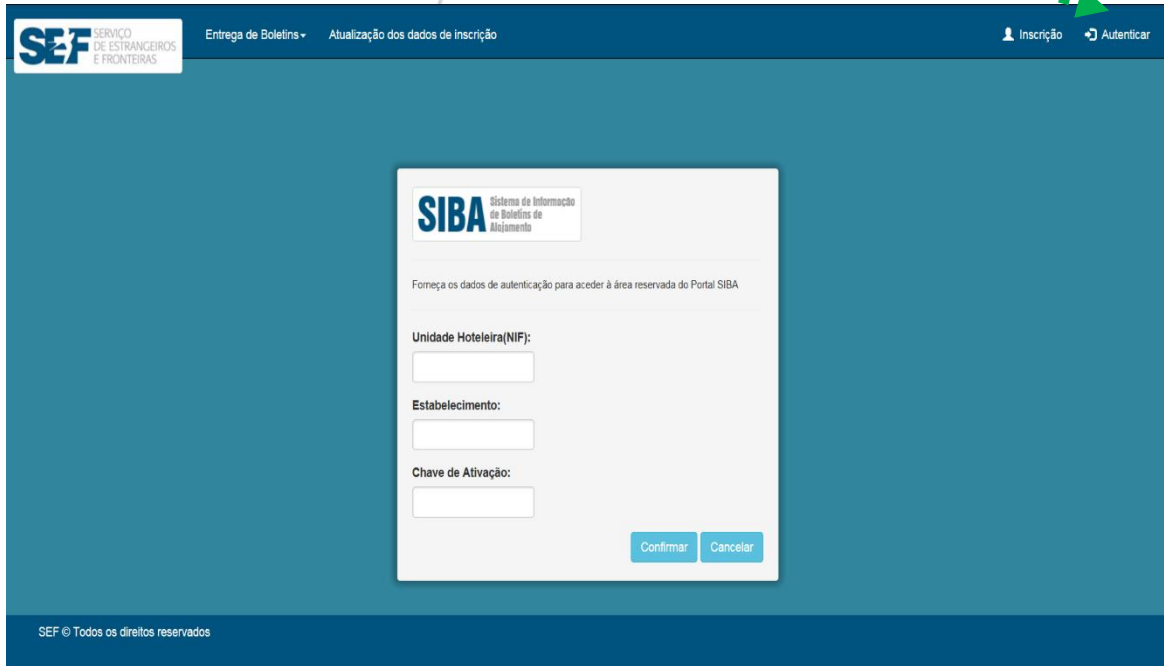


Usually, during this period, a letter will be automatically generated and sent containing the Activation Key, which, together with the Tax Identification Number (NIF) and the Establishment Number (automatically generated by SIBA), will allow entry into the system to register the Accommodation Bulletins. The official letter containing the Authentication Data will be sent to the email address registered by the unit, upon registration.



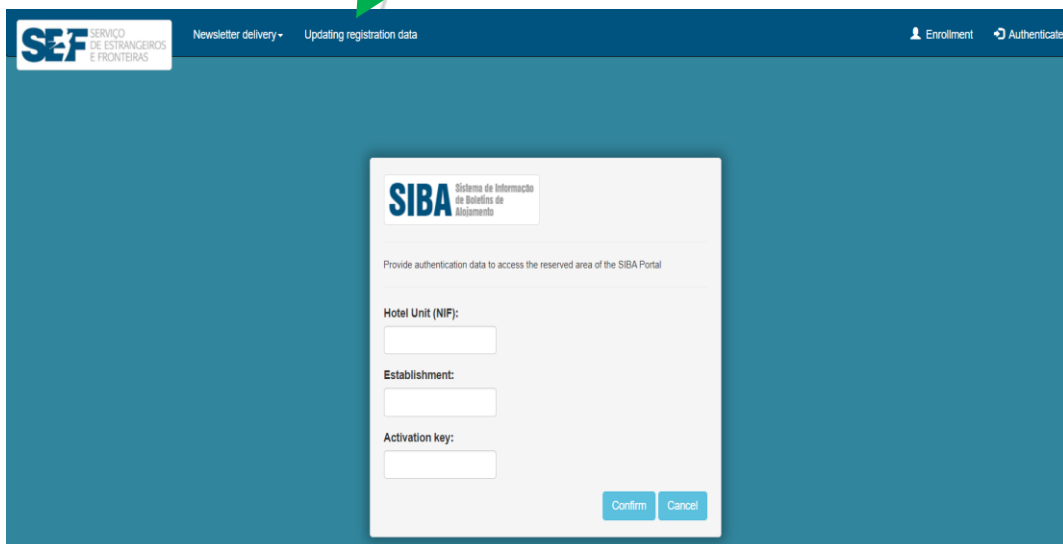
### 3. AUTHENTICATION

To authenticate in the SIBA Portal's Reserved Area, select “Authenticate” (Autenticar) and fill in with the authentication data received.



## 4. REGISTRATION DATA UPDATE

A Hotel Unit or similar, already registered in the reserved area of the SIBA Portal, may update the Registration Data, after authentication, by accessing the “Updating Registration Data” (Atualização dos Dados de Inscrição) option.



SEF **SERVIÇO DE ESTRANGEIROS E FRONTEIRAS** Newsletter delivery - Updating registration data Enrollment Authenticate

**SIBA** Sistema de Informação de Boletins de Alojamento

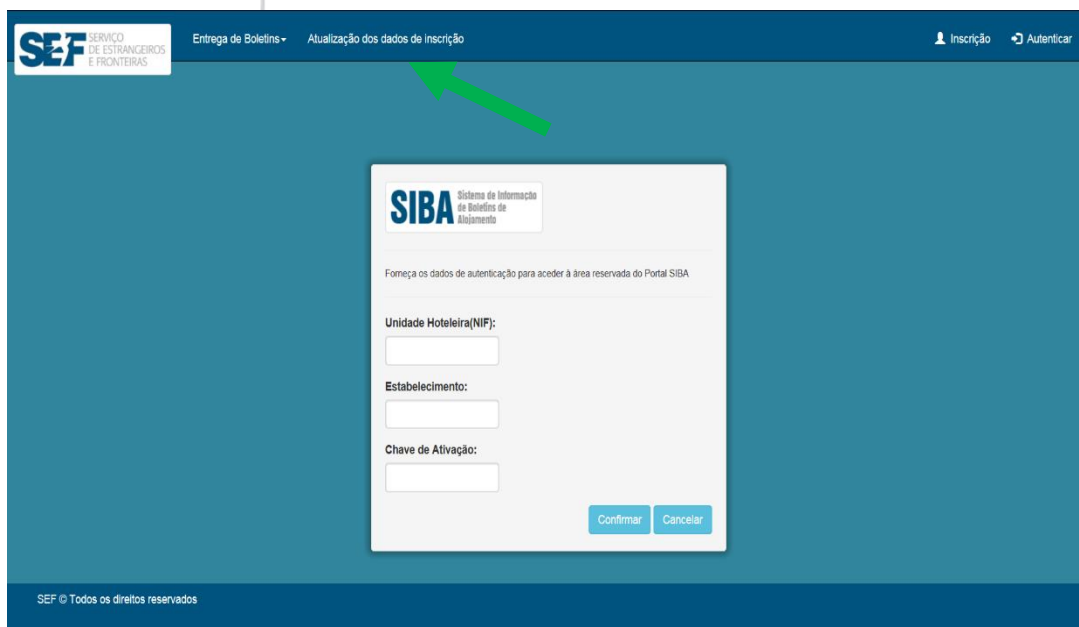
Provide authentication data to access the reserved area of the SIBA Portal

**Hotel Unit (NIF):**

**Establishment:**

**Activation key:**

[Confirm](#) [Cancel](#)



SEF **SERVIÇO DE ESTRANGEIROS E FRONTEIRAS** Entrega de Boletins - Atualização dos dados de inscrição Inscrição Autenticar

**SIBA** Sistema de Informação de Boletins de Alojamento

Forneça os dados de autenticação para aceder à área reservada do Portal SIBA

**Unidade Hoteleira(NIF):**

**Estabelecimento:**

**Chave de Ativação:**

[Confirmar](#) [Cancelar](#)

SEF © Todos os direitos reservados

The entity makes the changes and presses the submit (To SEND) button at the end of the form, and the unit's enrollment data will be automatically updated.

**Atualização dos dados de inscrição**

O formulário deve ser atualizado respeitando os campos obrigatórios, assinalados com (\*). Para proceder à atualização dos dados clique em "Enviar".

Registo de unidade hoteleira atualizado

N.º Id. Fiscal / Estabelecimento: 121212121 0

C. Ativid. Económica(\*): 55112 Pensões com restaurante

Tipologia/Classificação(\*): Colónia de férias (Não aplicável)

Nome da Unidade(\*): HOTEL DE TESTE

Entidade Exploradora(\*): TESTE, LDA

Endereço (\*): VENIDA CASAL DE CABANAS

Localidade (\*): BARCARENA

Código Postal (\*): 2734 506

Telefone (\*): 966503344

Fax (\*):

Nome Contacto (\*): MARÍLIA

Email Contacto(\*): lidia.agostinho@sef.pt

Método de envio: Página no Portal

(\* Campos Obrigatórios)

Enviar

**Updating registration data**

The form must be updated respecting the mandatory fields, marked with (\*). To update the data, click on "Send".

Tax / Establishment ID No.: 121212121 0

C. Activity Economic (\*): (Select) Pensões com restaurante

Typology/Classification(\*): (Select) (Not applicable)

Unit Name(\*): TESTE

Exploration Entity(\*): TESTE

Address (\*): RUA DO TESTE

Location (\*): LOC DO TESTE

Postal Code (\*): 1495 132

Telephone (\*): 212121212

Fax (\*): 212121212

Contact Name (\*): TESTETESTE

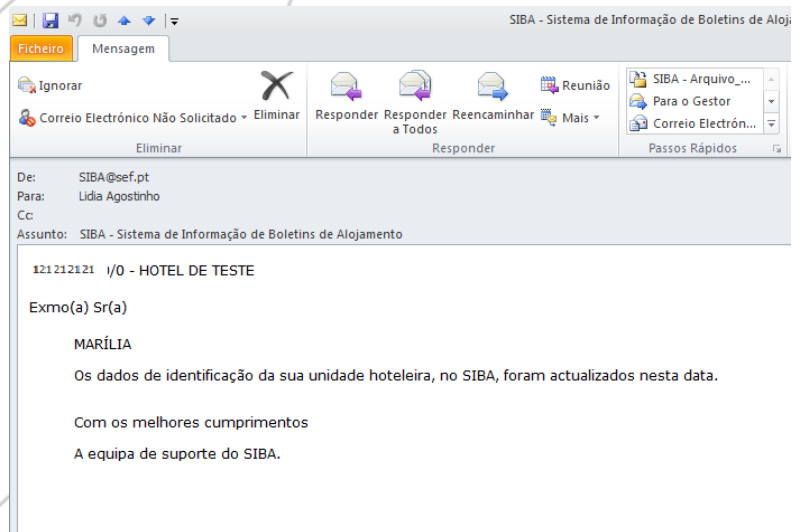
Email Contact(\*): sibatec@sef.pt

Shipping method: Página no Portal

(\* Required fields)

To send

Afterwards, the entity will receive an email with confirmation of the changes that were made.



**5. The following data cannot be updated by the entities:**

- NIF;
- Establishment number;
- How to send the Accommodation Bulletins (Send Bulletins by:);
- Activation key.

**In these cases, please send an email to [siba@sef.pt](mailto:siba@sef.pt).**

## 4. HOW TO SEND THE ACCOMMODATION BULLETINS

### 5.1. File Upload

This is one of the three delivery modes that Serviço de Estrangeiros e Fronteiras provides, it consists of sending files generated by a Front Office application, belonging to Hotel Units or similar.

- To proceed with the communication of Accommodation Bulletins by Uploading Files, you must access the SIBA Portal's Reserved Area, after authentication; select the option “Newsletter delivery” / “File Upload”.
- By selecting the “File Upload” option, you will access the Sending files with Accommodation Bulletins screen, where to send a file, you must choose one of the two available options:
  - Drag the file to the area indicating “**Drag and drop file here**”;
  - Click on “**Select**” that will allow access to the folder where the Front Office application placed the file to be send to SEF.



### Sending files with Hosting Bulletins

Before starting the upload of documents, read the following instructions:

- 1** The maximum size of uploaded file cannot exceed 4MB
- two** It is only possible to upload files with the DAT extension
- 3** Use the 'Select' button to indicate the file you want to upload
- 4** When the 'Drag and drop file here' tag is available, you can use the Drag and Drop method to select the file to upload.
- 5** Wait and check the result of sending the file

Drag and drop the file here

Select

Select the file to upload.

### Envio de ficheiros com Boletins de Alojamento

Antes de iniciar o carregamento de documentos leia as seguintes instruções:

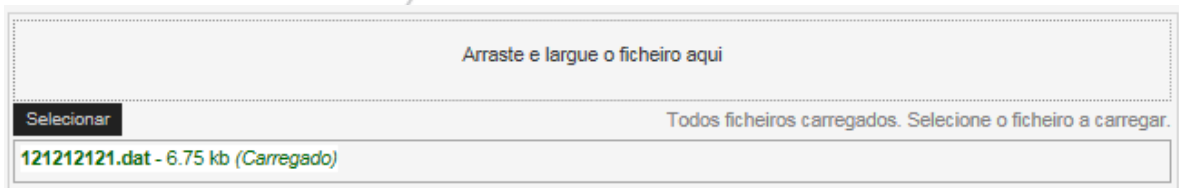
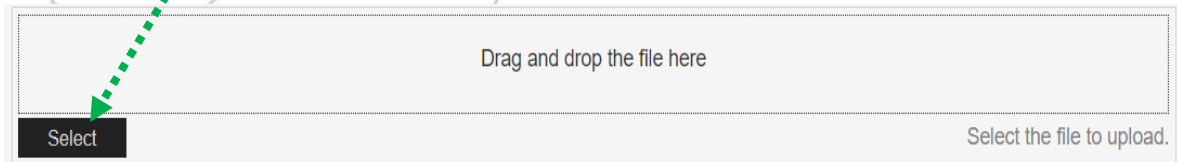
- 1** O tamanho máximo do ficheiro a carregar não pode ser superior a 4MB
- 2** Só é possível carregar ficheiros com extensão DAT
- 3** Use o botão 'Selecionar' para indicar o ficheiro que pretende enviar
- 4** Quando disponível a etiqueta 'Arraste e largue o ficheiro aqui' pode usar o método de Arrastar e Largar para seleccionar o ficheiro a enviar.
- 5** Aguarde e verifique o resultado do envio do ficheiro

Arraste e largue o ficheiro aqui

Selecionar

Selecione o ficheiro a carregar.

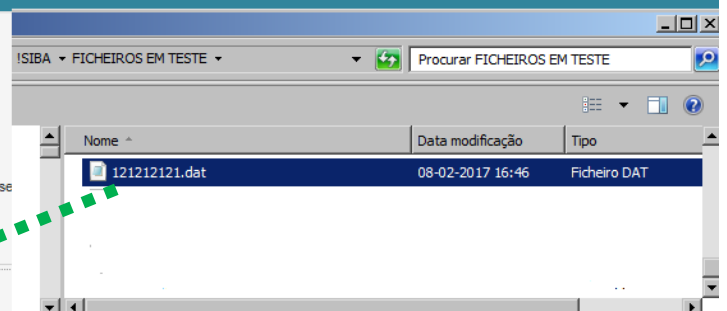
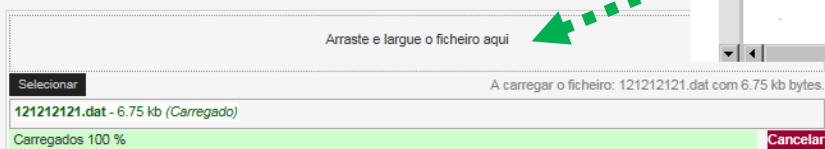
Or use the button Select (Selecionar) to select the file and upload it.



### Envio de ficheiros com Boletins de Alojamento

Antes de iniciar o carregamento de documentos leia as seguintes instruções:

- 1 O tamanho máximo do ficheiro a carregar não pode ser superior a 4MB
- 2 Só é possível carregar ficheiros com extensão DAT
- 3 Use o botão 'Selecionar' para indicar o ficheiro que pretende enviar
- 4 Quando disponível a etiqueta 'Arraste e largue o ficheiro aqui' pode usar o método de Arrastar e Largar para se enviar.
- 5 Aguarde e verifique o resultado do envio do ficheiro







- **File with errors**, which is rejected and showed the cause to the user. After correcting the errors in the Front Office application of the hotel unit or similar, it is necessary to generate the file again and send it again.

Examples of possible errors:

- Mandatory fields not filled in;
- Dates of birth with the date of the day of file generation;
- Incorrectly formatted file.

### Envio de ficheiros com Boletins de Alojamento

O ficheiro **121212121.dat** NÃO foi processado.

Antes de iniciar o carregamento de documentos leia as seguintes instruções:

- 1 O tamanho máximo do ficheiro a carregar não pode ser superior a 4MB
- 2 Só é possível carregar ficheiros com extensão DAT
- 3 Use o botão 'Selecionar' para indicar o ficheiro que pretende enviar
- 4 Quando disponível a etiqueta 'Arraste e largue o ficheiro aqui' pode usar o método de Arrastar e Largar para selecionar o ficheiro a enviar.
- 5 Aguarde e verifique o resultado do envio do ficheiro

Arraste e largue o ficheiro aqui

Selecionar
Selecione o ficheiro a carregar.

**Erros do ficheiro**

Linha	Tipo de Registo	Erro
2	Boletim	Número de passaporte/BI não preenchido O boletim de DIAZ não tem o documento de identificação preenchido.
3	Boletim	Número de passaporte/BI não preenchido O boletim de TAVARES não tem o documento de identificação preenchido.
4	Boletim	Número de passaporte/BI não preenchido O boletim de GARCIA não tem o documento de identificação preenchido.

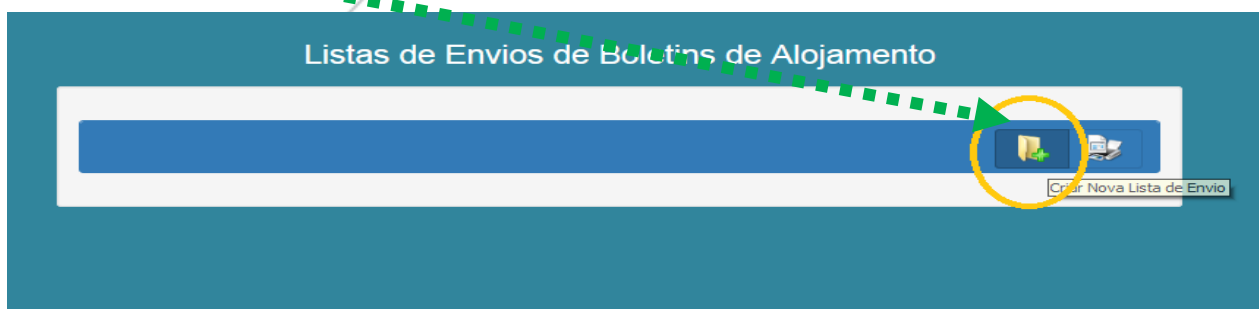
**When the file is rejected by the system, it will not only not accept incorrectly entered records, but also the correct records since the validation of anomalous situations will occur at the source.**

## 5.2. Send Bulletins through SIBA Portal

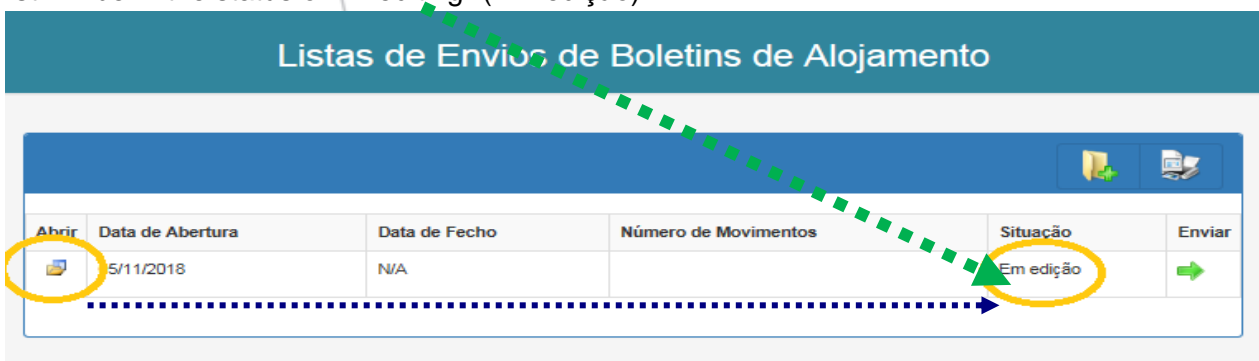
To communicate Accommodation Bulletins through the SIBA page, you must access the Reserved Area, after performing authentication, you must select the option “Delivery of Bulletins/Newsletter delivery” (Entrega de Boletins) and “Registration of Bulletins through the Portal” (Registo de Boletins pelo Portal).

### 5.2.1. How to create Bulletins List

In first access, you will not see any Bulletins List, and it is necessary to proceed with its creation by accessing the option **Create New Shipping List** (Criar Nova Lista de Envio).



The list will be in the status of "In editing" (Em edição)



- The Bulletins Submission Lists in the "Closed" situation, after they were sent, only allow consultation.
- The Bulletins Submission Lists will be in the "In Edit" status when is still empty or with Accommodation Bulletins pending.

**Listas de Envios de Boletins de Alojamento**



Abrir	Data de Abertura	Data de Fecho	Número de Movimentos	Situação	Enviar
	05/11/2018	N/A		Em edição	
	05/11/2018	05/11/2018	1	Fechada	
	05/11/2018	05/11/2018	1	Fechada	
	05/11/2018	05/11/2018	1	Fechada	
	05/11/2018	05/11/2018	1	Fechada	

1 2 3 4 5 6 7 8 9

### 5.2.2. How to create an Accommodation Bulletins (Boletim de Alojamento)?

After creating Bulletins Submission Lists, you can start filling out Accommodation Bulletins related to foreign guests staying in the Hotel Unit or similar.

To do so, access the option Open "Shipping List Update" (Atualização da Lista de Envio), which appears in Status: "In editing" (Em edição).

Hosting Bulletins Submission Lists					
Open	Opening date	closing date	Number of Movements	Situation	To send
	11/4/2021	AT		In editing	

Listas de Envios de Boletins de Alojamento					
Abrir	Data de Abertura	Data de Fecho	Número de Movimentos	Situação	Enviar
	05/11/2018	N/A		Em edição	
<div style="border: 1px solid black; padding: 2px; display: inline-block;">                     Atualização da Lista de Envio.                 </div>					

By accessing the "Shipping List Update", you will see the Accommodation Bulletins Registration screen itself, which, on first access, will appear with the information "Lista de Envio não tem boletins pendentes".

The filling of Accommodation Bulletins is done in option "Accommodation Bulletin Details" (Detalhe de Boletins de Alojamento)"

**Note: All fields are mandatory except Place of Residence and Place of Birth**

To register an Accommodation Bulletin it is necessary to do the following:



**New Accommodation Bulletin (Novo Boletim de Alojamento)**, Select the option to create an Accommodation Bulletin and fill all fields;



**Accommodation Bulletin Guard (Guarda Boletim de Alojamento)**, for each Accommodation Bulletin, created or updated from an Editing Submission List (for example, recording the date of departure or rectifying any data that is incorrect in the Previous Submission List) you must always end up saving the created or updated Accommodation Bulletin;





**Send the List of Accommodation Bulletins to SEF (Envia a lista de Boletins de Alojamento)**, after registering all the Accommodation Bulletins to be communicated, the respective list must be send.

**Each list must contain the daily movements of the Hotel Unit or similar.**



## Registo de Boletins de Alojamento



Lista de Envio não tem boletins pendentes.

Lista de Boletins de Alojamento Pendentes 



Nacionalidade:  Nome:

Detalhe de Boletins de Alojamento

When you select  the new bulletin option, a disk replaces this symbol 

Novo Boletim de Alojamento

Data de Nascimento:

Nacionalidade:



Local Residência:

Número Documento:  Tipo Documento:

País Emissor Documento:

Data de Check-in:  Data de Check-out:

Accommodation Bulletins Detail New Accommodation Bulletin

**Full name:**

**Birth date:**  **Place of Birth:**

**Nationality:**

---

**Home Location:**  **Country of Residence:**

---



**Document number:**  **Document Type:**

**Country Issuing Document:**

---

**Check-in date:**  **Checkout Date:**

Detalhe de Boletins de Alojamento Novo Boletim de Alojamento

**Nome Completo:**

**Data de Nascimento:**  **Local Nascimento:**

**Nacionalidade:**

---

**Local Residência:**  **Pais Residência:**

---

**Número Documento:**  **Tipo Documento:**

**Pais Emissor Documento:**

---

**Data de Check-in:**  **Data de Check-out:**



The official letter proving the successful sending of the Accommodation Bulletins list, which appears automatically after they are sent, as well as the respective list of customer information contained in the sent list, can be printed.



### Consulta e reemissão de ofícios

Pode consultar e emitir 2ª vias dos ofícios anteriormente emitidos.  
Indique o intervalo de datas que corresponde à data de emissão do ofício que pretende consultar.

Indique o intervalo de datas

Data inicial: 29-10-2018  
Data final: 05-11-2018

Número	Tipo	Data/Hora	
6 854 813	Envio de BA	05-11-2018 18:30	<input checked="" type="checkbox"/>
6 853 764	Envio de BA	05-11-2018 14:38	<input checked="" type="checkbox"/>
6 853 763	Envio de BA	05-11-2018 14:37	<input checked="" type="checkbox"/>
6 853 111	Envio de BA	05-11-2018 11:40	<input checked="" type="checkbox"/>
6 853 107	Envio de BA	05-11-2018 11:38	<input checked="" type="checkbox"/>
6 853 088	Envio de BA	05-11-2018 11:33	<input checked="" type="checkbox"/>
6 853 079	Envio de BA	05-11-2018 11:32	<input checked="" type="checkbox"/>
6 853 077	Envio de BA	05-11-2018 11:31	<input checked="" type="checkbox"/>
6 852 717	Envio de BA	05-11-2018 10:00	<input checked="" type="checkbox"/>
6 850 449	Envio de BA	04-11-2018 21:18	<input checked="" type="checkbox"/>

1 2 3 4

Ofício

OR



To print selected Accommodation Bulletin;

**SEF** SERVIÇO DE ESTRANGEIROS E FRONTEIRAS

BOLÉTIM DE ALOJAMENTO

ENTRADA DE ALOJAMENTO	RESULTADO DA ENTREGA DO BOLÉTIM
<p><b>Nº de Bolétim:</b> 1079</p> <p><b>Nº de Ofício:</b> 05/11/2018</p> <p><b>Localidade:</b> LISBOA</p> <p><b>Cat. de Alojamento:</b> 100 (2018)</p> <p><b>Tabela:</b> 00000000</p> <p><b>ED:</b> 00000000</p> <p><b>Nº Contribuinte:</b> 00000000</p>	<p><b>Resultado da Entrega do Bolétim:</b></p> <p><b>Estado do Bolétim:</b> Emitido</p> <p><b>Data de Emissão:</b> 05/11/2018</p> <p><b>Localidade:</b> LISBOA</p> <p><b>Cat. de Alojamento:</b> 100 (2018)</p> <p><b>Tabela:</b> 00000000</p> <p><b>ED:</b> 00000000</p> <p><b>Nº Contribuinte:</b> 00000000</p>

On the Accommodation Bulletins Registration screen, you also have the possibility to:

- **Print** the Accommodation Bulletins List by **nationality**;
- **Search** for Accommodation Bulletins by name within a selected List;
- Go back to the previous screen;

**Registo de Boletins de Alojamento**

Lista de Boletins de Alojamento Pendentes

Nacionalidade: (Todas) Nome: #/

Nome do Hóspede	Data de Check-in	Data de Check-out
JOVEM TESTE	22-10-2018	Não lançada

- The registration of Dates of Birth, Check-in and Check-out can be done manually or using the calendars that are made available when filling those fields.

**Registo de Boletins de Alojamento**

Lista de Boletins de Alojamento Pendentes

Nacionalidade: (Todas) Nome: #/

Nome do Hóspede	Data de Check-in	Data de Check-out
JOVEM TESTE	22-10-2018	Não lançada

**Detalhe de Boletins de Alojamento** Em Edição

Nome Completo: JOVEM TESTE

Data de Nascimento: 20-08-2018 Local Nascimento:

Nacionalidade: Local Residência: País Residência: Alemanha

Número Documento: Hoje: November 5, 2018 Tipo Documento: PASSAPORTE

País Emissor Documento: Arábia Saudita

Data de Check-in: 22-10-2018 Data de Check-out:

When creating a new list, all guests whose checkout dates have not yet been register will appear

Registo de Boletins de Alojamento

Registo de Boletim de Alojamento Criado.

Lista de Boletins de Alojamento Pendentes

Nacionalidade: ( Todas ) Nome:

Nome do Hóspede	Data de Check-in	Data de Check-out
ALOJAMENTO LOCAL	05-11-2018	Não lançada
JOVEM UNIDADE	16-10-2018	13-11-2018
UNIDADE ALOJAMENTO	01-10-2018	Não lançada

Detalhe de Boletins de Alojamento Novo Boletim de Alojamento

Nome Completo:

Data de Nascimento: Local Nascimento:

If only the guests Check-in date is communicated, the **Check-out date will be set to "Not released" (não lançada)**. Afterwards, all Accommodation Bulletins in the "Unreleased" status appear in the next new Bulletins List.

After communication of Accommodation Bulletins of a Hotel Unit or similar, with the same NIF, but with a different establishment number, you must "Close session" and enter the Reserved Area again, revalidating with the unit activation data from the different establishment.

SEF SERVIÇO DE ESTRANGEIROS E FRONTEIRAS

Entrega de Boletins - Atualização dos dados de inscrição

Inscrição **Fechar sessão** TESTE-TESTE 12 21-U

**SIBA**  
Sistema de Informação de Boletins de Alojamento

ÁREA RESERVADA

SEF © Todos os direitos reservados

## 6. ISSUED OFFICIAL LETTERS VISUALIZATION

### 6.1. Consultation or printing letters

To consult and print the generated letters, after authentication, you must access the options:

- Newsletter(Delivery) of Bulletins” / “Consultation of Issued Official Letters”

### Consultation and reissue of official letters

You can consult and issue 2nd copies of previously issued official letters.  
Indicate the date range that corresponds to the issue date of the letter you want to consult.

Indicate the date range

Initial date:

Final date:

	Number	Type	Date/Time	
	10 580 452	Sending BA	21-10-2021 08:40	
	9 769 376	Sending BA	09-12-2020 15:48	

(Entrega de Boletins) / (Consulta e reemissão de Ofícios).

### Consulta e reemissão de ofícios

Pode consultar e emitir 2ª vias dos ofícios anteriormente emitidos.  
Indique o intervalo de datas que corresponda à data de emissão do ofício que pretende consultar.

Indique o intervalo de datas

Data inicial:

Data final:

	Número	Tipo	Data/Hora	
	6 853 764	Envio de BA	05-11-2018 14:38	
	6 853 763	Envio de BA	05-11-2018 14:37	
	6 853 111	Envio de BA	05-11-2018 11:40	
	6 853 107	Envio de BA	05-11-2018 11:38	
	6 853 088	Envio de BA	05-11-2018 11:33	
	6 853 079	Envio de BA	05-11-2018 11:32	
	6 853 077	Envio de BA	05-11-2018 11:31	
	6 852 717	Envio de BA	05-11-2018 10:00	
	6 850 449	Envio de BA	04-11-2018 21:18	
	6 850 448	Envio de BA	04-11-2018 21:16	

Ofício

The official letter proving the sending of the Accommodation Bulletins can be printed when they are displayed on the screen, after the list is submitted, or they can be saved or print later.



**SEF** SERVIÇO DE ESTRANGEIROS E FRONTEIRAS

**MINISTÉRIO DA ADMINISTRAÇÃO INTERNA**

**SEDE**  
Avenida do Casal de Cabanas  
Urbanização Cabanas Golf, 1- Torre B  
2734-900 BARÇA RENA  
Tel.: (+351) 214236200  
Fax: (+351) 214236640  
site @sef.pt

**HOTEL DO SIBA**  
Exmo(a). Senhor(a)  
TESTE TESTE  
RUADO SIBA, Nº 765  
2800-218 VILA FRANCA DE XIRA

Nossa referência: BA-R-8853601 Data: 05/11/2018

**ASSUNTO:** Boletins de Alojamento

Foram rececionados nesta data 2 boletim(ns) de alojamento.  
Em anexo a lista dos boletins rececionados.

Com os melhores Cumprimentos

A Direção Nacional

## 7. SIBA GENERAL RULES AND USE

### 7.1. When to create a new List?

A new list must be created when there is no list in edit mode. As long as there is a List in the “In editing” status, the application will not allow you to create a new List.

### 7.2. Exit Date - Checkout

The “**CHECKOUT date**” must be communicate after the guest actually leaves. The accommodation bulletins of guests whose checkout date has not yet been registered will continue to appear in the new lists that are in editing mode.

### 7.3. How to register an entity with several apartments?

When registering an entity with several apartments, the following is suggested:

- If the entity is going to send the Accommodation Bulletins via Webservice or upload, should register each unit/establishment, as with the automated process it is not even necessary to type the 12 characters of the activation key, it is preferable to have the establishments registered individually.
- However, entities can also make a single registry, as long as they meet the following criteria:
  - The establishments (accommodations) must be located on the same street, same building/same house number.
  - All floors and/or fractions must be identified at the address field because, in the same building, there may be owners who have their residence and floors that are operated by different companies.
- When entities are going to communicate directly on the portal, if the entity complies with the above, it can also have a registration (establishment) that encompasses the various apartments because it is simpler than having a different activation key for each establishment.

Entities that prefer a key for each accommodation (establishment), in that case, must register each establishment, and the respective activation key will be generated and sent.

### 7.4. NIF change

Whenever there is a change in the entity NIF due to a change in the management, qualification of heirs or otherwise, the unit will necessarily **have to proceed with a new Hotel Unit registration**, following the steps referred to in the “**Registration of a New Hotel or Similar Unit**” of this manual.

### 7.5. Elimination of Guest Lists or Accommodation Bulletins

- Lists – Whenever you want to delete a mailing list, you must request it to the address [siba@sef.pt](mailto:siba@sef.pt), indicating:
  - Unit's NIF;
  - List opening date of the list to be deleted.

- Accommodation bulletins – incorrectly inserted accommodation bulletins cannot be delete, but can be corrected as long as the checkout date has not yet been launched and the list is still in the “In editing” state.
- If the checkout date has already been launched and the list has already been sent, and you want to delete or change the data, please request it to [siba@sef.pt](mailto:siba@sef.pt), indicating:
  - Unit's NIF
  - Date of the list to be deleted;
  - Data from the Accommodation Bulletin to be deleted or rectified.
- As the existence of an incorrectly inserted Bulletin does not prevent the regular communication of Accommodation Bulletins, entities must continue to communicate as usual.
- This situation will be rectified in due course.
- The entities will have to create a new record with the correct data of the client(s) in question.

## 7.6. Rules to register Accommodation Bulletins

The procedure for registration of Accommodation Bulletins (check-in and checkout dates) should be as follows:

- The communication of guests check-in dates it must be done within three working days;
- The communication of the guests checkout dates must also be made within the same period of three working days;
- The checkout date must be communicated only and only when the guest leaves the unit;
- Whenever it opens a new list to register new guests, all guests whose checkout date has not yet been registered will appear in those lists. If there are guests checking-out on the day a new list is being create, the checkout dates for those guests must be record;
- So that there is no forgetting in the communication of any guest and for better management, is suggested that the unit should create a list at the beginning of the day and throughout the day record all entries and exits that occur and at the end of the day send the list with the daily movements;
- SIBA allows the checkout at the same time as the check-in. However, to avoid duplication, the checkout should be communicated **only and only** when the guest leaves the unit. Because, if the guest anticipates the departure and the registration has already been communicated to SEF with the entry and exit completed, the entity as no longer access to it, and in these cases has to communicate by email the change in the departure date and repeat the registration with the correct dates;
- In case the guest extends their stay, the entity must repeat the guest registration with the new check-in date.

## 7.7. DIFFICULTIES

### 7.7.1. Technical Problems

Occasionally, errors may appear that have nothing to do with incorrect filling in of mailing lists or filling out the file (*UPLOAD* or *WEBSERVICES*). In this type of situation, the List should be sent again, as it could be errors caused by technical problems.

If the situation persists, please contact SIBA technical support at [siba@sef.pt](mailto:siba@sef.pt) (NIF, name and number of the establishment in question must be indicated in the email) or through the numbers **217115057 /217115059**.

### 7.7.2. Errors in Uploading Files

When sending a File by Upload, the following error may occur:

Envio de ficheiros com Boletins de Alojamento

O ficheiro **121212121.DAT** NÃO foi processado.

Antes de iniciar o carregamento de documentos leia as seguintes instruções:

- 1 O tamanho máximo do ficheiro a carregar não pode ser superior a 4MB
- 2 Só é possível carregar ficheiros com extensão DAT
- 3 Use o botão 'Selecionar' para indicar o ficheiro que pretende enviar
- 4 Quando disponível a etiqueta 'Arraste e largue o ficheiro aqui' pode usar o método de Arrastar e Largar para selecionar o ficheiro a enviar.
- 5 Aguarde e verifique o resultado do envio do ficheiro

Arraste e largue o ficheiro aqui

Selecionar
Selecione o ficheiro a carregar.

**Erros do ficheiro**

Linha	Tipo de Registo	Erro
2	Cabecalho	Tipo registo <> '9'

This error situation may happen because the generated file does not contain information referring to guests of foreign nationality, which makes the SIBA application consider it irrelevant.

Or the generated file contains only lines (0) and 9, respectively header lines and total lines / date / file number.

**Example:**0|BA03|121212121|00|TESTE TESTE |PARQUE TESTE |ARMAÇAO DE PERA |8365|181|231937937|231937937|TESTE |TESTEMOVEL@MAIL.PT |9|00002|20060508|00001|

The procedure to be carried out in this type of situation is:

- First, it is necessary to confirm in the Front-Office application that on the day of the report file, there was no movement of foreign guests.
- The file must contain lines to be recognized by SIBA application:
  - (0) zero - header line;
  - 1 – Guest information line;
  - 9 – Total line / date / file number.



Example:

```
0|BA03|121212121|00|TESTE TESTE |PARQUE TESTE |ARMACAO DE PERA |8365|181|231937000|231937000 |TESTE |TESTEMOVEL@MAIL.PT |
1|MARIA GOIS |AFONSO |AGO|LUANDA |19340830|AS059610 |P |AGO|AGO|LUANDA |20200921|202060928|
1|LEON PINARDO |MOISES |ESP| |19641026|AH23456 |P |ESP|ESP|MADRID |20200928| |
1|VELTMAN |WALTER ROBERTUS |NLD|HOLANDA |19590409|006318 |B |PRT|PRT|FUNCHAL/MADEIRA |20200927|20200928|
9|00005|20200508|00001|
```

**Whenever the file is not filled with lines “1 - customer information line”, it is not necessary to UPLOAD it in SIBA.**

### 7.7.3. Communications difficulties

If there are communication problems in the Hotel Unit or similar or anomalies in the Front-Office software, in order to comply with the legal deadlines for the communication of Accommodation Bulletins, the following procedures must be follow:

- The lack of access to the SIBA Portal due to communication problems or Front Office software must be communicated by email to the Regional Directorate/Delegation of the area where the Hotel Unit is located, with the knowledge to [siba@sef.pt](mailto:siba@sef.pt), as long as this makes it impossible to communicate Accommodation Bulletins electronically. The email must include:
  - NIF of the Hotel Unit or similar;
  - Estimated unavailability of electronic communication;
  - Data of guests who are in the Hotel during the period of unavailability, and the Unit must undertake that, as soon as the situation is reset, it must communicate all the data electronically.
- If it is not possible to communicate the anomaly by e-mail, you can also do it via FAX following the procedures mentioned above.

**The contacts of the Regional Directorates/Delegations are available on the SEF Portal at <http://www.sef.pt>.**