Australian Government

Department of Immigration and Citizenship

Australia's APP
Advance Passenger Processing System

Check-in Guide

An information
booklet containing
operating instructions
for service providers

OCTOBER 2008

people our business

Australia's APP

Advance Passenger Processing System

Disclaimer

Please note this information is correct at time of printing.
For up to date information see www.immi.gov.au

Feedback/suggestions regarding this manual can be sent to
Email: appwebsite@immi.gov.au

Contents

1 APP overview

In January 2003, Australia introduced mandatory Advance Passenger Processing (APP). Under these arrangements, airlines must provide the Department of Immigration and Citizenship (DIAC) with information on **all passengers and crew, including all transit passengers**, travelling to Australia.

This information is collected at check-in through the APP system and transmitted to Australia for use by border agencies prior to the arrival of the aircraft. The data transmitted to Australia is cross-checked against Australia's immigration databases.

The benefits of mandatory APP are:

• to confirm to airlines that a passenger or crew member has the authority for travel to Australia

• to reduce fines on airlines for carrying inadmissible or inadequately documented passengers to Australia

• to facilitate arrival processing for passengers and crew

• to provide Australian immigration authorities with Advance Passenger Information (API) and

• to enhance Australia's border security.

Airlines that do not provide APP on all passengers and crew including transit passengers may be subject to financial penalties.

Prior to the introduction of mandatory APP, check-in agents used the TIETAC* function to check whether a passenger held a valid visa for travel to Australia.

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* A TIETAC function confirms that a passenger has a valid visa and authority to board a plane to Australia. However, it does not transmit Advance Passenger Information to Australian Immigration Authorities. The TIETAC function is located within the Electronic Travel Authority System (ETAS).

2 Processing passengers

All passengers and crew must be APP processed.

This section provides an overview of how to process different types of passengers. It is important to understand that the layout of airline screens and commands used to capture APP information may vary from airline to airline. These instructions should therefore be used as a guide only.

Some airlines will capture passenger and crew information by scanning the machine-readable zone of a passport. Other airlines may require check-in agents to key the data or automatically transfer data from their computer reservation system. The minimum data required for APP processing is:

- passport number
- nationality code (ICAO), as stated in the passport or travel document and
- family name – first four letters only or full family name.

If DIAC systems cannot match the passenger from the minimum data, the check in agent may be prompted to provide the passenger's full details. Full details include:

- passport number
- nationality code (ICAO) as stated in passport or travel document
- full family name
- given names
- date of birth and
- sex.

2.1 Passport holders

All passport holders (excluding passengers who hold a Document of Identity or a Document for Travel to Australia (DFTTA)) should initially be processed for APP using minimum data.

To APP process passengers holding a passport enter:

- passport number
- nationality code (ICAO) as stated in the passport or travel document
- family name – first four letters only or full family name
- travel document type (P) and
- transit field information – if the passenger or crew is entering Australia this field should be set to 'N', if the passenger or crew is transiting Australia this field should be set to 'Y'. See Section 2.8 for further information on processing transit passengers.

APP response:

Where the passenger or crew member is known to DIAC's systems, the check-in agent should receive an 8501 – 'OK TO BOARD' response in most cases.

See Section 3 for details on other APP system responses.

See Section 2.5 for details on processing more than one person on a passport.

2.2 Document for Travel to Australia holders

The Document for Travel To Australia (DFTTA) is designed for single entry only to Australia. An example of a DFTTA is shown on Page 6.

It is important for airlines to check the following features of a DFTTA when presented at check-in:

• original DFTTA is presented. A photocopy of a DFTTA presented by a passenger **is not** deemed to be a valid travel document

• signature and photographs of the person/s intending to travel to Australia are valid and

• valid visa is attached on the bottom left hand corner of the document.

If the DFTTA does not conform to all of the above features, check-in staff should seek advice from the Australian Airline Liaison Officer if available, or contact the Australian Entry Operations Centre (EOC), (see Attachment G for contact details).

To APP process a passenger as a DFTTA holder:

If there is only one person travelling on the DFTTA

From the visa label's machine readable zone (example of a visa label shown on Page 7), enter:

• document number (this should be the same number as on the top right hand corner of the DFTTA)

• nationality code (ICAO) as stated on the visa label and

• family name – first four letters (only) or full family name.

Where the passenger is known to DIAC's systems, the check-in agent should receive a 8501 – 'OK TO BOARD' response.

If the details entered do not match the details stored on DIAC's system a 8502 – 'DO NOT BOARD' response will be returned.

If there is more than one person travelling on the DFTTA

From the visa label's machine readable zone, enter:

- document number (on the top right hand corner of DFTTA)
- nationality code as stated on the visa label and
- family name – first four letters (only) or full family name.

APP will prompt the user for full Advance Passenger Information data and the following details must be entered for each passenger:

- document number (on the top right hand corner of DFTTA)
- nationality code (ICAO) as stated on the document
- full family name
- given names
- date of birth and
- sex.

Note: The details of the primary/visa holder should be read from the visa label affixed to the bottom left side of the DFTTA.

The details of the dependants should be read from the body of the DFTTA.

APP response:

Where the passenger is known to DIAC's systems, the check-in agent should receive a 8501 – 'OK TO BOARD' response.

If the details entered do not match the details stored on DIAC's system a 8502 – 'DO NOT BOARD' response will be returned.

Below is a sample of a DFTTA

Note: Example not to actual size. The DFTTA is A4 in size.

Primary holder biographical details

Document number

Primary holder photograph

X 010101

Visa label

Dependant's biographical details

Dependant's photographs

Below is a sample of a visa label

The machine readable zone is at the bottom of the visa. This is where the passport or travel document number, nationality code and family name must be read from.

Document number   Nationality code   Family name

2.3 Military personnel and their dependants

Certain military personnel will be travelling on duty without a passport and will only present their military identification and movement orders. Refer to Attachment B for military personnel who do not require a visa to enter and remain in Australia.

To process military personnel who are listed in Attachment B

These travellers should be processed through APP by their full details (see over), with 'O' in the document type field.

Some will be travelling with dependant family members, who whilst not requiring a visa, will need to present a valid passport or travel document.

Family members should be processed by their full details (see below), with 'P' in the document type field.

To process passengers with full details, enter the following:

- document number
- nationality code (ICAO) as stated in passport or travel document
- full family name
- given names
- date of birth and
- sex.

APP response:

If the military personnel are listed in Attachment B, the check-in agent will receive a 'DO NOT BOARD response. The check-in agent can then perform an 'A' override. See Section 5 for detailed information on the use of system overrides.

All military personnel, **not** listed in Attachment B, must hold a valid visa for travel to Australia. These travellers should be processed through APP by their passport.

To process passengers as passport holders enter:

- passport or travel document number
- nationality code (ICAO) as stated in passport or travel document
- family name – first four letters (only) or full family name

- travel document type (P) and

- transit field information – set to 'N'.

APP response:

If the military personnel are **not** listed in Attachment B, and they have a valid visa, an 'OK TO BOARD' response will be given.

2.4 Holders of a Certificate of Identity or Titre De Voyage

Australia may issue a Certificate of Identity and Titre De Voyage to persons who are unable to obtain a passport from their country of nationality. Passengers holding these documents, who are **not** Australian Citizens, require a valid Australian visa to travel to Australia. Their nationality will be indicated in the travel document.
These passengers should be APP processed using their full details (see below) with document type 'P'.

To process passengers with full details, enter the following:

- document number

- nationality code (ICAO) as stated in travel document

- full family name

- given names

- date of birth and

- sex.

APP response:

Where the passenger is known to DIAC's systems, the check-in agent should receive a 8501 – 'OK TO BOARD' response.

If the details entered do not match the details stored on DIAC's system a 8502 – 'DO NOT BOARD' response will be returned.

2.5   Family passports

Some countries still issue family passports. A family passport will include the primary holder (mother or father) and children. Passengers presenting a family passport, even if they are travelling without the children, should be processed for APP using their full details (see over). If all family members are travelling, then the check-in agent will need to submit an APP check for **each** person, using their full details (see over). The check-in agent should be aware that children on a family passport cannot travel without the primary holder.

The check-in agent may also be presented with a family travelling on a Document for Travel to Australia (DFTTA). Where a family DFTTA is presented the check-in agent must submit an APP check for **each** person using their full details. Refer to Section 2.2 for details on processing family members on DFTTAs.

APP response:

APP processing must be conducted using full passenger details for family passports. The APP system will give a 8502 – 'DO NOT BOARD' response if only minimum data is entered.

To process passengers with full details, enter the following:

• passport number

• nationality (ICAO) as stated in passport or travel document

• full family name

• given names

• date of birth and

• sex.

2.6 Passengers without travel documents

In some situations a passenger may need to travel without a valid travel document, for example, if the passport is lost or stolen. Some passengers without travel documents are entitled to travel to Australia provided the EOC has granted 'uplift approval'. These passengers will need to be processed through APP using full details and with document type 'N'.

To process an undocumented passenger enter the following:

• full family name

• given names

• date of birth and

• sex.

APP response:

APP processing must be conducted using full passenger details for passengers travelling without travel documents. The APP system will give a 8510 – 'CONTACT EOC' response. Once the EOC has given 'uplift approval' check-in staff must enter a 'G' override.

Note: 'G' overrides can only be authorised by the EOC. See Section 5 for more detailed information on the use of system overrides.

2.7 Passengers with a Valid Visa in an Old Passport (including a Return Endorsement or an Authority to Return)

Passengers may present at check-in with two passports – a valid passport and an expired passport containing an Australian visa that is still valid. Provided the visa is still valid (check the expiry date of the visa or refer to the EOC if unsure) and the passenger has a new valid

passport the passenger is considered to be adequately documented for travel to Australia. The check-in agent should submit the APP check using the passport number that contains the valid visa.

APP response:

The APP system will give a 8501 – 'OK TO BOARD' response.

2.8 Transit Passengers

All passengers transiting Australia must be APP processed.
It is the responsibility of the check-in agent to identify and process all passengers transiting Australia.

When a passenger arrives at an Australian airport, and will be leaving Australia on an outbound flight without passing through immigration clearance, the passenger will be classified as a transit passenger.

Some transit passengers will require a visa, however nationals listed at Attachment B can Transit Australia Without a Visa (TWOV).

When processing transit passengers through the APP System there are three possible transactions types, these are Intermediate Transit, Transit at Destination and Transit at Origin. The transaction types used will depend on the airline's DCS (Departure Control System).

Intermediate Transit

An Intermediate Transit transaction will be required if the passenger remains on the one flight until they reach their final destination. For processing APP, the check-in agent should enter the origin port and the destination port of the passenger.

For example, a passenger travelling Dubai-Singapore-Sydney-Auckland on the one flight, the check-in agent would enter Dubai as

the origin port and Auckland as the destination port, the transit flag does not need to be set. The system will automatically notify Australia that this passenger is transiting Australia. Only one APP transaction is required.

This type of transit situation is identified by the APP System by reference to the Official Airline Guide Schedules so the airline does not need to take any special action. However, the airline must ensure that APP is completed for all passengers in these circumstances.

Transit at Origin and Transit at Destination

A Transit at Origin and Transit at Destination transaction is required if the passenger changes flights in an APP country before they reach their final destination.

Because there are two flights involved, two separate APP transactions must be conducted. In each transaction the appropriate transit field must be set to (Y).

For example, where a passenger travelling Singapore-Sydney-Auckland with a change of flight in Sydney, the passenger must be checked-in and an APP transaction conducted on each sector of the journey.

In the APP transaction for the Singapore-Sydney sector the passenger must be flagged as Transit at Destination in the Check-in Request message by setting the transit field to (Y).

In the APP transaction for the Sydney-Auckland sector, the passenger must be flagged as Transit at Origin in the Check-in Request message by setting the transit field to (Y).

Processing Transit Passengers with or without visas

Transit passengers **with visas** should be APP processed using the **minimum data**.

To process passengers with minimum data, enter the following:

- passport or travel document number
- nationality code (ICAO) as stated in passport or travel document and
- family name - first four letters (only) or full family name

Those eligible for TWOV must be APP processed with **full details**.

To process passengers with full details, enter the following:

- passport number
- nationality code (ICAO) as stated in passport or travel document
- full family name
- given names
- date of birth and
- sex.

For nationals who are eligible for TWOV refer to Attachment B or the Travel Information Manual (TIM).

APP Response:

If the passenger holds a visa, the response will be a 8501 – 'OK TO BOARD'.

If the passenger is processed by passport and the nationality is a TWOV nationality, the response will be a 8501 – 'OK TO BOARD'.

If the passenger is processed with a document other than a passport

and the nationality is a TWOV, the response will be a 8502 – 'DO NOT BOARD' and the airline can do an 'A' override.

If the passenger does not hold a visa and is not a TWOV nationality the APP response will be a 8502 – 'DO NOT BOARD'. The passenger will need to obtain an Australian visa.

2.9 Airline crew

All airline crew, both operational and positioning, must be APP processed. They must have a valid passport and an airline identity document. Positioning air crew must also have a letter from their employer confirming their status.

All crew, with the exception of Australian and New Zealand passport holders, must have a Crew Travel Authority (CTA). A CTA is valid for the life of a passport. It is electronic and there is no evidence of the CTA registration in a passport.

A CTA registration can be completed online via the APP website www.eta.immi.gov.au/app.html. Airlines will have registered users who can access the APP website. Registration of crew is usually completed by the airline personnel or crewing areas.

APP response:

If the crew member holds a valid CTA the APP system will give a 8501 – 'OK TO BOARD' response.

If the crew member does not hold a valid CTA (or any other valid visa) the APP system will give a 8502 – 'DO NOT BOARD' response.

3 APP system responses

Following is a list of responses that the check-in agent could receive when processing passengers using the APP System.

OK to Board (8501)

This response indicates that the data has been sent to Australian immigration authorities and the passenger or crew member may board the aircraft.

A check-in agent will usually receive a 8501 – 'OK TO BOARD' response, although agents may receive other responses (see over).

If the check-in agent does not receive a 8501 – 'OK TO BOARD' response, they **must** ensure they have entered the correct minimum data. Most problems occur because the minimum data is incorrect. A simple way of ensuring the minimum data is correct is to read it directly from the machine readable zone on the passenger's passport (see example on page 17).

Below is a sample of a bio page including the machine readable zone on a passport.

machine readable zone

Document number (E0991004)   Family name (Citizen)

Nationality (AUS)

Repeated OK to Board (8508)

When check-in is being performed for a group of passengers, check-in staff sometimes mistakenly capture details from the same passport for more than one passenger, perhaps by swiping the same passport twice using a passport reader. This results in a duplicate APP transaction for one passenger and no APP transaction for another.

This response, like the OK TO BOARD (8501) response indicates that data has been sent to Australian immigration authorities and the passenger or crew member may board the aircraft. The response code is simply a warning message to check-in staff that APP has already been submitted using the passport details.

Override Accepted (8517)

This response is generated after check-in staff have entered an override into the system. Check-in staff can board a passenger following receipt of this response.

See Section 5 for more detailed information on the use of overrides.

Other responses

If the passenger is not known to DIAC's systems, or the data is insufficient to find a record, the check-in agent may receive any of the following responses or error messages.

Insufficient data (8516)

If the check-in agent receives a 8516 error message, depending on the system they are using, they will need to:

Integrated APP transaction:

- check that the correct minimum data has been entered and

- if the minimum data was correct, the check-in agent will need to resubmit the request with the passenger's full details.

Full details include:

- passport or travel document number

- nationality code (ICAO) as stated in passport or travel document

- full family name

- given names

- date of birth and

- sex.

Standalone APP transaction:

- check that the correct minimum data has been entered and

- if the minimum data was correct, the check-in agent will need to resubmit the request with the remainder of the passenger's details (the original check-in details are retained by the Communications Gateway (CG) and re-displayed in the API data collection screen).

Do not Board (8502)

If the check-in agent receives a 8502 response they should:

- check that the correct minimum data has been entered (most mistakes occur in the nationality code and the spelling of the family name)

- check whether the passenger has a valid visa – this can be done by completing a TIETAC search (TIETAC is an enquiry function

within the ETAS which is used to check if the person has a visa or an Electronic Travel Authority (ETA)) and

• confirm that a visa label is held.

A 8502 response could mean that the passenger does not have a visa for travel to Australia or a crew member does not have Crew Travel Authority. If the passenger does not have a visa then the check-in agent could, provided the passenger is an eligible national, issue the passenger an ETA. For ETA eligible passports refer to Attachment E.

Provided the passenger is one of the following:

• a permanent resident of Norfolk Island

• holds a Return Endorsement or an Authority to Return stamp

• is transiting Australia and is a national listed at Attachment B

• is a member of the United Nations office in Timor Leste (UNOTIL)

• is classified as being in the Armed Forces of Malaysia, Papua New Guinea, Singapore, the USA or

• is in the Commonwealth Armed Forces or Asian Pacific Forces.

the check-in agent will need to resubmit the APP check with the passenger's full details.

See Attachment B for complete listings.

The check-in agent will still receive a 'DO NOT BOARD' response

after providing the full details, however airline supervisors may have authority to override this command. If so, the supervisor is able to override this response **only** if the passenger is in one of the categories on previous page or they have checked TIM for any other exceptions. See Section 5 APP System Overrides.

To process passengers with full details, enter the following:

- passport or travel document number
- nationality code(ICAO code) as stated in passport or travel document
- full family name
- given names
- date of birth and
- sex.

If the response relates to a crew member, the check-in agent should contact the airline personnel or crewing areas and ensure the crew member is registered for a CTA. Alternatively a CTA can be obtained for the crew member online via the APP website at www.eta.immi. gov.au/app.html (see Section 2.9 for further details on crew processing).

Duplicate names (8507)

This response is received because the system has found more than one record which matches the minimum data entered. The check-in agent must resubmit the APP transaction with the passenger's full details.

Full details include:

- passport or travel document number
- nationality code (ICAO) as stated in passport or travel document
- full family name

- given names
- date of birth and
- sex.

Contact EOC (8510)

If this response is received, the check-in agent should contact the EOC immediately and **must not** board a passenger without permission from the EOC in Australia.

The contact details for the EOC are:

Entry Operations Centre:

Canberra Australia (24 hour, seven days operation)

Phone: +61 1300 368 126 – Airline and other enquiries
             +61 1300 368 970 – Seaport enquiries

Fax: +61 1300 368 422

Sitatex: CBRIXCR

Email: eoc@immi.gov.au

If permission to board is given by the EOC the check-in agent supervisors must override this response. Refer to Section 5 for further information on APP System Overrides.

Override Not Authorised (6092)

This error message is generated if check-in staff have entered a 'G' override but a matching authorisation cannot be found. Check-in staff should not board the passenger if this error message is received.

See Section 5 for more detailed information on the use of overrides.

4 Cancelling an APP transaction

APP transactions may be cancelled. Transactions should be cancelled in situations where an APP transaction was completed with incorrect data, or where an APP transaction was completed for a passenger or crew member who subsequently does not board the flight.

To cancel an APP transaction on a standalone system, enter 'TIETAX'.

For integrated systems follow your airline's network procedures.

• To ensure the cancellation is successful, the check-in agent, must enter the SAME data that was entered for the original APP transaction.

The response received is 'CANCELLED' (8505). Check-in agents may also receive a response of 'NO RECORD' (8506) which indicates that a previous APP transaction was not cancelled because no existing record could be found. If this message is received the check-in agent should check that the data entered was identical to the original APP transaction.

5 APP system overrides

In specific circumstances, airlines can override an APP message of 8502 – 'DO NOT BOARD'. Procedures for using the override codes will vary between airlines.

Overrides are used to indicate to Australian immigration authorities that the passenger or crew member does not hold an authority to travel to Australia such as a visa, Australian passport or New Zealand passport **but** qualifies for travel to Australia through published guidelines Travel Information Manual (TIM) or by special permission from the EOC.

The override facility is usually limited to check-in supervisors but its use varies between airlines. There are two override codes, Code 'A' and Code 'G'.

Code 'A' should be used when an airline makes a decision to override the APP message in specific circumstances.

These specific circumstances are:

- TWOV passengers – see Section 2.8 for information on processing transit passengers, refer to TIM or Attachment B

- military personnel from certain countries travelling on military orders and military identification, and their dependants (see Section 2.3 for processing Military Personnel)

- personnel from the United Nations office in Timor Leste (UNOTIL)

- positioning air crew

- Permanent Residents of Norfolk Island and

- residents of Australia holding an 'Authority to Return' or 'Return

Endorsement' (a stamp) in an expired passport but holding a valid national passport returning to Australia within three years of their last departure from Australia.

For detailed explanations of these cases refer to Attachment B or TIM.

The check-in agent will have already been prompted to provide full details for the passenger and crew list on the previous page, therefore check-in agents can use the 'A' override code.

The check-in agent will then receive a 8517 – 'OVERRIDE ACCEPTED' response once an 'A' override has been accepted. This means the override has been successful and the APP information has been received by DIAC. Do not undertake another APP check once the 8517 –'OVERRIDE ACCEPTED' response is received. The passenger may now board the plane.

Code 'G' must ONLY be used when the EOC in Australia has given authority to override an APP response and has recorded an authorisation in the system.

If the 8510 - 'CONTACT EOC' message is received and EOC have given authority to use the 'G' override, the check-in agent can then enter the 'G' override. The APP system then checks for a matching authorisation and, if an authorisation is found, the check-in agent will receive a 8517 – 'OVERRIDE ACCEPTED' response. This means the override has been successful and the APP information has been received by DIAC. Do not undertake another APP check once the 8517 – 'OVERRIDE ACCEPTED' response is received. The passenger may now board the plane.

If a matching authorisation is not found, the check-in agent will receive a 6092 - 'OVERRIDE NOT AUTHORISED' error message. This means the override has **not** been successful.

In these circumstances, the check-in agent should contact the EOC to authorise the 'G' override. If the EOC has authorised the 'G' override, then the check-in agent should check that the APP data has been entered correctly and contact the EOC again if still receiving an error message.

Note: The above responses relate only to the Australian APP system. Responses for the New Zealand APP system may differ from those listed above.

6   System down procedures

Australian law requires airlines to report on all passengers and crew travelling to Australia through the APP system. If carriers fail to do so they may be subject to financial penalties. By complying with APP requirements, airlines may avoid penalties in the case of systems down.

6.1 Confirm the problem

Contact the Airline Internal Help Desk to identify if the problem is internal or a SITA problem. If the problem is with the local SITA network, the Airline Help Desk should work with SITA to resolve the problem.

SITA help desk contact numbers:
Phone: 1-770-850-4555
Sitatex: ATLHDXS
Email: pss-helpdesk@sita.aero

6.2 Notifying the EOC

If the airline systems are not available and normal processing cannot continue, airlines may avoid penalties for failing to provide APP data

by advising the EOC by SITATEX, email, fax or by telephone with the following:

- flight number
- departure point
- estimated time and date of departure
- arrival port/s in Australia
- estimated time and date of arrival/s and
- follow system down procedures outlined below.

Contact details for the EOC are listed in Attachment G.

6.3 If an airline cannot access the APP system but has access to the ETA system

- check that the passport or travel document belongs to the passenger or crew and that the document is valid (face-to-passport check)

- check there are no obvious signs of the travel document being fraudulently altered. This includes photo substitution, changed data, pages missing, or any tampering. (See Attachment D for Tips on Detecting Fraudulent Documents)

- if a valid Australian or New Zealand passport is held, allow the passenger to board

- for all other foreign nationals, use the TIETAC process to check the validity of the travel document and the authority to enter and remain in Australia. (For instructions on the use of TIETAC refer to the ETAS Manual)

- if TIETAC response message is 'OK TO BOARD' (8501), allow boarding and

- if TIETAC response message is 'DO NOT BOARD' (8502) or 'CONTACT EOC' (8510), contact EOC in Australia.

6.4 If an airline cannot access the APP system and the ETA system

- allow Australian and New Zealand passport holders to board

- for all other foreign nationals, manually check to see if their passport or travel document contains a valid visa label

- if there is no visa label, confirm the passenger holds a valid national travel document and ask them if they hold an electronic visa

- if the passenger answers 'YES', board the passenger and

- if the passenger answers 'NO', contact the EOC.

  If the check-in agent has any doubts consult the Australian ALO, where possible, or contact the EOC in Australia.

Attachment A

ICAO codes for countries and regions

Country	ICAO Code	Country	ICAO Code
Afghanistan	AFG	Benin	BEN
Albania	ALB	Bermuda	BMU
Algeria	DZA	Bhutan	BTN
American Samoa	ASM	Bolivia	BOL
Andorra	AND	Bosnia and Herzegovina	BIH
Angola	AGO		
Anguilla	AIA	Botswana	BWA
Antarctica	ATA	Bouvet Island	BVT
Antigua and Barbuda	ATG	Brazil	BRA
Argentina	ARG	British – Citizen	GBR
Armenia	ARM	British – Dependant Territories Citizen	GBD
Aruba	ABW		
Australia	AUS	British – National Overseas	GBN
Austria	AUT		
Azerbaijan	AZE	British – Overseas Citizen	GBO
Bahamas	BHS		
Bahrain	BHR	British – Protected Person	GBP
Bangladesh	BGD		
Barbados	BRD	British – Subject	GBS
Belarus	BLR	Brunei Darussalam	BRN
Belgium	BEL	Bulgaria	BGR
Belize	BLZ	Burkina Faso	BFA
		Burundi	BDI

Country	ICAO Code	Country	ICAO Code
Cambodia	KHM	Djibouti	DJI
Cameroon	CMR	Dominica	DMA
Canada	CAN	Dominican Republic	DOM
Cape Verde	CPV	East Timor	TMP
Cayman Islands	CYM	Ecuador	ECU
Chad	TCD	Egypt	EGY
Central African Republic	CAF	El Salvador	SLV
		Equatorial Guinea	GNQ
Chile	CHL	Eritrea	ERI
China	CHN	Estonia	EST
Christmas Island	CXR	Ethiopia	ETH
Cocos (Keeling) Isl	CCK	Falkland Islands	FLK
Colombia	COL	Faroe Islands	FRO
Comoros	COM	Fiji	FJI
Congo	COG	Finland	FIN
Dem Rep of the Congo	COD	France	FRA
Cook Islands	COK	France – Metropolitan	FXX
Costa Rica	CRI	French Guiana	GUF
Cote D'ivoire	CIV	French Polynesia	PYF
Croatia	HRV	French Southern Territories	ATF
Cuba	CUB		
Cyprus	CYP	Gabon	GAB
Czech Republic	CZE	Gambia	GMB
Czechoslovakia	CSK	Georgia	GEO
Denmark	DNK		

Country	ICAO Code	Country	ICAO Code
South Georgia and the South Sandwich Islands	SGS	Indonesia	IDN
		British Indian Ocean Territory	IOT
Germany	D	Iran	IRN
Ghana	GHA	Iraq	IRQ
Gibraltar	GIB	Ireland	IRL
Great Britain – Citizen	GBR	Israel	ISR
		Italy	ITA
Great Britain – National Overseas	GBN	Jamaica	JAM
		Japan	JPN
Greece	GRC	Jordan	JOR
Greenland	GRL	Kazakhstan	KAZ
Grenada	GRD	Kenya	KEN
Guadeloupe	GLP	Kiribati	KIR
Guam	GUM	Korea, Republic of (Sth)	KOR
Guatemala	GTM		
Guinea	GIN	Korea, Dem Peoples (Nth)	PRK
Guinea-Bissau	GNB		
Guyana	GUY	Kuwait	KWT
Haiti	HTI	Kyrgyzstan	KGZ
Heard and Mcdonald Islands	HMD	Lao Peoples Dem Rep	LAO
Honduras	HND	Latvia	LVA
Hong Kong (SAR)	HKG	Lebanon	LBN
Hungary	HUN	Lesotho	LSO
Iceland	ISL	Liberia	LBR
India	IND	Libyan Arab Jamahiri	LBY

Country	ICAO Code	Country	ICAO Code
Liechtenstein	LIE	Morocco	MAR
Lithuania	LTU	Mozambique	MOZ
Luxembourg	LUX	Myanmar	MMR
Macau	MAC	Namibia	NAM
FYROM – Former Yugoslav Republic of Macedonia	MKD	Nauru	NRU
		Nepal	NPL
Madagascar	MDG	Netherlands – Kingdom	NLD
Malawi	MWI		
Malaysia	MYS	Netherlands Antilles	ANT
Maldives	MDV	New Caledonia	NCL
Mali	MLI	New Zealand	NZL
Malta	MLT	Nicaragua	NIC
Marshall Islands	MHL	Niger	NER
Martinique	MTQ	Nigeria	NGA
Mauritania	MRT	Niue	NIU
Mauritius	MUS	Norfolk Island	NFK
Mayotte	MYT	Northern Mariana Isl	MNP
Mexico	MEX	Norway	NOR
Micronesia – Federated States of	FSM	Oman	OMN
		Pakistan	PAK
Moldova, Republic of	MDA	Palau	PLW
Monaco	MCO	Palestinian Authority	PSE
Mongolia	MNG	Panama	PAN
Montenegro	MNE	Papua New Guinea	PNG
Montserrat	MSR	Paraguay	PRY
		Peru	PER

Country	ICAO Code	Country	ICAO Code
Philippines	PHL	Seychelles	SYC
Pitcairn	PCN	Sierra Leone	SLE
Poland	POL	Singapore	SGP
Portugal	PRT	Slovak Republic	SVK
Puerto Rico	PRI	Slovenia	SVN
Qatar	QAT	Solomon Islands	SLB
Refugee as per Article 1, 1951 Convention	XXB	Somalia	SOM
		South Africa	ZAF
Refugee other than Article 1 of 1951 Convention	XXC	Spain	ESP
		Sri Lanka	LKA
		Stateless Person	XXA
Reunion	REU	St Helena	SHN
Romania	ROM	St Kitts & Nevis	KNA
Russian Federation	RUS	St Pierre and Miquelon	SPM
Rwanda	RWA	St Vincent & the Grenadines	VCT
Sahara, Western	ESH		
Saint Lucia	LCA	Sudan	SDN
Samoa	WSM	Suriname	SUR
San Marino, Republic of	SMR	Svalbard and Jan Mayen Island	SJM
Sao Tome and Principe	STP	Sweden	SWE
Saudi Arabia	SAU	Swaziland	SWZ
Serbia	SRB	Switzerland	CHE
Senegal	SEN	Syrian Arab Republic	SYR
Serbia & Montenegro	SCG	Taiwan	TWN

Country	ICAO Code	Country	ICAO Code
Tajikistan	TJK	United Kingdom – National Overseas	GBN
Tanzania	TZA	United States	USA
Thailand	THA	Unspecified Nationality	XXX
Timor – East	TMP	Uruguay	URY
Timor – Leste	TLS	Uzbekistan	UZB
Togo	TGO	Vanuatu	VUT
Tokelau	TKL	Vatican City State	VAT
Tonga	TON	Venezuela	VEN
Trinidad and Tobago	TTO	Vietnam	VNM
Tunisia	TUN	Virgin Islands (Brit)	VGB
Turkey	TUR	Virgin Islands (Us)	VIR
Turkmenistan	TKM	Wallis and Futuna Islands	WLF
Turks and Caicos Islands	TCA	Yemen, Republic of	YEM
Tuvalu	TUV	Yemen	YMD
Uganda	UGA	Yugoslavia	YUG
Ukraine	UKR	Zaire	ZAR
United Arab Emirates	ARE	Zambia	ZME
United Kingdom – Citizen	GBR	Zimbabwe	ZWE

Attachment B

Passengers who do not need to obtain a visa before travelling to Australia

(from TIMATIC or TIM)

All persons entering Australia must hold a visa except for:

1. nationals of Australia

2. members of the Armed Forces, travelling on duty and holding a Movement Order, of the following countries: Antigua & Barbuda, Bahamas, Barbados, Belize, Brunei Darussalam, Canada, Fiji, Grenada, Jamaica, Malaysia, Mauritius, New Zealand, Solomon Islands, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Thailand, Tonga, Tuvalu or United Kingdom

3. Armed Forces of Malaysia, Papua New Guinea, Singapore and USA:

   a) military personnel holding Movement Orders

   b) civilian component of a) above, provided they hold a Status Certificate stamped in their passport or on official letter head

4. accompanying or joining spouse or dependant relatives of '2', '3a)' or '3b)' if they hold a valid passport and a Status Certificate

5. permanent residents of Norfolk Island holding a passport endorsed with the authority to reside indefinitely in Norfolk Island. These passengers must apply for a 'Permanent Residents of Norfolk Island Visa' on arrival at the Australian border

6. nationals of New Zealand who must apply for a 'Special Category Visa' (SCV) by presenting a valid New Zealand passport and a completed passenger card on arrival at the Australian border

7. personnel employed by the United Nations Mission in Timor Leste, holding a valid passport or travel document and a UN identity card or a letter from the UN identifying them as personnel employed by UN operations in Timor Leste

Transit Passengers Without Visas (TWOV)

8. passengers transiting to a third country by the same, or a connecting aircraft within eight hours of scheduled arrival time. These passengers must:

    • hold a ticket, or evidence of an e-ticket, with confirmed onward reservation

    • hold all documents required for their next destination and

    • not leave the transit lounge.
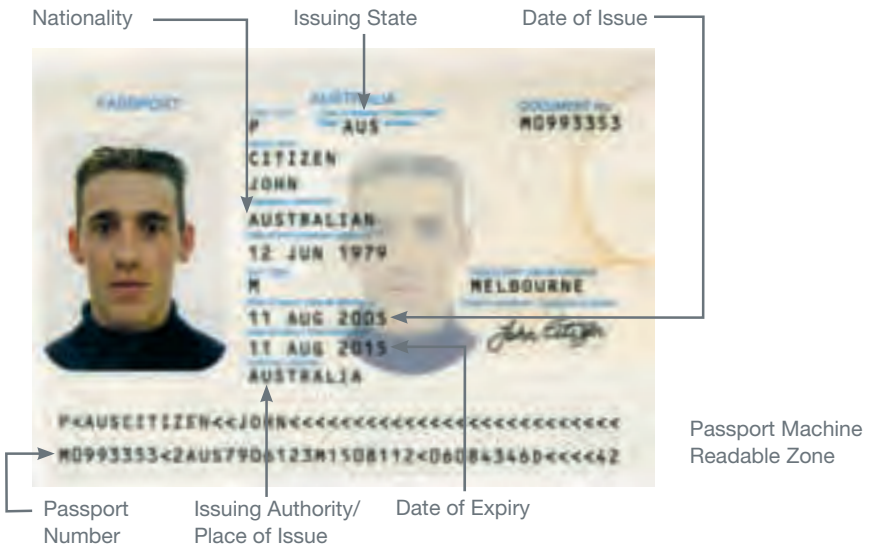
They must also be in one of the following categories:

a) a national of one of the following: Andorra, Argentina, Austria, Belgium, Brunei, Canada, Cyprus, Czech Republic, Denmark, Estonia, Fiji, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Ireland, Italy, Japan, Kiribati, Korea Rep. (South), Latvia, Liechtenstein, Lithuania, Luxembourg, Malaysia, Malta, Marshall Islands, Mexico, Micronesia, Monaco, Nauru, Netherlands, New Zealand, Norway, Palau, Papua New Guinea, Philippines, Poland, Portugal, Samoa, San Marino, Singapore, Slovak Rep., Slovenia, Solomon Islands, South Africa, Spain, Sweden, Switzerland, Thailand, Tonga, Tuvalu, USA, Vanuatu, Vatican City or

b) hold a Chinese Taipei normal passport only or

c) hold a British passport (irrespective of endorsement in passport regarding national status) or

d) be a national of China (People's Republic) provided they hold a Hong Kong (SAR) passport or

e) hold a diplomatic passport. However, this is not applicable to nationals of:

    i. Afghanistan, Algeria, Angola, Bahrain, Bosnia and Herzegovina, Comoros Isl., Democratic People's Republic of Korea (DPRK), Egypt, Iran, Iraq, Jordan, Kuwait, Lebanon, Libya, Madagascar, Mauritania, Morocco, Oman, Pakistan, Qatar, Russian Fed., Saudi Arabia, Sierra Leone, Somalia, Sudan, Syria, Tunisia, United Arab-Emirates, Yemen Rep, Zimbabwe and Arab Non-National Passport Holders (ANNPH) and

    ii. Chinese Taipei holding diplomatic or official passports.

Attachment C

ICAO Passport Data Help Card

The sample passport below identifies the location of several of the passport data fields required when applying for an Australian Visa. All data must be entered **exactly** as shown on the passport.

Nationality — Issuing State — Date of Issue —

Passport Machine Readable Zone

Passport Number — Issuing Authority/ Place of Issue — Date of Expiry

Issuing State

This field is the country that issued the passport. It appears at the top of the passport and in the first line of the machine readable zone. This information is also found on the front cover of the passport. The issuing state field may be called Code, Code of Issuing State, Issuing Country, Country Code, Code of State or something similar. Although the code is usually a three-character ICAO code, there are some exceptions: For example, the code for Germany is 'D'.

Date of Issue/Date of Expiry/Date of Birth

These dates must be entered as shown in the passport. This information is generally located on the passport page with the owner's photo.

Note: The date of issue should be entered exactly as shown in the passport and the date of expiry should be the last date shown, including any extensions.

Issuing Authority/Place of Issue

The field is the authority that issued the passport, or the place where the passport was issued. The name of the field is dependent on the country issuing the passport. The information will be located in the passport somewhere near the applicant's name. The field may be called Issuing Authority or Authority or Place of Issue or something similar. These details could be a series of numbers, a place, the name of a government department or a stamp. If it is a stamp, please ensure that all information contained in the stamp is included – for example, British High Commission; Wellington; 861; Sydney; Ministry of Foreign Affairs – Mumbai, etc.

Note: Data should be entered exactly as shown in the passport.

Passport Number

The passport number is found in two locations on all ICAO standard passports. The data entered for this field must be the passport number as written in the first nine characters of the second line of the machine readable zone (MRZ).

Note: The number in the visual zone may be different for some passports (eg Lebanese passports may show an alpha character in the visual zone but only a number in the MRZ.

Attachment D

Tips for detecting fraudulent documents

1. Examine the outside cover:

• Check the cover material for cracking or wrinkling.

• Are there any creases or cuts to the spine?

2. Examine the pages:

• Check for any security features, for example intaglio printing, ultra violet.

• Check for tearing, staining, excess glue, or other signs of tampering.

• Check printing quality for breaks in the lettering, or fine line blurring.

• Count the pages – are they numbered with the numbers in the same position and type style?

• Are all of the pages the same size and colour?

3. Examine the numbers:

• Are the document numbers all of the same style? Are there signs of erasure, overwriting or substitution of a new number?

• If perforated, are there any perforations which do not line up or are not of the same quality throughout?

4. Biographical data:

- Look for signs of erasure or overwriting, ie. fibre disturbance, staining or bleaching.

- Are all entries in the same handwriting, type style, and ink colour?

- Do the details match the bearer?

- Check the expiry date (found on all passports) and extension date(s) if applicable for signs of alteration.

5. Binding:

- Binding should be consistent and tight.

- Binding on all pages should be clean and without extra holes.

6. Photograph:

- Check for any signs of a previous photograph.

- Check the reverse side of the photograph page (including the cover) for stains, wrinkling, abnormal thickness, or signs of excess glue.

- If dry or wet seal impressions are present on the photograph, do they align with the remaining portions of the seals on the page?

- Does the dry seal impression within the photograph align with the seal impression in the comparative area in the page behind the photograph?

7. Lamina:

- Is there a second layer of lamina?

- Is there any wrinkling or lack of adhesion?

- Does the lamina fit the page neatly or has it been trimmed to fit?

- Are there any breaks in the security pattern?

- Are there any cuts or tears along the edges of the photograph?

8. Ultra violet features:

- Do all pages fluoresce at the same intensity?

- Are the UV security features, threads, fibres or planchettes consistent on all pages?

- Is there any disturbance or discoloration to the UV features in lamina?

9. Production quality:

- If watermarks are present are they in all pages? Do these watermarks fluoresce under UV light?

- Do the security features, patterns or micro-printing show consistent quality?

Attachment E

ETA eligible passports

The following are ETA eligible passports that may be processed for an ETA. Details of all major countries and corresponding ICAO codes are listed in Attachment A of this manual.

Andorra	AND	Luxembourg	LUX
Austria	AUT	Malaysia	MYS
Belgium	BEL	Malta	MLT
Brunei Darussalam	BRN	Monaco	MCO
Canada	CAN	Netherlands	NLD
Denmark	DNK	Norway	NOR
Finland	FIN	Portugal	PRT
France	FRA	San Marino, Republic of	SMR
Germany	D	Singapore	SGP
Greece	GRC		
Hong Kong (SAR)	HKG	Spain	ESP
Iceland	ISL	Sweden	SWE
Ireland	IRL	Switzerland	CHE
Italy	ITA	*Taiwan	TWN
Japan	JPN	UK – Brit Citz	GBR
Korea, Republic of (Sth)	KOR	**UK – British National (Overseas)	GBN
Liechtenstein	LIE	United States	USA
		Vatican	VAT

*   Holders of Taiwan passports can only be processed for an ETA if resident in and applying in Taiwan.
** Holders of UK passports which indicate their nationality to be British National (Overseas) can only be processed for an ETA if resident in and applying in Hong Kong.

Access the latest list of countries on the internet at

www.immi.gov.au

Attachment F

Acronyms

API	Advance Passenger Information
APP	Advance Passenger Processing System
ALO	Airline Liaison Officer
CTA	Crew Travel Authority
DCS	Departure Control System
DIAC	Department of Immigration and Citizenship
DFTTA	Document for Travel To Australia
EOC	Entry Operations Centre
ETAS	Electronic Travel Authority System
ICAO	International Civil Aviation Organisation
MRZ	Machine Readable Zone
OAG	Official Airline Guide
TIETAC	ETA Check-in screen to check for valid visa
TIM	Travel Information Manual
TWOV	Transit Without a Visa

Attachment G

Contacts

Entry Operations Centre:
Canberra Australia
(24 hour, seven days operation)
Phone: Airline and other enquiries -
+61 1300 368 126
Seaport enquiries -
+61 1300 368 970
Fax: +61 1300 368 422
Sitatex: CBRIXCR
Email:eoc@immi.gov.au

APP Support:
Canberra Australia
(During business hours)
For queries in relation to
APP Processing:
Email: appwebsite@immi.gov.au
Phone: +61 2 6223 8291
Fax: +61 2 6198 7436

Attachment H

Reference materials

DIAC Bulletins for Airlines can be found at www.eta.immi.gov.au/app.html