



## 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	Botswana	BWA
Anguilla	AIA	Bouvet Island	BVT
Antarctica	ATA	Brazil	BRA
Antigua and Barbuda	ATG	British – Citizen	GBR
Argentina	ARG	British – Dependant Territories Citizen	GBD
Armenia	ARM	British – National Overseas	GBN
Aruba	ABW	British – Overseas Citizen	GBO
Australia	AUS	British – Protected Person	GBP
Austria	AUT	British – Subject	GBS
Azerbaijan	AZE	Brunei Darussalam	BRN
Bahamas	BHS	Bulgaria	BGR
Bahrain	BHR	Burkina Faso	BFA
Bangladesh	BGD	Burundi	BDI
Barbados	BRD		
Belarus	BLR		
Belgium	BEL		
Belize	BLZ		

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
Chile	CHL	Equatorial Guinea	GNQ
China	CHN	Eritrea	ERI
Christmas Island	CXR	Estonia	EST
Cocos (Keeling) Isl	CCK	Ethiopia	ETH
Colombia	COL	Falkland Islands	FLK
Comoros	COM	Faroe Islands	FRO
Congo	COG	Fiji	FJI
Dem Rep of the Congo	COD	Finland	FIN
Cook Islands	COK	France	FRA
Costa Rica	CRI	France – Metropolitan	FXX
Cote D’ivoire	CIV	French Guiana	GUF
Croatia	HRV	French Polynesia	PYF
Cuba	CUB	French Southern Territories	ATF
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
Germany	D	British Indian Ocean Territory	IOT
Ghana	GHA	Iran	IRN
Gibraltar	GIB	Iraq	IRQ
Great Britain – Citizen	GBR	Ireland	IRL
Great Britain – National Overseas	GBN	Israel	ISR
Greece	GRC	Italy	ITA
Greenland	GRL	Jamaica	JAM
Grenada	GRD	Japan	JPN
Guadeloupe	GLP	Jordan	JOR
Guam	GUM	Kazakhstan	KAZ
Guatemala	GTM	Kenya	KEN
Guinea	GIN	Kiribati	KIR
Guinea-Bissau	GNB	Korea, Republic of (Sth)	KOR
Guyana	GUY	Korea, Dem Peoples (Nth)	PRK
Haiti	HTI	Kuwait	KWT
Heard and McDonald Islands	HMD	Kyrgyzstan	KGZ
Honduras	HND	Lao Peoples Dem Rep	LAO
Hong Kong (SAR)	HKG	Latvia	LVA
Hungary	HUN	Lebanon	LBN
Iceland	ISL	Lesotho	LSO
India	IND	Liberia	LBR
		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
Madagascar	MDG	Nepal	NPL
Malawi	MWI	Netherlands – Kingdom	NLD
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
Moldova, Republic of	MDA	Pakistan	PAK
Monaco	MCO	Palau	PLW
Mongolia	MNG	Palestinian Authority	PSE
Montenegro	MNE	Panama	PAN
Montserrat	MSR	Papua New Guinea	PNG
		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
Refugee other than Article 1 of 1951 Convention	XXC	South Africa	ZAF
Reunion	REU	Spain	ESP
Romania	ROM	Sri Lanka	LKA
Russian Federation	RUS	Stateless Person	XXA
Rwanda	RWA	St Helena	SHN
Sahara, Western	ESH	St Kitts & Nevis	KNA
Saint Lucia	LCA	St Pierre and Miquelon	SPM
Samoa	WSM	St Vincent & the Grenadines	VCT
San Marino, Republic of	SMR	Sudan	SDN
Sao Tome and Principe	STP	Suriname	SUR
Saudi Arabia	SAU	Svalbard and Jan Mayen Island	SJM
Serbia	SRB	Sweden	SWE
Senegal	SEN	Swaziland	SWZ
Serbia & Montenegro	SCG	Switzerland	CHE
		Syrian Arab Republic	SYR
		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:

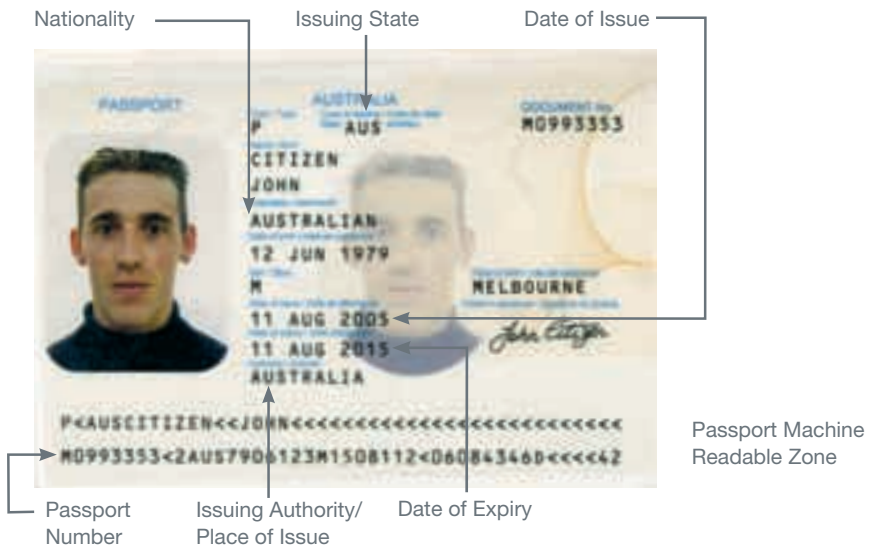
- a) a national of one of the following: Andorra, Argentina, Austria, Belgium, Brunei, Canada, Cyprus, Czech Republic, Denmark, Estonia, Fiji, Finland, France, Germany, Greece, Hungary, Iceland, Indonesia, Ireland, Italy, Japan, Kiribati, Korea Rep. (South), Latvia, Liechtenstein, Lithuania, Luxembourg, 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.



### 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	Spain	ESP
Hong Kong (SAR)	HKG	Sweden	SWE
Iceland	ISL	Switzerland	CHE
Ireland	IRL	*Taiwan	TWN
Italy	ITA	UK – Brit Citz	GBR
Japan	JPN	**UK – British National (Overseas)	GBN
Korea, Republic of (Sth)	KOR	United States	USA
Liechtenstein	LIE	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](http://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](mailto:eoc@immi.gov.au)

APP Support:

Canberra Australia

(During business hours)

For queries in relation to

APP Processing:

Email: [appwebsite@immi.gov.au](mailto: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](http://www.eta.immi.gov.au/app.html)

- No. 1 Advance Passenger Processing – The Background
- No. 2 Advance Passenger Processing – System Down Procedures
- No. 3 Advance Passenger Processing – Documents For Travel To Australia
- No. 4 Advance Passenger Processing – Unscheduled/Delayed Flights
- No. 5 Advance Passenger Processing – When to use TIETAC
- No. 7 Advance Passenger Processing – When to use A/G overrides
- No. 9 Advance Passenger Processing – Family Passports
- No. 10 Advance Passenger Processing – APP System responses
- No. 11 Advance Passenger Processing – Seeking assistance from DIAC
- No. 14 Changed G Override functionality
- No. 14A Status Update on Changed G Override functionality
- No. 14B APP Denied Movement and G Overrides
- No. 14C APP G Overrides update