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e-Borders Carrier FAQ's

Programme:	e-Borders
Deliverable Item Number:	TBA

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Issue and Change Record	Issue	Date
Initial Issue TBCR0715	1.0	22 August 2008
Second Issue TBCR1650	2.0	18 February 2009
Taken to issue TBCR 1925 issued to the Authority	3.0	15 May 2009
Taken to Issue TBCR issued to Carriers	3.1	29 May 2009
Fourth Issue	4.0	01 September 2009

Distribution List

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Written instructions based upon this document shall contain warnings in respect of all potential hazards, where applicable.

Contents

Figures

Tables

1 INTRODUCTION

Trusted Borders has created this document in response to questions that are frequently asked by Carriers and third party agents such as suppliers of DCS and GDS. This document will be updated in response to subsequent questions that arise and which merit inclusion.

1.1 Definitions

In this document, unless the context otherwise requires, the following terms are defined as set out below:

Table 1 – Acronyms and Abbreviations

Term	Definition
ACCWG	Air Carrier Connectivity Working Group
AOC	Aircraft Operators Certificate
ARINC	Aeronautical Radio, Inc
CRS	Computerised Reservation System
CESG	Communications-Electronics Security Group
CTA	Common Travel Area
DCS	Departure Control System
DTI	Domestic Travel Information
FAQ	Frequenty Asked Questions
GDS	Global Distribution System
GHA	Ground Handling Agent
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ICD	Interface Control Document
JBOC	Joint Border Operations Centre (now the NBTC)
MCCWG	Maritime Carrier Connectivity Working Group
MOD	Ministry of Defence
MRTD	Machine Readable Travel Document
MRZ	Machine Readable Zone
NBTC	National Border Targeting Centre (formerly the JBOC)
OPI	Other Passenger Information
PNR	Passenger Name Record
SI	Service Information

Term	Definition
SITA	Société Internationale de Télécommunications Aéronautiques
STA	Scheduled Time of Arrival (aviation industry standard abbreviation)
STD	Scheduled Time of Departure (aviation industry standard abbreviation)
STT	Specific Transport Type
TDI	Travel Document Information
TDN/IS	Travel Document Number/Issuing State
UK	United Kingdom
UKBA	United Kingdom Border Agency
UN/EDIFACT	United Nations/EDI for Administration, Commerce and Trade
VRM	Vehicle Registration Mark
WCO	World Customs Organisation

1.2　Document Updates

Updates to this document will occur through two mechanisms:

- As more Carriers establish interfaces with e-Borders, additional questions are likely to be asked. As appropriate, the most frequently asked of these questions will be incorporated into this document.

- Initially, e-Borders will support collection of Travel Document Information (TDI) and Service Information (SI) over a variety of interface types. Data collection of Other Passenger Information (OPI), Domestic travel Information (DTI) and Specific Transport Type (STT) data will be added at a later date. FAQs to cover collection of this data will be added as and when required.

1.3　References

Table 2 - References

ID	Document Number	Document Name	Version
A	EB-SD-00851	e-Borders Generic Carrier ICD	6.0
B	EB-SD-00614	e-Borders Carrier ICD for PAXLIST TDI-SI (Annex)	7.0
C	EB-SD-00655	e-Borders Carrier ICD for e-NOAD-XML TDI-VRM-SI (Annex)	6.0

1.4   Structure

This document comprises four sections:

Section 1   Introduction

Section 2   Policy Questions
> Questions concerning policy issues related to the e-Borders system.
> Responses in this section are provided by the UKBA.

Section 3   Business Process Questions
> Questions concerning business processes. How, when and where should and/or can data be submitted to e-Borders.

Section 4   Technical Questions
> Questions concerning matters such as message formats and transmission methods for transferring data to e-Borders.

2 POLICY QUESTIONS

Responses in this section have been provided by the UK Border Agency (UKBA).

2.1 Purpose

e-Borders is a key component of the Government's border technology programme, aiming to make the UK safer and speeding up travel for legitimate travellers. The Programme aims to deliver a modern border control which is more secure, effective and efficient.

The purpose of e-Borders is to collect and analyse passenger, service and crew data provided by carriers (air, sea and rail), in respect of all journeys to and from the United Kingdom in advance of travel, supporting an intelligence-led approach to operating border controls.

e-Borders will improve the security, efficiency and effectiveness of the border. It will, in particular:

- be capable of processing rapidly increasing numbers of travellers;

- increasingly make legitimate travel easier, along with use of other technology such as biometric passports, iris and facial recognition systems;

- keep out or monitor individuals that could cause harm;

- maintain a comprehensive travel history allowing the UKBA to know who has travelled to the UK, whether as crew or passenger, and when they left; and

- help the UKBA and police to target resources more effectively.

Further information about the e-Borders programme is available at:
http://www.ukba.homeoffice.gov.uk/travellingtotheuk/beforetravel/advanceinfopassengers/

2.2 Data Submission

2.2.1 Question: Why do we need to submit data to e-Borders?

Answer: In order to achieve the aims and objectives of e-Borders the UK government has passed legislation that requires Carriers "arriving or expected to arrive in the UK" or "leaving or expected to leave the UK" to submit data to e-Borders.

An overview of the legislation may be found at:
http://www.ukba.homeoffice.gov.uk/travellingtotheuk/beforetravel/advanceinfopassengers/

The statutory order may be found at:
http://www.opsi.gov.uk/si/si2008/pdf/uksi_20080005_en.pdf

2.2.2 Question: What data needs to be submitted?

Answer: Pre-departure and post-departure information is required for each passenger and member of crew on the voyage.

- **Pre-departure information** - provides the NBTC with sufficient time to process the data for each passenger and member of crew prior to STD. This allows for an early alert to be raised and subsequently a timely intervention by the appropriate agency where required. This message consists of Service Information (see tables 6-8 in

PROTECT-COMMERCIAL

trustedborders

Document Ref: EB-RP-01256
Issue Number: 4.0
Date of Issue: 01 September 2009
Page 9 of 39

reference A) and Travel Document Information (see table 9 in reference A). Pre-departure information can be provided in the following ways.

- **Individual messaging per passenger or crew member**; this supports more timely operational interventions and better positions the Carrier for any authority to carry scheme which may be introduced in the future.

- **Batched submission of passenger or crew data**; which could constitute a single pre-departure batch, multiple batches or a combination of batch and individual messages.

- **Departure information** - provides the NBTC with final confirmation of the passengers and members of crew either inbound or outbound, to or from the UK. Exactly one (1) post-departure message must be submitted for a voyage, when the message contains traveller records for both passengers and crew. Where messages contain only crew or passenger records by design (PAXLST) or choice (e.g. Excel), then exactly one (1) passenger and one (1) crew post-departure message must be submitted. These messages must contain the same SI data as the pre-departure messages. The identity of those on board must be indicated by using one of the following three message types. Where messages contain only crew or passenger records, it is not necessary to use the same message type for submitting crew data as is used for submitting passenger data.

    - **Departure Confirmation**; A Departure Confirmation message identifies all travellers (crew, passenger or both) on board. As a minimum TDN/IS must be reported for each traveller.

    - **Departure Exception (not on board)**; A Departure Exception message identifies all travellers (crew, passenger or both) for whom a pre-departure record was sent but who did not depart on the voyage. As a minimum TDN/IS must be reported for each traveller.

    - **Departure Exception (nil return)**; A Departure Exception (DE) nil return message confirms that all travellers for whom a pre-departure record was sent departed on the voyage. A nil return message is identified by the fact that it contains no traveller records. Caution should be taken when submitting a DE (nil return) in any format other than PAXLST as this will automatically be taken as being for both passengers and crew.

2.2.3 Question: We carry a variety of VIPs; Heads of State, Royal family members amongst others, for whom security is paramount and for whom we are not provided with all TDI. How do we report these individuals?

Answer: The UK authorities require that TDI must be provided for all passengers without exception.

2.2.4 Question: The crew operating our service into the UK do not carry their passports as they do not leave the aircraft. Is this a problem and, if so, what documents should they carry?

Answer: Crew must carry either a valid passport, a pilot's licence or a crew member certificate. All documents must contain a description of the holder, including nationality and photograph. This will be dealt with in a practical and pragmatic manner as it is today.

2.2.5 Question: What is the threshold of carrier readiness needed before a country can go live? That is, what percentage of the carriers operating into or out of country X need to be certified and ready to go live before a go-live date is issued?

Answer: The UKBA has given an undertaking that they will work towards 100% of carriers and volume for a particular country before requiring data to be reported. It may not always be possible to achieve this outcome and the Agency therefore reserves the right to require go-live for a particular country despite not having reached full coverage.

2.3 Data Timings

2.3.1 Question: When does the data need to be submitted?

There are different timelines for the pre-departure message depending upon whether the message is for passenger or crew data. See the explanation below.

2.3.2 Pre-Departure Information

2.3.2.1 Passenger Data – Individual Messaging

1) Passenger data can be sent via individual messages from -24hrs STD until Flight Close; i.e. until no more passengers can board the plane. Passenger pre-departure data cannot be provided earlier than STD -24hrs.

2) To support operational interventions, it is expected that individual messages will be sent only once all TDI elements are known for that individual (messages with missing data elements are not wanted). The vast majority of individual messages are expected by STD -30mins.

3) It is accepted that some individual messages may be received beyond STD -30mins, especially where Flight Close does not take place until much closer to STD (or Push Back where a delay has been experienced).

4) TDI and SI will need to be sent for each individual pre-departure message.

Please note: Carriers need to consider the operational impact of late interventions by agencies if they provide individual messages beyond STD –30mins.
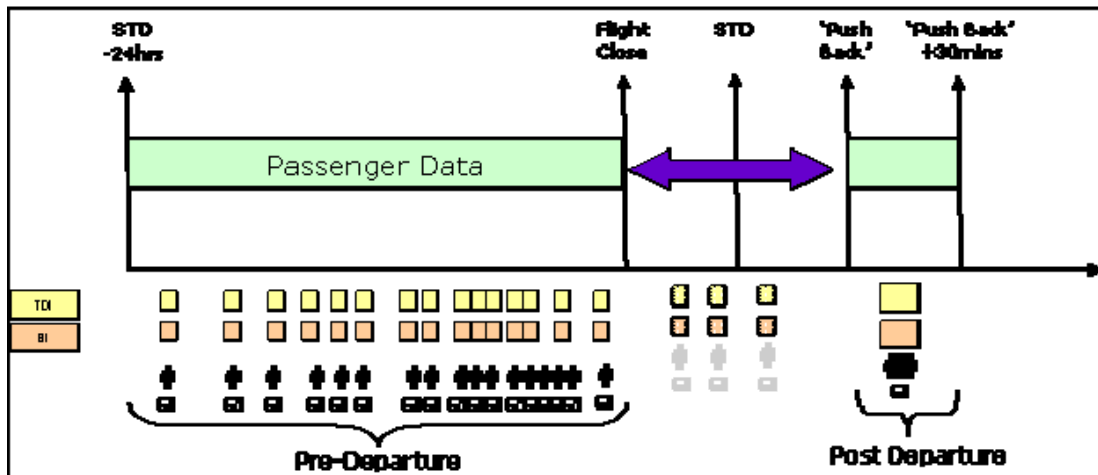
Figure 1 - Individual Messaging – Passenger

2.3.2.2   Passenger Data – Batch Messaging

1) Passenger data can be sent via batch messages from -24hrs STD until Flight Close; i.e. until no more passengers can board the plane. Passenger pre-departure data cannot be provided earlier than STD -24hrs.

2) The Authority expect that TDI will only be sent once all TDI elements are known (messages with missing data elements are not wanted).

3) To support operational interventions, it is expected that a single (or number of) batch message(s) is provided such that the latest information has been provided by STD -30mins. This is expected to cover the vast majority of passengers expecting to travel.

4) Carriers are encouraged to provide batch drops earlier than STD -30mins to provide information as early as possible, thereby minimising the impact of late interventions by agencies on their own operations.

5) It is accepted that some passengers may join the flight beyond STD -30mins, especially where Flight Close does not take place until much closer to STD (or push back where a delay has been experienced). Where this happens a Carrier may provide either:

   (a)   a single batch covering all additional passengers since STD -30mins OR

   (b)   multiple batches as additional passengers become known.

The Authority has a strong preference for b). Under either scenario, the later the data is submitted, the greater the risk to Carriers of operational impact from late interventions by agencies on outbound flights from the UK.

Figure 2 - Batch Messaging – Passenger

2.3.2.3 Crew Data – Individual Messaging

1) Crew data can be sent via individual messages from -48hrs STD until the point at which no further changes are possible. Crew pre-departure data cannot be provided earlier than STD -48hrs.

2) It is expected that all TDI will only be sent once all TDI elements are known for the Crew member (Messages with missing data elements are not wanted).

3) To support operational interventions, it is expected that the vast majority of Crew individual messages are sent by STD -60mins.

4) It is accepted that some crew changes may take place beyond STD -60mins (and up to push back in the case of a delay). When this happens, TDI for the new crew members should be provided as soon as it is known.

Please note: Carriers need to consider the operational impact of late interventions by agencies if they provide Individual Messages beyond STD –60mins.
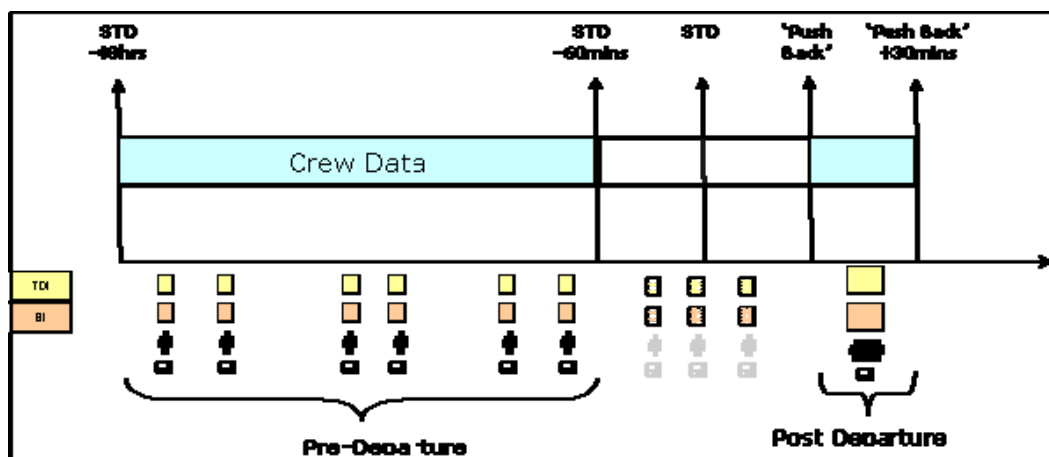
Figure 3 - Individual Messaging – Crew

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2.3.2.4   Crew Data – Batch Messaging

The same principles apply as with Batch Messaging for Passengers. The following key differences are highlighted:

1) Crew data cannot be provided earlier than STD -48hrs (rather than -24hrs for passengers).

2) The vast majority of Batch Messages are expected by STD -60mins for Crew (rather than -30mins for passengers).

3) It is accepted that some crew changes may take place beyond STD -60mins (and up to push back in the case of a delay). When this happens a Carrier can provide either:

   a) A single batch covering all additional crew since STD -60mins OR

   b) Multiple batches as additional crew become known.

The Authority has a strong preference for b). Under either scenario, the later the data is submitted, the greater the risk to Carriers of operational impact from late interventions by agencies on outbound flights from the UK.
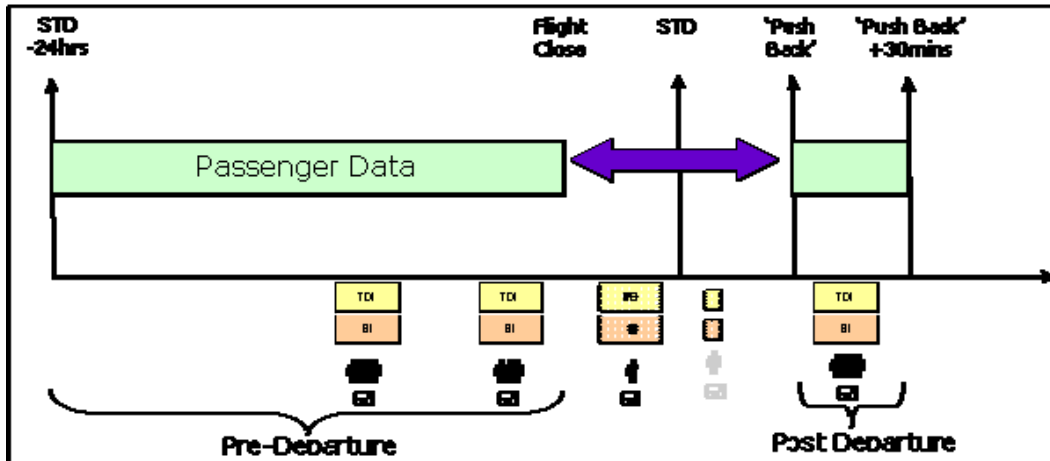

Figure 4 - Batch Messaging – Crew

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2.3.3 Post-Departure Information

The timings for Post-Departure Information are the same for both Passenger and Crew information, regardless of whether an individual or batch message solution was used pre-departure.
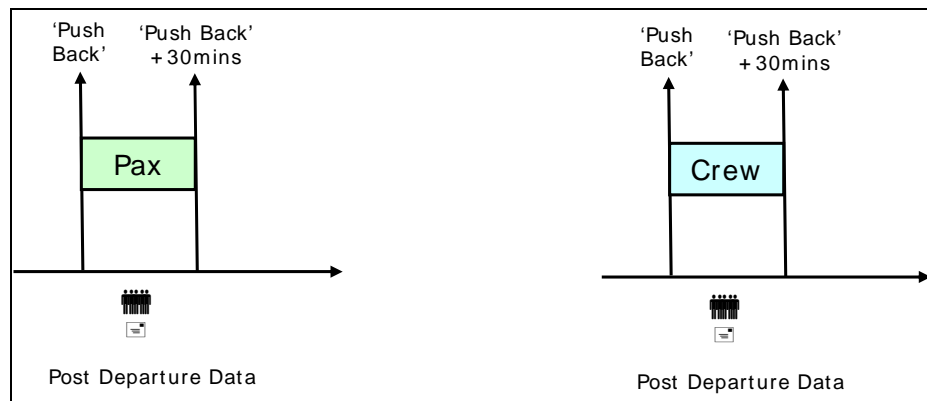
Figure 5 - Post Departure Information

2.3.4 Question: If a Carrier has finished transmitting all passenger check-in messages 30 minutes prior to departure, and are then cleared to depart early, are they permitted to leave?

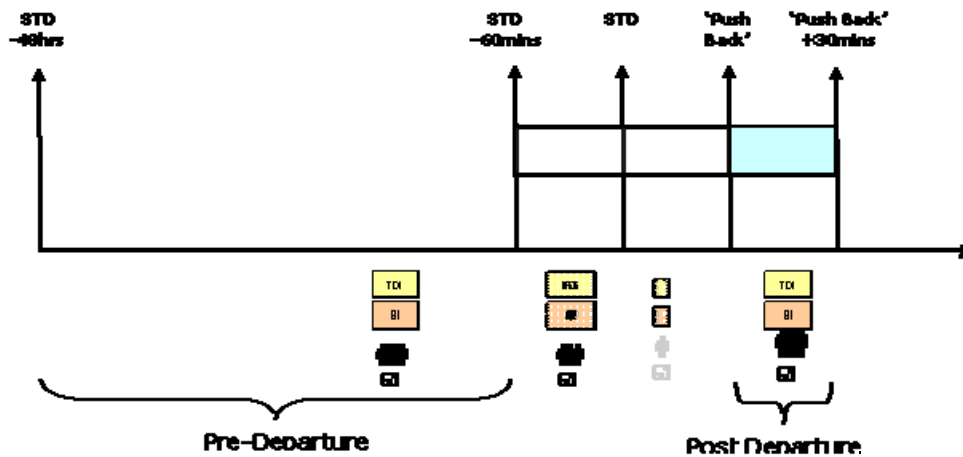**Answer:** If all checked-In and connecting passengers have boarded within the 30-minute window, the Carrier is not required to wait 30 minutes from the time the data is transmitted prior to secure the vessel/train/aircraft and departing. The requirement is to transmit the data 30 minutes prior to the STD; it is understood the actual departure time may vary. The post-departure message must be transmitted within 30 minutes of actual push-back, not the original expected push-back time.

2.3.5 Question: Can a Carrier transmit data prior to 48 hours before departure, say up to 14 days before for round trips such as a charter and/or package holiday?

Answer: No. The window for submission is as defined in Reference A and re-iterated in this document.

2.3.6 Question: Collation and transmission of departure data is difficult at some remote locations, both for infrastructure and other reasons, and must be sent from off-site. In such circumstances, can the post-departure message be sent outside the 30 minute window?

Answer: A Departure message (either departure confirmation or departure exception) is required to be sent inside the required time window. If, for insurmountable reasons the message does not become available in time, the message may be transmitted outside

the window, if necessary. The timing of each Carrier's data submission to e-Borders will be monitored and reported as part of e-Borders data quality monitoring function.

If it is considered that the infrastructure or other factors at a location make reporting within the normal time window impractical, carriers may submit a request for an adjustment to the time window, including all relevant details.

2.3.7 Question: Can a passenger check-in message be sent later than 30 minutes before departure?

Answer: All check-in data that is available must be submitted no later than 30 minutes before scheduled departure. It is accepted that some passengers may join a flight later than 30 minutes before scheduled departure, especially where Flight Close does not take place until much closer to departure time (or Push Back where a delay has been experienced). Where this applies, pre-departure data is also required for the late arriving passengers. It is the strong preference of the agencies for Carriers to configure their systems so that details for the late passengers are sent in real time as soon as these become known. However, Carriers are also permitted to store up late arrivals and submit them in a single, second pre-departure data batch at flight close. Clearly, under either scenario, the later the data is submitted, the greater the risk of operational impact from late interventions by agencies on outbound flights from the UK.

2.3.8 Question: Can a passenger be included in a Departure message when they have not been included in a previous check-in message?

Answer: The correct procedure is that a check-in message should be sent under all circumstances, even if it is late. Departure messages containing passengers not previously reported in a corresponding check-in message will be monitored and reported as part of e-Borders data quality monitoring.

2.3.9 Question: We have some hubs where late notice crew changes can take place which are not passed to our main base for incorporation into the crew system until after the flight has departed and the departure message sent. Are we required to report such changes, and if, how?

Answer: All crew changes that are submitted prior to the departure message being sent must be reported. If changes are regularly submitted after the departure message has been sent, carriers should consider requesting an extension to the submission window to allow their incorporation. The timing and accuracy of each Carrier's data submission to e-Borders will be monitored and reported as part of e-Borders data quality monitoring.

2.3.10 Question: For crew data, our system only receives notification of take-off time from the aircraft, not push-back. Can we use this as the trigger for the sending of the post-departure message instead?

Answer: Yes. The UKBA is aware of the issues and problems involved and, where push-back time is not available, take-off time may be used as a substitute.

2.3.11 Question: Service Information includes Scheduled Time of Departure (STD) and Scheduled Time of Arrival (STA). Our departure and arrival times can vary according to which system is used as the data source. Which times should be reported?

Answer: The STD and STA to be reported are to be those reported by the Computerised Reservation System (CRS) selected by the Carrier as its primary data source[J1].

2.3.12 Question: We sometimes have flights which are delayed for several hours which, for various reasons, require the DCS STD and STA to be changed to reflect the new departure and arrival times. The updated times will be reflected in the flight departure message. Is this allowed?

Answer: The STD and STA reported by the carrier Primary CRS are required to be reported in all pre-departure and departure messages[J2].

In exceptional circumstances, such as during Irregular Operations, it is accepted that the times used within the carrier and DCS systems must be updated and will not reflect the originally reported CRS STD/STA times. In such circumstances the following options should be employed in order of preference.

a. Pre-departure messages should not be transmitted until the expected SDT and STA are known and should then be used consistently up and including in the departure message.

b. Where an essential change in carrier/DCS system STD time, after the transmission of any previous messages in relation to the flight, will result in change of STD in any subsequent messages and/or the departure message, previously submitted traveller records must be retransmitted reflecting the amended timings to ensure consistency.

Note: A change in STA alone does not require previous messages to be submitted; only when changed in conjunction with a change in STD.

2.3.13 Question: We have travellers who arrive at the airport with non-standard travel documents, embassy or consulate letters after losing their travel documents; what details are required to be reported?

Answer: Where travellers have lost their travel document they should be in possession of a letter from the embassy or consulate. This letter, if it does not have a serial number, will have a file reference. The letter serial number or file reference should be entered as the travel document number. The GHA/Carrier should enter the traveller's name, gender and DOB as given in the letter, if any details are missing from the letter they should be obtained from the traveller. The letter should be used to obtain the date of expiry. The embassy or consulate that issued the letter should be entered as both the traveller nationality and the Issuing State for the travel document.

If the letter does not have an expiry date, since it is a single-use "get you home" document, the date of use should be entered. If it has a validity period, enter the last date of the validity period. If the document does not have a serial number then the file

reference should be entered, removing any symbols and concatenating the resulting alphanumeric string. e.g. FO/231/97 12 June 2009 would become FO2319712062009. If the length of the string is too long for the system then it should be truncated by omitting the final characters.

The document should be entered as type "F" – other valid travel document.

2.4   Aircraft Leasing

2.4.1   Question: Sometimes we operate flights where we either dry lease or wet lease the aircraft; we also have occasions where we "damp" lease the aircraft – providing our own cabin crew. In such circumstances, who is responsible for providing the required passenger and crew pre and post departure messages?

Answer: The Lessor as owner or agent of the aircraft is responsible for providing the data in all circumstances with the sole exception of that of a dry lease, where the Lessee becomes responsible for providing the data as the agent of the aircraft.

This does not mean that the Lessor must submit the data themselves; there will be circumstances where crew and passenger data could be submitted by different companies for IT, legislative or other reasons. However, the Lessor retains responsibility for ensuring that the data is submitted.

Notes:

1) The term 'Lessor' defines the person or organisation who assigns the lease to another party. In all cases, except that of dry lease, this should be the company who provide the AOC, or other country equivalent, for the aircraft.

2) The term 'Lessee' defines the party to whom a lease is given or takes on the lease of the aircraft. In the case of a dry lease, this should be the company who then provides the 'AOC', or other country equivalent, for the aircraft.

3) The flight number or Carrier code assigned to a flight is not the defining factor as this may be provided by the lessee; the lessor retains responsibility in all cases except for that of dry lease.

4) Aircraft Lease Definitions:

   • **Wet Lease:** The Lessor provides the aircraft, crew, maintenance and insurance and typically charges the lessee on the basis of block hours.

   • **Damp Lease:** A Damp Lease is similar to a Wet Lease, but the Lessor provides the aircraft without cabin crew, who are provided by the Lessee.

   • **Dry Lease:** The Lessor provides the basic aircraft without crew, maintenance or insurance. Dry lease normally requires the Lessee to put the aircraft on his own AOC and provide aircraft registration.

2.5   Reporting Metrics

2.5.1   Question: We wish to ensure we do not fall below the standards required in accuracy and timeliness for the submission of data. Can

you provide us with the metrics and/or percentages used as thresholds and how these can be monitored?

Answer: Carriers must provide TDI that is:

- **Timely:** i.e. for each service, data will be provided within the agreed timescales.

- **Complete:** i.e. data will include all mandatory data fields for all passengers and crew travelling on each service, together with complete service information.

- **Accurate:** Carriers must take all reasonable steps to ensure that passenger and crew data is identical to that provided in the travel document.

The e-Borders system will generate regular data quality reports that will be used to monitor data quality. Carriers will be advised of problems with submitted messages and supported in resolving any issues that arise.

2.5.2 Question: We are concerned that some of our message submissions may be marked as having been submitted late because of inaccuracies in the flight monitoring systems used as reference data such as flight cancellations and delays. How do we ensure we will not be penalised if such errors occur?

Answer: Concerns over the accuracy of flight reference data have been noted. If quality issues identified during live service are found to be the result of inaccurate reference data, appropriate action will be taken to address the issue and we will work with Carriers to achieve a resolution.

2.6 The Common Travel Area & Domestic Travel

2.6.1 Question: Which states form the CTA and what discussions has the UK Government had with other CTA governments about the operation of the CTA?

Answer: The Common Travel Area is formed of the United Kingdom, the Republic of Ireland and the Crown Dependencies (consisting of the Isle of Man and the Channel Islands). The UK Government, in partnership with the Governments of the Republic of Ireland and the Crown Dependencies, has developed a number of proposals for modifying the operation of the CTA.

2.6.2 Question: What changes are proposed on air and sea routes between the Crown Dependencies and the UK?

Answer: For operations on routes between the Crown Dependencies and the UK we do not intend to introduce a document requirement or collect e-Borders data. We will instead treat the Crown Dependencies as being inside the 'e-Borders security ring'.

2.6.3 Question: What changes are proposed on air and sea routes between the Republic of Ireland (ROI) and the UK? When will these begin to take place and what information will be required?

Answer: For air and sea routes between the UK and Republic of Ireland (ROI) the intention was to use the Borders, Citizenship and Immigration (BCI) Bill to provide us with an unequivocal legal basis for our plans to introduce intelligence led checks on intra-CTA journeys.

The CTA clause was withdrawn from the BCI Bill before it became an Act to prevent any delay to the passage of the Bill through Parliament

The CTA proposals are crucial if we are to make the border between the UK and the Republic of Ireland stronger than ever, we still intend to pursue these changes, and we will be looking to bring these proposals back to Parliament at the first possible opportunity.

With the legislation in place, the intention is to introduce e-Borders on routes between the Republic of Ireland and the UK along with a requirement for persons travelling on these routes to carry their passport or national identity card. Subject to the legislation, it is anticipated that data collection on these routes will commence in late 2010. It is expected that the required data will be all TDI elements found in the MRZ on an ICAO format Machine Readable Travel Document. In the short term, there will be no substantial changes to operations at the primary line and rolling out e-Borders to ROI will support an intelligence led approach to enforcement.

2.6.4 Question: We understand that there will be a future requirement to provide information on domestic travel (DTI) within the UK. What information will be required to be reported to e-Borders and in what timeframe?

Answer: Section 14 of the Police and Justice Act 2006 introduced a new power to allow the police to collect travel information on internal UK domestic flights and voyages. The intention is to focus this power on air and sea routes between Northern Ireland and Great Britain. This is a police power chiefly for counter terrorism purposes. Should the Government decide to proceed, there will be a 12 week Regulatory Impact Assessment where all interested parties will have the opportunity to comment on the proposals.

2.7 Maritime Issues

2.7.1 Question: We operate cruise ships which may dock to allow passengers to disembark for shore excursions at several locations after the first arrival at a UK port. Are we required to provide check-in and Departure messages for each stop/departure?

Answer: If a ship plans to visit the UK, pre and post-departure messages must be sent listing all crew and passengers on board regardless of any intent to disembark. If the ship intends to visit more than one UK port before departing for another foreign port, then the port of arrival and the subsequent port must both be identified in the submitted messages. In the case of further subsequent multiple stops in the UK no message is

required until the vessel sets sail for a foreign port. Pre and post-departure messages must then be sent prior to the ship departing the UK for a foreign port, stating the UK port of departure and the first foreign port of arrival.

2.7.2 Question: What about freighters that are unloading/refuelling before going to another domestic port or another international port but where no crew or passengers are either embarking or disembarking?

Answer: If a ship plans to visit the UK, pre and post-departure messages must be sent, listing all crew and passengers on board the vessel regardless of their intention to remain on board during the period of the visit. The message must be sent in respect of the first port of call in the UK for an arriving vessel and the last UK port of call for a vessel setting sail for a foreign destination.

2.7.3 Question: We often sail for the UK or Europe without knowing our destination port, e.g., tankers may leave the Gulf with a destination of LEFO (Lands End For Orders), when a destination will be provided once the purchaser of the cargo is known. Hence, we do not know the port, date of arrival, or time of arrival upon departure. How do we report the journey?

Answer: If the journey destination at the time of departure is not known to be the UK, no reporting is required. Once the intention to land at a UK destination is known pre and post-departure messages must be submitted. The submitted SI data should include the last port of call before arrival in the UK together with the actual date and time of departure.

2.8 Data Protection

2.8.1 Question: We are required to comply with the data protection laws of the states from which we operate. What assurance can you provide us that we will not be infringing these laws by providing the data you request?

Answer: The e-Borders programme is engaged with the UK Information Commissioners Office. The Information Commissioner has visited the NBTC[J3] and is satisfied the e-Borders system is compliant from both a UK (Data Protection Act 1998) and overseas law perspective.

There is awareness of specific industry concerns concerning the collection, storage and transmission of such data in other states. These and any other concerns will be dealt with on a case by case basis. If any carrier encounters a specific problem with officials in any country, the issue should be raised with the UKBA and then dealt with on a country to country basis facilitated by the UK Border & Visa Policy authorities.

There is a Code of Practice on the management of information shared by the border agencies and a commitment to continue to review with the Information Commissioners Office. A copy of the Policy is available at:

http://www.ukba.homeoffice.gov.uk/sitecontent/documents/managingourborders/eborders/codeofpractice/

2.8.2 Question: Can you confirm that the e-Borders system is accredited for the receipt of personal data?

Answer: The e-Borders system is subject to the HMG Manual of Protective Security and is accredited by the Home Office Department Security Unit (DSU). CESG is represented on the e-Borders Security Review Group and is involved in the accreditation process.

2.9 e-Borders Alerts to UK Border Agencies on Passengers/Crew

2.9.1 Question: If we submit the details for a passenger, will we receive notification of whether they are cleared to travel or not?

Answer: The e-Borders system is not an interactive system and does not provide either an authority to carry or denial of authority to carry response.

2.9.2 Question: How much information will we be provided when an alert is provided about a passenger? Will we be advised if a passenger has to be apprehended as a result of a warning?

Answer: Alerts issued will be to the appropriate UK border agency who will potentially intervene on a passenger on arrival in the UK or to prevent a passengers/crew departure from the UK. The UK border agencies will work in partnership with the Carrier's handlers locally to effect the intervention.

2.9.3 Question: How will the UK's proposed Authority to Carry (ATC) scheme operate on services inbound to the UK?

Answer: The funding, operation and messaging arrangements for an ATC scheme have not been confirmed and there is no planned commencement date. In the event that such a scheme is introduced, we have agreed that ATC proposals will be preceded by a trial involving the carrier industry and will take due account of the solutions already in place and the developments and standards adopted by other countries for similar schemes.

3 BUSINESS PROCESS QUESTIONS

3.1 Crew Questions

3.1.1 Question: Who are considered as part of the crew of a service? We carry additional staff on some trips such as animal handlers, medical staff, etc. Are they considered as part of the crew?

Answer: In this context, crew are the staff assigned to operate the service, including flight deck and cabin crew members as well as Air Marshalls or other security personnel. All travellers on the service must be reported as either passengers or crew. If the service is being operated as a passenger service, staff members in excess of the operating crew should be reported as passengers. If the service is being operated as a non-passenger service, all staff should be reported as crew.

3.1.2 Question: The crew operating our service into the UK will also be operating the return service and will not leave the vicinity of the vehicle to clear immigration. Do we still need to report them in check-in/Report-in and Departure messages?

Answer: Yes. All travellers, crew or passengers, who are arriving or are expecting to arrive in the UK, or are leaving or expecting to leave the UK, must be reported, regardless of their intentions.

3.2 Departure Messages

3.2.1 Question: If a passenger has checked in for one flight, and then subsequently moves to another flight for operational reasons (mechanical, weather, etc.), must the check-in data for that passenger be submitted again, or can the passenger simply be added to the departure message for the new flight?

Answer: Data previously submitted for the original flight cannot be associated with the new flight; the data has to be resubmitted. Check-in data and departure confirmation must be submitted for the flight the passenger actually travels on.

a) Passengers that are checked-in for a flight and, for whatever reason, do not depart on that flight, must either be reported in a departure exception message or omitted from a departure confirmation message for the missed flight.

b) If passengers are transferred to a different flight, for whatever reason, both check-in (pre-departure) and departure messages must be submitted for the new flight.

c) Carriers do not need to take any reporting action in the case of the delayed or cancelled service.

3.2.2 Question: We operate services using leased aircraft where the flight deck crew are supplied by the lessor company whilst we provide the cabin crew. Is it acceptable for the crew to be reported independently by each company for the flight using their own systems?

PROTECT-COMMERCIAL

trustedborders

Document Ref: EB-RP-01256
Issue Number: 4.0
Date of Issue: 01 September 2009
Page 23 of 39

Answer: Pre-departure (crew report-in) messages may be submitted by both companies as e-Borders is able to accept multiple Report-in messages from multiple sources as long as the SI data is consistent across all messages.

However, e-Borders requires a single departure message covering all crew members. Whilst the legal responsibility for submission of the data lies with the lessor company, the decision as to which company actually submits the combined data is a decision for the companies involved.

3.3 Transit and Through-Checked Passengers

3.3.1 Question: We have international services that transit through the UK, and maintain the same flight number on both the inbound and outbound flight segments. For through-checked passengers on these flights, are we required to send separate check-in and departure messages for the outbound segment?

Answer: Yes. Passengers (and crew) arriving or expected to arrive in the UK or departing or expecting to depart the UK must be reported irrespective of circumstances. Check-in, (report-in) and departure messages must be sent for all passengers and crew on both the inbound and outbound voyages of such services.

3.3.2 Question: We have international services both into and out of the UK. We have transit passengers who change flights without clearing immigration. Do we have to report them in the check-in and departure messages for the outbound flight?

Answer: Yes. Passengers (and crew) arriving or expected to arrive in the UK or departing or expecting to depart the UK must be reported irrespective of circumstances. Check-in and departure messages must be sent for all passengers and crew on both the inbound and outbound voyages of such services.

3.4 Short Notice & Charter Operations

3.4.1 Question: We add new routes at short notice and also provide short notice ad-hoc charter flights. What provision is there for certifying a new DCS at short notice? What do we do if the departure airport does not have a DCS system?

Answer:

a) The current procedures for certifying a new DCS system have been designed to be as streamlined and fast as possible and, consequently, "fast track" certification is not applicable. To the extent possible, Carriers should advise their DCS suppliers to certify the DCS systems at all anticipated operating locations.

b) For ad-hoc / unplanned (one-off charter) flights, Carriers are expected to provide the data through existing mechanisms. Where no capability exists, Carriers are expected to default to alternative arrangements – e.g. the Excel file format. Where data cannot be provided the carrier is expected to inform the e-Borders Service Desk who will

provide advice and guidance. Details of the Service Help Desk can be found in the e-Borders Live Service documentation.

3.5   Multi-Leg Journeys

3.5.1   Question: What are the business rules for the reporting of multi-leg flights to e-Borders?

Answer: Multi-leg flights should be reported in accordance with the following rules and guidance.

The following definitions are used throughout this response.

- **Flight Leg (or "flight sector"):** The non-stop operation of an aircraft between two consecutive airports.

- **Flight:** A series of one or more flight legs flown consecutively using the same flight number. E.g. YY945 is a four-leg flight, ACE-PMI-MAN-EDI-OSL.

- **Route:** A series of consecutive airports served by a flight. E.g. Carrier YY operates 2 flights per day on the four-stop route ACE-PMI-MAN-EDI-OSL.

- **Voyage:** A movement of an aircraft between two, not necessarily consecutive, airports along a route.

Figure 6 depicts a multi-leg flight along the route A-B-C inbound to the UK. Under UK legislation, pre-departure data and departure confirmation must be submitted to e-Borders for all passengers and crew that will travel across the UK border. In this example, that's everyone on board flight leg B-C.

To allow for variations in the programming of different DCS equipment, Carriers have two options for submitting this data:

Option 1: Carriers may submit data for all passengers and crew for the voyage from the last airport before the border to the first airport after the border. In this example, all passengers and crew can be reported for the voyage B-C.

Option 2: Carriers may submit the data for each voyage where passengers and crew board the flight intending to cross the border. In this example, passengers and crew that board at airport A can be reported on voyage A-C, and passengers and crew that board at airport B can be reported on voyage B-C.
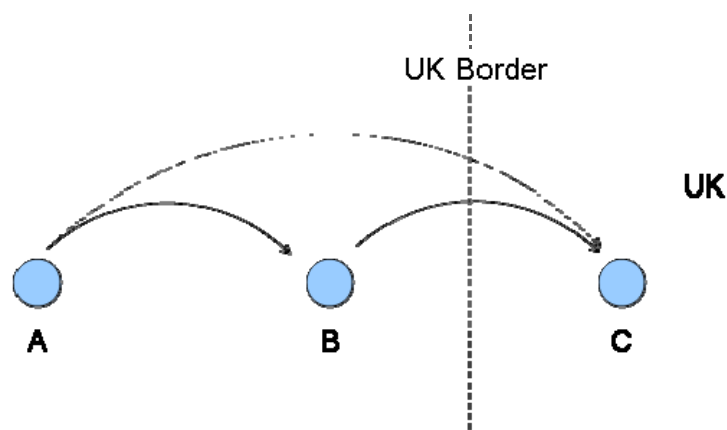
Figure 6 – Multiple Voyages on a Multi-Leg Flight

3.5.1.1 Service Information (SI) Identifies the Voyage

When submitting data to e-Borders, Carriers identify the voyage on which the passengers and crew are travelling by reporting its Service Information (SI) data. Different voyages reported for the same multi-leg flight are distinguished in this manner. Carriers submit nine elements of SI data, as listed below. Items 1-6 are used by e-Borders to establish voyage uniqueness. These six must remain the same in each pre-departure and departure submission for that voyage.

1. Carrier Code

2. Voyage ID (flight number)

3. Last Place/Port of Call (origin of the reported voyage)

4. Scheduled Departure Date

5. Scheduled Departure Time

6. Place/Port of Initial Arrival (destination of the reported voyage)

7. Scheduled Arrival Date

8. Scheduled Arrival Time

9. Subsequent Place /Port of Call within the country of destination

3.5.1.2 Inbound Flight Examples

The following example demonstrates the inbound reporting options for travellers boarding a multi-leg flight inbound to the UK.
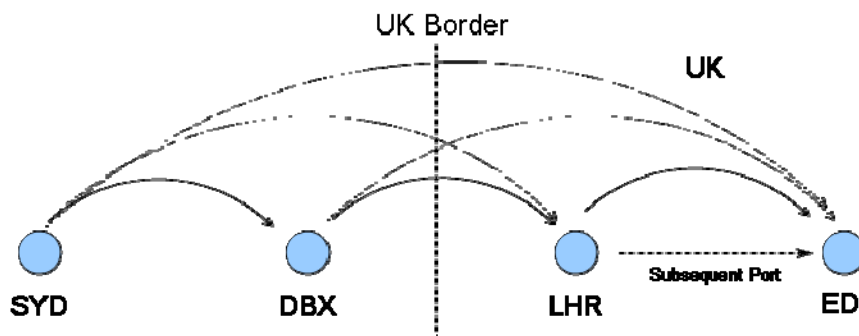

Figure 7 – Multiple Leg Inbound Flight

Carriers may utilise either of two options as illustrated in figure 7.

Option 1 – Report all passengers and crew on the voyage from DBX to LHR.

Option 2 – Report passengers and crew on voyages from their boarding airport to their destination airport in the UK.

There are five cases to consider:

(a)   Travellers embarking at SYD and disembarking at DBX. These travellers are not reported as they will not enter the UK.

(b)   Travellers embarking at SYD and disembarking LHR. These travellers will enter the UK and are reported as travelling on SYD-LHR with a subsequent airport of EDI.

(c)   Travellers embarking at SYD and disembarking EDI. These travellers will enter the UK and are reported as travelling on SYD-EDI.

(d)   Travellers embarking at DBX and disembarking LHR. These travellers will enter the UK and are reported as travelling on DBX-LHR with a subsequent airport of EDI.

(e)   Travellers embarking at DBX and disembarking EDI. These travellers will enter the UK and are reported as travelling on DBX-EDI.

3.5.1.3   Reporting of Travellers Transiting Through the UK

UK legislation requires data to be submitted for all travellers both entering and leaving the UK, regardless of whether they leave the aircraft. For travellers transiting through the UK, whether on continuing multi-sector flights or on separate in-bound and out-bound flights, separate data submissions must be made for their inbound and outbound travel.

The following examples illustrate the various reporting options for transit passengers and crew on the multi-leg flight shown in figure 8, which retains a single flight number while transiting through the UK.

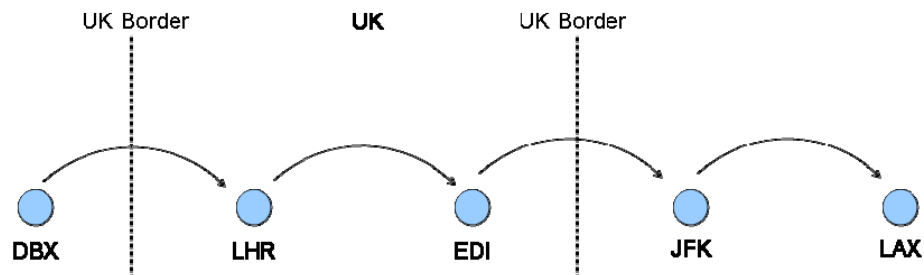**Figure 8 – Multiple Leg Flight Transiting the UK**

3.5.1.3.1   Transit Flight Inbound Reporting

Travellers embarking at DBX and disembarking at JFK or LAX will cross the UK border inbound and must be reported inbound. As shown in figure 9, these travellers may be reported as travelling on voyage DBX-LHR with a subsequent airport of EDI or alternatively, as travelling on voyage DBX-EDI.
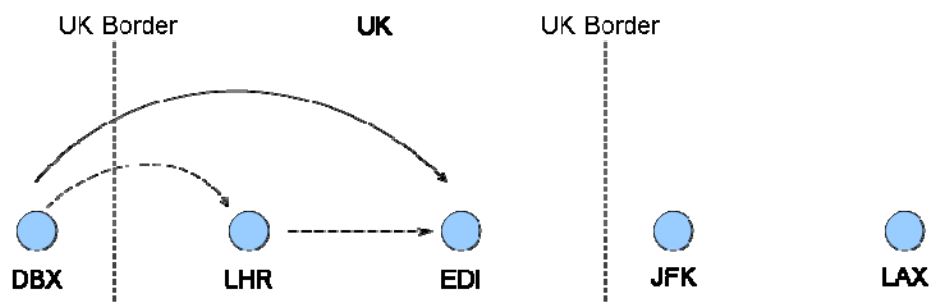
Figure 9 –Transit Flight – Inbound Voyage Reporting

3.5.1.3.2   Transit Flight Outbound Reporting

Case 1: Travellers embarking at DBX and disembarking at JFK. These travellers will cross the UK border outbound and must be reported outbound. As shown in figure 10, they may be reported in either of two ways.

a.   Travelling on voyage LHR-JFK, with subsequent port of LAX (optional)

b.   Travelling on voyage EDI-JFK, with subsequent port of LAX (optional)
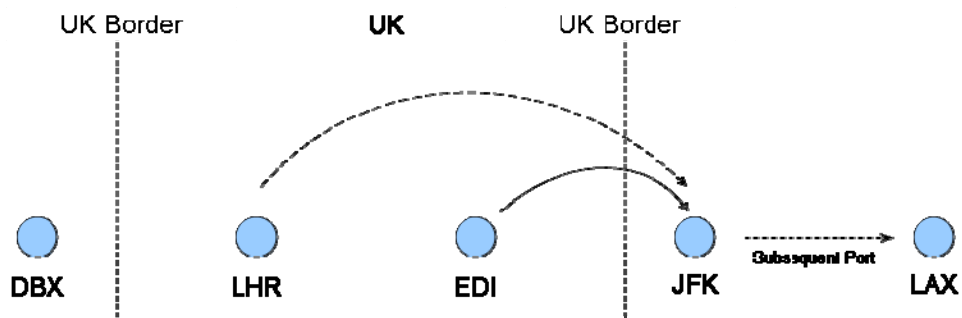
Figure 10 - Transit Flight – Outbound Voyage Reporting (Case 1)

Case 2: Travellers embarking at DBX and disembarking at LAX. These travellers will cross the UK border outbound and must be reported outbound. They may either be reported as travelling to airport JFK as described above (figure 10), or in either of two additional ways, as shown in figure 11.

a. Travelling on voyage LHR-LAX.

b. Travelling on voyage EDI-LAX.

Figure 11 - Transit Flight – Outbound Voyage Reporting (Case 2)

3.5.2 **Question: We have a service operating Rome-Paris-London. Some passengers and/or crew board at Rome for London, some board in Rome and disembark at Paris, and some join at Paris for London. The service retains the same flight ID. What messages do we send?**

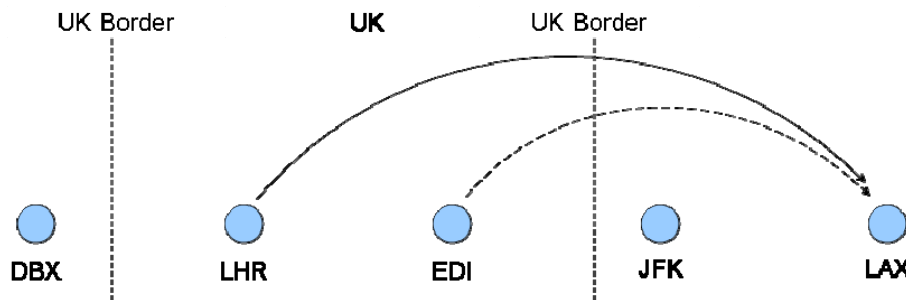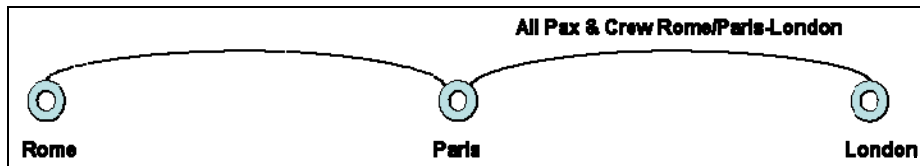**Answer:** Check-in and departure messages must be submitted for all passengers and crew travelling to the UK. e-Borders supports the reporting of the above itinerary in two ways, to support the business processes in various air, maritime and rail industries.

a) Check-in and Departure messages for all passengers and crew travelling to London may be sent just for the last leg of the service, Paris-London.

All Pax & Crew Rome/Paris-London

Rome — Paris — London

b) Check-in and departure messages may be submitted independently for the voyages Rome-London and Paris-London. Rome would only submit data for passengers and crew travelling through to London; Paris would only report passengers and crew joining in Paris.

Pax & Crew Rome-London
Pax & Crew Paris-London
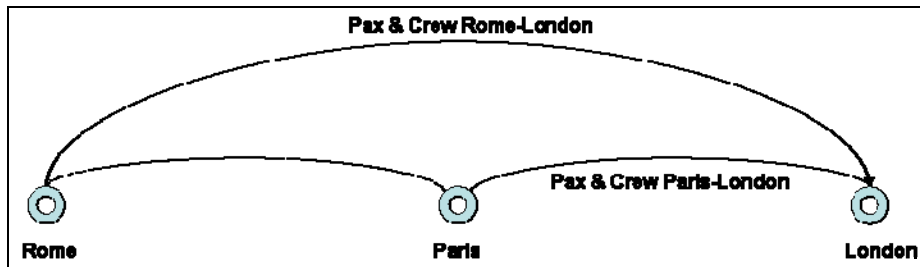
Rome — Paris — London

3.5.3 **Question: If a passenger is checked-through to travel Rome-Paris-London, but then unexpectedly disembarks at Paris, for illness or another reason, what messages do we send?**

Answer: No messages are required to be sent.

3.5.4 **Question: We operate flights from the Far East to the UK which may be required to divert for a refuelling stop before continuing to the UK, e.g. SYD-LHR stopping at CDG. No passengers or crew disembark during the stop and none board. What reporting actions are we required to take after the initial check-in and departure messages from SYD?**

Answer: If no changes are made to the crew and no opportunities occur for new passengers to embark, no messages need to be sent. If any additions to crew or passengers are made, pre-departure messages must be sent listing any joining crew or passengers and a departure message must be sent after push-back.

3.5.5 Question: We code share with another airline on flights into and out of the UK. Each of us operate inbound and some outbound flights under our own flight numbers. Regardless of which Carrier operates the flight, passengers are booked through on a single flight number which appears on their tickets for both inbound and outbound flight legs. Both Carriers' flight numbers are displayed on the airport check-in and departure boards. Which Carrier is responsible for submitting pre and post-departure messages for each flight leg?

Answer: The Carrier operating the service for the leg into and/or out of the UK is legally responsible for ensuring all passengers and crew are reported. Regardless of who actually transmits the messages, the Carrier code and flight ID of the Carrier operating the service must be submitted.

3.5.6 Question: We fly a multi-leg flight outbound from the UK to Australia (LHR-DBX-SYD) with passengers planned to disembark at each destination. How do we report this flight?

Answer: Pre-departure **(**check-in) and departure messages must be submitted for all passengers and crew travelling from London. e-Borders supports the reporting of the above itinerary in two ways.

a) Pre-departure and departure messages for all passengers and crew travelling from London may be sent just for the first leg of the service, London-Dubai.
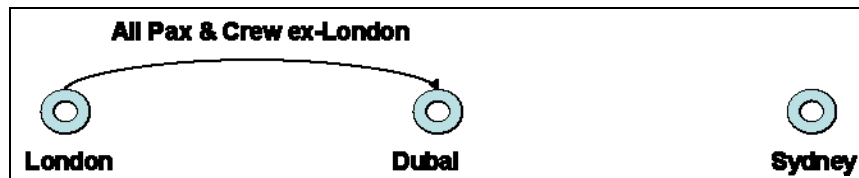
b) Pre-departure and departure messages may be submitted independently for the voyages London-Dubai and London-Sydney.
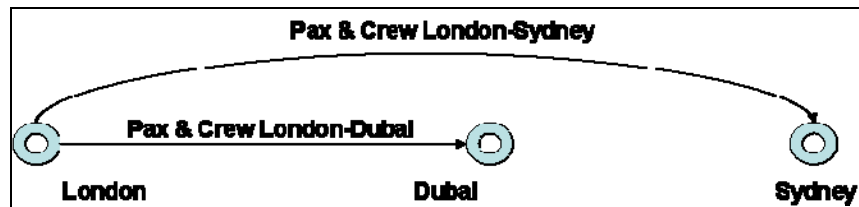
3.5.7   Question: We operate a service which transits through the UK en-route to another international destination. For example we fly AMM-LHR-JFK. The flight retains the same flight ID. How do we report the flight, since the flight ID remains the same for both voyages on the same day?

Answer: The inbound and outbound flight legs must be reported as separate inbound and outbound voyages, each with pre-departure and departure submissions for all crew and passengers. The same flight ID may be used for the voyages into and out of LHR. e-Borders will differentiate these two voyages by their differing departure and arrival airports and times.

3.5.8   Question: We code share on a multi-leg flight which transits through the UK. We sell tickets using our code for passengers booked through the UK, disembarking in the UK and departing the UK. The other Carrier does the same. We operate the service into the UK; the other Carrier operates the service out of the UK using their flight route ID. How do we report the flight?

Answer: The Carrier operating the flight leg that crosses the border is responsible for ensuring all required messages are submitted. The Carrier providing the service into the UK is responsible for reporting all passengers and crew on board the inbound aircraft. The Carrier operating the service out of the UK is responsible for reporting all passengers and crew on board the outbound aircraft.

3.5.9   Question: e-Borders only requires that the departure port, arrival port, and subsequent port in the country of destination be reported in the SI of a message. This is only a subset of the ports of call allowed by the UN/EDIFACT PAXLST standard and IATA Guidelines. Our standard message, used to support other systems, supports the reporting of other locations, such as passenger itineraries and additional ports outside the UK, using the LOC segment together with element 3227 codes such as 22, 174, 179 etc. Do these need to be removed from the message we send to e-Borders?

Answer: No. As long as Carriers provide the required segments in accordance with the e-Borders PAXLST ICD (reference B), additional segments which conform to the PAXLST standard and IATA guidelines may be included in the message. e-Borders will correctly parse the message and extract the requested segments and elements.

3.6   Diversions, Delays & Cancellations

3.6.1   Question: What happens if a voyage is cancelled after all the passengers have been checked-in, having cleared security, and we then transfer them to another flight? Can we include them on just

the post-departure message for the voyage on which they actually departed?

Answer: In the instance where a flight is cancelled and passengers are transferred to a different vessel, separate check-in and departure messages for the passengers must be submitted for those passengers with the new voyage's SI data.

3.6.2 Question: Can a voyage keep using the originally submitted SI data if the scheduled time of departure is delayed into the next day?

Answer: The intent of requiring SI data to be unique for a day is to ensure that there can be no confusion concerning which flight a traveller actually takes. If the voyage will be completed prior to the departure of the next service using the same route ID, the original SI should be maintained. If any overlap between the two services may occur, then an alternate flight ID should be used for one or both of the services. If a flight ID is changed, previously submitted pre-departure (check-in) messages for the amended service must be resubmitted using the new SI.

3.6.3 Question: What action is required when a UK outbound voyage, e.g. ABZ-CFU, diverts to another UK airfield to correct a problem, such as a faulty cargo door light, then proceeds after a short delay?

Answer: If no changes are made to the crew and no opportunities occur for new passengers to embark, no messages need to be sent. If any additions to crew or passengers are made, check-in and/or report-in messages must be sent listing any joining crew or passengers and a departure confirmation must sent from the diversion airport when that voyage departs.

3.6.4 Question: What reporting action is required if a voyage is cancelled?

Answer: No messages are required, as notification will be received through other sources.

3.6.5 Question: What reporting action is required if an inbound voyage to the UK diverts to an alternate UK airport or an alternate international airport?

Answer: No additional messages are required, as notification will be received through other sources.

3.6.6 Question: What reporting action is required if an international overflight, not planned to land in the UK, diverts to a UK airport?

Answer: No messages are required, as notification will be received through other sources. It is understood that for such unplanned circumstances, the departure details may no longer be available for retransmission.

3.6.7 Question: What reporting action is required if an aircraft returns to the gate after the departure message has been sent because a passenger needs to be removed from the aircraft? Do we need to send a second departure message or resubmit all messages with an amended departure time?

Answer: No messages are required, as notification will be received through other sources. The sending of the first departure message meets the required reporting obligation.

3.7 System Outages

3.7.1 Question: What action should be taken if there is system failure, either in our CRS, the DCS, a third party or at e-Borders? Do we have to delay departure until check-in and departure messages have been sent?

Answer: If a Carrier's system or a connection between their system and the e-Borders system fails or is unavailable for any reason, the Carrier is expected to inform the e-Borders Service Desk who will provide advice and guidance. The flight does not have to be delayed but may receive closer scrutiny upon arrival for a UK inbound flight.

3.7.2 Question: What are the requirements for submitting check-in and departure messages after recovering from a system outage, if voyages have either departed or have even departed and arrived at their destinations?

Answer: Where information is still available and able to be submitted, it should be submitted.

3.8 Connectivity

3.8.1 Question: Can we submit our data through 3rd parties or do we need to use the Internet?

Answer: Connectivity to e-Borders is via the Internet. Carriers may instead choose to send data to e-Borders via their existing connections to ARINC or SITA. ARINC and SITA will then transmit that data to e-Borders. Other third parties, such as local DCS, may also connect to e-Borders on behalf of client Carriers. Any third party that submits data to e-Borders must go through the e-Borders registration and certification processes, however, Carriers are responsible for all data submissions.

3.8.2 Question: We operate services to airports without any e-Borders-compatible DCS systems and wish to send messages directly to e-Borders using either local ISP providers or means such as mobile wireless services. This means our computers will be using dynamic IP addresses provided by the service provider. Is this OK?

Answer: No. For security purposes, static registered IP addresses are required for connection to the e-Borders system. e-Borders' external firewall will reject any connection from a non-registered address.

Carriers that are unable to use static IP addresses are recommended to either send their data to a registered Carrier system which can then relay the data to e-Borders or to seek a registered third party to act as a gateway.

4 TECHNICAL QUESTIONS

4.1.1 Question: What types of travel documents are acceptable to the e-Borders system?

Answer: e-Borders supports a UK specific document list as detailed below. Additionally, Carriers may use other document types/codes as detailed in References 1 to 4 of the e-Borders PAXLST ICD (Reference B).

P:	Passport
G:	Group Passport
A:	National Identity Card or Resident Card
C:	National Identity Card or Resident Card
I:	National Identity Card or Resident Card
M:	Military Identification
D:	Diplomatic Identification
AC:	Crew Member Certificate
IP:	Passport Card
F:	Other approved non-standard identity documents used for travel

States may approve other documents as identification for travel use and may assign other document codes not included or conflicting with the above, in such circumstances they should be reported using the code 'F'.

4.1.2 Question: Our systems read the document code as given in the MRZ of a travel document and does not allow the operator to change the code. We are aware of codes which are not included in the e-Borders or supported lists. What do we do?

Answer: In such circumstances it is permissible to transmit the code assigned in the MRZ of the document.

4.1.3 Question: Some elements of the e-Borders PAXLST message are stated as being mandatory, but are shown as being conditional or N/A in the UN/EDIFACT PAXLST standard or WCO/IATA Implementation Guide. Which is correct?

Answer: Some fields, that are identified as Conditional or N/A in the UN/EDIFACT PAXLST standard or WCO/IATA PAXLST Implementation Guide, are, due to their purpose and use, required by e-Borders and are therefore mandatory within the e-Borders PAXLST message format. Where any discrepancy occurs, the e-Borders PAXLST ICD, reference B, should be followed.

trustedborders

4.1.4 Question: We operate a ferry service that carries buses/coaches as well as freight vehicles. The e-NOA/D ICD (reference C) says that the vehicle registration mark (VRM) must be reported for both passengers and crew. What is the status of the vehicles' crew (such as drivers)? Are they required to be reported, and if so, how?

Answer: In this context, crew is defined solely as the employees of the Carrier assigned to operate the ferry service. All occupants of vehicles, including their drivers, are to be reported as passengers.

4.1.5 Question: What is the departure time to be included in the pre-departure message and the post-departure message? Is it the published time or the time as amended for delays such as weather etc?

Answer: The departure time to be reported in the SI portion of the messages is the planned/scheduled time at which the Carrier normally expects the service to depart. Usually this will be the Carrier's published scheduled departure time. Once a time has been used within an initial check-in or report-in message for the voyage the same time must be used for all subsequent messages submitted for the same voyage. Any messages sent with a different time will be regarded as a different voyage.

4.1.6 Question: What character sets does e-Borders accept?

Answer: The e-Borders system accepts messages coded using UTF-8 which supports multiple character sets including Latin letters with diacritics and characters from the Greek, Cyrillic, Coptic, Armenian, Hebrew, Arabic, Syriac and Tāna alphabets.

Where messages are sent in a standardised message format, such as PAXLST or e-NOAD, the content should adhere to the standard if more prescriptive.

4.1.7 Question: What do we enter as the sender ID in the PAXLST UNB and UNG segments ?

Answer: UNB element 0004 should be populated with the ID of the agency transmitting the message, which can be a carrier, DCS, GDS or other 3rd party. Preference should be given to using an assigned IATA, ICAO or e-Borders code, if none is allocated the normal agency name or identifier should be entered.

UNG element 0040 should be populated with the ID of the Carrier responsible for the data, which is not necessarily the same as the code used to populate the carrier Route ID and code in the TDT segment.

Identification of who is responsible for the submission of data is covered in section 2 - Aircraft Leasing.

4.2 Unique Identifiers

4.2.1 Question: Does the travel document number need to be different between an infant passenger and an accompanying adult? What about group and family passports?

Answer: Some states require individual travel documents for all travellers, regardless of age; others permit infants to travel on their parent's or guardian's travel documents. Still others, such as the UK, support group passports for children on activities such as school trips. Accordingly, e-Borders supports individual travel documents, family passports and group passports. Family passports should be reported as document type "P" and group passports as document type "G". When group and family passports are used, multiple travellers will share the same travel document number. When that occurs, that same number should be submitted for each affected traveller.

4.2.2 Question: We carry student parties travelling on Group passports who therefore have the same Travel Document Number (TDN). Are we still allowed to just submit the TDN and issuing state in a departure message, even if all those originally checked-in did not depart?

Answer: Yes, the possibility of a discrepancy between the number who were checked-in and those who departed is recognised and accepted in such circumstances. If the Carrier wishes to avoid ambiguity then full TDI should be submitted for individuals travelling on the same travel document in the post-departure message.

4.2.3 Question: We provide unique identifiers for all passengers when we submit a US CBP PAXLST message using multiple RFF segments. Can we use these in e-Borders check-in messages, to provide updates to passenger details when they arrive at the airport and in the post-departure message?

Answer: The e-Borders system is designed to support data submittals across a range of industries (air, maritime and rail), using message formats where unique identifiers are not universally supported. Therefore, the e-Borders system does not follow the US CBP practice of using multiple RFF segments to assign unique passenger identifiers.

While multiple RFF segments may be included in the message, they will not be used by e-Borders. e-Borders only utilises an RFF:AVF segment to submit an OPI Locator Code.

TDI must be provided in subsequent messages as detailed in the e-Borders documentation. Carriers may submit unique identifiers if they see fit but these must always be accompanied by the mandatory TDI data elements specified in the e-Borders interface documentation.

4.2.4 Question: We carry passengers who present group travel documents other than passports, such as NATO Travel Orders. What travel document type should we use?

Answer: Where a travel document is presented as the sole travel document for more than one traveller, then the travel document should be reported as Group – document code "G",

Where the document type is presented together with a second form of identification, such as a personal military ID card for each traveller, and where the system permits, the details of both documents should be entered.

4.3 Batch and Multi-Part Messages

4.3.1 Question: We use the UN/EDIFACT PAXLST interface. Can we send messages within UNG/UNE groups and UNB/UNZ interchanges?

Answer: e-Borders supports the use of both UNG/UNE and UNB/UNZ segment groups. A single instance of a PAXLST message may be included within a UNG/UNE group and a single instance of a group within a UNB/UNZ interchange is allowed.

4.3.2 Question: We submit PAXLST post-departure messages using the SITA/ARINC networks and split the messages into 3.5/4K blocks prior to transmission. Is this acceptable?

Answer: Post-departure messages PAXLST messages split into blocks are accepted by the e-Borders system provided that:

a) All message parts are well formed, with each part containing all required SI data and individual traveller records are not split between parts.

b) Each part is correctly annotated and numbered using the PAXLST UNH composite element S010 – Status of Transfer, as described in the e-Borders PAXLST ICD.

4.4 Miscellaneous

4.4.1 Question: If a passenger or crew member has two travel documents, can we send details from both?

Answer: Yes. Both documents will be processed by e-Borders. If a passenger or crew member is reported with two travel documents, both must be included in both the pre and post-departure messages.

4.4.2 Question: Can a passenger or crew member depart for the UK on one valid travel document and arrive in the UK on another valid travel document?

Answer: Yes.

4.4.3 Question: We carry passengers where the travel document is a removal order or similar document without a document expiry date. What date do we report when reporting the document data?

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Answer: Where the presented document is a one-use document only valid for that flight, the date of departure should be entered as the expiry date.

4.4.4 Question: We receive traveller country data, both for nationality and country of issue, in formats utilising both 2 character and 3 character codes. The e-Borders ICD states these must be entered using those specified in the ICAO 9303 part 1 document. Do we have to transliterate the country codes we receive to those listed in the 9303?

Answer: No, transliteration is needed. e-Borders supports the ISO 3166-1 alpha-2 and alpha-3 country code lists together with the extensions as specified in ICAO 9303 part 1 to cover international organisations such as the U.N. and Red Cross.

4.4.5 Question: The e-Borders PAXLST ICD example shows the route identifier in the TDT segment, element 8028, as including the IATA 2-alpha Carrier code. However, all the examples in the provided Technical Data Pack contain only the numerical characters. Do we include the Carrier code or not?

Answer: The Carrier code is not mandatory with element 8028, but is supported; it is mandatory within element 3127. When a carrier code is included as part of the route ID in 8028 it must match the code used 3127. e-Borders supports both 2-alpha IATA codes and 3-alpha ICAO codes as part of the Route Identifier. Where the Carrier does not have an assigned IATA or ICAO code and must enter their e-Borders assigned code, this must only be used in element 3127. The following are examples of valid TDT 8028 and 3127 combinations.

a) TDT+20+BA231+++BA'

b) TDT+20+BAW231+++BAW'

c) TDT+20+231+++BA'

d) TDT+20+231+++BAW'

e) TDT+20+231+++EB4567'

4.4.6 Question: We have passengers who arrive for their journey with a travel document which is past its expiry date and who we agree to carry. The problem is that the DCS system will not accept an elapsed date, only the current or a future date. What date do we report when reporting the document data?

Answer: In such cases the date of departure should be entered as the expiry date.

A1 CHANGE RECORD

The following table lists the changes in each version of the document starting with version 4.

Version	Change Description	Location
4	e-Borders replaced with Trusted Borders. Paragraph wording amended	1
	ARINC, GHA, NBTC and STA added to table 1	1.1
	"Primarily" deleted	1.2
	Wording amended, e-Borders Operation Centre replaced with NBTC	2.2.2
	Answer to 2.3.6 extended to cover requests for time window extensions	2.3.6
	"Function" removed as last word of answer	2.3.8/2.3.9
	Question and Answer rewritten to clarify the required situation	2.3.9
	Clarification on the use of STD and STA	2.3.11
	Clarification on how and when STD should be updated in messages	2.3.12
	Clarification on how to report non-standard Travel Documents	2.3.13
	Update to proposed changes to CTA legislation	2.6.2 2.6.3
	JBOC changed to NBTC	2.8.1
	Wording changed to clarify reference is to LOC codes, not IATA/ICAO.	3.5.9
	Clarification on codes to report in PAXLST UNB and UNG segments	4.1.7
	Clarification on how to report Group Travel Documents such as NATO Travel Orders.	4.2.4
	Clarification on how to report Travel Documents which have expired	4.4.6