

# SITA TRAVEL AUTHORIZATION ELECTRONIC TRAVEL AUTHORIZATION (ETA)

A complete digital solution for robust, real-time pre-departure travel authorization.



## OVERVIEW

The majority of people traveling internationally fall into three categories: your own citizens, visa nationals and visa-exempt foreigners. For visa exempt travelers, usually no information is provided by the traveler in advance of travel. This means that any risk assessment of the traveler is not performed until travel: leading to increased security threats. It also leads to avoidable detention, removal and repatriations costs for governments and carriers, for those that were ultimately deemed inadmissible. Electronic Travel Authorization (ETA) programs, much like the US ESTA scheme, allow governments to collect necessary traveler data, assess the level of risk being posed by the traveler and authorize travel before departure to mitigate risk and reduce costs.

Examples of existing ETA programs are the Australian ETA, United States ESTA, Canadian eTA and New Zealand's NZeTA. The EU has EU ETIAS, an ETA system for countries in the European Union. Collectively, millions of ETAs are processed annually. For instance, Australia alone issues more than 3 million ETAs every year. IATA forecasts overall traveler numbers to reach 4 billion in 2024, exceeding pre COVID-19 levels. The combination of increased traveler volumes with existing and emerging security threats and pressures on internal budgets and resources are leading to growing trend in the adoption of ETA programs to enhance risk assessment and improve pre-travel targeting for visa-exempt travelers.

**SITA Electronic Travel Authorization (ETA) is an online and mobile digital authorization solution for travelers who do not require an entry visa. Through this solution governments can collect traveler data, biometric data, review, risk assess and grant electronic travel authorization (ETA), including ICAO Visible Digital Seals, to individuals before they depart, which strengthens a nation's security.**

**SITA**

## WHAT DOES SITA ELECTRONIC TRAVEL AUTHORIZATION (ETA) DO FOR YOU?

### EXPORT YOUR BORDER

Robust documentation checks, biometric identity verification to establish with confidence who the traveler is, and intelligence-led risk assessment using alert lists and risk profiles – all performed in advance of travel.

### DIGITAL SOLUTION

Simple, secure, time and cost-efficient digital process.

Mobile application channel provides biometric identity verification and better data quality by automating personal data entry.

### ENHANCED SECURITY

Collect traveler information, review, and risk assess applications before traveler departs. Improve the effectiveness of border control operation by preventing undesirable and inadmissible persons from traveling.

Issue ICAO Visible Digital Seals (VDS) to help combat documentation fraud.

### FLEXIBLE TO YOUR NEEDS

A workflow adapted to your needs to efficiently risk assess and process each application.

Fully interoperable with existing border control systems.

### BOOST TRADE, TRAVEL, AND TOURISM

Provide simple, convenient, and secure ETA application process for travelers.

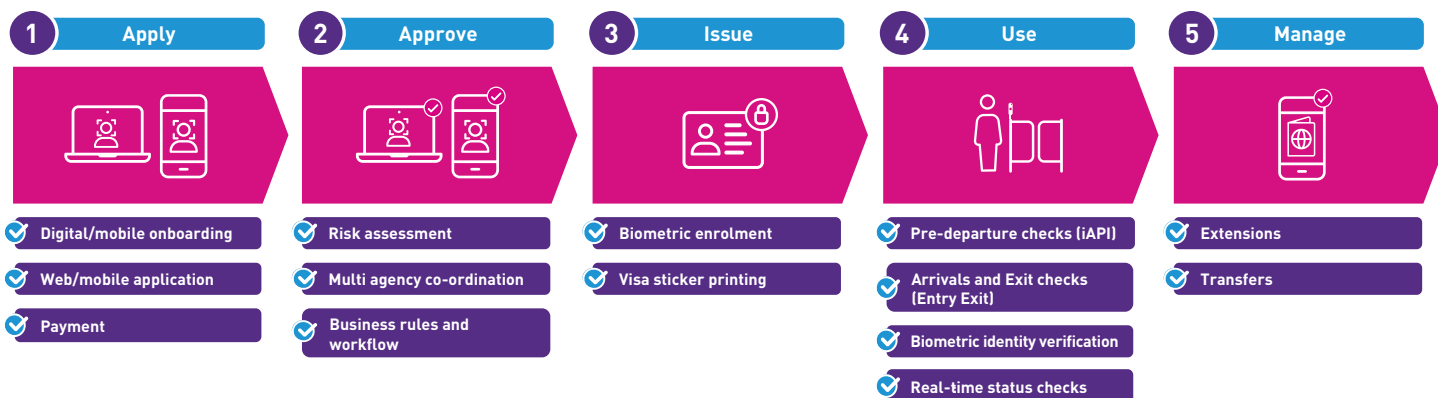
### CONFORMS TO INTERNATIONAL RECOMMENDATIONS

Integrates with SITA Advance Passenger Processing (APP) to meet the ICAO recommendation of implementing travel authorization alongside interactive Advance Passenger Information (iAPI)

## HOW IT WORKS

The traveler can complete the SITA ETA application at their own convenience either through web or mobile channels. The mobile app improves the data quality by automatically extracting the personal information from the passport data page. It also improves security by biometrically verifying the traveler's identity when the traveler uses an ePassport.

### Five stage Travel Authorization solution for eVisas and ETAs

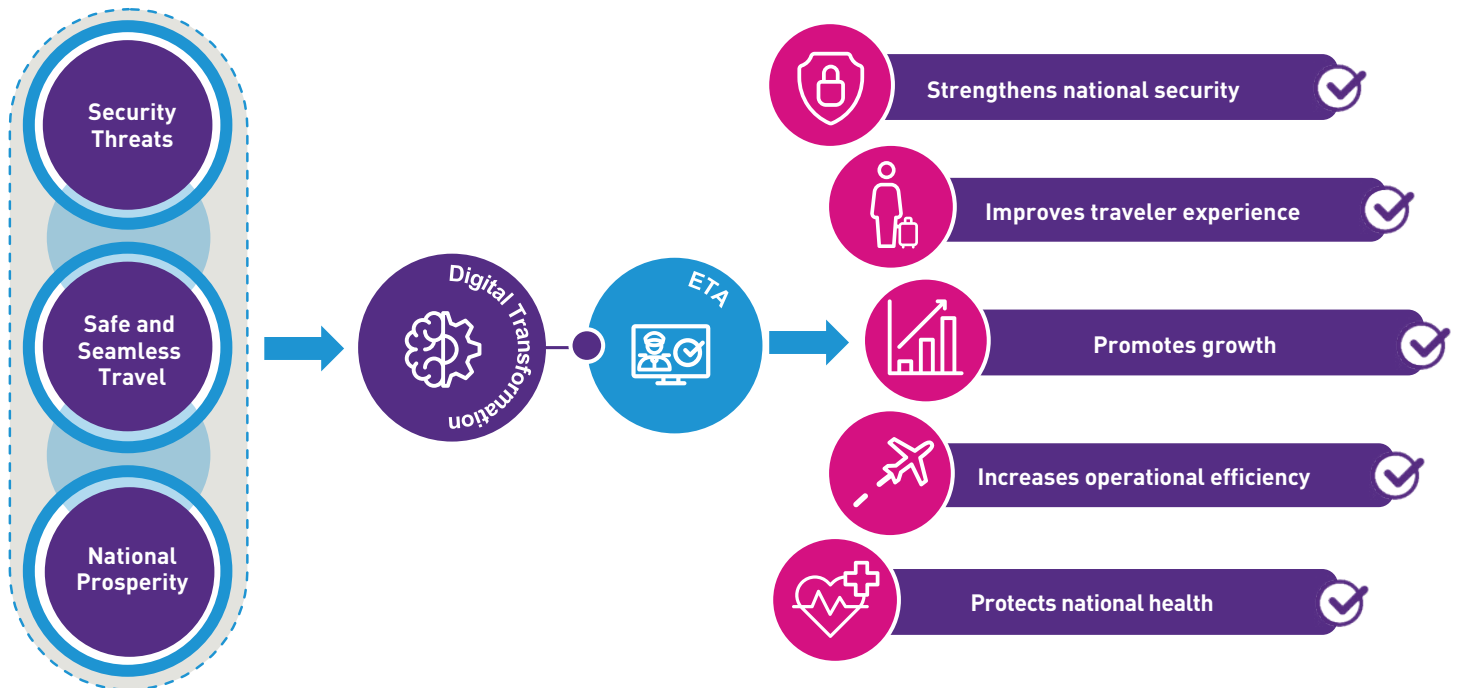


Travelers provide the required information via an online portal or mobile app which also allows for uploading of supporting documentation. The vetting functionality includes eligibility, watch list, identity, and immigration status checks. Case management functionality is provided for resolution of problem cases, notification of approvals, cancellations, etc. Visa types and rules can be configured as needed.

We can advise on vetting and issuance processes based on best practice and our experience in vetting and reviewing applications and issuing ETAs, but the workflows are configurable, making it easily adaptable to operational changes.

## WHY SITA ELECTRONIC TRAVEL AUTHORIZATION (ETA)?

SITA has been at the forefront of ETA technology for more than 25 years – enabling governments to maximize both safety and revenue through increased security, operational efficiency, and traveler satisfaction. Our ETA solutions enable effective pre-arrival screening with over 3 million ETAs being issued annually. ETAs also help improve traveler satisfaction because of its simplicity and rapid processing, with 99% of ETAs being issued within 12 hours. 96% of ETAs are issued automatically through configurable, automated workflows and application of rules management to process simple applications quickly. This allows manual effort to be focused on higher risk applications requiring further attention.



### STRENGTHENS NATIONAL SECURITY

Robust documentation checks, biometric identity verification and intelligence risk assessment all performed in advance of travel – exporting your border.

### IMPROVES TRAVELER EXPERIENCE

The modern traveler expects simplicity, predictability, and the use of contemporary technologies to simplify their travel experience, and these expectations are all fulfilled by implementing SITA Electronic Travel Authorization.

### PROMOTES GROWTH

Encourages travel and tourism to your country and generates employment.

### INCREASES OPERATIONAL EFFICIENCY

Effective digital transformation offers significant cost savings and allows valuable resource to focus on more critical or higher risk activities.

### PROTECTS NATIONAL HEALTH

COVID-19 has emphasized the importance of assessing travelers' health before they enter a country. SITA ETA is adaptable to change and can obtain travelers' health information in advance.

SITA Travel Authorization is an integrated part of our border management portfolio, providing a complete end-to-end solution. This combines visa management with electronic travel authorizations, PNR and API systems, risk assessment and intelligence services, identity management functions, and border control systems that process individuals at the border crossing point.

**ICAO recommends the implementation of ETA solutions, alongside an interactive Advance Passenger Information (iAPI) system – this enables a real-time ETA check at the point of check-in. As the market leader in iAPI, SITA is uniquely placed to deliver an integrated solution by combining SITA Electronic Travel Authorization and SITA Advance Passenger Processing (APP) products. This integrated approach to border management is unique to our Border Management product suite.**

Find out more and contact us

[sita.aero/eta](https://sita.aero/eta)



### SITA AT A GLANCE

#### Easy and safe travel every step of the way.

- Through information and communications technology, we help to make the end-to-end journey easier and safer for passengers – from pre-travel, check-in and baggage processing, to boarding, border control and inflight connectivity.
- We work with over 400 air transport industry members and 2,500 customers in over 200 countries and territories. Almost every airline and airport in the world does business with SITA, and nearly every passenger trip relies on SITA technology.
- Our customers include airlines, airports, ground handlers, aircraft, air navigation service providers, and governments.
- Our solutions drive operational efficiencies at more than 1,000 airports, while delivering the promise of the connected aircraft to customers of 17,000 aircraft globally.
- We help more than 70 governments to strike the balance between secure borders and seamless travel.
- Created and owned 100% by air transport, SITA is the community's dedicated partner for IT and communications, uniquely able to respond to community needs and issues.
- We innovate and develop collaboratively with our air transport customers, industry bodies and partners. Our portfolio and strategic direction are driven by the community, through the SITA Board and Council, comprising air transport industry members the world over.
- We provide services over the world's most extensive communications network. It's the vital asset that keeps the global air transport industry connected in every corner of the globe and bridging 60% of the air transport community's data exchange.
- With a customer service team of over 1,700 people around the world, we invest significantly in achieving best-in-class customer service, providing 24/7 integrated local and global support for our services.
- Our annual Air Transport and Passenger IT Insights reports for airlines, airports and passengers are industry-renowned, as is our Baggage IT Insights report.
- We are a certified CarbonNeutral® company, reducing greenhouse gas emissions for all our operations through our UN recognized Planet+ program. In 2022, we committed to setting science-based emission reduction targets aligned to the Science Based Target initiative Net-Zero Standard.
- We also develop solutions to help the aviation industry meet its carbon reduction objectives, including reduced fuel burn and greater operational efficiencies.



For further information, please visit [www.sita.aero](http://www.sita.aero)

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