

A person in a white long-sleeved shirt is using a self-service kiosk. They are holding a smartphone over a contactless payment area on the kiosk. The background is a blurred airport terminal.

**SITA**

SITA TRAVEL  
AUTHORIZATION  
ELECTRONIC TRAVEL  
AUTHORIZATION (ETA)

A COMPLETE DIGITAL SOLUTION FOR  
ROBUST, REAL-TIME PRE-DEPARTURE  
TRAVEL AUTHORIZATION

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# 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 repatriation 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. Airports Council International (ACI) forecasts a continued growth of traveler numbers with 2024 to recover to pre-covid levels of 9.1bn and continue to grow to 19.3bn by 2041. The combination of increased traveler volumes with existing and emerging security threats and pressures on internal budgets and resources are leading to a 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 authorizations (ETA), including ICAO Visible Digital Seals, to individuals before they depart, which strengthens a nation's security. Digital Seals, to individuals before they depart, which strengthens a nation's security.

# 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.

The 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 with ETA process automation

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

Fully interoperable with existing border control systems.

The government portal also provides operational oversight and statistics for government officials.

## Boost trade, travel and tourism

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

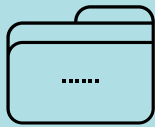
## Conforms to international recommendations

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 completes the SITA eVisa application at their own convenience either through web or mobile channels without the need to travel to a consulate or embassy. 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.

## 1 Pre-Application



- Visa Guidelines & Policies
- Eligibility Wizard
- Omnichannel Contact
- Center Integration
- Marketing & News Sharing

## 2 Application



- Individual / group
- Web Portal & Mobile Apps
- Biometric Enrolment
- Automated Passport
- Data Capture
- Global Payment Collection
- Upload Supporting Documents

## 3 Approval



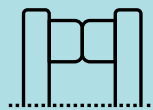
- Risk Assessment & Watchlist Checks
- Multi agency co-ordination
- Business rules and workflows
- Request for additional information
- Escalations

## 4 Issuance



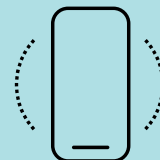
- Digital Travel Authorization
- Issuance (eVisa / ETA)
- Visible Digital Seals (VDS)
- Visa sticker printing
- Notifications and status tracking
- Digital Travel Credentials

## 5 Use

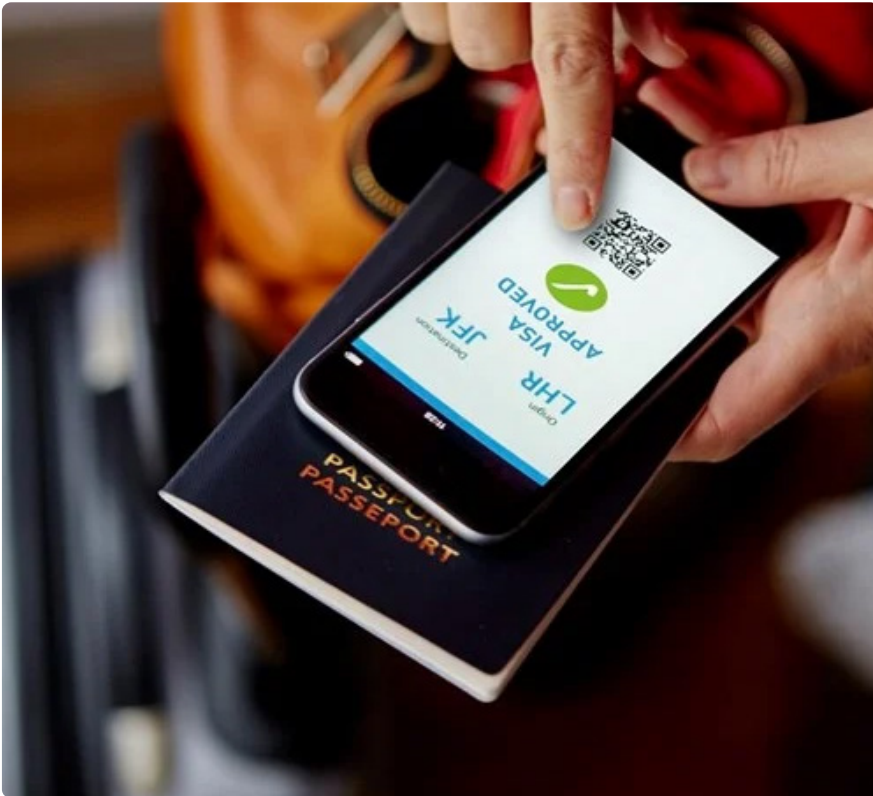


- Pre-clearance Checks (APP)
- Arrivals and Exit checks (Entry Exit)
- Biometric identity verification
- Real-time status checks

## 6 Manage



- Cancellation
- Extensions
- Renewals
- Transfers to a new passport

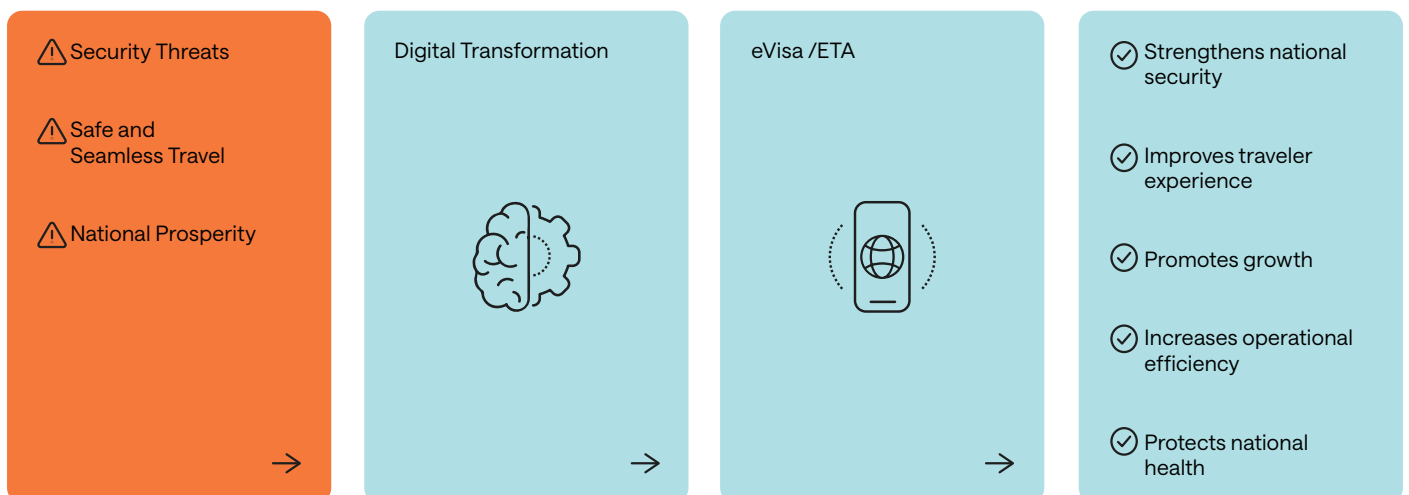


Travelers provide the required information via an online portal or mobile app which also allows for the uploading of supporting documentation. The vetting functionality includes eligibility, watchlist, identity, and immigration status checks. Case management functionality is provided for resolution of problem cases, notification of approvals, cancellations, etc.

We can advise on vetting and issuance processes based on best practices 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 eVISA?

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 prearrival 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.

## 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 eVisa is adaptable to change and can obtain travelers' health information in advance.

SITA ETA is flexible and can be implemented in phases according to customers' requirements. For example, starting as a preclearance channel for visa-exempt travelers, or to support an existing visa on arrival solution.

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.

To meet the growing demand for travel, governments are implementing Travel Authorization systems.

The travel industry is recovering from Covid with a rapidly growing demand to discover new places and cultures, and generate new business. Meanwhile, travelers expect immigration processes to be straightforward and seamless.

According to the IATA Global Passenger Survey:

65% say that immigration process complexity is the main deterrent to traveling to a country.

66% agree that applying for travel authorization online before traveling is the best way to obtain a visa.

83% are willing to share immigration information to expedite airport processing.

And according to an Accenture report on future borders:

76% expect international border processes to look dramatically different in 2030.

For more information, visit:  
**[SITA Border Management](#)**





# 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 Targets 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 more information, visit:  
[SITA Border Management](#)



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