



SITA TRAVEL AUTHORIZATION/EVISA

A fully electronic visa issuance
and management system for secure
and efficient pre-departure assessment
and authorization of travelers

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Overview

The World Travel & Tourism Council (WTC) and United Nations World Tourism Organization (UNWTO) revealed that the implementation of an electronic visa policy – an eVisa – facilitated an uplift to travel and tourism arrivals by approximately 8.1%. For instance, India started their eVisa program in 2014 which resulted in a 21% boost in inbound arrivals and created 800,000 jobs (2% of employment) sustained by travel and tourism. Countries that implement an eVisa program experience economic growth and increased prosperity.

Applying for a traditional visa can be time consuming and confusing for travelers. It might require the traveler to send their travel documents and mandated evidentiary documents to

support their application for assessment, or to visit a consulate or embassy before travel which can be inconvenient and costly. The visa regime itself becomes very rigid and struggles to adapt to change. The traditional visa process has not adopted the advantages that modern technology provides and does not meet the expectations of the modern traveler.

This complexity associated with the visa process, combined with high numbers in international travel, pressure to continuously improve the security of national borders and an upward trend towards digitization and automation of traditional travel facilitation makes a case for implementing SITA eVisa.



SITA eVisa is a modern and flexible fully electronic visa (eVisa) application and issuance solution which eliminates the complexities involved in applying for a traditional visa such as the need for a visit to the consulate or embassy. It allows for the collection of traveler data and biometric information through web and mobile channels and the review, risk assessment, and issuance of the travel authorization (including ICAO Visible Digital Seals) before departure. SITA eVisa provides digital transformation from traditional paper-based processes to a more simple, secure, and efficient digital process.

To meet the growing demand for travel, governments are implementing eVisa 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.

What does SITA eVISA do for you?

Digital transformation

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 visa fraud.

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.

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.

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

Boost trade, travel and tourism

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

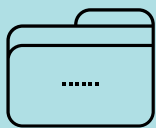
Conforms to international recommendations

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



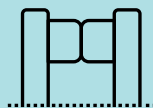
- Risk Assessment & Watchlist Checks
- Multi agency co-ordination
- Business rules and workflows
- Request for additional information
- Escalations

4 Issuance



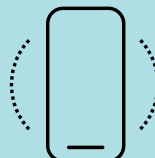
- Digital Travel Authorization
- Issuance (eVisa / ETA)
- Visible Digital Seals (VDS)
- Visa sticker printing
- Notifications and status tracking
- Digital Travel Credentials

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 (and sponsors, if required) apply via an online portal which also allows for uploading of supporting documentation. Visa vetting functionality includes eligibility, watch list, identity, and immigration status checks as well as validation of quotas and sponsor registrations. Case management functionality is provided for resolution of problem cases, notification of approvals, renewals, extensions, cancellations, sponsor management etc. Visa types and rules can be configured as needed.

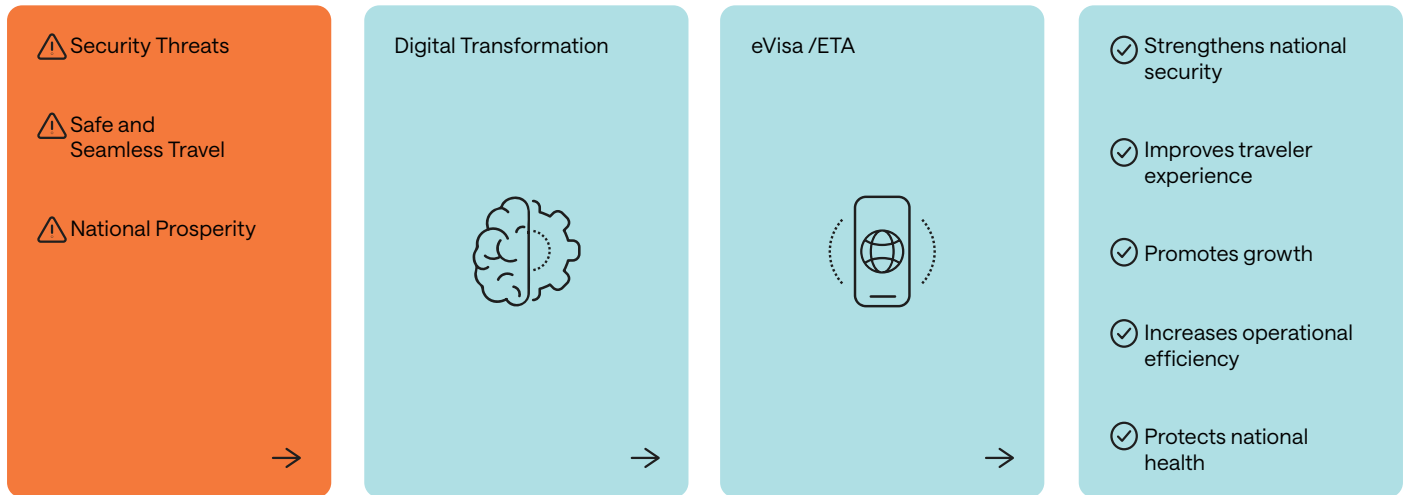
The product comes with a component to capture, verify, and enroll the traveler's biometrics. This could be deployed at the arrival airport so that this important information that would have been captured at an embassy or consulate is still captured under the eVisa program. The system also prints traditional visa vignettes to attach to the passport.

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



Why SITA eVISA?

SITA has been at the forefront of travel authorization technology for more than 25 years – enabling governments to maximize both safety and revenue through increased security, operational efficiency, and traveler satisfaction.



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 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 a Digital Travel Authorization (DTA) solution with best practices containing these 6 critical steps:

- Application for a DTA
- Submission of Materials
- Biometric Collection and Use
- Payment and Collection of Fees
- Notification of Authorization Decision
- Verification

SITA Travel Authorization is fully compliant and can provide all these functions as part of a complex solution.

Alongside of best practices, ICAO's recommends the implementation of a Travel Authorization solution alongside an interactive Advance Passenger Information (iAPI) system – which enables a real-time visa check at the point of check-in. As the market leader in iAPI, with our SITA Advance Passenger Processing (APP) product, SITA is uniquely placed to deliver an integrated solution by combining SITA Travel Authorization with APP.



Customer References

SITA has been at the forefront of digital travel authorization technology for more than 25 years; supporting countries boost travel and tourism or to improve the traveler facilitation for major international events. Combined, SITA supports the issuance of more than 1 million eVisas annually worldwide, providing more than 50 visa types.

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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